



Information Research - Vol. 31 No. 2 (2026)

Gaps in artificial intelligence-related information behaviour research: a review of reviews

Elena Macevičiūtė and Thomas D. Wilson

DOI: <https://doi.org/10.47989/ir31263274>

Abstract

Introduction. This study identifies gaps in AI-related research within information behaviour by analysing review articles that examine how AI systems reshape information seeking, evaluation, and use.

Methods. The AI search system Perplexity was used alongside Web of Science and Google Scholar to identify relevant review articles. Publications were screened for relevance to information behaviour and AI.

Analysis. Twelve English-language reviews published between 2018 and 2025 were analysed thematically using Perplexity for initial theme identification, followed by manual thematic analysis by both authors. Formal characteristics including author affiliations, publication venues, and citation metrics were also examined.

Results. Three research strands emerged: conceptual frameworks (information ecology), domain-specific studies (health, consumer behaviour, academic practice), and methodological contributions. Reviews documented AI benefits (efficiency, accessibility) alongside persistent concerns about credibility, bias, and deskilling. Significant theoretical gaps remain, particularly regarding AI literacy and trust dynamics.

Conclusions. AI fundamentally alters information behaviour rather than merely enhancing it. Research reveals profound ambivalence: users appreciate AI's convenience whilst harbouring concerns about accuracy and control. Longitudinal studies, cross-cultural research, and theoretical development are urgently needed.

Introduction

Although AI is a relatively new phenomenon, researchers from different fields have shown interest in its possibilities, practical applications, affordances and shortcomings. This interest has produced many articles, including within library and information studies. These are empirical studies, research literature, and literature created by practitioners.

Our initial plan was to make an overview of how information behaviour researchers treat AI, what new issues are covered in their work and what remains under-researched. As usually, we started checking what similar publications have been already published and found the reviews by Hirvonen et al. (2024) and Lund et al. (in press). The number and scope of reviews already written by information science researchers on this topic (or in the related fields) prompted a shift to a review of reviews, especially as one of our major interests was establishing the gaps and possible future research directions. This results in a slightly broader thematic scope than general research of information behaviour to include several tangential studies that have useful ideas of future trends on the role of AI in the behaviour of information users.

Information behaviour is interpreted in a similar way to Huvila and Gorichanaz (2024) who have surveyed the research on “how people become informed and engage with information in diverse manners” (p. 216), regardless of the subject area or the term preferred by the authors of different studies. We also included the literature dealing with user requirements and emotional engagement with information systems and treated users in a wide sense, even when the study narrowed them to some particular area, such as health information or consumer behaviour. As was noted by Rzepka and Berger (2018, p. 2), AI research covers multiple areas, and recently a number of social science disciplines were added as generative AI started making a significant mark on the growing number of its users.

The aim of the article is to identify which gaps in research of AI within information behaviour are identified by the authors of review articles and what future directions of research may be identified based on them.

To achieve our aim, we have formulated the following research questions:

- Which topics are most prominent in research of AI within information behaviour according to the review authors?
- Which topics are least explored in research of AI within information behaviour according to the review authors?
- Which theoretical approaches and methods were used by the review authors?
- What types of reviews were conducted, which literature was reviewed, who are the authors (their affiliation), which journals published these articles?

We begin with a short introduction to what has been done earlier in the area of literature reviews in information behaviour and how AI is aiding the production of literature reviews. That will lead us to the introduction to the methods that we have applied in this study and further to the presentation of our findings.

Literature review

Studies of information behaviour over time have been monitored and reviewed across several iterations in a sequence of books by Case (2002), Case and Given (2016), and Given et al. (2023), which cover this area in considerable detail. The latest edition of *Looking for Information* (Given et al., 2023) references the potential of artificial intelligence and machine learning as additional means for learning and communication (p. 244), health information acquisition (pp. 222, 251), analysis of human interaction records (p. 244), and information behaviour modelling (p. 142).

A comprehensive review of different reviews on information behaviour studies between 1966 and 2022 is provided by Huvila and Gorichanaz (2024). It is the most substantial review of reviews that we have found. Huvila and Gorichanaz do not mention any review focusing on AI use in information behaviour. It is also worth noting that this review suggests that “a growing corpus of research has also focused on human–artificial intelligence (AI) collaboration” and mentions a study by Wei et al. (2022) who “have inquired into how online conversations between humans and those between humans and AI agents differ, showing variation in messages written in conversations depending on their participants.” (p. 226). The article by Wagner et al. (2022) about the use of AI in creating research literature reviews is based on previous reviews of AI tools and online registries; its relevant findings about researchers’ information behaviour are included in the main body of our article. According to the terminology of these authors, we have conducted an AI-based literature review (p. 210), as can be seen from the methods part.

In another review of reviews by Collins et al. (2021) the authors found five relevant reviews, one of which is also relevant to our topic (Rzepka and Berger, 2018). Sousa (2025) also mentions, in passing, previous reviews related to his topic, in his Previous research section.

In the section on the future of information behaviour research, Huvila and Gorichanaz (2024) reflect on forthcoming trends, noting that AI-based conversational and search interfaces (ChatGPT, Perplexity, Scite) are used and implemented more and more widely and become an object of information behaviour studies. They connect future studies of AI with the themes of collaboration, misinformation, and trust (p. 230).

It is noteworthy that within a mere three years, the literature on AI use in this context has expanded sufficiently to require a review of reviews. In this respect, we extend the tradition of information behaviour research to review and synthesize what is done in this and related fields and follow the dynamics and expansion of this area, albeit in one particular direction.

Methods

Bearing in mind our research interest in identifying gaps within a specific research area and on a particular research issue as well as specific genre of information source, we planned to make a scoping review (Arksey and O'Malley, 2002).

As we intended to examine research on AI in information-related behaviour, and since review writing is undoubtedly an instance of such behaviour, we elected to employ AI tools ourselves. We decided to investigate what is known about this type of AI use and how such tools function to decide if we can use them in this research and what mistakes to avoid.

Unexpectedly, we identified both a review of the current state of research on this topic (Wagner et al., 2022) and a subsequent relevant article (van Dijk et al., 2023), each exploring the possibilities afforded by AI tools in conducting scientific and medical research reviews, which have become more and more challenging due to increasing research output. In the latter study, the authors conducted an experiment using the AI tool ASReview (V.0.17.1) to screen retrieved titles and abstracts and found that it substantially accelerated the process of selecting literature, although the researcher needed to remain “in the loop” to avoid identified pitfalls, for example, those associated with relevance rankings. The authors even suggested that “systematic review institutions, like Cochrane and PRISMA, would consider to ‘officially’ make AI part of systematic reviewing practice” (van Dijk et al., 2023). The review of eighty research studies (Wagner et al., 2022) reported a similar situation regarding AI applications at each stage of the review process, namely significant potential benefits alongside various limitations of the tools used and persisting research gaps.

We consider that some of these findings not only illuminate AI use in information behaviour but also justify their legitimate application within our own study. Perplexity was chosen over other

generative AI systems such as Claude and ChatGPT because it is an AI-powered search engine that transforms how you discover and interact with information. Simply ask any question and it searches the Web to deliver accessible, conversational answers backed by verifiable sources (Perplexity, 2026). The particularities of the use of Perplexity are provided in this section together with other methodological choices.

Searching for the literature we have used several instruments and methods: the AI search system Perplexity was used to find reviews of the research literature using the prompt, 'What literature reviews have been published on the relationship between generative AI systems and information behaviour?' The prompt to Perplexity resulted in only six relevant reviews, though it retrieved seventeen. The search was then extended to the field of consumer behaviour, where information behaviour is often a feature of research, resulting in a further five relevant reviews.

The Web of Science was also searched. First, we tried the query <"information behaviour" OR "information behavior" OR "information seeking" or "information use" AND "artificial intelligence" OR "AI tools" OR "generative AI" OR "large language models" OR "ChatGPT"> in titles and abstracts. Limited to the filter "Review article" this resulted in 45,071 mostly irrelevant items as the reviews were only of information behaviour research and not on AI within information behaviour, or just original empirical articles. We tried several other queries with similar success. Using the keywords <"artificial intelligence" AND "information behaviour" AND "literature review"> for titles and abstracts, fifty-seven items were retrieved, but after screening the search returned one item which was a duplicate of one already found, and one item that did not appear in the previous search. Google Scholar was then searched using the same strategy. This resulted in a further twelve relevant publications out of 183. In comparing these searches, we were surprised by better precision of Perplexity in comparison with the search in Web of Science and Google Scholar.

We have not set any time or language limits for the publications, but retrieved only those written in English, though this was not our aim. Therefore, Perplexity and ChatGPT were later asked what reviews existed in Spanish, French, German, Arabic, Russian, Hindi, Malayan, Indonesian, Japanese, and Chinese; both reported that reviews were virtually non-existent. The only review found was in Arabic (Omar, et al., 2024), though term "AI" was not mentioned either in its title, or the abstract.

To be sure of the results delivered by Perplexity and ChatGPT we carried out additional searches on Google Scholar:

- Spanish keyword search <"comportamiento de la información", "inteligencia artificial"> produced 221 results for any types of material, but restricting it to review articles gave one result that on closer inspection turned out to be about AI in more general information research and only in general terms touched on AI in information behaviour without details on used methods or identifying research issues (Fernández Marcial & Esteves Gomes, 2022)
- French keyword search <"comportement informationnel", "intelligence artificielle"> produced sixty-three results for any types of material, but restricting it to review articles gave zero results
- Chinese keyword search <"信息行为", "人工智能"> produced 1,800 results. Restricting search for reviews produced 107 results, but thirty-seven of these were either in English or simply citations. English language items were only very tangentially related to the search query, thus we have checked the abstracts of the remaining items and found that these were either reviews of some aspect of information behaviour studies but not AI, or

concerned further development of AI systems but not their role in human information behaviour.

Thus, we have not found any reviews relevant for our topic in other languages, though scholars from different countries have written such reviews in English (see Table 1).

Though we have retrieved a significant number of items from different sources, most of them proved to be irrelevant, as they included any type of human behaviour, modelling of AI tools on human cognition processes and behaviour, reviewed data from one study, or they were not scholarly articles. These were deselected during screening process (more detailed data is provided in Figure 1), which we have performed by dividing the retrieved records between ourselves and defining the selection criteria (only scholarly literature reviews about the AI use in human information behaviour).

The twenty-four full-text publications were then screened for relevance to the topic: some were not literature reviews (e.g., Kaiser et al., 2025 reviewing the results of one study; Sebastian, 2025 is an opinion paper rather than a review). Some had no information behaviour content (e.g., Ng and Lee, 2023, which concentrated on pedagogical tools and approaches, or Toto et al., 2023, which looked at AI in different disciplines but not information science). Others were about IT in information behaviour, not artificial intelligence (e.g., Atolagbe-Olaoye et al., in press) or were not about AI (e.g., Huvila and Gorichanaz, 2024, or Saraipour et al., 2025). Some were not about information behaviour and were concerned with AI in organisations (e.g., Real de Oliveira & Rodrigues, 2021). We have checked full texts of all twenty-four publications to be sure that we include those that only partially, but substantially, address information behaviour issues and identify those that presented information on gaps in research: this resulted a final list of the twelve publications that are the subject of this paper.

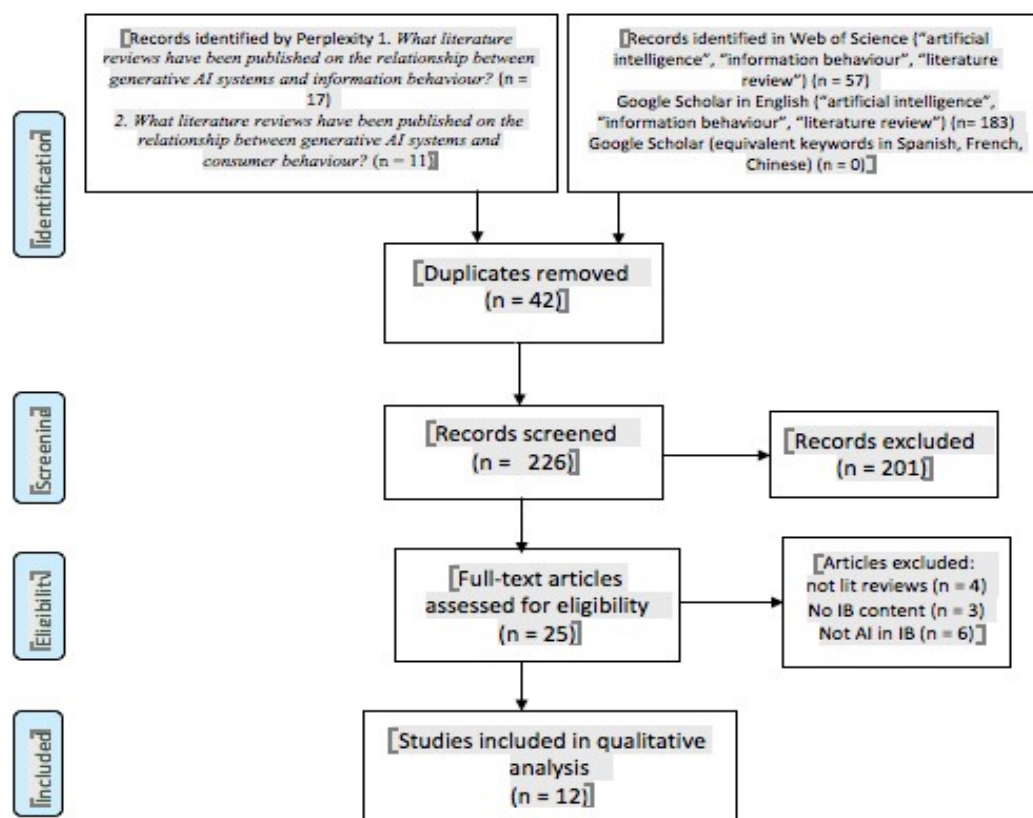


Figure 1. Search and selection chart

We explored the selected texts using the Perplexity AI tool, which provided the first glimpse into eight research themes and gaps in the latest research published in 2024-2025. We checked the results and conducted further codebook thematic analysis ourselves looking mainly for the research gaps identified by the review authors. We were looking for emerging themes in the texts along broad categories of risks and benefits in innovation adoption: changes in the environment, perceived benefits and threats, and threat mitigation measures. We kept the coding scheme as open as possible. This was done by both authors, and the resulting themes were compared, identifying the discrepancies that were detected mainly in the wording of topics and gaps. These were discussed to arrive at the final agreed formulations. One of us worked on identification of the formal features of authors' affiliations and the publication data.

Findings

Formal characteristics of found publications

Twelve selected reviews were published over the period of 2018-2025: five reached the stage of publication or were first posted online in 2025; two were first online in 2023 and published in 2024; one was published in 2024; two were produced at the end of 2022; and one article was published in each of 2021 and 2018. This is an expected pattern due to the increased number of studies on the topic in the recent period (see Table 1).

Eleven of the found texts were published in scholarly journals and one in conference proceedings. Six of them appeared in library and information science journals, three in business related ones (marketing, consumer behaviour), two in information systems and information technology sources, and two in health-related journals. This was also expected as we have taken

an information behaviour perspective and the journals covered the issues of human behaviour, where information seeking or handling is its natural part.

As one could expect, the most cited were the earliest publications and the highest number of citations at the time of writing, 1167, was achieved by Collins et al. (2021). The second most cited review (383) was by Mariani et al., (2022). The articles first available in 2025 are cited the least: zero to four times. One can see in Table 1 that the citation pattern is quite regular with the older texts getting more citations than the more recent ones.

Interesting data pertains to the authors of the articles: two are written by a single author and one by two authors. The rest of them by three authors (two articles) and more, with the maximum of eight authors. All authors were affiliated to research institutions, mainly universities and other higher education institutions, including their libraries, but also to two research institutes in Germany and India. Geographically the authors are scattered all over the world, but many work in Europe (including the UK) (fourteen authors of five articles), the USA (ten authors of three articles), Sri Lanka (six authors of one article), Australia and UAE (four authors of one article in each), Canada (three authors of one article), India (two authors of one article), and one author from each of Hong Kong, India and Singapore. Two authors were affiliated with two institutions in different countries. Four reviews were written by researchers from different countries (multicultural teams).

There was no correlation between the number of authors and the thematic profile of the journal, or with the number of reviewed texts. Thus, within consumer behaviour four authors provided a review of 4,488 texts, while six authors reviewed sixty-one texts. The smallest number of texts was seventeen reviewed by six authors in the health-related area. In four reviews the authors have not specified the number of reviewed texts, but in three it was possible to estimate this number from the reference list, while the nature of the fourth one was not conducive to this task. When taking away the largest and the smallest numbers of the reviewed texts, the remaining reviews covered on average seventy-three texts.

All reviewers purposefully selected only English texts covering varying periods, sometimes rather loose (from 1950s to 2023; from 1990s to 2023), but in general quite strictly defined (e.g., 1972-2021, 1987-2018, 2018-2024, 2022-2025). The authors of five articles conducted systematic reviews, the rest were defined by the authors as: conceptual, critical and integrative, narrative, current state research review, hybrid, historical review and forecasting, and integrative review.

No	Citation	Affiliation	Source	Type of review	Literature reviewed	Cites
1	Rzepka, C, & Berger, B. (2018)	Institute for information systems and new media, Liudwig Maximilians University, Munich, Germany	<i>International Conference on Information Systems</i> ICIS 2018 Proceedings. 7.	Systematic	96 studies in English Period 1987-2018	210
2	Collins, C., Dennehy, D., Conboy, K., Mikalef, P. (2021)	1,2,3 NUI Galway, Ireland 4 Norwegian University of Science and Technology, Trondheim, Norway	<i>International Journal of Information Management</i>	Systematic	98 studies in English Period 2005-2020	1167
3	Wagner, G., Lukyanenko, R. & Pare, G. (2022, October)	Department of Information Technologies, HEC Montre al, Montre al, Que bec, Canada	<i>Journal of Information Technology</i>	Current state research	Unspecified (approx. 80 studies in English from 2005-2021)	179
4	Mariani, M. M., Perez-Vega, R., &	1 Henley Business School, University of Reading, UK; University of	<i>Psychology & Marketing</i>	Systematic	4488 articles in English, 72	383

	Wirtz, J. (2022, December)	Bologna, Italy 2 Kent Business School, University of Kent, Medway Campus, Chatham, UK 3 NUS Business School, National University of Singapore, Singapore			countries Period 1972-2021	
5	Jain, V., Wadhwani, K., Eastman, J.K. (2024) (First online Aug 2023)	1, 2 Department of Marketing, MICA, Gujarat, India 3 Department of Marketing, Florida Gulf Coast University, Fort Myers, Florida, USA	<i>Journal of Consumer Behavior</i>	Hybrid review	107 articles in English Period 2004-2022	26
6	Hirvonen, N., Jylha, V., Lao, Y., & Larsson, S. (2024) (First online Dec 2023)	1, 2, 3 Information Studies, University of Oulu, Oulu, Finland 4 Department of Technology and Society, Lund University, Lund, Sweden	JASIST	Conceptual review	Unspecified (approx. >100 studies and media items in English from 90s to 2023)	69
7	Aboelmaged, M., Bani-Melhem, S., Ahmad Al-Hawari, M., & Ahmad, I. (2025) (First online Feb, 2024)	1,2,3 University of Sharjah, UAE 4 Umm Al Quwain University UAE and Karakoram international University, Pakistan	<i>Journal of Librarianship and Information Science</i>	Integrative review	40 empirical and non-empirical papers in English Period 2006-2023	18
8	Seikaly, K. (first online Jul, 2024)	Wolfgram Memorial library, Widener university, Chester, Pennsylvania, USA	<i>Journal of Web Librarianship</i>	Narrative review	22 articles in English 2019-2023	1
9	Yatawara, K., Sampath, T., Kalupahana, P. L., Rathnayake, S., Jayasuriya, N., & Rathnayake, N. (in press) (First online May 2025)	Sri Lanka Institute of Information Technology, Malabe, Sri Lanka	<i>Vision: The Journal of Business Perspective</i>	Systematic	61 articles in English Period 2017-2024	1
10	Shishehgar, S., Murray-Parahi, P., Alsharaydeh, E., Mills, S. and LIU, X. (2025) (first online Jun 2025)	1, 3 School of Nursing and Midwifery, Western Sydney University, Australia 2, 4 Faculty of Health, Charles Darwin University, Australia 5 School of Nursing and Health Studies, Hong Kong Metropolitan University, Hong Kong	<i>International Nursing Review</i>	Systematic	17 quantitative and mixed-method studies published in English Period 2018-2024	4
11	Lund, B. D., Mannuru, N. R., katta, M., Hota, S. S. L. M., Pamukuntla, A., Uppala, S., Kola, S.M., Mannuru, A. (in press) (First online jul, 2025)	Department of Information Science, University of North Texas, Denton, USA	<i>Journal of Health Communication</i>	Historical overview and forecasting	Unspecified number, articles in English Period 1950s to 2023	0

12	Sousa, N. (in press) (First online Nov 2025)	Centro de Estudos Clássicos, Faculdade de Letras, Universidade de Lisboa, Portugal	IFLA Journal	Critical and integrative review	29 open access studies in English Period 2022-2025	0
----	--	--	--------------	---------------------------------	---	---

Table 1. Formal characteristics of the review articles (chronological presentation)

Approach and method

All twelve review articles stated a research problem, questions, or an aim and typically gave extended accounts of their methods. Some specified theoretical models were used to analyse the literature, others focused on review procedures (e.g., PRISMA, integrative review), and several expanded on applied theoretical frameworks related to information behaviour (Rzepka & Berger, 2018; Hirvonen et al., 2024; Lund et al., in press) or to AI functions (Collins et al., 2021) (see Table 2).

Most studies drew their material from one or more databases (up to six named); one restricted its scope to articles in relevant journals, and three did not report sources. Search strategies mainly combined keyword searches with snowballing, funnelled queries or citation-chaining, and some authors listed specific search tools. Shishehgar et al. (2025) gave particularly precise accounts, including librarian assistance to select MeSH terms. Final inclusion decisions were made manually even when AI supported screening, and coding/analysis was aided by bibliometric/statistical tools, the visualization program VOSviewer, and some AI tools (e.g., ChatGPT).

No	Citation	Research problem or the aim of the study	Theory/ Conceptual approach	Search and selection method	Searched databases or sources	Data analysis ways and means
1	Rzepka, C. & Berger, B. (2018)	What is the current state of IS research on user interaction with AI-enabled systems? (p. 2)	Human-computer interaction (Li and Zhang, 2005)	Keyword search in the titles, abstracts, keywords, forward/backward search, AI enabled keyword search	top 40 IS journals and four relevant HCI journals within the IS domain	Content analysis using HCI concept matrix
2	Collins, C. et al., 2021	Understand AI business value, practical implications and opportunities for information systems research	AI functions (Dejoux and Léon, 2018)	Boolean search string strategy, manual selection by two authors	eLibrary, Scopus, Web of Science	Descriptive statistics and thematic analysis
3	Wagner, G. et al., 2022	How AI tools can best be leveraged in all stages of the review process and how it can be adapted to particular types of reviews? (p. 210)	Steps of review process (Templier and Paré, 2018)	Unspecified	Unspecified	Thematic analysis
4	Mariani, M. M. et al., 2022	What is the intellectual structure of the marketing, consumer research, and psychology literature related to AI (p. 756)	Integrated main concepts of three selected research streams	Boolean keyword search	Scopus	Bibliometrics: descriptive, keyword co-occurrence, bibliographic coupling, VOSviewer

						visualization
5	Jain, V. et al., 2024	The development of research on AI in consumer behaviour	PRISMA protocol; TCM-ADO framework (theory, context, methods, antecedents, decisions, and outcomes)	Keyword search string and snowball procedure	Web or Science, Scopus	Bibliometrics: Biblioshiny analysis of publication trends, bibliographic coupling, content analysis
6	Hirvonen, N. et al., 2024	Impact and implications of AI systems in commercial search engines and social media platforms on everyday information practices; developing conceptual tools to examine the co-evolution of humans and information systems (p. 1153)	Affordances for sustainable information practices; Durkheim Test	Select prior studies and media coverage identified by searching and citation-chaining	unspecified	Inductive and deductive reasoning
7	Seikaly, K., 2024	To investigate and understand in what circumstances amateur information seekers would be emotionally receptive to using AI as a technology information intermediary based on current research. (p. 136)	Emotional response and affective computing concepts; AI as information intermediary	Boolean keyword search; Mixed Methods Appraisal Tool (MMAT)	Computers & Applied Sciences Complete; LISTA; MEDLINE; Directory of Open Access Journals; Web of Science	Inductive thematic analysis
8	Aboelmaged, M. et al., 2025	What has chatbot technology evolved in library settings, what are user experiences of library chatbots, and challenges of utilizing them in libraries? (p. 332)	Integrative literature review model	Four funnelled queries	Unspecified	Content analysis, inductive thematic analysis
9	Yatawara, K. et al., in press	key factors impacting consumer decisions to use AI-driven chatbots in various settings (p. 2)	PRISMA model	Comprehensive search of key themes	Science Direct, Emerald, Taylor and Francis, Springer, Wiley, Scopus	Descriptive statistics; Bibliometrics: Qualitative keyword co-occurrence and thematic analysis using VOSviewer
10	Shishehgar, S. et al., 2025	Health students' and academics' knowledge, experiences, and perceptions of using AI- based technologies (p. 2)	PRISMA guidelines, decision tree for screening and selection	Protocol registered in PROSPERO. search string using MeSH and key terms in consultation with a research librarian; JBI SUMARI and Endnote for	Medline (EBSCO), Web of Science, CINAHL (EBSCO), ERIC, Google Scholar, Scopus	Thematic analysis, descriptive quantitative data about used AI

				deduplication, quality assessment, etc., manual selection by two reviewers.		
11	Lund, B.D. et al., in press	Implications of historical, current and future AI influences on individuals information behaviour and decision making (p. 2)	Information behaviour models; historical approach	Unspecified	Unspecified	Historical examination and forecasting of emerging topics
12	Sousa, N., in press	How can academic libraries promote ethical practices and institutional guidance in the use of AI tools for scientific research production? (p. 1)	PRISMA flow diagram; Qualitative synthesis approach	Boolean keyword search string / AI-assisted tool Rayyan for screening	Web of Science, Scopus, Dimensions.ai, LISA; internet search	Emerging themes synthesis, ChatGPT's image-generation for result visualization

Table 2. Research approach and method

Thematic analysis of the texts

In this part we have structured the themes found in the texts to create a narrative about AI use in information behaviour.

AI in the information environment

The broad domains in which AI is explored in relation to information behaviour can be inferred from the thematic foci of the journals in which the relevant studies are published, although in this review the full texts were examined from this perspective. Collectively, the articles chart a landscape in which AI-enabled information practices are reshaping how people seek, evaluate, and use information conceptually (Hirvonen et al., 2024), through the use of AI-driven information systems (Collins et al., 2021; Rzepka & Berger, 2018), and in the context of AI use in libraries (Aboelmaged et al., 2025; Seikaly, 2022; Sousa, in press). Three specific domains of information behaviour have attracted particular attention: AI in health information seeking (Lund et al., in press; Shishegar et al., 2025); AI acceptance by consumers and its role in purchase decision-making (Jain et al., 2024; Mariani et al., 2022; Yatawara et al., in press); and AI use in research in general (Sousa, in press), and in particular for writing research reviews (Wagner et al., 2022). The review by Wagner et al. focuses on how researchers conducting research reviews can apply AI-based tools such as machine learning (tools, methods, and techniques for learning and improving task performance with experience) and natural language processing (computational tools, methods, and techniques) for analysing, interpreting, and increasingly generating natural language (p. 210). Taken together, these strands show that AI is attracting attention across a variety of research and practice areas.

Almost all authors note not only the increasing deployment of AI across different domains of practice, but also its integration with a range of digital technologies developed for different purposes. They refer to multiple AI technologies, including large language models, machine learning and deep learning, generative chatbots, and others. Collins et al. (2021) note the diversity of opinions on what AI constitutes and the absence of a common definition (p. 2). Nevertheless, attention from industry, policymakers, economists, and users to AI's potential to increase process effectiveness and reduce costs has stimulated researchers' interest in the development, deployment, and use of these tools (Collins et al., 2021, p. 11). The versatility of AI tools and their enhanced communicative capabilities have underpinned their market success and the

widespread availability of AI-driven systems, particularly generative AI such as chatbots, AI-driven search agents, and recommendation systems (Lund et al., in press).

In this context, Hirvonen et al. (2024) deploy the concept of "information ecology," defining it as an "ecological understanding of the social integration of AI systems and the ways they are embedded in and enmeshed with various platforms, applications, and contexts rather than operated as closed and separate systems" (p. 1153). The omnipresence of AI across specialised and social media platforms, accessible via almost any digital tool and characterised by the exceptional ease of use of generative AI, has been noted by almost all review authors. This pervasive presence is the main factor driving changes in information behaviour across health, e-commerce, education, research, entertainment, and virtually every other sphere of human activity. Lund et al. (in press), for example, observe that AI tools are becoming integrated into everyday life and significantly influence health information seeking.

Benefits of AI use

One emergent theme, which was anticipated given the focus of this review, concerns AI-enabled information and communication behaviour and examines how AI alters the processes of seeking, evaluating, and using information, ideally rendering them more productive, accurate, and effective overall. Hirvonen et al. (2024), whose article is most relevant to our research question, emphasise the affordances of AI systems embedded in different digital services and resources. They observe that AI systems facilitate multimodal search and active scanning, enable human-like interaction in information retrieval, and support the creation and modification of information to address specific needs.

Lund et al. (in press) relate AI-supported information behaviour to twentieth-century models, finding that AI technologies offer convenience, speed, and enhanced Web browsing, acting as "judgment mechanisms streamlining the whole search process" (p. 5). AI thus provides shortcuts that eliminate routine tasks and delivers linear information and answers, thereby challenging models of non-linear information behaviour such as Bates's berrypicking. Students of health sciences and medicine found AI systems valuable as medical glossaries and bilingual aids, appreciating AI-supported mentors for their immediate and democratised access to expert guidance; their teachers valued the increased efficiency, reduced workload, and scalable feedback in curriculum design (Shishegar et al., 2025, p. 16).

Library users have appreciated library chatbots for their conversational design, usability, accessibility, and effectiveness (Aboelmaged et al., 2025). In some libraries these were introduced during the COVID-19 pandemic to offer virtual assistance to distant users, not only because users appreciated the service, but also for organisational advantages such as overcoming time and space constraints, ensuring safety for staff and users, and addressing other operational challenges. Sousa (in press) builds on Aboelmaged et al. by linking AI use in academic libraries to user satisfaction in tasks including academic writing, peer review, decision-making, bibliometric data analysis, and summary writing, among other increasingly complex academic activities (p. 9). Wagner et al. (2022) detail the benefits of AI for research literature reviewers: aiding the discovery of research gaps, reducing literature search time, enhancing screening accuracy for inclusion and quality assessment, and suggesting avenues for data analysis and synthesis.

Mariani et al. (2021) established that most technology acceptance factors, such as performance expectancy, effort expectancy, social influence, and facilitating conditions, remain valid for predicting consumer acceptance of AI technologies, and can be integrated with elements like enjoyment, social presence, social cognition, and privacy (p. 764). Jain et al. (2023) determined that consumer AI adoption depends more heavily on consumers' psychological traits, the consumption context and its objectives, and antecedents, that is, events, conditions, and causes

of decisions influencing outcomes. Trust in different AI tools varies, for instance, between entertainment and information about health products (Jain et al., 2023, p. 687).

Research also shows that people attribute human-like features to AI systems and even adjust their speech when communicating with chatbots, enjoying the conversation and deriving pleasure from it, or displaying positive attitudes about a system's responsiveness (Rzepka & Berger, 2018). Yatawara et al. (in press) support the findings of Jain et al. and Rzepka and Berger by relating user characteristics and level of knowledge to high quality experience and interaction with AI, leading to consumer satisfaction, personalisation, cognitive and emotional involvement, and loyalty across business spheres such as banking, hospitality, and e-commerce. Seikaly (2022), on the other hand, notes differences in negative and positive emotional responses to AI as they emerge across health, entertainment, and government information services research.

Limitations of AI

Limitations are understood here as the inherent boundaries, constraints, and shortcomings of information technologies that prevent them from functioning perfectly. The focus is not on technical specifications, AI types, or operational principles, but rather on user attitudes towards these limitations as identified in the selected articles. In these terms, the limitations are dynamic, arising during a phase of rapid development, and conditional, established only in relation to intended goals or functions within specific contexts and dependent on antecedents (Jain et al., 2023, p. 687). They may also be perceived differently by different users (Yatawara et al., in press, p. 6).

Inherent limitations of AI tools do not emerge as a prominent topic in the selected articles, primarily because these relate to user perceptions or authors' assessments of AI-induced changes in behaviour rather than the tools themselves. Nevertheless, several reviews highlight user-reported limitations, including deficiencies in accessibility and usability in some tool designs (Aboelmaged et al., 2025), the sharing of data perceived as private during interactions with AI tools (Yatawara et al., in press, p. 8), and diminished psychological ownership and autonomy (Jain et al., 2023). Institutions such as libraries must prioritise user privacy and data security when integrating AI systems, and ensure compliance with relevant laws and regulations (Aboelmaged et al., 2025), entailing additional effort and expenditure.

Academic research has identified several notable limitations of AI tools in academic writing. Wagner et al. (2022) highlight concerns regarding the transparency of search methodologies and inherent biases within training data, which compromise the validity of claims and reproducibility of procedures (pp. 219–220). Additional constraints include limited interoperability with other information technology systems and usability issues in certain tools. Sousa (in press) further emphasises that AI systems generate erroneous information, including fabricated references and misinterpretations, which, although typically identified by users, undermines confidence in these technologies (p. 13).

Researchers also note that certain AI tools, particularly chatbots, characteristically produce a single response derived from what their underlying models determine to be most pertinent to a given query (Hirvonen et al., 2024; Lund et al., in press), which may result in the omission of requisite information. Conversely, AI-powered chatbots demonstrate poor capability in recognising user emotional states and generating contextually appropriate responses, adversely affecting user experience (Aboelmaged et al., 2025).

Risks and threats

Though only a few AI limitations were found in our material, every selected article listed a variety of risks and threats, which we understand as a chance of loss or some impending peril.

Across all articles and contexts, ethics, credibility, and governance emerge as persistent concerns, especially as AI-generated content becomes more common in health information (Lund et al., in press; Shisheghar et al., 2025), scholarly communication (Sousa, in press; Wagner et al., 2022), libraries (Aboelmaged et al., 2025), information systems (Rzepka & Berger, 2018) and consumer contexts (Jain et al., 2024; Yatawara et al., in press).

According to Hirvonen et al. (2025) the affordances of AI introduced in different institutions, activity spheres and systems, “both increase and decrease levels of access and diversity of information” (p. 1159). Though they add a variety of ways in which information is consumed, they homogenize the content and support certain ways of knowing and understanding. Providing a shortcut to the required information and eliminating not only the routine search task, but also intellectual effort needed for its performance (Lund et al., in press), AI threatens deskilling of the information user, and of professionals working in health institutions (Shisheghar et al., 2025, p. 15) and libraries (Sousa, in press).

Information systems researchers are mainly concerned with the lack of understanding of the effectiveness of AI tools or how they outweigh the resources and time required when using other tools, how these effects and impact on their users can be measured or even quantified (Collins et al., 2021, pp. 12–13). According to Rzepka and Berger (2018) and Sheikaly (2022), AI tools trigger contradictory responses from users, ranging from enthusiasm and benign anthropomorphism to fear and animosity. Since the time of these reviews, the proliferation of generative AI and increased human communication with these tools has the potential to disturb users (e.g., consumers) and lead to unethical behaviour and reduced guilt (Jain et al., 2023, p. 686). The capabilities of widely accessible tools have forced academic institutions to confront new forms of plagiarism and misconduct, demonstrating that the negative impact on human behaviour is not confined to consumer contexts. Transparency and accountability are also adversely affected in academic and library settings (Sousa, in press, p. 14). Conversely, the academic community's beneficial practices of sharing data, models, and artefacts raise concerns about potential violations of research participants' privacy and authors' intellectual property (Wagner et al., 2022, p. 221).

Another ethical concern emerging from consumer behaviour research is the potential for AI to violate human privacy by tracking behaviour on behalf of business actors, and there are concerns regarding lack of fairness, loss of dignity and autonomy, increased social isolation, and even dehumanisation (Mariani et al., 2021, p. 770). The authors note that these concerns may vary across different contexts, with additional emphasis on confidentiality in health-related settings, for example (Shisheghar et al., 2025), yet they constitute a barrier to the adoption of AI technologies (Mariani et al., 2021, p. 770; Sheikaly, 2022). The implementation of reliable authentication and encryption methods, as well as regular audits to identify vulnerabilities, adds additional economic costs to the growing expenses of implementing and operating these tools (Aboelmaged et al., 2025; Shisheghar et al., 2025).

Addressing the threats

AI literacy is frequently invoked across the reviewed literature as the primary response to the problems caused by AI tools and systems. Yet this framing warrants scrutiny: the reviewed articles offer divergent and sometimes incompatible accounts of what AI literacy means, who bears responsibility for developing it, and whether existing institutional infrastructures are capable of delivering it at scale. Lund et al. (in press) frame it primarily as an individual skill (prompt evaluation), Hirvonen et al. (2024) as a civic and political competence, and consumer behaviour reviews treat it as market-acquired expertise (Jain et al., 2024). These differing conceptions are not reconciled across the reviews, pointing to a conceptual gap rather than a ready-made solution. It seems that the ease of use of generative AI tools does not require high competence from the users. However, the way the AI tools operate, the benefits they generate

and their limitations, cause great concern among the researchers and providers. The acceptance of, and trust in, the technology has acquired new dimensions due to the features of human-AI communication. Thus, AI literacy differs from IT, information or media literacy to some extent and requires increased technical knowledge on the part of the users of AI (Yatawara et al., 2025, p. 6).

AI tools such as ChatGPT offer a single response based on what the model deems most relevant to the user's query, necessitating a transition from information literacy skills, such as assessing the quality of various sources, to AI literacy skills involving the ability to prompt an AI model appropriately and assess the quality of its response (Lund et al., in press, p. 4-5).

In the consumer behaviour reviews, AI literacy is addressed as consumer expertise, an antecedent for AI use (Jain et al., p. 688); as perceived competence resulting from such use (p. 689); and as a mediating factor through consumer education (p. 690), with technology literacy in relation to consumer co-creation and AI acceptance identified as a future research direction (p. 691). Technology providers can also promote acceptance by offering explanations of how AI systems operate, since this understanding appears to foster user trust (Rzepka & Berger, 2018, p. 10).

Hirvonen et al. (2025) perceive AI literacy as a civic competence providing "capabilities and resources to, first, make visible the seemingly invisible ways in which such tools shape actions and thinking; and second, to develop ways to take action toward changing practices" (p. 1161), positioning it as an obligatory element of information ecology and a wider framework for understanding AI in context.

In professional settings, specialised competence is required. Library staff will need regular training to enhance familiarity with chatbot capabilities to ensure better integration and user support (Aboelmaged et al., 2025, p. 343), while health professionals share common concerns about preparation for using AI technologies within curricula (Shishehgar et al., 2025). Information professionals may find themselves entrusted with creating resources to cultivate AI literacy by merging expertise in AI tools with conventional information literacy skills, including critical evaluation and the collection of information resources. This is particularly crucial in consumer health information seeking, given its potential impact on decisions that can be a matter of life or death (Lund et al., in press, p. 5). Sousa (in press) sees a clear relationship between the AI competence of library and information specialists and the AI literacy of the students they serve.

Educational programs, both for librarians in graduate library schools and for students across disciplines, will need to update curricula to include these competencies. The broader implication is that professions in the knowledge sphere are being redefined: future librarians and academics will be those who can seamlessly blend traditional critical thinking and domain expertise with adept use of AI and data-driven tools. Far from making these professions obsolete, AI is increasing the demand for high-level human skills, such as interpretation, ethical judgment, and empathic user engagement, that cannot be automated. (Sousa, in press, p. 13)

Developing workflows where AI outputs are systematically reviewed by humans, such as an AI-generated literature summary verified and supplemented by a librarian, or setting thresholds beyond which human intervention is mandatory for critical decisions about collection development, user privacy, or publishing ethics, allows the academic community to harness the best of both, improving productivity without compromising standards (Sousa, in press, p. 12).

Producers and operators of AI need to address corporate digital responsibility, setting shared organisational values for protecting customer rights and treating them fairly and ethically

(Mariani et al., 2021, p. 770). Trust in the accuracy and relevance of AI production can be addressed through standardisation of research practice, ensuring more reliable extraction of information whilst not precluding individual expression (Wagner et al., pp. 220-221). Sousa (in press) identifies strong ethical and responsible governance of AI in academic settings as a unanimous concern in the literature he reviews, demanding explicit guidelines for AI use, user control of data, and new norms in research ethics (p. 13). Hirvonen et al. (2025) emphasise that responsible governance, transparency, and ethical guidelines must be understood not only as a systemic phenomenon but as a responsibility at each level of community and society, a concern Collins et al. (2021) echo in their future research agenda (p. 13).

The sharpest cross-domain movement is toward multidisciplinary integration, as researchers borrow theories and methods from information science, marketing, psychology, health, and information systems to understand AI's pervasive influence (Mariani et al., 2021).

Discussion

This review of reviews reveals a rapidly maturing research area in which artificial intelligence has transitioned from a peripheral technology to a central concern in information behaviour studies. The twelve selected reviews, published mainly from 2022 to 2025, reflect the rapid scholarly response to the widespread adoption of generative AI systems and their integration into everyday information behaviour. The fact that nearly half of the identified reviews appeared in 2025 suggests that the field is still grappling with the implications of AI-mediated information behaviour, and that basic questions remain unsettled.

The emerging research agenda

The thematic analysis reveals three distinct, yet interconnected, strands of inquiry. Two concepts serve as the analytical anchors for this review. The first is *information ecology* (Hirvonen et al., 2024), understood as the socio-technical embedding of AI within interconnected platforms, institutions and everyday practices of information users, be they lay-people or professionals. The second is *trust paradox*: the structural tension, evident across all reviewed domains, between users' appreciation of AI's convenience and their persistent concerns about accuracy, bias, loss of autonomy, and emotional ambiguity. Together, these two anchors organize the findings and the gaps identified below. First, the conceptual strand, exemplified by Hirvonen et al. (2024), attempts to develop theoretical frameworks to deal with the ecological complexity of AI systems embedded across multiple platforms and contexts. The reintroduction of *information ecology* as an analytical concept signals a recognition that AI cannot be studied in isolation, but must be understood as part of a broader socio-technical assemblage. It will be interesting to see how established models of information behaviour incorporate AI-supported behaviour.

Second, domain-specific investigations in health information seeking, consumer behaviour, and academic practice demonstrate how AI reshapes information behaviour in contextually distinct ways. The existence of health-related reviews (Lund et al., in press; Shisheghar et al., 2025) reflects both the high stakes of medical information seeking and the particularly acute concerns about credibility and accuracy of generative AI in this domain. Similarly, the attention to consumer behaviour (Jain et al., 2024; Mariani et al., 2022; Yatawara et al., in press) highlights how AI mediates not only information seeking but also decision-making and trust formation in commercial contexts.

Third, methodological contributions, particularly Wagner et al.'s (2022) examination of AI tools in conducting literature reviews, represent a form of meta-commentary on the research process itself. This reflexive turn acknowledges that researchers are themselves users whose information behaviour is being transformed by the technologies they study. Our own use of Perplexity in

identifying relevant reviews exemplifies this recursive relationship between research object and research method.

Benefits, limitations, and the trust paradox

The reviews surveyed here document substantial benefits of AI-mediated information seeking: enhanced efficiency, multimodal search capabilities, conversational interfaces, and democratised access to expert knowledge. These affordances align with longstanding goals of information science to reduce barriers between users and information. However, the literature also reveals a persistent tension between convenience and control, between AI's capacity to streamline information seeking and its tendency of its creators to constrain the diversity of information encountered.

This tension manifests most clearly in what might be termed the *trust paradox* of AI information systems. On one hand, users appreciate AI's responsiveness, conversational ease, and apparent comprehensiveness. On the other hand, concerns about hallucinations, bias, privacy violations, and the opacity of algorithmic decision-making undermine confidence in AI-generated outputs. The reviews suggest that trust in AI is highly context-dependent (Jain et al., 2024), varying according to domain, task complexity, and perceived significance. This contextual variation complicates any simple assessment of AI's reliability as an information intermediary.

The identified risks and threats extend beyond questions of accuracy to encompass broader ethical, social, and professional concerns. The potential for deskilling both information users and information professionals raises questions about the distribution of cognitive labour and expertise in AI-mediated environments. Despite the possibility of personalisation, the AI algorithms may narrow rather than broaden information horizons. The longstanding critiques of search engine optimisation and filter bubbles, are now amplified by AI's more active role in generating, rather than merely retrieving, information.

Methodological maturity and theoretical gaps

The methodological characteristics of the reviewed articles suggest a field in transition. The prevalence of systematic reviews (five of twelve) suggests a commitment to methodological rigour, whilst the variety of review types (conceptual, integrative, historical) reflects diverse intellectual goals. The multinational, multicultural composition of author teams points to the global significance of AI in information behaviour, although the concentration of authors in Europe and North America may limit perspectives from other regions. An extension of the review to include languages other than English may resolve this.

Despite this methodological sophistication, significant theoretical gaps remain. Few of the reviews engage deeply with established information behaviour theories, and even fewer propose new theoretical frameworks specifically designed to account for AI's distinctive characteristics. The application of technology acceptance models to AI (Mariani et al., 2022) represents a pragmatic but perhaps insufficient response, as these models were developed for different technological contexts and may not capture the unique features of generative, conversational, and increasingly autonomous AI systems.

The concept of AI literacy, frequently invoked as a remedy for identified problems, requires elaboration. What constitutes AI literacy in the context of information behaviour? Does it encompass technical understanding of how AI systems function, critical evaluation skills, or strategic approaches to prompt design? The reviews collectively suggest that AI literacy is essential, but offer limited guidance on its components or how it should be developed.

Cross-cutting tensions between reviews: what this review adds

A review of reviews can identify where conclusions contradict, diverge, or fall silent in ways invisible from within any single review. Three cross-cutting tensions emerge from this synthesis. First, there is a fundamental contradiction between individualising and systemic framings of AI's risks. Health and library reviews (Aboelmaged et al., 2025; Shishehgar et al., 2025) emphasise institutional training and upskilling, while Hirvonen et al. (2024) insist that governance and structural reform are primary, and consumer behaviour reviews (Jain et al., 2024; Mariani et al., 2022) locate responsibility with technology providers and market actors. These framings coexist without acknowledgement of their tensions, leaving unresolved the question of where responsibility for AI literacy should lie.

Second, the reviews diverge on the relationship between trust and domain context in rarely acknowledged ways. Health reviews find that AI-generated information actively undermines user confidence even among early adopters (Lund et al., in press), while consumer behaviour reviews report that trust, once established, drives loyalty and repeat use (Yatawara et al., in press). This suggests that trust dynamics operate differently depending on the perceived stakes of information use – a cross-domain insight not foregrounded in any individual review.

Third, a consistent silence runs through all twelve reviews: none substantively addresses the implications of AI-mediated information behaviour for equity, marginalised communities, or users with limited digital infrastructure. Hirvonen et al. (2024) acknowledge that AI both increases and decreases access, but this observation is not pursued comparatively. This collective silence becomes visible only at the level of synthesis.

Reflexive considerations: AI as research tool

Our decision to employ Perplexity in conducting this review deserves attention. The experience validated Wagner et al.'s (2022) observations about AI's potential to accelerate literature discovery, whilst confirming the necessity of human oversight. Perplexity identified relevant reviews that might have been overlooked through database searching alone, though its outputs required verification, as some suggested items proved irrelevant or failed to meet inclusion criteria. This confirms that AI tools are most effective when used alongside, rather than as replacements for, human judgement.

The integration of AI into research workflows raises broader questions about scholarly practice. If literature reviews can be partially automated, what implications does this have for researchers' development of domain expertise? Does AI-assisted screening alter what researchers notice, value, or overlook? These questions touch on fundamental issues about the nature of scholarly knowledge production.

Limitations of the present study

Several limitations constrain the generalisability of these findings. First, retrieving only English-language publications excludes potentially relevant work from other linguistic contexts, where AI adoption patterns and concerns may differ. However, a search by Perplexity or through other sources revealed almost nothing in other languages, possibly because the global significance of AI-related problems, combined with university pressure to publish in English, has produced this outcome.

Second, the rapid pace of AI development means some reviewed articles may already describe outdated technologies or usage patterns. Third, focusing on published reviews privileges certain topics, methods, and perspectives whilst marginalising others; grey literature, conference presentations, and preprints may offer alternative insights not captured here. Additionally, the small number of identified reviews (twelve) limits the robustness of any quantitative observations. Whilst sufficient for qualitative synthesis, this suggests that research on AI in

information behaviour, though growing rapidly, remains formative. The field would benefit from more comprehensive mapping of primary research, including studies not yet synthesised in review articles.

Future research directions

The gaps identified across the reviewed articles suggest several priorities for future research. First, longitudinal studies are needed to track how information behaviour evolves as AI systems become more sophisticated and widely adopted, since the reviewed articles provide snapshots of current practice but offer limited insight into the directions of change.

Second, comparative research across domains, cultures, and user populations would illuminate how context shapes AI-mediated information behaviour. Do health information seekers employ different evaluation strategies than consumers or students? How do cultural norms about authority, privacy, and autonomy influence AI adoption?

Third, theoretical development remains a pressing need. Existing models of information behaviour must address not only how users interact with AI, but also how AI shapes the information landscape itself, determining what information is produced, presented, and valued, particularly given AI's generative capabilities, conversational interfaces, and potential for autonomous action.

Fourth, critical examination of power relations in AI-mediated information environments is essential. This was barely touched upon in the articles, but issues such as, who benefits from AI's efficiencies, whose information needs are well-served by current systems, and how do AI systems reproduce or challenge existing inequalities in information access and literacy, are important questions when the deployment of AI systems is driven by commercial interests.

Finally, the ethical dimensions of AI in information behaviour require sustained attention. Questions of transparency, accountability, bias, and human autonomy cannot be resolved through technical improvements alone but demand engagement with values, norms, and governance structures.

Conclusions

This review of reviews charts a research landscape characterised by rapid growth, methodological diversity, and persistent uncertainties. Artificial intelligence is reshaping how people seek, evaluate, and use information across multiple domains, offering substantial benefits in efficiency and accessibility whilst raising concerns about credibility, autonomy, and equity.

Three key conclusions emerge from this synthesis. First, AI cannot be understood as a neutral tool that simply enhances existing information behaviour. Rather, it fundamentally alters the nature of information interaction, introducing new affordances and constraints that challenge established models of information seeking and use. The ecological perspective advocated by Hirvonen et al. (2024) offers a promising direction, recognising AI as embedded within complex socio-technical systems rather than operating as discrete, bounded technologies.

Second, the relationship between AI and information behaviour is characterised by profound ambivalence. Users appreciate AI's convenience and responsiveness but are concerned about accuracy, bias, and control. This ambivalence is a structural feature of AI-mediated information environments rather than a transitional phenomenon to be overcome through improved technology. Trust in AI is conditional, context-dependent, and continually negotiated, and information behaviour research must therefore attend to the dynamics of trust formation rather than presuming it will naturally follow from technical improvements.

Third, AI's integration into information practices raises fundamental questions about expertise, autonomy, and the distribution of cognitive work. If AI systems can perform tasks previously requiring human skill, searching, screening, summarising, and synthesising, what competencies do information users and professionals need to develop? AI literacy provides a partial answer but requires more precise specification. Critical engagement with AI demands not only understanding how systems function, but also recognising their limitations, interrogating their assumptions, and asserting human agency in determining when and how to employ them.

The tensions in relation to AI in information behaviour emerge in all reviewed texts regardless of the country or affiliation of their authors, the type of the review that they have conducted, or the journal in which the text was published. In different contexts, such as libraries, marketing, scientific communication, health sector or others, research may emphasize a different aspect of these tensions, but their source is the same: the opacity of power distribution among the producers, providers and users of the AI systems.

The practical implications are significant. For information professionals, the findings underscore the importance of developing critical AI literacy programmes. For policymakers, the identified risks regarding privacy, bias, and credibility highlight the need for governance frameworks balancing innovation with protection of information rights. For AI developers, the literature emphasises that user needs extend beyond efficiency to encompass transparency, control, and the preservation of human autonomy.

Information behaviour research must continue to evolve in response to technological change without losing sight of enduring questions about how people become informed and how information practices shape individual and collective life. The literature documents real benefits and legitimate concerns, demonstrating that AI is neither panacea nor peril, but a complex, context-dependent technology whose effects depend on how it is designed, deployed, and used. As AI systems become increasingly sophisticated and ubiquitous, the need for rigorous, theoretically informed, and ethically engaged research will only intensify.

Acknowledgements

We thank the Editor-In-Chief for managing the paper to avoid the conflict of interest that could have arisen, the anonymous referees whose comments helped to improve the paper and the copyeditors for correcting the issues that remained.

About the authors

Elena Macevičiūtė is a Professor at the Faculty of Communication at Vilnius University and a Professor Emerita at the Swedish School of Library and Information Science, University of Borås, Sweden. She has participated in and led different EU research projects as well as the ones granted by Swedish and Lithuanian Research Councils. From 2017 to 2024 she was the Deputy Editor and Book Review Editor of *Information Research*. elena.maceviciute@gmail.com

Tom Wilson is a Professor Emeritus at the Swedish School of Library and Information Science, University of Borås, Sweden, and of the University of Sheffield. He holds a BSc degree in Economics and Sociology from the University of London and a Ph.D. from the University of Sheffield. He has received Honorary Doctorates from the Universities of Gothenburg, Sweden and Murcia, Spain. He was the recipient of the 2017 ASIST Award of Merit. He is the Founder and (until 2024) the Editor in Chief of *Information Research*. wilsontd@gmail.com

References

- Aboelmaged, M., Bani-Melhem, S., Ahmad Al-Hawari, M., & Ahmad, I. (2025). Conversational AI chatbots in library research: An integrative review and future research agenda. *Journal of Librarianship and Information Science*, 57(2), 331-347.
<https://doi.org/10.1177/09610006231224440>
- Arksey, H., & O'Malley, L. (2005). Scoping studies: towards a methodological framework. *International Journal of Social Research Methodology*, 8(1), 19-32.
<https://doi.org/10.1080/1364557032000119616>
- Atolagbe-Olaoye, A., Chang, H.-C., & Hawamdeh, S. (in press). Exploring collaborative tools in collaborative information behaviour research: A scoping review. *Journal of Information Science*, 0(0). <https://doi.org/10.1177/01655515251353169>
- Case, D. O. (2002). *Looking for information: A survey of research on information seeking, needs, and behaviors*. Academic Press.
- Case, D. O., & Given, L. M. (2016). *Looking for information* (4th ed.). Emerald.
- Collins, C., Dennehy, D., Conboy, K., & Mikalef, P. (2021). Artificial intelligence in information systems research: A systematic literature review and research agenda. *International Journal of Information Management*, 60, 102383.
<https://doi.org/10.1016/j.ijinfomgt.2021.102383>
- Dejoux, C., & Léon, E. (2018). *Metamorphose des managers* (1st ed.). Pearson.
- Fernández Marcial, V. and Esteves Gomes, L. I. (2022). Impacto de la inteligencia artificial en el comportamiento informacional: elementos para el debate. *Bibliotecas. Annales de Investigacion*, 18(3), 1-12. <https://revistasbnjm.sld.cu/index.php/BAI/article/view/524> (Archived at <https://web.archive.org/web/20260401092007/https://revistasbnjm.sld.cu/index.php/BAI/article/view/524>)
- Hirvonen, N., Jylha, V., Lao, Y., & Larsson, S. (2024) Artificial intelligence in the information ecosystem: Affordances for everyday information seeking. *JASIST: Journal of the Association for Information Science and Technology*, 75, 1152-1165. <https://doi.org/10.1002/asi.24860>
- Huvila, I., & Gorichanaz, T. (2025). Trends in information behavior research, 2016-2022: An Annual Review of Information Science and Technology (ARIST) paper. *JASIST: Journal of the Association for Information Science and Technology*, 76, 216-237.
<https://doi.org/10.1002/asi.24943>
- Given, L. M., Case, D. O., & Willson, R. (2023). *Looking for information: Examining research on how people engage with information* (5th ed.). Emerald.
- Jain, V., Wadhwani, K., & Eastman, J. K. (2024). Artificial intelligence consumer behavior: A hybrid review and research agenda. *Journal of Consumer Behavior*, 23(2), 676-697.
<https://doi.org/10.1002/cb.2233>
- Kaiser, C., Kaiser, J., & Schalliner, R. (2025). How generative AI is transforming consumer decision making. *NIM Insights: Research Magazine*, 7. <https://www.nim.org/en/research/projects-overview/detail-research-project/how-generative-ai-is-transforming-consumer-decision-making> (Archived at <https://web.archive.org/web/20260401084851/https://www.nim.org/en/research/>)

[projects-overview/detail-research-project/how-generative-ai-is-transforming-consumer-decision-making\)](#)

- Li, N. & Zhang, P. (2005). The intellectual development of human-computer interaction research: a critical assessment of the MIS literature (1990–2002). *Journal of the Association for Information Systems*, 6(11), 227–291. <https://doi.org/10.17705/1jais.00070>
- Lund, B. D., Mannuru, N. R., katta, M., Hota, S. S. L. M., Pamukuntla, A., Uppala, S., Kola, S. M., & Mannuru, A. (in press). Bringing artificial intelligence (AI) into health information seeking behavior: a study of AI and information seeking research. *Journal of Health Communication*, 1–6. <https://doi.org/10.1080/10810730.2025.2533820>
- Mariani, M. M., Perez-Vega, R., & Wirtz, J. (2022). AI in marketing, consumer research and psychology: A systematic literature review and research agenda. *Psychology & Marketing*, 39(4), 755–776. <https://doi.org/10.1002/mar.21619>
- Ng, D. T. K., & Lee, M. (2023). A review of AI teaching and learning from 2000 to 2020. *Education and Information Technologies*, 28(7), 8445–8501 <https://doi.org/10.1007/s10639-022-11491-w>
- Omar, M. A., Al-Jallab, M. F. A., & Abd al-Mukhtar, A. M. A. (2024). Information seeking behavior: A scientific review. [In Arabic]. *Journal of Arts and Humanities*, 99(2), 456–511. <https://doi.org/10.21608/fjhj.2024.283899.1608>
- Real de Oliveira, E., & Rodrigues, P. (2021). A review of literature on human behaviour and artificial intelligence: contributions towards knowledge management. *Electronic Journal of Knowledge Management*, 19(2), 165–179. <https://doi.org/10.34190/ejkm.19.2.2459>
- Rzepka, C., & Berger, B. (2018) User interaction with AI-enabled systems: A systematic review of IS research. In *ICIS 2018 Proceedings. 7. Thirty Ninth International Conference on Information Systems, San Francisco, 2018*. <https://aisel.aisnet.org/icis2018/general/Presentations/7> (Archived at <https://web.archive.org/web/20260401085230/https://aisel.aisnet.org/icis2018/general/Presentations/7/>)
- Saraipour, F., Panahi, S., Nemati-Anaraki, L., & Shahraki-Mohammadi, A. (2025). Adolescents' health information seeking behaviour: a scoping review. *Journal of Adolescent Health*, 77(4), 592–601. <https://doi.org/10.1016/j.jadohealth.2025.05.030>
- Sebastian, J. K. (2025). Reframing information seeking in the age of generative AI: a critical and humanistic approach. In D. Mueller (Ed.), *ACRL 2025: Democratizing knowledge +Access +Opportunities, April 2-5, 2025, Minneapolis. Conference Proceedings* (pp. 527–539). ACRL of ALA. <https://www.ala.org/sites/default/files/2025-03/ReframingInformation-SeekingintheAgeofGenerativeAI.pdf> (Archived at <https://web.archive.org/web/20260217085445/https://www.ala.org/sites/default/files/2025-03/ReframingInformation-SeekingintheAgeofGenerativeAI.pdf>)
- Seikaly, K. (2024). “ChatGPT, how do people feel about you?": Emotions, artificial intelligence, and information behavior. *Journal of Web Librarianship*, 18(3), 133–148. <https://doi.org/10.1080/19322909.2024.2382689>
- Shishehgar, S., Murray-Parahi, P., Alsharaydeh, E., Mills, S., & Liu, X. (2025). Artificial intelligence in health education and practice: a systematic review of health students' and academics' knowledge, perceptions and experiences. *International Nursing Review*, 72(2), e70045. <https://doi.org/10.1111/inr.70045>

- Sousa, N. (in press). Ethical and practical implications of AI in academic library research. *IFLA Journal*, 16 pp. <https://doi.org/10.1177/03400352251391753>
- Templier, M., & Paré, G. (2018). Transparency in literature reviews: an assessment of reporting practices across review types and genres in top IS journals. *European Journal of Information Systems*, 27(5), 503–550. <https://doi.org/10.1080/0960085X.2017.1398880>
- Toto, G. A., Grilli, L., Traetta, L., Villani, R., Petito, A., & Serviddio, G. (2025). Convergence of disciplines: A systematic review of multidisciplinary development approaches in artificial intelligence. *Frontiers in Digital Health*, 7, 1400338. <https://doi.org/10.3389/fdgth.2025.1400338>
- van Dijk, S. H. B., Brusse-Keizer M. G. J., Bucsán C. C., van der Palen, J., Doggen, C. J. M., & Lenferink, A. (2023). Artificial intelligence in systematic reviews: promising when appropriately used. *BMJ Open*, 13(7), e072254. <https://doi.org/10.1136/bmjopen-2023-072254>
- Wagner, G., Lukyanenko, R., & Paré, G. (2022). Artificial intelligence and the conduct of literature reviews. *Journal of Information Technology*, 37(2), 209–226. <https://doi.org/10.1177/02683962211048201>
- Wei, Y., Lu, W., Cheng, Q., Jiang, T., & Liu, S. (2022). How humans obtain information from AI: Categorizing user messages in human-AI collaborative conversations. *Information Processing & Management*, 59(2), 102838. <https://doi.org/10.1016/j.ipm.2021.102838>
- Yatawara, K., Sampath, T., Kalupahana, P. L., Rathnayake, S., Jayasuriya, N., & Rathnayake, N. (in press). A systematic review on consumer adoption of AI-driven chatbots. *Vision: The Journal of Business Perspective*, 0(0). <https://doi.org/10.1177/09722629251332349>

Copyright

Authors contributing to *Information Research* agree to publish their articles under a [Creative Commons CC BY-NC 4.0 license](https://creativecommons.org/licenses/by-nc/4.0/), which gives third parties the right to copy and redistribute the material in any medium or format. It also gives third parties the right to remix, transform and build upon the material for any purpose, except commercial, on the condition that clear acknowledgment is given to the author(s) of the work, that a link to the license is provided and that it is made clear if changes have been made to the work. This must be done in a reasonable manner, and must not imply that the licensor endorses the use of the work by third parties. The author(s) retain copyright to the work. You can also read more at: <https://publicera.kb.se/ir/openaccess>