



# ALLAMA IQBAL LIBRARY

(ISO 9001:2015 CERTIFIED LIBRARY)

## University of Kashmir

(NAAC Accredited "A" Grade University)

University Campus Hazratbal Srinagar, Kashmir, J&K-190006

*Dr. Fayaz Ahmad Lone*

### CIRCULAR

It is hereby notified for the information of the esteemed academic community of the University of Kashmir that **Allama Iqbal Library** has designed and launched the **AIL Chatbot** to facilitate users with online access to information relating to library resources, services, and facilities on a **24/7** basis.

The **AIL Chatbot** was formally inaugurated by **Prof. Nilofer Khan**, Hon'ble Vice Chancellor, University of Kashmir, on the occasion of **World Book and Copyright Day**, celebrated by Allama Iqbal Library on **April 23, 2026**.

The **AIL Chatbot** can be accessed through the official website of Allama Iqbal Library. It has been developed to provide prompt assistance, enhance user convenience, and ensure uninterrupted access to library-related information at any time. Users can communicate with the Chatbot via **text and voice**. However, all users are requested to use the **text option only**, as this will help record user queries and responses for further refinement, training, and improving its efficiency. The **voice option** is presently disabled.

It is pertinent to note that Allama Iqbal Library is the **first university library** in Jammu and Kashmir to introduce an **AI-powered chatbot** for its users and is also among the **first five libraries in India** to launch such an innovative digital service for user support and engagement.

The esteemed academic community is encouraged to make optimum use of this innovative service.

  
LIBRARIAN

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