



# 人工智能赋能图书馆服务新生态：

## 杭州图书馆的“智慧转型”实践

Artificial Intelligence Empowers the New Ecosystem of Library Services: The "Smart Transformation" Practice of Hangzhou Public Library

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# 01.中国图书馆界人工智能的发展现状

The Development Status of Artificial Intelligence in China's Library Field

在数字化浪潮中，人工智能深刻影响各行业，作为信息与知识核心的图书馆界亦不例外。

中国图书馆界在人工智能应用上成果显著：

智能咨询服务普及，借自然语言处理技术实时解答读者常见问题，提升咨询效率；

智能推荐系统逐步完善，通过分析读者数据精准推送资源；

AI 技术应用于采编工作，缩短新书上架周期。

此外，智能书架、无感借还及 AR/VR 沉浸式阅读空间等技术，优化了读者体验。

Amid the wave of digitalization, artificial intelligence (AI) is profoundly impacting various industries, and the library sector—regarded as the core hub for information and knowledge—is no exception.

The Chinese library community has achieved remarkable results in AI application:

Intelligent consulting services have become widespread, leveraging natural language processing technology to answer readers' common questions in real time and enhance consulting efficiency;

Intelligent recommendation systems are being progressively refined, which accurately push resources by analyzing readers' data;

AI technology has also been applied in acquisition and cataloging work, shortening the cycle for new books to be shelved;

Additionally, technologies such as smart bookshelves, contactless borrowing and returning, and AR/VR immersive reading spaces have optimized readers' experience.



人工智能发展中面临挑战：

- 1.资金短缺限制技术深度应用与更新，中小图书馆尤甚；
- 2.技术存在局限，AI 模型对复杂知识理解、长文本处理能力不足，处理专业文献精准度欠缺；
- 3.馆员 AI 素养参差不齐，人力与技术发展不匹配，影响 AI 技术推广与深化应用。

Challenges in the Development of Artificial Intelligence (AI) Applications:

- 1.Shortage of funds restricts the in-depth application and continuous updating of AI technologies, with small and medium-sized libraries being particularly affected.
- 2.Limitations in technology: current AI models have insufficient capabilities in understanding complex knowledge and processing long texts, and lack accuracy when dealing with professional literature.
- 3.The AI literacy of librarians varies significantly. The mismatch between human resources and technological development hinders the promotion and in-depth application of AI technologies.



## 02.杭州图书馆智能化转型实践

The Practice of Intelligent Transformation in Hangzhou Public Library

2025 年，杭州图书馆与 DeepSeek-V3 合作推出 DS 智能馆员，优化公共图书馆服务体验。其具备强自然语言处理能力且 24 小时在线，支持馆藏书目、开闭馆时间、查询及新书推荐、交通导航等，未来将深度整合杭图知识资源，个性化荐书，打造用户专属阅读伙伴。

In 2025, Hangzhou Public Library has launched the "DS Intelligent Librarian" in collaboration with DeepSeek-V3, aiming to enhance the service experience of public libraries. Equipped with strong natural language processing capabilities and available 24/7, this intelligent librarian supports services such as library collection search, new book recommendation, transportation navigation, and opening hour inquiry.

In the future, it will deeply integrate all knowledge resources of Hangzhou Library, provide personalized book recommendations, and become a dedicated reading companion for users.



智能设备与自助服务：DS智能馆员  
DS Intelligent Librarian

01

“元宇宙音乐图书馆”借 3D 建模等技术构建虚拟场景，含四大互动区：鉴赏交流区、历史展示区、乐器演奏区、文献借阅区。该图书馆支持 H5 端（第三人称交互、直播）与 VR 端（第一人称沉浸式体验），依托多类技术打破时空限制，融合传统与元宇宙技术，打造虚实音乐空间，带来全新体验。The "Metaverse Music Library" constructs virtual scenarios using technologies such as 3D modeling, and includes four core interactive zones: the Appreciation & Exchange Zone, History Exhibition Zone, Musical Instrument Performance Zone, and Document Lending Zone. Supporting both H5 and VR access—with the H5 end enabling third-person interaction and live streaming, and the VR end offering first-person immersive experiences—the library leverages a variety of technologies to break time and space barriers. By integrating traditional services with metaverse technology, it creates a virtual-real integrated music space and delivers brand-new experiences to users.



新型阅读空间智慧场景建设：元宇宙音乐图书馆  
The "Metaverse Music Library"

02

2025年8月，杭州图书馆开设全国首个数智科技主题专业分馆，突破单一借阅属性，打造集阅览、科普、交流、产业创新等多功能于一体的科技文化空间。馆内有4000余册科技类专业图书，二楼设产业成果展展示前沿科技；还将以双创课堂、项目路演、科企交流等形式，承担“创新枢纽”角色。

In August 2025, Hangzhou Public Library launched China's first professional branch library themed on digital and intelligent technology. Breaking the single attribute of a "borrowing space", it has built a comprehensive sci-tech and cultural space integrating multiple functions such as reading, science popularization, communication, and industrial innovation. The branch houses over 4,000 professional books in the sci-tech field; an industrial achievement exhibition area is set up on the second floor to display cutting-edge technologies. Additionally, it will serve as an "innovation hub" by organizing mass entrepreneurship and innovation courses, project roadshows, and exchanges between scientific institutions and enterprises.



开设智慧主题分馆  
Launch the Smart-themed Branch  
Library

03



# 03.未来图景：人工智能引发无限可能

Future Vision: Artificial Intelligence Unleashes Endless Possibilities

# 深化人工智能融合应用，推动自身从“静态知识存储空间”向“动态文化交互空间”转型

## The transformation from a "static knowledge storage space" to a "dynamic cultural interaction space"



智能馆员升级路径：以 DS 智能馆员为代表，从“基础助手”升级为“专属知识伙伴”  
Evolving from a "basic assistant" to an "exclusive knowledge partner"



沉浸式阅读拓展策略：结合 VR、AR、全息投影等技术打造全感官阅读空间  
Create a full-sensory reading space



沉浸式场景设计：针对不同群体定制专属区域  
Immersive scenario design: Customizing exclusive zones for different groups

# 深化人工智能融合应用，推动自身从“静态知识存储空间”向“动态文化交互空间”转型

## The transformation from a "static knowledge storage space" to a "dynamic cultural interaction space"



沉浸式内容开发：  
开发优质内容，实现“体验 + 学习”双重价值  
Immersive Content Development: Developing high-quality content to achieve the dual value of "experience + learning"



沉浸式服务个性化：  
支持读者自定义阅读场景氛围与互动形式  
Personalization of Immersive Services: Enabling readers to customize the atmosphere of reading scenarios and interaction formats



**Thank You!**

**谢谢** ♥