



Help us to test the new Limo AI assistant !

AI COMES TO LIMO

CLICK HERE

# Experiences with the Primo Research Assistant @ KU Leuven Association

---

*What we learned from user perceptions & expectations*

Lydia Janssen & Veerle Kerstens

IGELU 2025



- Part of KU Leuven Libraries and Leuven R&D
- 32 highly skilled persons
- Manages library network of > 80 libraries
- Digital service provider managing KU Leuven wide solutions
  - Incl archival management, heritage collections, Institutional repository of publications and of Research data, Digital preservation platform
  - ... these solutions are also offered to external organisations.

## KU Leuven

Internationally-oriented research  
university

## 6 university colleges

Professionally-oriented  
higher education

- Academic literature,  
relating to research



- Majority of publications in  
forum languages

- Professional literature,  
focused on everyday practice

- Many publications in local  
languages

# Why evaluate the Research Assistant?



Test interest in the tool



Gain insight into user needs 'in  
the field'



Observe where users struggle  
to provide better help

# How we evaluated the Research Assistant



- 'Beta' trial at KU Leuven Association February-May 2025

- 'Invitation to test' for all users
- User survey
  - Gauge attitudes towards GenAI tools
  - Experiences with the RA



# How we evaluated the Research Assistant

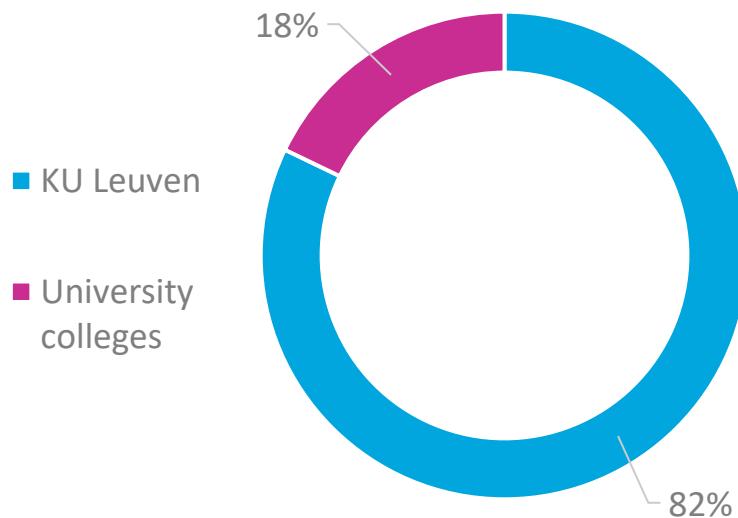


- Enter into conversation with users
  - Expert discussion group @ KU Leuven Libraries
  - Workshop @ VIVES
  - Info booth @ Agora Learning Centre



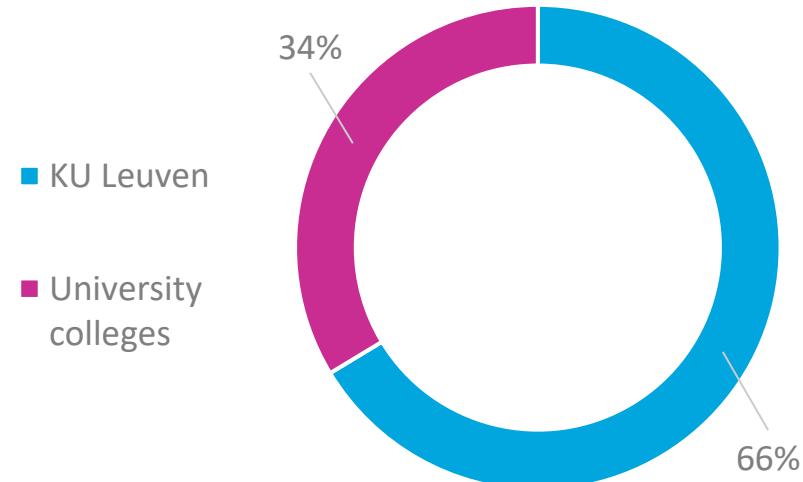
# Responses by institution type

RA Test sessions per institution type



Total RA Test sessions: 6 798

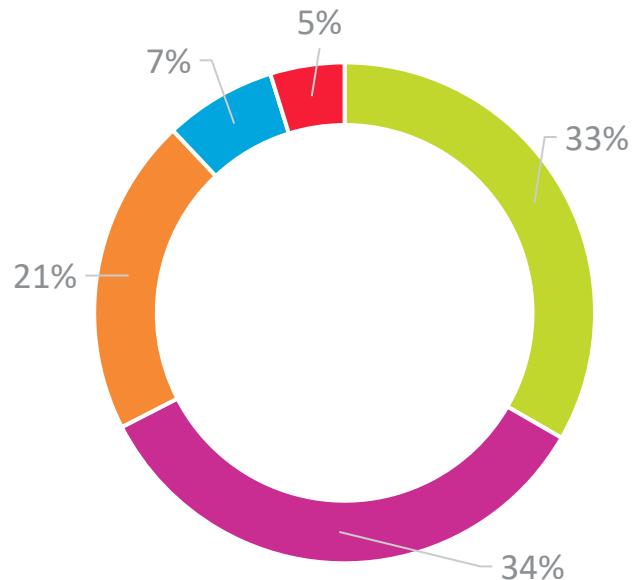
Survey responses by institution type



Total Survey responses: 104

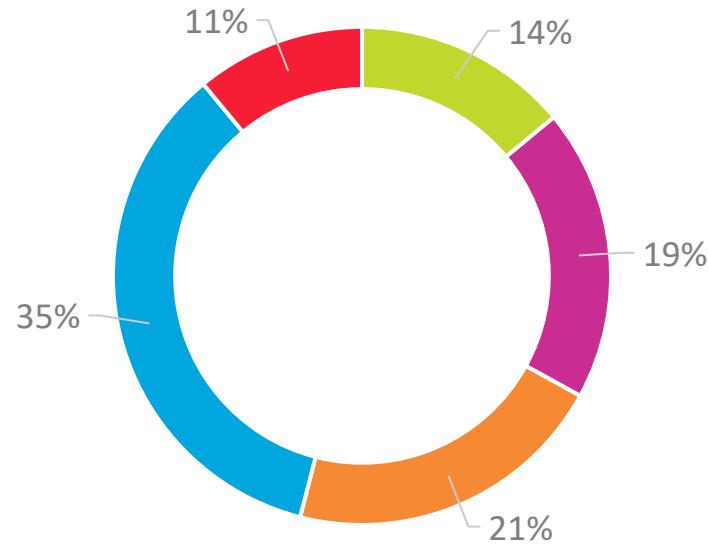
# Responses by user type

RA test sessions by user group



- Undergraduate students
- Graduate students
- Staff
- Library staff
- Other

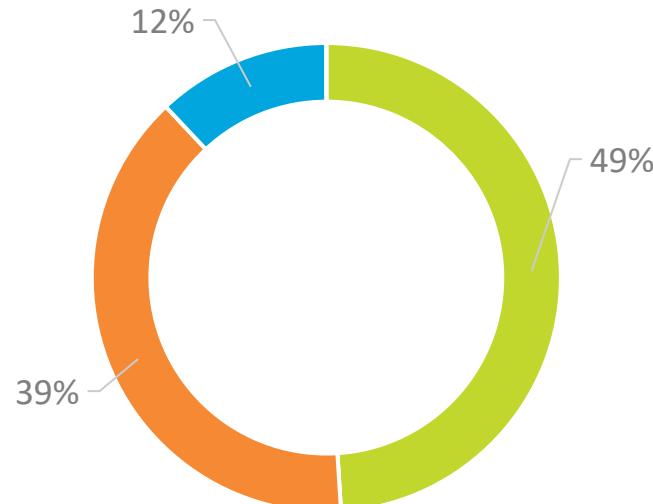
Survey responses by user group



- Undergraduate students
- Graduate students
- Staff
- Library staff
- Other

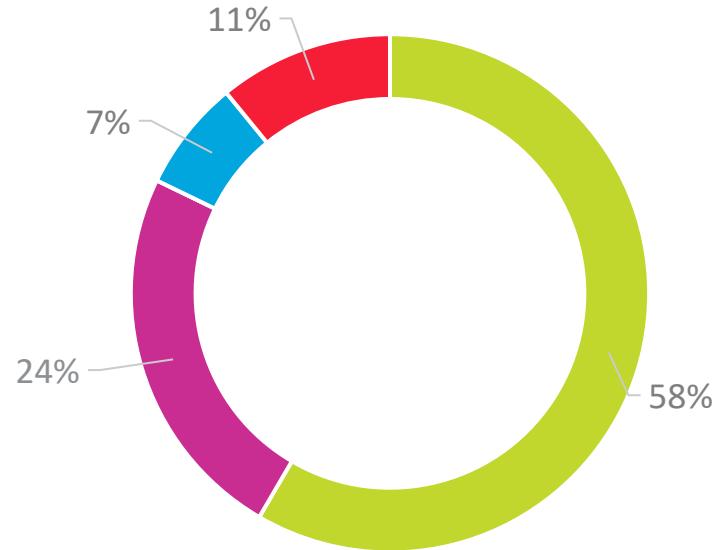
# Overall appreciation was positive

Has the Research Assistant helped you find the information you need?



■ Yes ■ Partially ■ No

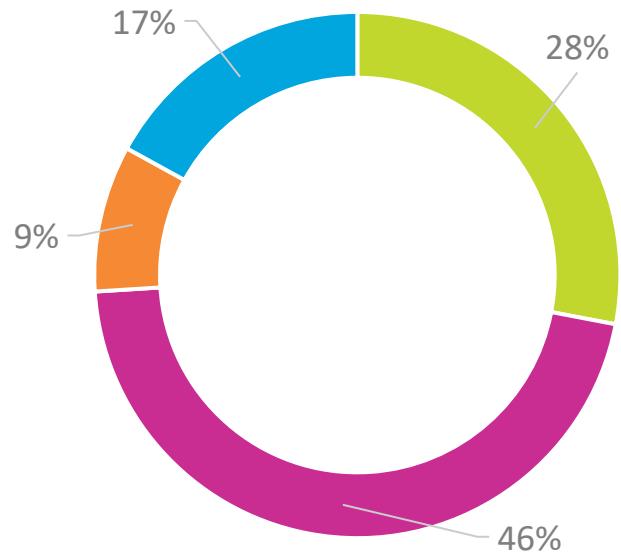
Would you consider using the Research Assistant in the future?



■ Yes ■ Yes, under certain conditions ■ No ■ I'm not sure

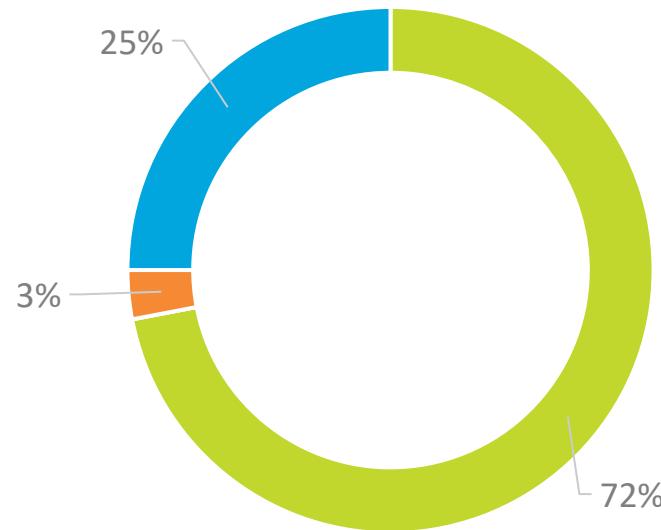
# Many were open to students using the RA

Would you recommend the Research Assistant to students?



■ Yes ■ Possibly ■ No ■ I don't know

Can the Research Assistant be used in educational contexts



■ Yes ■ No ■ I don't know

It' not the tool,  
it's the sources

*“I will consider using the Research Assistant only if I’m 100% certain that the tool really works, and all collections and content from the library catalogue are in there.”*

I don't need AI

*“I’m not sure the Research Assistant has added value for me, as I am used to working with filters and advanced search”*

I don't want AI

*“Please keep AI out of academia”*

# Not all parts are equal

General usability

**4.02**

Gemiddelde  
beoordeling



Related research  
questions

**3.96**

Gemiddelde  
beoordeling



'More results'

**3.89**

Gemiddelde  
beoordeling



Brief overview

**3.55**

Gemiddelde  
beoordeling



Selected sources

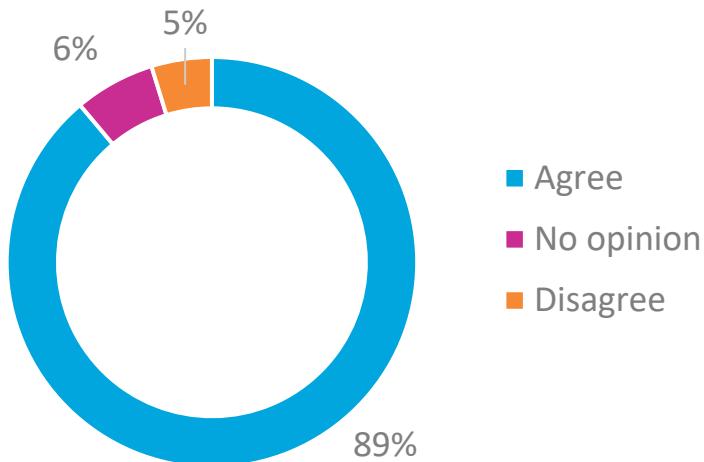
**2.96**

Gemiddelde  
beoordeling

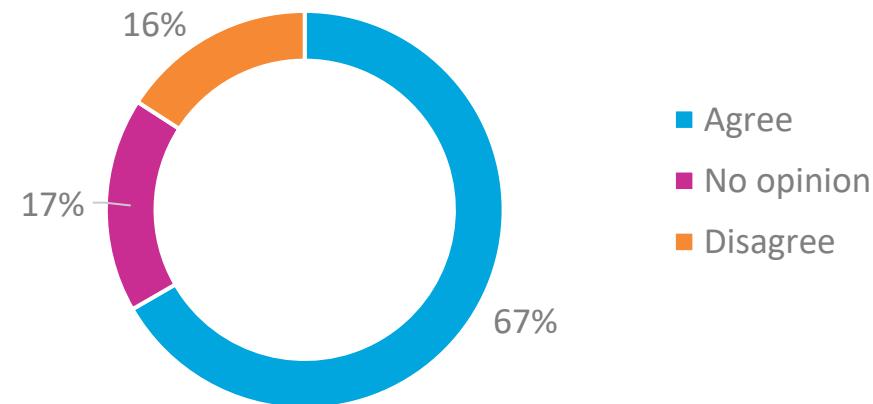


# The Research Assistant excels in exploration...

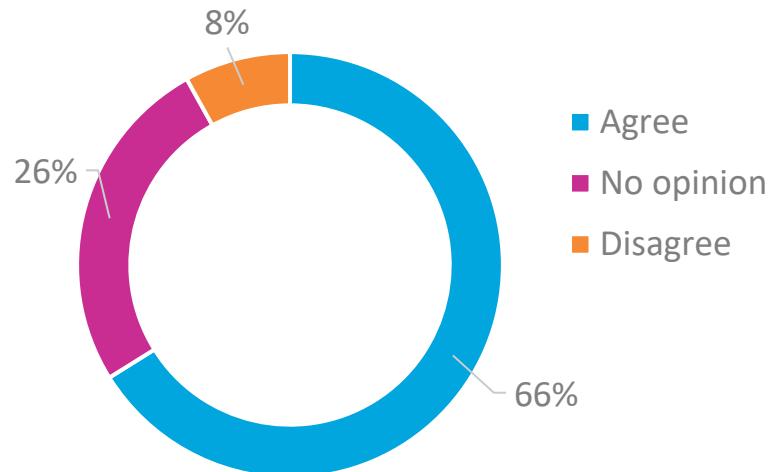
To explore a new topic?



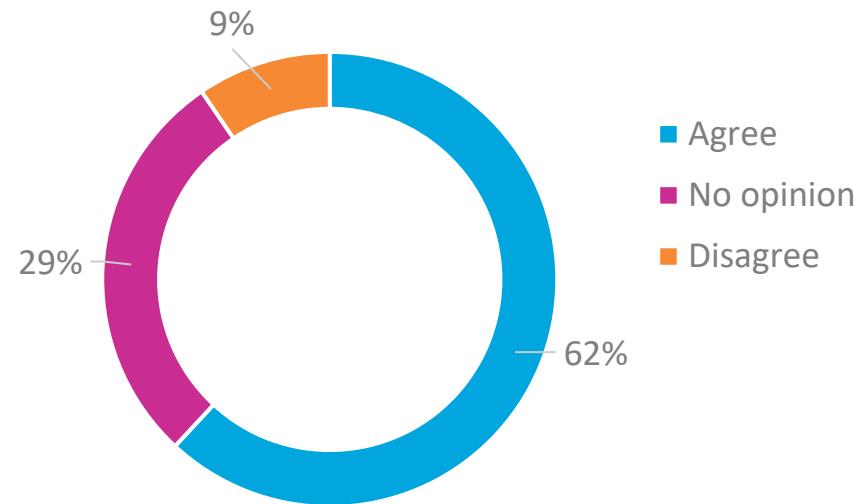
As starting point for a literature search?



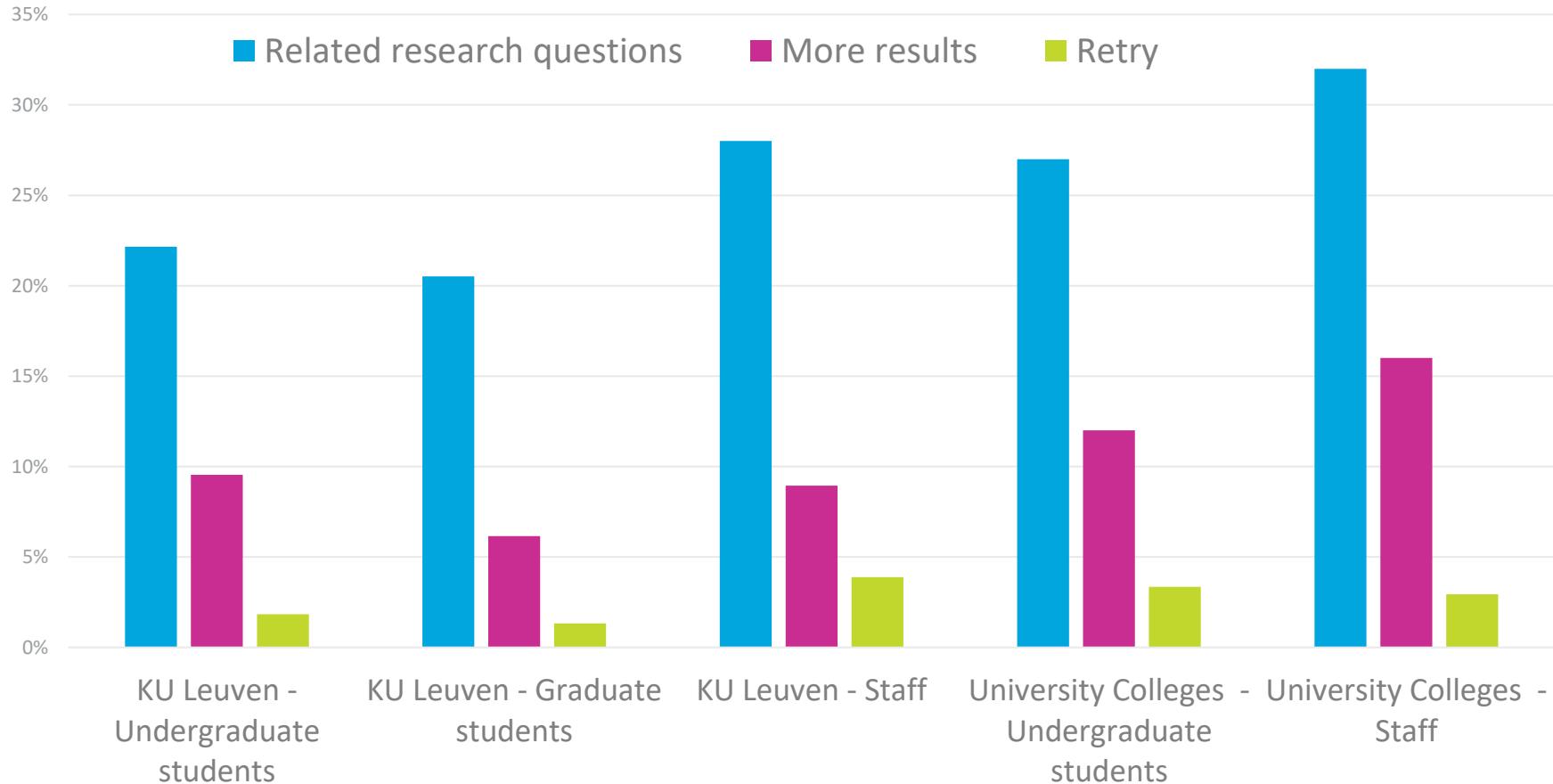
To find more search terms (via the query under 'More results')?



To help formulate a search query?

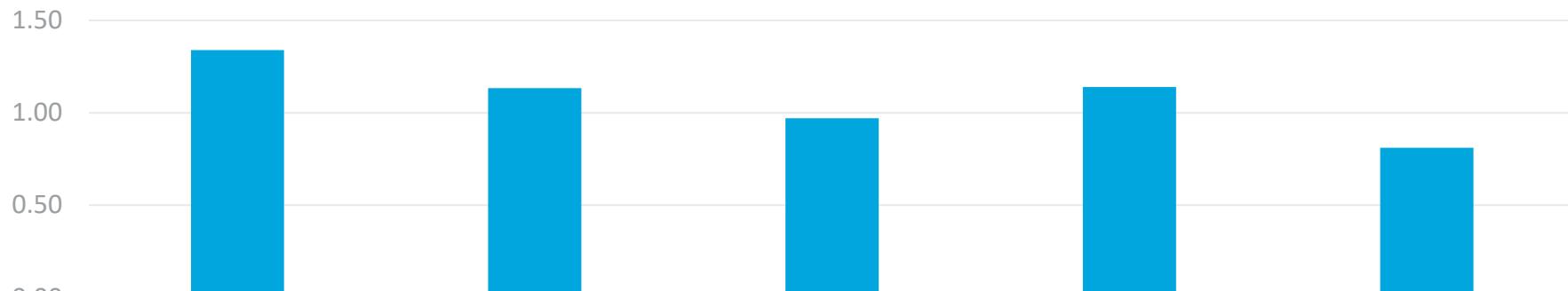


# But most do not look any further

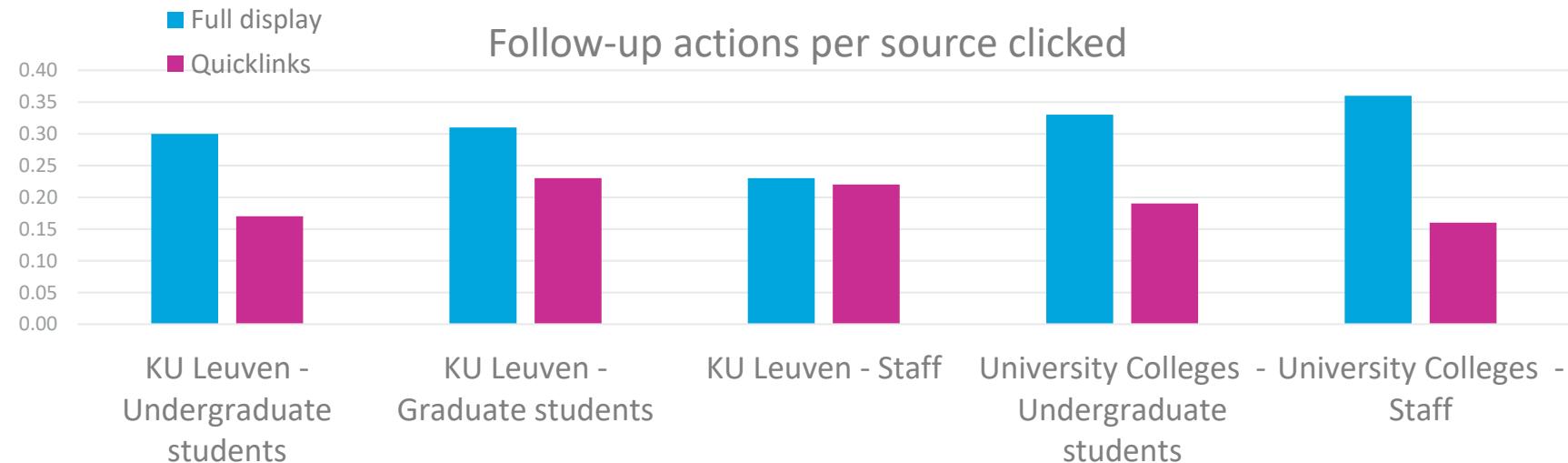


# In-depth engagement is limited

Average number of sources clicked from the RA overview per RA search



Follow-up actions per source clicked



## KU Leuven

- Focus on search strategies
- Multilingual search does not play a major role
- Good results even with only CDI
  - Some domains have a stronger need for local sources !

## University colleges

- Focus on ease of access
- Multilingual search considered a major advantage
- Lack of search in local sources as a major hindrance



## User groups

Students are most positive



Librarians are most critical

## Education level

‘Stepping stone’  
for undergraduate students



‘Extra sources’  
for graduate students and researchers

## More experience with GenAI leads to

More positive appreciation



Better scores for usability



## Mainly exploratory uses

- A quick first impression
- Inspiration for search terms
- Avoiding 'information overload'

## Part of a larger search strategy

- Combined with 'traditional' search
- To 'bookend' a literature search

# The tool is very intuitive but...



Not transparent in how it works

Misunderstanding of functioning & scope => mismatched expectations

Online help was rarely consulted

# Users struggle with ...



uncertainty about  
how the tool works

***“View more results”: I get the impression  
that AI is suddenly no longer being used  
for that option?”***

expectations that it  
functions as ChatGPT

***“It seems impossible to keep a  
conversation going, and this would be  
useful.”***

lack of knowledge  
about what the tool  
can and cannot do

Search question : ***“Give me theses in  
our collections about ...”***  
(Filter “theses” not supported, local  
sources not searched)

# Two goals for better guidance



Make help a “go to” resource

Create more transparency

*“It's user-friendly, but a tutorial explaining the ins and outs of the tool could be helpful.”*

*“The Assistant can be an incentive to think critically about search results and the way in which that search result was created”*

Instead of  
“View more results”

## E-sources

1 ARTICLE

Health consequences of  
vitamin D deficiency in  
the human body

Glibowski, Paweł et al. 2021

2 ARTICLE

Can Vitamin D Reduce the  
Need for SSRI by  
Modulating Serotonin  
Synthesis?: A Review of  
Recent Literature

Bostan, Zekiye Zeynep et al.  
2025

3 ARTICLE

Implications of vitamin D  
deficiency in systemic  
inflammation and  
cardiovascular health

Dey, Sanjay Kumar et al.  
2024

4 ARTICLE

CONSEQUENCES OF  
VITAMIN D DEFICIENCY IN  
ORAL CAVITY DISEASES

Raluca Jipu et al. 2024

5 ARTICLE

Impact of vitamin D  
deficiency on mortality in  
patients with hip fracture:  
A meta-analysis

Llombart, Rafael et al. 2024



View all results in Limo

## ❖ Limo AI Assistant

Ask research questions. Explore new topics.

What is your research question?



### Example questions

recent research about how vitamin D deficiency  
affects overall health



Did Picasso's time in Paris influence his artistic style?



❓👉 How to use the AI-assistent👉

Children and adolescents with chronic illnesses are at particular risk for vitamin D deficiency, with nearly half of a studied cohort showing suboptimal vitamin D status. Age and seasonality influence vitamin D levels, with adolescents and winter months associated with lower concentrations. Vitamin D supplementation and younger age were protective factors, while non-Finnish ethnic background was a risk factor. These findings highlight the importance of identifying at-risk individuals and considering supplementation to prevent deficiency-related health issues. <sup>4</sup>

Overall, while vitamin D deficiency is associated with various health conditions, current evidence from interventional studies does not strongly support a direct causal effect on many extra-skeletal diseases. The role of vitamin D in immune modulation, chronic illness, and cardiovascular health remains an area for further research. <sup>1 2 3 4</sup>

At point of need

❓👉 How is this overview created?👉



[Start a new topic](#)

### Search history

2025

How can Bayesian methods (R-INLA) be used for spatial modelling of gentrification and housing prices?

Find recent research about how vitamin D deficiency impact overall health

How does vitamin D deficiency impact overall health?

Did Picasso's time in Paris influence his artistic style?  
(2 questions)

AI-generated content. Quality may vary. Check for accuracy.

👉 How to use the AI-assistant 👈

## How to use the Limo AI Assistant

The Limo AI Assistant helps you to efficiently find reliable scientific information. Whether you are writing a paper or want to quickly gain insight into a topic, the AI Assistant will help you on your way. You ask a question in plain language, and the tool searches through billions of scientific e-sources to formulate a concise answer, including references to the publications that were consulted

💡 **Good to know:** The AI Assistant doesn't just search for individual (key)words but understands the meaning of your question and compares it with summaries of scientific publications. This gives you an answer that matches your information needs.

Please note: this tool **works differently from Copilot and ChatGPT!** Find out how to use the AI Assistant below.

### ❓ What can and can't you use the AI Assistant for?

### 🔎 How to search efficiently?

- [How to ask the AI Assistant decent questions?](#)
- [Which languages are available to search?](#)
- [How to use filters?](#)
- [What can't the AI Assistant do \(yet\)?](#)
- [What if you are not satisfied with the answer?](#)



Links to external help site

## What can and can't you use the AI Assistant for?

The Limo AI Assistant helps you to get started with your search query, but it is not all-knowing. Below you can read what it is best used for and which tasks you should approach differently.

### Use for

 Getting an initial overview of an academic or research-related topic.

 Questions such as: *“What are the main theories on peer pressure among young people?”*

 Finding reliable, scholarly sources that are relevant to your topic.

 Gaining insight into the broader scientific context of a theme.

### Do not use for

 Conducting a full literature review or systematic review.

 Answers to quiz or multiple-choice questions.

 Follow-up questions where the answer to a previous question is required. (Each question is treated separately.)

 Automatically writing papers, summaries, or research reports. (The AI assistant only helps you find relevant information.)

 **Extra tip:** If you don't get the answer you want right away, try rephrasing your question or making it more specific, and ask it again. Small adjustments can make a big difference in the quality of the answer. See also the topic "[What if you are not satisfied with the answer?](#)".

### Which languages are available to search?

You can ask questions in Dutch, English, French, German, or other languages. The AI Assistant mainly searches English-language sources, but combines these with publications in other languages where possible. The answer will automatically appear in the language in which you asked the question.



 **Please note :** language recognition is not always consistent. Even if you use a different language, the answer may appear (partly) in English.

# More background info, less overload

## **⚠ Please note:**

- Not all sources are accessible within your institution. If you only want to see sources in the overview that you have access to, use the “Available online” filter.



- A number of records (including some publications from Lirias) are incorrectly inaccessible. A solution for this is in the works.

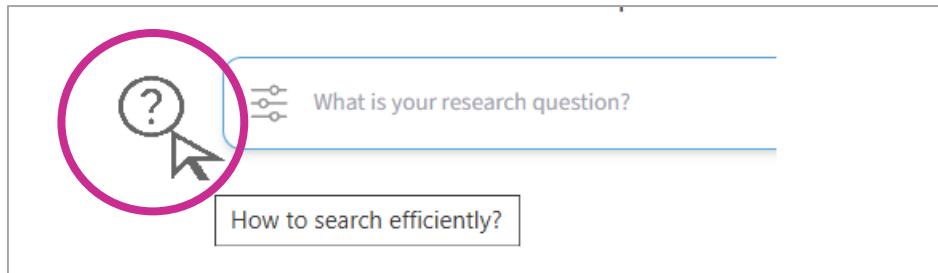
Want to know more?

[What does the assistant's search flow look like?](#)  
[How is the AI assistant's search query structured?](#)

Distinction between basic & advanced topics

Go to: [5. Tips & tricks](#)

Go to: [Top](#) | [Home page](#)



A screenshot of a search interface. On the left, there is a circular icon containing a question mark with a cursor pointing at it, which is highlighted with a pink circle. To the right of this icon is a search bar with the placeholder text "What is your research question?". Below the search bar is a button labeled "How to search efficiently?".



**How does vitamin D deficiency impact overall health?**

**Sources:**  Which sources are used for the answer?

**1 ARTICLE**

Health consequences of vitamin D deficiency in the human body  
Glibowski, Paweł et al. 2021

**3 ARTICLE**

Vitamin-D Deficiency: Health Implications and Therapeutic Approaches  
Abhiti, Anugya et al. 2024

Vitamin D deficiency in children and adolescents: Epidemiology, impact and treatment  
Huh, Susanna Y. et al. 2008

## In end user guidance

- Evaluation (in progress) & finetuning

## When going live?

Every institution makes own decision about STP

- KU Leuven: Expert group on AI-tools will advise management team
- Colleges: Looking forward to extension of search to local sources

## Transparency is key

- builds trust & confidence
- prevents disappointment
- enables strategic use of the tool
- supports information literacy skills

Communication – communication - communication

A close-up photograph of a wooden directional signpost. The sign is a weathered, reddish-brown wooden board with two black metal bolts. It is mounted on a vertical wooden post. The background is a soft-focus, cloudy sky.

# Contact



 [Lydia.janssen@kuleuven.be](mailto:Lydia.janssen@kuleuven.be)

[Veerle.kerstens@kuleuven.be](mailto:Veerle.kerstens@kuleuven.be)

 [www.libis.be](http://www.libis.be)  
[info@libis.be](mailto:info@libis.be)  
+32 16 32 22 66

 De Croylaan 54  
PB 5592  
B-3001 Leuven

 [@LIBISinfo](https://twitter.com/LIBISinfo)

 [Slidelib](https://www.slidelib.be)