



# Libraries Connected

Rt Hon Kanishka Narayan MP  
Minister of State (Minister for Artificial Intelligence)  
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By email to: [ministerial.correspondence@cabinetoffice.gov.uk](mailto:ministerial.correspondence@cabinetoffice.gov.uk)

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Dear Mr Narayan

## **Public libraries and AI literacy**

On behalf of Libraries Connected, the membership body for public library services in England, Wales and Northern Ireland, I would like to congratulate you on your reappointment as Minister for Artificial Intelligence. I also wanted to take this opportunity to set out how libraries can support the Government's ambitions for AI-enabled growth and opportunity.

While the UK's success in developing and adopting cutting-edge AI will be critical to economic growth and public service reform, its long-term success will also depend on public confidence. People need practical opportunities to understand how AI shapes their daily lives, how to use it productively and how to recognise potential risks. Public libraries are one of the few national networks able to provide that support at community level.

Through a network of more than 4,000 libraries, the sector already provides the UK's largest free source of digital skills support, offering a strong foundation for helping people understand and engage with AI. Across the country, libraries are already helping people - particularly those most at risk of digital exclusion - build confidence in using AI tools, and we have been working with members to develop the skills, resources and expertise needed to support this work.

For example, our [DSIT-funded \*Innovating in Trusted Spaces\* project](#) developed practical guidance and training to help library staff support the public to explore AI safely, confidently and responsibly. One key output was a good practice guide, which we shared with you earlier this year. Drawing on pilots in Nottingham, Nottinghamshire (Inspire), Newcastle and Northumberland, it provides practical tools to help library workers build public confidence in AI.

To realise the full potential of libraries in supporting communities with AI, however, they need investment, vision and leadership. Our recent roundtable on media and AI literacy identified four priorities for Government: stronger national coordination, sustained investment in local delivery, support for people to navigate misinformation and AI-generated content, and continued development of frontline staff skills.

Libraries are well placed to deliver this agenda because they offer something few other institutions can: trusted, welcoming spaces where people can explore new technologies at their own pace, ask questions without fear of judgement, and develop confidence through practical activities that are directly relevant to their lives.

I was particularly struck by your recent reflection on the role that a public library played in your own journey:

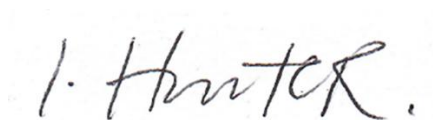
"At school in Cardiff, catching up with a new education system, I depended on the local public library computer. Access to those dusty old public PCs was formative in transforming my education and changing the trajectory of my life."

Though hopefully the equipment is a little less dusty these days, that experience still resonates. Just as libraries helped previous generations gain access to the internet, they can help people develop the confidence and skills needed to thrive in an AI-enabled economy.

I would welcome the opportunity to meet with you to discuss how public libraries can contribute to a coordinated national approach to AI literacy. We would also be delighted to arrange a visit to a library service that is pioneering work in this area, enabling you to meet staff and residents who are already using AI and to learn, create and access new opportunities.

I look forward to working with you.

Yours sincerely

A handwritten signature in black ink that reads "I. Hunter." The signature is written in a cursive, slightly stylized font.

Isobel Hunter  
Chief Executive  
Libraries Connected