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USAGE OF PRIMO RESEARCH ASSISTANT IN LIBRARIES IN POLAND

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ABSTRACT

A dynamic development of AI-powered solutions has an impact on the transformation of information services in libraries. One of the tools that coincides with the trend is Primo Research Assistant. The paper presents the extent of the tool's implementation in Poland and analyses its actual usage in three selected academic libraries. The research was of a quantitative character, basing on the analysis of the number and the extent of the tool implementation, while in the case of three selected institutions, also on the analysis of the usage rate, such as session numbers and the numbers of interactions per session. Moreover, time shifts were taken into account, which allowed to identify trends related to the tool's adaptation. The research results demonstrate that the number of libraries implementing Primo Research Assistant remains relatively low. Simultaneously, the use of the tool in academic libraries is of a superficial nature, showing on average 1.4 actions per session. What dominate are brief single interactions, this suggesting that the tool is predominantly applied as a swift source of information, and not as a support for a more thorough research.

KEYWORDS: Artificial intelligence, libraries in Poland, Primo Research Assistant, usage analysis, empirical data

Introduction

A dynamic development of AI-powered technologies implies a redefinition of the role of the traditional information services provided by academic libraries. What gains a particular importance in this context is the implementation of such tools as Primo Research Assistant. However, their very availability in the library's offer does not determine the actual scale of its usage by library users. It, thus, seems justifiable to confront the scale of the usage of such solutions with the volume of their actual usage, which allows a more critical evaluation of the usefulness of the AI-based tools in supporting information and research activity.

Research Goal and Methods

The paper's essential goal is twofold. Firstly, it is meant to show the extent of the implementation of Primo Research Assistant in libraries in Poland. Secondly, it aims to analyse the actual usage of the discussed tool in the selected academic libraries, particularly taking into account the extent of its implementation and the usage modes.

A quantitative approach was applied, this based on the analysis of the data documenting the tool's usage. The source of the empirical material was found in the data provided by the National Library of Poland.[1] It was used to verify the www pages of the chosen libraries in view of Primo Research Assistant's usage. Three academic libraries which implemented the Assistant: the Jagiellonian Library, Main Library of the Maria Curie-Skłodowska University, and the University of Warsaw Library, were requested to provide statistical data related to the Assistant's usage.

The above libraries were selected, since they constitute a varied set of case studies. Two of them operate within the grandest and best-recognizable academic centres in Poland, while the third one

1 Biblioteka Narodowa, 'Współkatalogowanie', https://bn.org.pl/dla-bibliotekarzy/ogolnokrajowa-siec-biblioteczna/wspolkatalogowanie [Accessed 20 May 2026].

was chosen as an example of a lower-scale organizational unit. Thanks to this it was possible to compare the usage of the discussed tool within varied institutional environments, which also secured a higher comparative value of the obtained results.

The analysis focused first of all on the number of sessions and actions per session, as well as on the dynamics of these rates over time. Not only did this allow to define the intensity of the tool's usage, but also to identify the tendencies related to its adaptation in the investigated libraries. Additionally, varied user activities in respective research periods were analysed, this enabling the evaluation of the tool's usage stability following its implementation. The obtained results allowed to formulate conclusions related to the level of the tool's adaptation and its potential usefulness in the academic environment.

Literature's Overview

Primo Research Assistant is a search tool based on generative AI, integrated with the discovery Primo VE system manufactured by Clarivate/Ex Libris. The tool's beta version was made available in September 2024.[2] Generative AI, forming the basis for Primo Research Assistant, is the GPT-4.1 mini model from OpenAI.[3] Interestingly, the Assistant is one of the available functions of the Primo VE system. According to the tool's manufacturer: 'Primo Research Assistant uses a Retrieval Augmented Generation (RAG) architecture to combine the language capabilities of the LLM (Large Language Model) with the knowledge from material indexed in the Central Discovery Index (CDI)'.[4] Importantly, the '2026 Primo VE Roadmap Highlights' document shows the possibility of implementing the option of the integration of the local metadata re-

2 Ch. King, 'Primo Research Assistant: User Testing and Feedback. The Open University' in: *Open Research Online*, 2025, https://oro.open.ac.uk/103099/1/Primo%20Research%20Assistant%20Report.pdf [Accessed 20. May 2026].

3 Ex Libris, 'Getting Started with Primo Research Assistant', https://knowledge.exlibrisgroup.com/Primo/Product_Documentation/020Primo_VE/Primo_VE_(English)/015_Getting_Started_with_Primo_Research_Assistant [Accessed 20 May 2026].

4 Ibid.

cords as data sources for the tool. It was also indicated that this functionality would serve the MARC21, UNIMARC, Dublin Core, or XML standards, taking into account subject headings, classifications, full-text local contents, and external records.[5]

The Assistant is a multilingual tool which, when asked by users in languages other than English, will provide the summing up of the results in their respective language, while searching materials both in the local language and English.[6] Serving as the basis for the operation of Primo Research Assistant, Ex Libris Central Discovery Index is a unified global index of scientific and academic resources, containing over 5 billion records of materials of varied kind from thousands of publishers, aggregators, and repositories.[7]

The to-date publications on Primo Research Assistant are still scarce, focusing more on the librarians' perspective, the tool's efficiency, or its teaching potential.[8] As observed by Heather L. Cribbs, Ellen Jarosz, and Stephen Kutay, the analyses dealing with the end-user experience are less frequent. [9] Meanwhile, it is the latter that provide the most direct data on the actual usefulness, limitations, and reception of the solution in the academic praxis.

Overall, the tool has been positively perceived by librarians and other users. In the literature we can find such opinions that 'Primo Research Assistant was received largely positively by respondents, which has increased confidence in making this available to all users'[10] or that this solution is regarded as 'a game-changer

5 Ex Libris, '2026 Primo VE Roadmap Highlights', https://files.mtstatic.com/site_11811/197870/0?Expires=1779269363&Signature=ufBIlP9i-F8RQxOE9-Dy34acg1jdGf5lF2X~FDsgXRxsvF9hh0pVhBjP71z60CvukhIsZ3P1jU-Gp-WUQbEEzy8w73~F7bpWye5zfTP3Rx4zDFssZT1LgXflerYJXBJr0gATIvHsUm7D-qwaKnorn4JFjTPNTv3-XpanDJlaOwvdIw_&Key-Pair-Id=APKAJ5Y6AV4GI7A555NA [Accessed 20 May 2026].

6 Ex Libris, 'Getting Started...'.

7 T. Elton, 'CDI (Central Discovery Index) Guide: CDI: The Basics', https://flvc.libguides.com/cdi [Accessed 20 May 2026].

8 H. L. Cribbs, E. Jarosz, S. Kutay, 'Student Experiences with AI-Enhanced Library Discovery: Evaluating the Primo Research Assistant through Reflective Journaling', https://scholarworks.calstate.edu/downloads/dv1404114 [Accessed 20 May 2026].

9 Ibid.

10 Ch. King, 'Primo Research...'.

for academic research'.[11] Although some judgements expressing uncertainty as for the tool's use have also been pronounced. Can Li & Hesper Wilson explain that: 'Even with Clarivate/Ex Libris' documentation, how it works is still not well understood. For academic libraries, when offering a product to their users, explainability and clarity in specific cases are paramount, but that is not what the currently available resources can give them confidence about. Further documentation and training resources might help bridge this gap, and along with an improved UI, PRA [Primo Research Assistant] can possibly gain recognition for its value and cross the chasm'.[12] In the report prepared for the International Labour Organization concerning the implementation of the IT strategy there is mention of a pilot programme in the first half of 2025. It demonstrates that the discussed tool was not as yet mature to be implemented. The document also states that its improved version was to be reassessed in 2025–27.[13] Other investigation showed that in the case of the use of the Assistant by students there may occur essential limitations in the interaction. Essi Prykäri and Riikka Sinisalo declare that 'there were some concerns that the students do not familiarize themselves with the sources given and just use the summary provided, which might give them a skewed view on the topic. The summary provided might also encourage students to plagiarize, which mirrors the findings from the literature'.[14]

11 K. Van Deventer, 'Primo Research Assistant: A game-changer for academic research', https://blogs.sun.ac.za/libraryresearchnews/2025/04/29/primo-research-assistant-beta-a-game-changer-for-academic-research/ [Accessed 20 May 2026].

12 C. Li, H. Wilson, 'Primo Research Assistant: Potential for Enhancing Resource Discovery (A Six-Month Review)', *Internet Reference Services Quarterly*, 2025 No 29(2), p. 210.

13 International Labour Organization, 'Final report on the implementation of the Information Technology Strategy 2022-25', https://www.ilo.org/sites/default/files/2026-02/GB356-PFA-INF-2-%5BINFOTEC-260115-001%5D-EN.pdf [Accessed 20 May 2026].

14 E.Prykäri, R. Sinisalo, 'Faculty Views on Generative AI Tools - Case: Primo Research Assistant' in: L. M. Evertson, P. M. Niemitalo, *Enhancing Student Motivation through Reflective Self-Assessment. Abstract from The Ninth European Conference on Information Literacy (ECIL) September 22nd-25th 2025*, Bamberg, Germany, pp. 101 https://research.abo.fi/ws/portalfiles/portal/70529221/ECIL2025_Book-of-Abstracts-final_v2.pdf#page=122 [Accessed 20 May 2026].

The principles underlying the operation of Primo Research Assistant, its functionalities, and its potential applications in conducting information retrieval queries are discussed in detail in a separate study.[15] One of the findings presented in that study is that formulating the same query in different natural languages may result in different search outcomes.[16] Although Primo Research Assistant supports multiple natural languages, the language in which a query is formulated may influence the scope and composition of the retrieved results.

The above demonstrate that Primo Research Assistant is still being evaluated as for its functionality and capacity of a wider implementation. On the one hand, the tool arouses interest as an element enhancing search for information, on the other, it continues to raise questions for the operation understandability, interaction quality, and practical value in the academic environment. As a consequence, its further evaluation should not only consider the technical parameters, but also the user experience and the institutional context in which it is applied.

Empirical Data Analysis

Primo Research Assistant has been implemented in Poland since 2024, mainly as part of projects coordinated by the National Library since 2017. Importantly, Assistant holds potential for a wider application in various types of libraries in Poland, i.e., public, research, and academic. The integration of library catalogues was also supported as part of the National Reading Development Programme 2.0 (2021–2025), and in 2026, efforts to develop library cooperation and modern IT tools are being continued, with the National Library of Poland remaining the core of these activities.[17]

15 G. Gmiterek, S.D. Kotuła, 'Primo Research Assistant jako narzędzie wspierające użytkowników polskich bibliotek' in: M. Wójcik, AI w bibliotekach. Stan obecny, perspektywy, wyzwania, Kraków 2026, pp. 163-179 https://ruj.uj.edu.pl/entities/publication/32357e29-0d49-42e0-a774-e4969cc021ef [Accessed 9 September 2026].

16 Ibid. pp. 175–176.

17 Biblioteka Narodowa, 'Od rekordu do rekordu. Podsumowanie konferencji dotyczącej funkcjonowania i rozwoju Połączonych Katalogów' https://www.bn.org.pl/

The present study focuses on libraries participating in activities carried out in cooperation with the National Library of Poland. Based on the list of participating libraries published by the National Library of Poland and on a verification of the websites of the respective institutions[18], Primo Research Assistant was found to have been implemented in 19 of the 126 academic, research, special, and public libraries included in the analysed group (Table 1).

TABLE 1. LIBRARIES PARTICIPATING IN THE NATIONAL LIBRARY OF POLAND'S COOPERATION NETWORK WITH ACCESS TO PRIMO RESEARCH ASSISTANT (AS OF MAY 2026)

No.	Name	Type
1.	AGH University Main Library	academic
2.	Main Library of the University of Physical Education in Krakow	academic
3.	Library of the Medical University of Gdansk	academic
4.	Library of John Paul II Catholic University in Lublin	academic
5.	Library of the University of Gdansk	academic
6.	Jagiellonian Library	academic
7.	Library of Cardinal Stefan Wyszyński University in Warsaw	academic
8.	Library of Maria Curie-Skłodowska in Lublin	academic
9.	Nicolaus Copernicus University Library (Torun)	academic
10.	Opole University Library	academic
11.	University Library UWM (Olsztyn)	academic
12.	University of Warsaw Library	academic
13.	Wroclaw University Library	academic
14.	Library of Warsaw University of Technology	academic
15	Raczyński Library	research
16.	Central Agricultural Library. Branch of the National Institute of Rural Culture and Heritage in Puławy	research
17.	Tadeusz Mikulski Lower-Silesian Public Library in Wrocław	public
18.	H. Łopaciński Voivodeship Public Library in Lublin	public
19.	W. Gombrowicz Voivodeship Public Library in Kielce	public

aktualnosci/5854-od-rekordu-do-rekordu-podsumowanie-konferencji-dotyczacej-funkcjonowania-i-rozwoju-polaczonych-katalogow.html [Accessed 20 May 2026].

18 Biblioteka Narodowa, 'Współkatalogowanie'. Next to the enumerated libraries the Project was also participated by their branches.

The achieved result shows that the tool's use remains at a relatively early stage. Among the institutions which have implemented Primo Research Assistant the dominating number is constituted by academic libraries (14 implementations). There are also two research and three public libraries which have implemented the tool. When analysing the implementation structure one can see that the greatest interest in the tool is shown by the libraries which operate within the environment of tertiary education and research, where the need for support in information search and exploration of digitized resources is particularly big. Furthermore, such a list demonstrates that a presence of AI technologies in libraries is not universal, while their implementation for the moment applies to a relatively small number of centres, the latter characterized by a high organizational and information potential. What has also been observed is a large majority of libraries which despite technological implementation capacities have not decided to implement the solution. Thus, the data demonstrate that the very capacity for technological implementation does not translate automatically into the actual adoption. This confirms the presence of additional factors having an impact on the institution's decision making process.

Data Related to the Usage of Primo Research Assistant in Selected Academic Libraries

In the light of the afore-presented scale of the adoption of Primo Research Assistant in Polish libraries, further analysis requires a confrontation of the implementation level with the empirical data on the actual usage of the tool. Since the presence of the tool in a library's offer does not in fact guarantee its active user application. Therefore, the present part of the paper focuses on the statistical data connected with the interactions with Primo Research Assistant in three chosen academic libraries, taking into account the key rates, namely the number of sessions and actions undertaken as their part. The libraries chosen are those of varied-size universities. This being important, since in the case of larger universities there is a higher potential for a more frequent use of the Assistant (a larger

number of students and employees, thus library users). In the case of a medium-size university (Maria Curie-Skłodowska University in Lublin) the scale of potential usage of the tool may be smaller, this allowing to objectively compare its usage with that in the libraries of large academic centres. Not only does such a comparison allow to grasp the very implementation level, but also the actual interest in the tool among users in view of the size of the university community. Our goal was thus to investigate whether Primo Research Assistant's implementation level translates into its actual application by users and whether the activity scale varies depending on the size of the university and the potential of respective academic libraries.

JAGIELLONIAN LIBRARY (BJ)

Over the analysed period, spanning from November 2024 to October 2025, the total number of 57,743 sessions and 80,466 actions performed by the users applying Primo Research Assistant were recorded. Such a high number of interactions demonstrates that the tool was widely implemented, and had entered the praxis of the use of the library resources to a much higher degree than in the other investigated centres. However, it has to be emphasized that the very number of sessions suggests high user interest, while the number of actions allows to better grasp the actual character of the tool's use, thus the degree of engagement in the search process.

Data analysis on a monthly basis shows that the numbers of sessions and actions display a similar course, showing a strong correlation between the rates. In the early months of the research the investigated activity stayed at a relatively high level, generally falling within 5,800 to 7,300 sessions and between ca 7,900 and 10,500 actions monthly. The highest number was achieved in March 2025 when the number of sessions reached 7,343 while that of actions approached 10,500.

The above data can be interpreted as reflecting the period of a particular intensity of the tool's use, likely related to the growth of teaching and research activities in the middle of the academic year. In subsequent months, a systematic decrease was visible,

this possibly indicating the seasonal character of the tool's use and its higher usefulness in the periods of higher intensity of studying and research. At the same time, in the last analysed month, namely October 2025, the activity increased, this likely suggesting that the interest in the tool was resumed, coinciding with the launch of the new academic cycle.

CHART 1. NUMBER OF SESSIONS ON A MONTHLY BASIS (BJ)

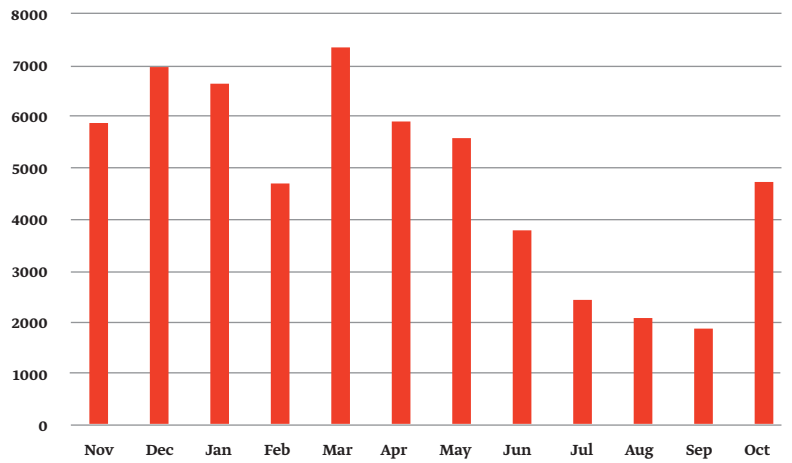
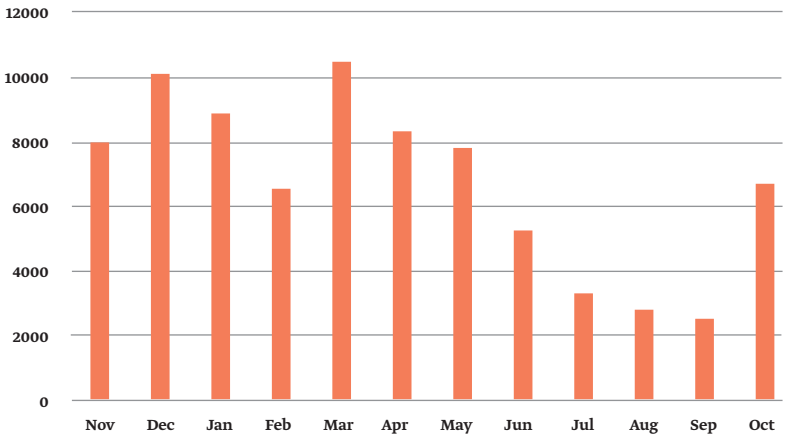


CHART 2. NUMBER OF ACTIONS ON A MONTHLY BASIS (BJ)



What we consider essential is the rate of actions per session, which over the whole period stood at an average of 1.39. This showing that an average session covered hardly anything more than a single action, thus the dominating mode of the tool's use were short single interactions. Such a result shows that Primo Research Assistant served predominantly in the function of a quick access to information, not a tool assisting a more complex multi-stage resource exploration process. The stability of this rate over time suggests, in turn, that despite the fluctuation in movement the users did not essentially change their manner of working with the system. In other words, the increase or fall in the number of sessions did not truly lead to an essential deepening of the interaction, this possibly indicating a fixed, quite superficial model of the Assistant's use.

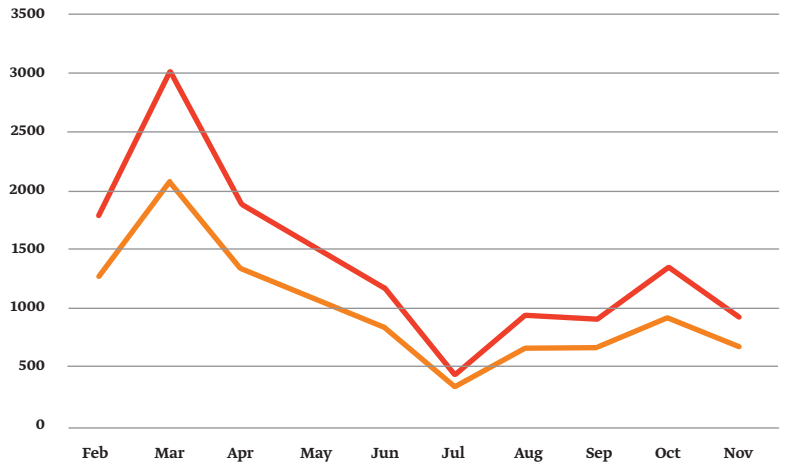
The data from the Jagiellonian Library show that despite an early implementation of the Assistant its use remains relatively limited. On the one hand, they demonstrate that Primo Research Assistant has been noticed and approved of by users, while on the other, they show that the tool's potential has not been maximally utilized. This may result from both sufficiency of a single answer generated by the tool and from the fact that users treat it as an auxiliary solution serving to quickly obtain information, and do not apply it for a longer research. In this sense the results coincide with the broader observation that the very presence of the tool in the library's offer does not automatically imply user activity depth.

MAIN LIBRARY OF THE MARIA CURIE-SKŁODOWSKA UNIVERSITY (BG UMCS)

The research material, spanning the period from 12 February 2025 to 19 November 2025, recorded the total of 9,884 sessions and 13,998 actions, this yielding an average of 1.42 actions per session. Such a rate roughly equals that observed in the other libraries, this pointing to a similar limited character of user interaction with the tool. At the same time, the overall scale being significantly smaller

in comparison to the Jagiellonian Library (ca 7-fold lower session number) may be interpreted as an effect of a smaller student population and a more local quality of the University, these factors likely contributing to a limited usage of Primo Research Assistant's potential.

CHART 3. NUMBER OF SESSIONS (ORANGE) AND ACTIONS (RED) ON A MONTHLY BASIS (BG UMCS)



The analysis of the session number on a monthly basis displays a lack of a permanent increase trend. Following the initial growth and the peak in the second month there occurred a systematic decline of activity up to the lowest value in the sixth month. In subsequent months, a partial rebound in activity was observed together with the levelling off at 650–900 sessions monthly. Such a chart course suggests that the tool did not consolidate its core user base, while its popularity quickly expired following the phase of initial interest. In this case, too, the tool's use was the lowest during the holiday period, and grew again as of October.

The analysis of the action number within single sessions also displays the dominance of minimal values. What dominate are single-action sessions, while a definite majority of interactions does not include more than 2 to 3 actions. The median of actions

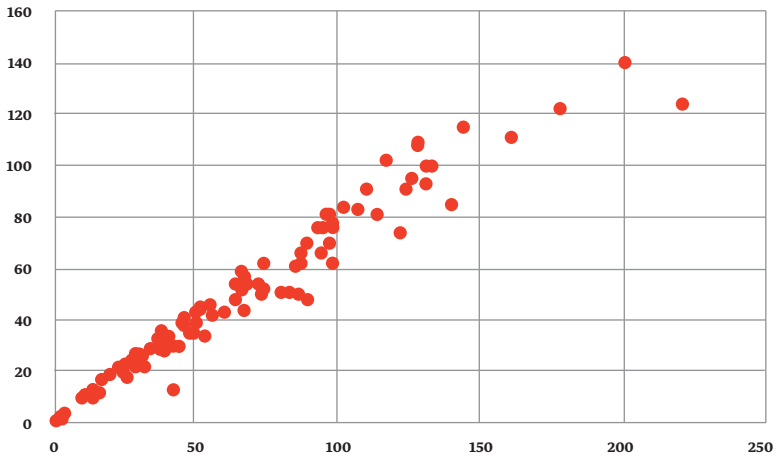
per session stands exactly at 1, which unequivocally confirms that the typical tool's use was brief and single: the users asked single questions, terminating the session having received the answer. A parallel presence of few sessions boasting an unusually high number of actions (reaching several dozen) leads to a skewed data distribution, inflating the average value, and masking the dominant minimal engagement pattern.

Interestingly, the varied user activity: when the majority are light users, while a group conducts intensive multi-stage interactions, can be typical of the early stages of new technology adoption. In the context of BG UMCS, the data demonstrate that Primo Research Assistant performed first of all the role of a quick information source, and not of a comprehensive research assistant. The lack of more complex interactions may result from the adequacy of single answers to simple information needs of the students, as well as from a limited promotion or teaching which did not encourage a more advanced usage. As a result, despite the tool having been implemented its application remains limited, which may constitute a challenge to a further development of AI-based library services.

UNIVERSITY OF WARSAW LIBRARY (BUW)

Over the analysed period, definitely shorter than in the case of the other libraries, namely from 2 July 2025 to 20 October 2025, the total of 5,251 sessions and 6,958 interactions were recorded, this translating into the average rate of 1.33–1.35 actions per session. It stands at the lowest from among the three investigated libraries, although its stability over time, regardless of the daily intensity fluctuations, testifies to a recurring usage pattern. Importantly, the tool was launched at BUW only in July 2025. However, a relatively high rate of actions per session points to a more effective usage model, despite a lower scale.

CHART 4. NUMBER OF SESSIONS (ON THE LEFT) AND NUMBER OF ACTIONS (AT THE BOTTOM) ON RESPECTIVE DAYS (BUW)



The analysis of the daily data shows a distinct temporal dynamic: in the initial phase (July 2025) a dynamic increase in session number was observed, which was followed by a quick period of decrease due to a holiday period. As of September 2025 the activity started to intensify again, reaching the levels higher than the earlier rate, which demonstrates a cyclical character of the tool's use related to the academic calendar. In the majority of cases the users limited themselves to a single action per session, less rarely undertaking subsequent interactions, although sporadic rate increases to 1.6-1.8 suggest the likelihood of the Assistant's more intensive use.

The stability of the number of sessions and actions ratio, with the domination of minimal interactions, points to a superficial model of Primo Research Assistant's usage: the tool is treated as a quick point of access to an answer, and not a platform for an in-depth resource exploration. This repetitive model, regardless of the fluctuation in movement, is common for all the libraries, emphasizing the universal character of the AI adoption within an academic environment: the initial enthusiasm gives way to the stabilization at the level of single queries. The lack of evolution towards multi-

stage sessions can point to the sufficiency of single results for the majority of information needs or to a limited user awareness of the tool's full potential. In our view, this may result from the insufficient intuitiveness of the interface which does not encourage the continuation of the user interaction.

Conclusions

A low level of Primo Research Assistant's implementation may demonstrate a cautious approach of libraries to the implementation of generative AI tools. In academic and research libraries what matters most is the relevance of the obtained answers, hence a potential factor limiting the speed of the tool's adoption may result from doubts related to the obtained results.

The Assistant's very implementation does not require any additional outlay, development of the infrastructure, or a complicated technological integration. Thus, a low implementation scale does not result from technological or economic barriers. It can be assumed that the key role in this respect is played by the institutional prudence regarding generative AI technology as such. Other possible reasons may include lack of user needs, lack of interest, or staff's limited awareness of the tool's potential. Another cause can be found in the insufficient knowledge of the tool's availability. Furthermore, objections may be raised due to the automatic generation of the answers to the users, particularly in an academic activity or in research, where next to the credibility and transparency of search processes the control over result presentation is of particular importance.

The predominance of academic libraries among the institutions implementing the discussed tool may result from a stronger pressure on the development of digital services supporting teaching and research. Besides, they also boast greater readiness to experiment with modern tools. The implementation scope also suggests a more conservative approach of public and special libraries to automation of information services.

Generative AI technologies in libraries are still in the early adoption phase, even in situations where the implementation is tech-

nically simple, not generating any additional cost. This implying that implementation decisions are at present mostly affected by strategic, organizational, and cultural factors, including e.g., libraries' cautious approach to generative AI technologies, lack of elaborated implementation strategies, and scepticism towards automation of information services.

The data from the analysed academic libraries display a clear differentiation as for the scale of user activity, strongly correlated with the size of the academic community and the time of the tool's operation. The leading results are displayed by the Jagiellonian Library with 57,743 sessions and 80,466 actions over a full year (November 2024 – October 2025), this reflecting an effective tool's adoption. The Main Library of the Maria Curie-Skłodowska University recorded 9,884 sessions and 13, 998 actions (February–November 2025), while the University of Warsaw Library showed the smallest activity: 5,251 sessions and 6,958 actions, however, over a much shorter period of time, spanning merely from July to October 2025; the latter fact has to be borne in mind in order to allow a more balanced comparison among the three institutions. Nonetheless, what remains the factor they have in common is a low action per session rate (ca 1.4), demonstrating a superficial quality of the tool's use in all the three cases.

The achieved results show an underutilization of Primo Research Assistant's potential, since a large number of sessions is contrasted by the interaction superficiality, this revealing divergence between the adoption scale and its quality. The disproportion may occur for various reasons: sufficiency of single answers to the majority of users' simple information needs, limitations of the user interface (such as a lack of suggestions for the next steps or weak encouragement to continue the session), or insufficient promotion.

The comparison of the three academic libraries shows that the very implementation scale, even in the case of such a major academic centre as the Jagiellonian University and its library, does not guarantee a deeper adoption. What can be seen as a meaning-

ful case is that of BUW where despite the shortest observation period (July – October 2025) a stable recurring usage pattern was obtained, albeit at the minimal interaction level. These results show that the novelty effect promptly wears out, giving way to routine single questions, lacking a natural evolution towards complex search procedures.

Therefore, the key direction for further actions should consist in integrated educational initiatives: promotion campaigns enhancing the awareness of the Assistant's full potential, workshops for students and researchers demonstrating a multi-step search, and possibly also user experience optimization through user interface improvement, e.g., by adding visual discovery pathways. Such an approach shall undoubtedly allow to transform Primo Research Assistant from a 'quick search engine' into an actual research assistant, more accurately meeting the needs of the academic environment.

The authors wish to express their sincere gratitude to the Jagiellonian Library, the Main Library of the Maria Curie-Skłodowska University, and the University of Warsaw Library for providing access to statistical data on the use of Primo Research Assistant. Their willingness to share detailed usage statistics has been invaluable for the analysis presented in this article.

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