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Implications and Challenges for the Information Professional: the use of text generators

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Abstract: In the 21st century, technology has been playing an increasingly significant role in society, influencing several sectors, including text production. The investigation addresses the use of text generators, analyzing their importance in the current context, as well as their implications for information professionals in this constantly evolving technological scenario. The objective of this study is to analyze the implications of using text generators in the work of information professionals, considering their transformations in the current technological scenario. The research is bibliographic with a qualitative approach. The theoretical framework was retrieved from the Capes Periodicals Portal, in addition to consultations with specialized manuals and dictionaries on the proposed topic. Text generators are tools that can increase productivity by allowing the automation of repetitive tasks. The information specialist's trajectory is deeply linked to the ability to reconcile the incorporation of innovative technologies with the preservation of fundamental ethical principles. ChatGPT and other similar platforms have the ability to transform and improve the activities of information professionals, ensuring that technological advancement contributes to improvement, rather than damaging the integrity and effectiveness of the information process.

Keywords: text generator; artificial intelligence; information professional.

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Introduction

In the quest for systems capable of emulating human intelligence, the term "artificial intelligence" (AI) was coined in the 1950s, marking the beginning of a significant journey (Deng & Lin, 2022; Lévy, 2022). However, the origins of artificial intelligence date back to the mid-20th century, following World War II, and it is a discipline in constant evolution (Norvig & Russell, 2022). The theoretical foundations of artificial intelligence began to be established with the pioneering work of Alan Turing, whose impact is notable (Norvig & Russell, 2022).

In the 21st century, Information and Communication Technologies (ICTs) exert a compreh22ensive influence on human activities, permeating everything from daily life to professional spheres, notably including textual production. The proliferation of internet-connected electronic devices, such as smartphones and computers, has significantly transformed the way we interact with and share information.

Text production, in particular, has undergone a digital transformation as ICTs enable new forms of expression and collaboration. Online platforms, social networks, and collaborative editing tools have become key elements in content creation and sharing. This instant interconnectivity has also challenged traditional communication boundaries, allowing individuals from different parts of the world to exchange ideas and perspectives instantaneously.

Moreover, ICTs have positively impacted information accessibility, democratizing knowledge and providing opportunities for previously marginalized voices to be heard. However, this technological advancement also raises concerns about information quality, privacy, and online security, necessitating ongoing reflection on how to balance the benefits of ICTs with the ethical and social challenges that may arise.

In the realm of scientific production, concerns related to plagiarism have become prominent (Lo, 2023), especially with the use of text-generating software. Although these tools offer valuable resources for enhancing writing and research, they also present ethical challenges related to the originality of academic content. Improper use of such software to

reproduce ideas without proper attribution can compromise academic integrity, undermining trust in the authenticity of scientific production. Thus, the academic community faces the challenge of finding a balance between leveraging the advantages of these tools and maintaining the ethical responsibility necessary to uphold the fundamental principles of genuine and original knowledge production.

In this context, the research focuses on analyzing the use of text generators, particularly ChatGPT, exploring its relevance in the current landscape, as well as the implications it has for information professionals in an ever-evolving technological environment. Additionally, it examines the approaches adopted by these professionals when dealing with content provided by such tools, and the efforts to promote effective and reliable text production within the digital transformation framework.

ChatGPT in the Transformation of the Information Process

The digital era, driven by the ongoing advancements in Natural Language Processing (NLP) and artificial intelligence, has witnessed a significant transformation in interaction with computational systems and information consumption. "[...] Today, AI is being used in many aspects of our lives, from healthcare and finance to retail and transportation. AI is changing how we interact with technology and how we live our lives." (Deng & Lin, 2022, p.81).

The rapid development of these technologies, propelled by advances in machine learning algorithms, large data sets, and computational power, has enabled various applications, ranging from virtual assistants and chatbots to automatic translation and text analysis. This evolution impacts communication between humans and machines and contributes to a more refined understanding of the nuances of human language, enabling the automation of complex linguistic tasks and paving the way for the creation of more intuitive and interactive systems. The upward trajectory in these technologies, infused with artificial intelligence, indicates a dynamic future where digital communication will become even more accessible, efficient,

and integrated into daily activities, thus enhancing the interconnection between humans and artificial intelligence.

> AI is a branch of computer science that focuses on creating intelligent machines that can think and act like humans. AI systems are designed to learn from their environment and make decisions based on the data they receive. AI can be used to solve complex problems, such as medical diagnosis, autonomous vehicles, and natural language processing (Deng & Lin, 2022, p.81).

The increasing use of technologies and artificial intelligence raises ethical and social questions, necessitating the transparent and ethical development of algorithms and language models (Sichman, 2021; Ray, 2023; Rodríguez Velásquez, 2023). Collaboration among governments, industry, academia, and civil society is essential in establishing regulations that guide this development, involving experts from various fields (Sichman, 2021; Rodríguez Velásquez, 2023). Additionally, it is essential to address challenges such as privacy, security, and equity in access to technology (Sichman, 2021; Deng & Lin, 2022; Rodríguez Velásquez, 2023). In this ethical and social context, understanding ChatGPT and its implications becomes even more relevant, requiring a critical and responsible analysis of the role of these technologies in contemporary society.

GPT (Generative Pre-trained Transformer) is a series of language models developed by OpenAI. These models are trained using machine learning techniques on large datasets to understand and generate text in a contextual and coherent manner (OpenAI, 2021c). "ChatGPT can be a helpful tool for text generation and comprehending natural language, but it is essential to utilize it carefully and double-check the data it generates" (Subaveerapandiyan et al., 2023, p.4).

The first version was released in 2018 (Subaveerapandiyan, Vinoth, & Tiwary, 2023). In 2019, GPT-2 expanded production possibilities, and in 2020, the GPT-3 (Generative Pre-trained Transformer 3) version, also known as ChatGPT, was launched (Subaveerapandiyan et al., 2023). ChatGPT, specifically, is designed to interact in a conversational manner,

answering questions and providing information based on the provided overview (OpenAI, 2021c).

In January 2022, its latest free version was released (OpenAI, 2021c). Since its introduction to the public, ChatGPT has been the subject of intense discussions in society. "ChatGPT, the popular chatbot from OpenAI, is estimated to have reached 100 million monthly active users in January, just two months after launch, making it the fastest-growing consumer application in history [...]" (Hu, 2023). In 2023, leaders in the technology and scientific sectors came together in an open letter calling for a halt to related experiments (Pacete, 2023).

In the same year, *The New York Times* initiated legal action against OpenAI (the creator of ChatGPT) and Microsoft (the creator of Copilot), alleging the use of content produced and published by the newspaper without proper attribution, infringing on copyright and monetization issues (Lopes, 2023). Additionally, OpenAI's web crawler was blocked by several traditional media companies, such as BBC, CNN, and Reuters.

Another controversy emerged when a renowned author, winner of the Akutagawa Prize for best book, revealed that 5% of her work was written using ChatGPT to enhance her creative potential (Agence France Presse, 2024). This revelation raises questions related to the awarding of textual productions. Various issues are being debated regarding the use of this software.

A significant challenge related to the use of language technologies, such as ChatGPT, is the issue of the accuracy of the information provided. Due to the nature of machine learning, the model may occasionally generate responses that are not completely accurate or that could be misinterpreted. This can raise concerns about the reliability of the information conveyed, especially in contexts where accuracy is essential.

Another critical point to consider concerns the ethical and privacy limitations associated with the use of these technologies. The capacity for natural language processing may involve handling sensitive data, raising concerns about how this information is managed, stored, and protected.

Ethical implications and privacy challenges are significant areas of discussion and require careful attention to ensure responsible implementation.

Security is a fundamental concern, as the integration of natural language technologies may present vulnerabilities. This becomes especially relevant when considering the handling of personal data or critical information. Safeguarding against potential exploitation, cyberattacks, or malicious uses of these technologies is essential to ensure a secure and protected environment.

The use of chat, especially in content creation, can lead to significant disadvantages, particularly concerning copyright issues. One major problem is the risk of unintentional plagiarism (Lo, 2023), as the chat generates responses based on patterns learned during training, which may inadvertently reproduce content similar to existing works. Additionally, there is concern about the misuse of copyrighted information in the generated responses, which could result in legal implications if such information is used without proper authorization or attribution.

Another point of concern is the lack of proper source attribution. If the chat provides information from specific sources during the conversation but does not offer appropriate source citations, ethical and legal issues may arise regarding proper attribution. There is also the risk of undue monetization, especially when content generated by the chat is used for commercial purposes without proper consideration of copyright, which could result in legal consequences.

Regarding ChatGPT, Lévy (2022) states that "[...] Its neural networks resemble those of a mechanical parrot, capable only of mimicking linguistic performance without understanding anything about the content of the texts it is translating [...]. The metaphor highlights the limitations of artificial intelligence in terms of contextual understanding and meaning interpretation. Even though artificial intelligence can perform linguistic tasks, it lacks the ability to truly comprehend or extract knowledge from the texts it processes, functioning more as a machine for imitating linguistic patterns than as an agent that assimilates information meaningfully." (p.16)

From the perspective of scientific production, the use of chat technologies also faces challenges related to information accuracy, ethical and privacy limitations, and security issues (Deng & Lin, 2022). Accuracy may be compromised, as the model can generate imprecise responses or misinterpret the context (Deng & Lin, 2022). Ethical and privacy limitations arise due to the handling of sensitive data, raising concerns about the proper treatment, storage, and protection of such information. Security is also a critical consideration, as the integration of these technologies can present vulnerabilities, particularly when dealing with personal data or critical information (Deng & Lin, 2022). Caution is necessary to avoid plagiarism, ensure proper attribution, and ensure that usage respects copyright and ethical standards in scientific production (Lo, 2023).

Additionally, ChatGPT generates text based on the input provided up to January 2022, without the capability to access external information or browse the internet. This limitation restricts the provision of accurate and up-to-date information in various fields and contributes to the broader issue of disinformation by not allowing real-time fact-checking or access to more recent data (Deng & Lin, 2022). The model may not provide adequate responses to complex questions, which, combined with the limitation of access to the latest information, highlights potential challenges related to the dissemination of correct and reliable information (Deng & Lin, 2022).

It is important to note that ChatGPT's learning capability is enhanced through regular updates, ensuring that the model remains current. The paid version offers additional features, providing users with a more comprehensive and personalized experience.

According to Subaveerapandiyan et al. (2023), ChatGPT offers a range of features applicable to various users, including: building chatbots and virtual assistants, creating language-based games, facilitating language translation, generating various types of content, and assisting researchers, educators, writers, and individuals with diverse tasks. Its text classification and sentiment analysis capabilities make it valuable for social media monitoring, while integration with text-to-speech technology enhances its applicability in interactive voice assistants.

Beyond these mentioned challenges, it is also worth noting that extensive use of these technologies can have significant social and economic impacts. Issues such as the displacement of traditional jobs, changes in communication dynamics, and excessive reliance on automation are topics that also warrant reflection and debate in society. Balancing the benefits and concerns associated with natural language technologies is a multifaceted issue that requires thorough analysis.

Research methods and objectives

Given this panorama, the research is dedicated to analyzing the use of text generators, especially ChatGPT, exploring their relevance in the current scenario, as well as the implications they have for information professionals in the midst of the constantly evolving technological context. Furthermore, it presents the approaches imposed by these professionals when dealing with the content generated by these tools, movements to promote effective and reliable textual production in the context of digital transformation.

In light of this, a pertinent question arises: how does the increasing adoption of AI-based text generators impact the role of information professionals and the ethical approaches to textual production? To address this question, a bibliographic research with a qualitative approach was conducted. The theoretical framework was sourced from the Portal de Periódicos Coordenação de Aperfeiçoamento de Pessoal de Nível Superior (CAPES), along with consultations in specialized manuals and dictionaries on the proposed topic. The CAPES Portal was chosen due to its extensive scientific virtual collection, comprising over 50,000 journals and 455 databases, offering both national and international content. It is thus recognized in Brazil as a significant source of information for the development of scientific research.

For the theoretical basis, only peer-reviewed scientific articles published in open access from 2021 to 2023 on the topic of ChatGPT were used, available in English, Spanish, German, Chinese, and Portuguese.

A total of 677 articles with the term "ChatGPT" were identified, four articles with the term "gerador de texto" (text generator), 21 articles with the term "text generator," two articles with the terms "ChatGPT" and "information professional," no articles with the terms "text generator" and "information professional," and no articles with the terms "gerador de texto" and "information professional." Additionally, AI-based text generation software — ChatGPT — was utilized to assist in content creation across various contexts, including digital marketing, journalistic writing, virtual assistants, and even academic work.

The selected articles provided theoretical support and were essential for the development of the research. Moreover, these articles served as a comparative point, enriching the study through debates and counterarguments that deepened the analysis and conclusions reached.

Ethical Challenges and Professional Information Responsibility

Information professionals operate across various sectors, playing an essential role in the organization, access, dissemination, and effective management of information in multiple domains. In a world where information is a valuable resource, these professionals are integral to facilitating access to information, ensuring its accuracy and relevance. In their daily work, information professionals engage in a range of activities, such as cataloging, classifying, and preserving documents and materials, as well as assisting users in searching for and obtaining relevant information. Their key responsibilities include managing collections, organizing libraries and archives, developing information systems, and conducting research and content analysis.

However, despite the importance of their work, information professionals often face significant challenges. A constant concern is the lack of financial and human resources, which makes it difficult to meet the increasing demand for information services. Additionally, the fatigue resulting from work overload and the shortage of qualified personnel can negatively impact their efficiency and productivity. From this perspective,

digital transformation, particularly the use of artificial intelligence tools like ChatGPT, can offer a promising solution.

The incorporation of digital transformation and artificial intelligence, such as ChatGPT, can bring significant benefits to information professionals. By automating routine tasks, these professionals can save time and resources, enabling them to focus their efforts on more strategic activities and those that add greater value.

Moreover, the use of artificial intelligence can help overcome challenges such as the lack of resources and personnel by providing additional support and complementing the skills of information professionals. ChatGPT's ability to process large amounts of information and deliver contextually relevant responses can significantly enhance the efficiency and effectiveness of information services, benefiting both the professionals in the field and the end users. Digital transformation, combined with the intelligent use of AI tools like ChatGPT, has the potential to revolutionize the work of information professionals, improving their capacity to manage and deliver information efficiently and effectively in an increasingly digitalized world.

However, it is essential to ensure the responsible implementation of these technologies. Ethical considerations, such as privacy and security, must remain central to the use of artificial intelligence in the information field. Careful adoption of these tools can yield substantial benefits, striking a balance between operational efficiency, alleviating professional fatigue, and ensuring integrity in information management.

In this context, understanding the importance of these tools and their impact on the role of information professionals is essential. Text generators like ChatGPT emerge as facilitators in automating repetitive tasks, which, in turn, have the potential to significantly increase the productivity of information professionals. The ability to handle large datasets and respond to questions contextually can provide a substantial advantage to professionals aiming to optimize their work practices.

The discussion regarding the suspension of content-generating artificial intelligence due to ethical concerns is complex and involves deep considerations about the impact of this technology on society (Deng &

Lin, 2022; Ray, 2023; Subaveerapandiyan, Vinoth, & Tiwary, 2023). While there are legitimate concerns about the ethical use of artificial intelligence, a more balanced approach may be more appropriate than a complete suspension.

In the first place, it is essential to recognize that content-generating artificial intelligence can bring significant benefits in various areas (Lo, 2023), including task automation, personalized content creation, and process optimization. When asked about its contributions, ChatGPT makes several statements that warrant reflection:

> In the field of Education, for example, it can be a valuable tool for developing interactive and adaptable teaching materials, enriching the learning experience. However, it is imperative that there is strict ethical oversight in the development and implementation of AI. Ethical standards and guidelines must be established to ensure that AI does not promote bias, discrimination, or spread misinformation (OpenAI, 2021b).

ChatGPT demonstrates the ability to be a supportive tool in educational processes by providing assistance in specific areas with a well-established body of knowledge (Lo, 2023; Subaveerapandiyan, Vinoth, & Tiwary, 2023). However, transparency in the use of artificial intelligence is essential. Users must be aware when interacting with AI-generated content and be able to discern between information produced by humans and that created automatically. This awareness helps maintain the integrity of information and strengthens trust in emerging technologies. Many users of ICTs do not fully understand the origins of digital platform content, which can be subject to manipulation.

Instead of a complete suspension of artificial intelligence, a more effective approach might be the implementation of rigorous regulations and ethical standards, alongside ongoing investments in research and development to enhance the capabilities and safety of artificial intelligence. This approach would allow for the benefits of artificial intelligence to be harnessed while mitigating the associated ethical risks. Under these conditions, it is the responsibility of the information professional to

understand how artificial intelligence operates to contribute to the acquisition, guidance, and dissemination of the tool, considering the automation of their routine activities.

By integrating ChatGPT into their services, information professionals can enhance the user experience by leveraging the capabilities of artificial intelligence to provide quick and accurate responses.

In the field of archival science, the use of ChatGPT can streamline research processes in historical documents, offering users an intuitive way to explore and obtain information. Professionals can thus focus their efforts on more analytical tasks while ChatGPT handles more operational duties.

By adopting information science strategies, professionals can incorporate ChatGPT into digital environments, assisting in the effective organization and retrieval of information. This integration enables more efficient management of large datasets, benefiting both information professionals and end users.

In the context of libraries, information professionals can use ChatGPT to offer personalized assistance to information seekers, guiding them in locating specific materials, providing reading recommendations, and facilitating navigation through vast collections (Subaveerapandiyan, Vinoth, & Tiwary, 2023). The integration of this technology allows for more dynamic and efficient interaction, improving the quality of support provided.

Regarding scientific research, ChatGPT is questioned about its use in the preparation of academic papers (OpenAI, 2021a), and it responds about the use of the tool:

1 Manual Review and Editing:

Analyze the work generated by ChatGPT:

Make significant manual edits to ensure the content is entirely produced by you, with your personal interpretation and input.

2 Proper Attribution:

If you have cited specific information provided by ChatGPT, be sure to properly attribute those contributions to the tool in accordance with your university's citation and referencing standards.

3 Consult the University Guidelines:

Carefully review your university's guidelines regarding the use of fonts and technologies. Make sure you understand the specific policies regarding the use of AI in academic work.

4 Communicate with the Teacher or Advisor:

If you are still unsure about accepting the work, contact the professor or supervisor responsible. Explain the situation and ask if there are any flexibility or adjustments that can be made to meet the institution's guidelines.

5 Redo the Work if Necessary:

If it is determined that the use of AI is absolutely prohibited, be prepared to redo parts or all of the work, ensuring it is an entirely manual production.

6 Learn from Experience:

Use this situation as a learning opportunity. Understand your institution's policies and be aware of restrictions when using specific technologies in academic work.

Always remember to act in accordance with academic ethics and follow the rules of your institution. Communicating openly with those responsible can be the key to finding appropriate solutions to the situation.

The use of ChatGPT in academic writing presents potential issues that need consideration. One concern is the possible reduction in critical thinking skills, as the model provides instant information and may diminish the need for independent thinking and problem-solving. There are also concerns about bias in generated text, loss of creativity among researchers, misuse of technology leading to fraudulent research, and creation of misinformation, especially fake news.

Despite these challenges, ChatGPT supports researchers by summarizing documents, highlighting important ideas, providing citations, and assisting with various writing tasks. This can save time and effort, allowing researchers to focus on critical analysis and interpretation.

Therefore, in the interaction between researchers and ChatGPT, it is essential to understand the capabilities of the technology so that its use is enriching in the study process, avoiding its mere employment to reproduce answers without analysis. Encouraging constant reflection on course topics is essential to actively engage students in their learning processes, developing their questioning, analysis, and interpretation skills.

In this scenario, the introduction of innovative technologies like ChatGPT can be considered an additional resource that does not replace the role of the educator (Giraffa & Khols-Santos, 2023), but becomes a tool to enhance the learning experience. By integrating this technology, educators have the opportunity to explore new forms of engagement, encouraging students to apply their critical skills during interactions with ChatGPT, thereby expanding the possibilities for reflective learning.

In a similar context, when asked about the main reasons for using the tool by an information professional, ChatGPT (OpenAI, 2021d) responds:

> Information professionals can take advantage of text generators like ChatGPT in a variety of ways to enhance their services and activities. Here are some suggestions: Content Creation (emails, reviews, or educational materials), Research Assistance (employ text generators to generate summaries or syntheses of relevant information to be used as a basis for further research), Cataloging and Automatic Indexing, Chatbots for User Service, Automatic Text Translation, Document Summarization and User Study.

According to ChatGPT (OpenAI, 2021d), the responsibility for the ethics and quality of the generated products rests with the information professional, highlighting the need for conscious and responsible use of the tool. "Human review is essential to avoid inaccurate, biased, or inappropriate information. Additionally, it is important to be aware of

ethical policies and guidelines when using artificial intelligence technologies in the information environment." (OpenAI, 2021d).

In this context, it is understood that the use of artificial intelligence, such as ChatGPT, should be properly approved and regulated within institutions, establishing clear guidelines to legitimize its outputs among professionals and users, ensuring the maintenance of quality. It is worth noting that, while ChatGPT offers notable advantages, human oversight and guidance remain fundamental elements. The synergistic collaboration between artificial intelligence and the specialized knowledge of the information professional ensures the integrity of the informational process and contributes to the effective use of this innovative technology.

Considerations

This article explored the implications and challenges for information professionals in the context of using text generators, with a special focus on ChatGPT. As technology continues to play a transformative role in the information process, the information professional faces a dynamic landscape, full of opportunities and complexities.

In the context of the transformation of the information process, the information professional encounters a series of challenges and opportunities inherent to the use of advanced technologies such as ChatGPT. While considering the advantages provided by this technology, the information professional must balance its growing importance with the constant and varied demands of their daily work.

Often busy with multiple responsibilities, the information professional frequently operates in small teams and performs a wide range of tasks. In the midst of these circumstances, the application of ChatGPT can prove to be an optimizing tool for some of these routine tasks, such as analyzing data on library space usage and collections. This helps identify usage patterns and thus assists the information professional in focusing on areas for improvement.

However, the implementation of these technologies requires careful consideration of ethical and human rights issues. The information professional must be aware of the potential impacts on information access, privacy, and equity, ensuring that the use of ChatGPT aligns with ethical principles and fundamental values.

Additionally, to ensure the successful adoption of ChatGPT, the information professional must develop effective advocacy skills. This includes the ability to promote the benefits of the technology for enhancing activities and functions, persuading stakeholders of the tangible benefits that can be achieved.

Functions that can be enhanced by ChatGPT include the automation of repetitive tasks, the analysis of large volumes of data, the personalization of information services, the creation of quality textual content, and assistance in making informed decisions. By adopting and integrating ChatGPT in an ethical and strategic manner, the information professional can optimize their work practices and contribute significantly to the efficiency and effectiveness of the information process.

Nevertheless, the implementation of these technologies does not come without challenges. The responsibility of effectively communicating the usefulness of these technologies and garnering support for their implementation also falls on the information professional, requiring sharp advocacy skills.

It is essential for the information professional to promote media literacy among users. Media literacy, which encompasses the ability to analyze, evaluate, and create content critically, becomes essential in equipping individuals with the necessary skills in the information age. In particular, librarians have the responsibility to offer media literacy courses, providing guidance on the critical discernment needed to interact with text and image generators. This includes raising awareness about major free content creators, empowering users to distinguish between reliable information and misinformation. By offering such courses and guidance, librarians help build informed and empowered communities, contributing to the mitigation of misinformation in the digital age.

Ultimately, the role of the information professional is intrinsically linked to their ability to balance the adoption of innovative technologies with the preservation of fundamental ethical values. ChatGPT and other similar tools have the potential to revolutionize and optimize the activities of the information professional, ensuring that technological evolution contributes to enhancing, rather than compromising, the integrity and effectiveness of the information process.

Thus, ChatGPT can be utilized as a tool to assist the information professional, as it aligns with the evolution of society and technology, incorporating new resources into their practice. Currently, the use of this resource by the information professional has not been fully established; however, with ongoing technological advancements, emerging needs of information users, and digitalization, ChatGPT, like other text generators, may become significant allies for these professionals, aiding and supporting their daily tasks.

This research only investigates the use of ChatGPT by the information professional, leaving room for the development of new studies with other text generators and artificial intelligence that can be used by these professionals. Future work is not limited to existing AI tools but also opens up a world to be developed and discovered through more personalized and tailored systems, crafted by both technology and information professionals.

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