Proposed Project:

AI Integration into opl.ca

Proposed Project Overview:

In 2023, OPL embarked on an AI project in collaboration with Sheridan's Centre for Applied AI (CAAI) to improve user engagement on OPL.ca through an AI-driven chatbot. OPL boasts millions of items within its collection, hosts thousands of programs, and connects to hundreds of third-party resources—all accessible to Oakville residents via their library card. Because the library offers such an abundance of information and resources, residents have requested an easier method to find what they are specifically looking for online. This initiative introduces a conversational AI chatbot and an intelligent recommendation system on the OPL website. By leveraging Meta's LLaMa 2 model, the AI chatbot will provide accurate, contextually relevant information, while the recommendation system will ultimately suggest resources based on user preferences and prompts.

The proposed project would provide back-end and front-end integration of the chatbot into OPL's website and servers. Not implementing the solution at this time would make the development to date of this solution unusable. Implementing AI will enhance user satisfaction, optimize resource use, and create financial and efficiency savings for OPL, aligning with its strategic goals of enhancing service delivery and promoting inclusivity.

Costs and Benefits Summary:

Costs and Benefits Summary						
	2025	**2026**	**2027**	**2028**	**2029**	**Total**
Capital Costs	$40,200					$40,200
Capital Benefits						
Net Capital Costs	$40,200					**$40,200**
Operating Costs		$7,200	$7,200	$7,200	$7,200	$28,800
Operating Benefits						
Net Operating Costs		$7,200	$7,200	$7,200	$7,200	**$28,800**

Costs are reflective of OPL's website vendor to implement the chatbot into OPL.ca as well as subsequent maintenance and support fees.