



# The Library as Leader in Our University's AI Community:

Activating Primo

Research Assistant at UMGC

December 11, 2025

Colleen Quinn

Robert Miller



UNIVERSITY OF MARYLAND  
GLOBAL CAMPUS

# What's the AI vibe at your library?

- Petrified?
- Cautiously investigating?
- Actively embracing?
  
- How are you using it, or how are you considering using it?

# UMGC Library & AI in our university community

- UMGc encourages the ethical and responsible use of AI for learning and career preparation
- Library created an [AI guide](#)
- Library Innovation Team focus on AI initiatives
  - AI in the Archives
  - RAG AI possibilities
- Members of "AI Champions"
- Member of Academic Advisory Board (AAB) subcommittee on AI
  
- Launched Research Assistant (RA)

# What is Research Assistant (RA)?

- RA is an AI tool that's part of the Primo discovery service
  - Not available to users until you activate it
  - Not a "full-service" AI like ChatGPT; it performs a few specific functions
  - It's a RAG AI, so no hallucinated citations!
- Ask RA a research question and it:
  - Finds five relevant articles/ebooks from the library databases
  - Summarizes the articles into an Overview of the research topic
  - Suggests related research questions
  - Links to additional related articles

# Why we activated RA

- Our library wanted to participate in the AI-positive culture at UMGC.
  - UMGC has embraced AI as a skill that employers seek and that needs to be taught in the classroom.
  - Other UMGC departments are using or testing student-facing AI tools:
    - Tutoring
    - Writing Center
    - Institutional access to Microsoft Copilot
- Our library had already become a champion of AI literacy at UMGC, when we published [an AI guide](#) and gave a webinar for faculty (2023)
- Those factors made our library eager to press go on RA!

# Testing RA, the library found these strengths:

- RAG (Retrieval Augmented Generation) - uses specified data, documents, etc., to generate a response
- Transparency, ethical copyright/permissions
- No hallucinations
- Natural language searching instead of Boolean
- Overview helps students understand their topic
- Related research questions can help a student plan their paper

# Testing RA, the library found this significant weaknesses

- Most sources that RA finds and uses for the Overview aren't full-text in our library.
  - <face palm>
  - We suggest a workaround to students (use the View More Results option and limit to full text)
- Relevance of results
  - AI always tries to please the user with "good" results
- Users expect a full-service AI like ChatGPT

# Introducing RA to students

- When we first activated RA, we publicized it as an innovative, pro-AI move!
- [Webinar for students and faculty: "AI in the Library? You Bet!"](#)
  - Attended by almost 100 people!
  - We showed how to use RA
  - AI principles we covered:
    - Verify
    - Use *your* research, ideas, writing
    - Acknowledge
- Our current webinar focuses on using general AI tools (Copilot, ChatGPT, Gemini) for research, though we still demonstrate RA!
- When we first activated RA, to show our commitment to helping users understand AI, we also began offering AI-centered online research consultations (one-on-one Zoom with librarian).

# What is RA?

## OneSearch

Search articles, ebooks, more

Everything in OneSearch

SEARCH

Scholarly articles only

[Research Assistant \(Help\)](#)

[What is OneSearch?](#) | [Search Tips](#) | [Advanced search](#)

# What is RA?

1

## Research Assistant

Ask research questions. Explore new topics. Discover credible sources.

What is your research question?



3

### Overview of sources

Nurses play a central role in the implementation and adherence to patient safety protocols, which are essential for reducing preventable errors and improving patient outcomes. As frontline healthcare workers, nurses contribute significantly to maintaining a culture of safety through effective communication, transparency, and accountability. Their active participation in continuous training and adherence to established safety protocols helps prevent harm and supports the well-being of patients. <sup>1</sup>

Adherence to patient safety protocols by nurses is generally moderate to high, but certain areas such as reporting safety errors, conducting fall risk assessments, and pressure ulcer prevention show lower compliance. Increased adherence to these protocols is associated with higher reporting of adverse patient events, indicating that nurses' compliance not only helps prevent errors but also promotes a culture of open communication and reporting, which is crucial for patient safety. <sup>2</sup>

Nurses' caring behaviors are also linked to the effective implementation of patient safety measures. In emergency department settings, nurses who demonstrate caring behaviors tend to adhere more closely to patient safety protocols, which contributes to professional and cautious care delivery, thereby enhancing overall patient safety. <sup>3</sup>

In perioperative care, operating room nurses emphasize individual responsibility for patient safety and adapt their work to address emerging problems. Their experience and age influence perceptions of safety climate and management support, with more experienced nurses reporting better working conditions and lower stress recognition. Nurses in these settings also highlight the importance of communication, teamwork, and adherence to structured processes such as the Surgical Safety Checklist to improve safety outcomes. <sup>4</sup>

2

## What role do nurses play in patient safety protocols?

### Sources (may not be full text)

1 ARTICLE

Promoting a Culture of Safety in Healthcare: The Role of Nurse...  
Feyeah, Tagreed A et al. 2024

2 ARTICLE

Nurses' adherence to patient safety protocols and its relationshi...  
Labrague, Leodoro J. 2024

3 ARTICLE

THE RELATIONSHIP OF NURSES' CARING BEHAVIORS A...  
Ilkafah, Ilkafah et al. 2025

4 DISSERTATION

Patient safety  
Nyberg, Anette 2024

5 ARTICLE

Relationship between Nurses' Work Environment and Patient...  
Thorsboe, Lise Marie et al. 2023



View more results from your library search

4

## Related research questions

? How do nurses contribute to the implementation of patient safety protocols?

? What are the impacts of nursing interventions on reducing medical errors?

? In what ways do nurse-led safety initiatives improve patient outcomes?

? What training do nurses receive to enhance patient safety in clinical settings?



# Help guide for RA

- We wrote [our RA help guide](#) with our users' needs in mind:
  - Explain strengths and weakness of RA
    - We show a workaround for the one big weakness!
  - Discuss how to use RA effectively and ethically:
    - Review sources directly yourself, rather than depending entirely on RA's summary
    - Acknowledge your use of RA (as you would when you use any AI for a classroom assignment)
  - Make sure help guide is available before student uses RA and while they are in RA:

## ✦ Research Assistant

Ask research questions. Explore new topics. Discover credible sources.

[How to use Research Assistant](#)

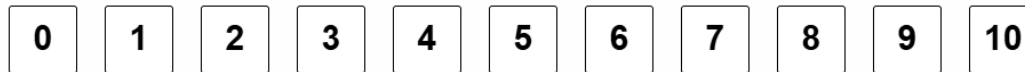
# NPS Survey

## Research Assistant Survey

We would like to hear about your experience with Research Assistant

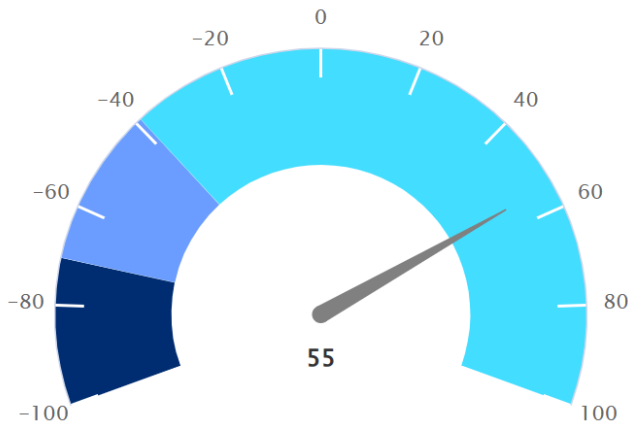
How likely are you to recommend Research Assistant?

Not likely



Very likely

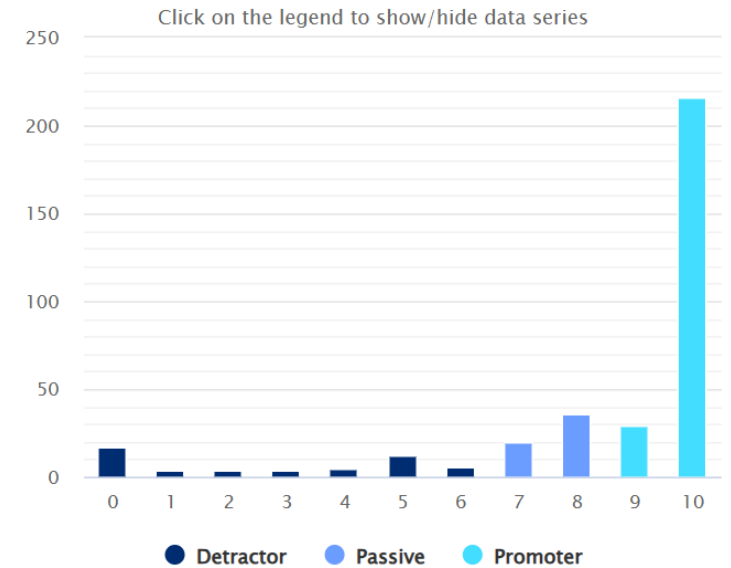
Overall Score



### Survey Responses

Category	Amount
Promoters (9-10)	245 (69.4%)
Passive (7-8)	56 (15.9%)
Detractors (0-6)	52 (14.7%)
Total Responses	353

### NPS® Ratings



# Integrating AI into a classroom research assignment

- LIBS 150 Search Strategy assignment
  - Use AI to create a Boolean search statement
  - Test AI statement vs student statement & compare results
- Faculty hesitations and complaints
  - Academic integrity & responsible use
- *Can we use RA in an assignment?*

# Wrap-up activity! (It's fun and easy, we promise)

- We've talked to you today about how our library decided to activate Research Assistant and various steps we took to do that!
- Now it's time for your library's AI action plan!
  - Brainstorm a way for your library to become an AI champion in your community!
  - It could be using AI internally (staff only) or externally (for the public)
  - Brainstorm:
    - **Goal** (e.g., use AI for collection development; teach AI to older-adult users)
    - **Resources** (2-3 things you'll need: tech? training? collaboration?)
    - **One thing you can do** back at work to get started!
  - *And if your library's already using AI, you can describe your current practice for this activity . . . or you can brainstorm a new AI goal for your library!*

# Ideas for 1 goal, 2-3 resources, 1 thing

Your library's AI **goal**. Use AI for:

- Reader advisory
- Virtual reference/chatbot
- Analyze community data to determine programming/outreach
- Help planning a community event (ideas for activities, etc.)
- Enhancing user accessibility
- **Teaching students how to write reference citations with AI**
- Lesson planning and instruction (use AI to generate quizzes, discussion prompts, etc.)
- Budgeting (use AI for scenario planning: e.g., What if journal costs go up 10%)

**Resources** you might need:

- **New collaborations between teams?** Between the library and external stakeholders?
- Specific tech (e.g., [Smartcat](#), an AI-powered multilingual translator for serving diverse communities)
- Staff training (e.g., EBSCO, Elsevier, etc., have AI literacy courses for staff)
- Money (free AI vs paid models)
- **Growth vs fixed mindset**

**One thing** you can do back at work:

- Caffeinate
- Eat chocolate
- Talk to a coworker about AI
- Join a library AI affinity group or listserv
- **Use AI in your personal life (e.g., ask it for socially-conscious gift ideas)**
- Caffeinate again, this time more thoroughly

*n.b.: Most of the above ideas/examples came from Copilot.*

# Thank you!

- [robert.miller@umgc.edu](mailto:robert.miller@umgc.edu)
- [colleen.quinn@umgc.edu](mailto:colleen.quinn@umgc.edu)