

AI Campus Support | Students and Student Services

Enhance Library Access and Support for Students

LearnWise AI connects students to library databases, research guides, citation help, and library services the moment they need them. Ask in plain language, get a direct answer, and keep working.

01 — TIME SAVED | For Students

You get the right resource without knowing where to look first

Finding the correct database, subject guide, or citation format today means navigating a library website and guessing which resource covers your discipline. AI Campus Support takes the question you already have and returns the specific resource, the exact access link, and a starting point. Where patterns in student queries show what typically comes next at your stage of an assignment, the agent surfaces those answers before you have to ask.

02 — STAFF CAPACITY | For Library Staff

Routine questions get answered instantly and recurring gaps get fixed at the source

Most student library questions are about access, availability, and basic search strategy. When those are handled at the point of need, librarians spend their time on consultations and instruction. The platform also tracks patterns in queries and unanswered questions, giving staff the data to eliminate redundant content and keep the knowledge base accurate over time.

3 — EQUITY | For the Institution

Every student gets library support regardless of when or where they study

A student working at midnight before a deadline should have the same access to research guidance as one who can walk into the library during staffed hours. When support is available on demand and connected to course context, library services stop being a privilege of convenient timing and become a consistent part of every student experience.

How to Use It - Steps

A walkthrough video sits alongside these steps on the published page.

1. Load your library knowledge and place the assistant where students already are

- ◆ The assistant can be embedded directly into LibGuides pages via an iFrame, sitting alongside your subject guides and picking up their content automatically. Librarians can also upload additional files (PDFs, DOCs) or add web pages as knowledge sources, tagged to all students or specific courses. Individual pages and files can be added or removed at any time without reconfiguring from scratch.

2. Configure shortcut buttons and flows

- ◆ Set up shortcut buttons for the actions students repeat most: booking a study room, finding a database, checking loan status. Each button can trigger a pre-filled prompt, surface a saved FAQ answer, or launch a structured flow that handles multi-step journeys like workshop registration or a referral path to a specific librarian.

3. Set up librarian escalation

- ◆ When a question needs a human, the assistant escalates with full context: a conversation summary, full history, and student metadata pushed directly into the ticket. Configure which team or queue receives it, set availability hours with automatic timezone conversion, and choose exactly what gets passed through.

4. Refine using the improvements dashboard

- ◆ The improvements dashboard tracks unanswered questions and recurring gaps. Librarians can see what students are asking that the assistant cannot yet answer, upload new files to fill those gaps, and restrict staff-facing knowledge sources so students only see what is relevant to them.

How It Works

From research question to working source list in a single conversation

AI Campus Supports reads your institutional resources including LibGuides pages. You can ask how to build a search string, request a citation formatted in your required style, check whether your institution provides full-text access to a specific journal, find library workshops relevant to your course, or locate the subject librarian for your area. When you need a human, it surfaces appointment availability and helps you prepare a research question to bring to the consultation.

Patterns in student queries are tracked and analysed over time. Frequently asked questions and recurring gaps in the knowledge base are surfaced to library staff through an improvement workflow, so the information students receive stays accurate and the most common points of confusion get addressed at the source rather than answered one student at a time.

What the Agent Can Help With

- Shortcut buttons for room booking, loans, and real-time availability
- Database recommendations by discipline and topic
- Search string construction for specific topics
- Citation formatting in APA, AMA, MLA, and Chicago
- Full-text access and interlibrary loan status
- Workshop and tutorial discovery with registration support
- Subject guide navigation for your course or assignment
- Source type explanations: peer-reviewed, grey literature, primary sources
- Librarian appointment booking with pre-consultation prep

Example Prompts

FIND | Find the right database

"I need peer-reviewed nursing articles from the last five years. Which databases should I use and how do I filter for peer-reviewed sources?"

SEARCH | Build a search strategy for a topic

"My topic is patient outcomes in community nursing for elderly populations. Can you help me build a search string with Boolean operators?"

CITE | Format a citation in the required style

"I need to cite a journal article in APA 7th edition. The article is from CINAHL and I have the DOI. Can you format it for me and explain what each part means?"

DISCOVER | Discover workshops and sign up

"What are some library workshops happening on systematic reviews or database searching running this term?"

Governance Note

Your data stays within your institution. No external sharing.

LearnWise AI Campus Support accesses only the approved institutional resources. LearnWise AI hosts your data in your own region, and your university is the full owner. We do not use your data to train any AI model.

See it in Action

Book a 30-minute walkthrough. We will run a gap check using anonymized demo content and show you the full findings and bulk update confirmation workflow.

learnwise.ai/demo | hi@learnwise.ai

