

AI in Libraries

Policy Considerations for Trustees

Bobbi Lee Slossar, Technology Librarian, NH State Library

Agenda

- How AI is reshaping library work
- Explore the positive and negative impacts of AI
- Discuss AI policies for responsible use, privacy protection, and retaining human-centered decisions

Future Actions for Trustees

- Initiate or refine policies for AI use in libraries to ensure responsible and ethical integration
- Support librarians in AI adoption
- Encourage informed decision-making

Key Concepts

- AI for productivity and publicity
- Ethical AI policy considerations
- Balancing efficiency with human touch

Staff Policies

In General

- Define appropriate and inappropriate staff behavior
- Clarify expectations for use of library equipment, systems, and spaces
- Outline confidentiality and privacy responsibilities
- Provide guidance on communication and conduct with patrons and colleagues
- Establish rules for access control (e.g., passwords, keys, secure areas)
- Set boundaries for personal use of work devices and time
- Explain consequences for policy violations

AI

A Definition

- Artificial Intelligence is used to describe technologies that allow a computer or machine to replicate human behavior.



Generative AI

- A machine learning model that can create new data.
- But while it is creating, it is simply recognizing patterns and predicting.



AI in Library Work

- Publicity, newsletters, social media, flyers
- Coding projects, writing simple scripts
- Brainstorming programming ideas, book displays
- Managing public programming
- AI-based patron training
- Digitizing and transcribing historical content



AI Use in Libraries

Demonstration

- AI can be an enormous timesaver and provide guidance to a librarian on complex tasks.



Staff

Policy & Practice

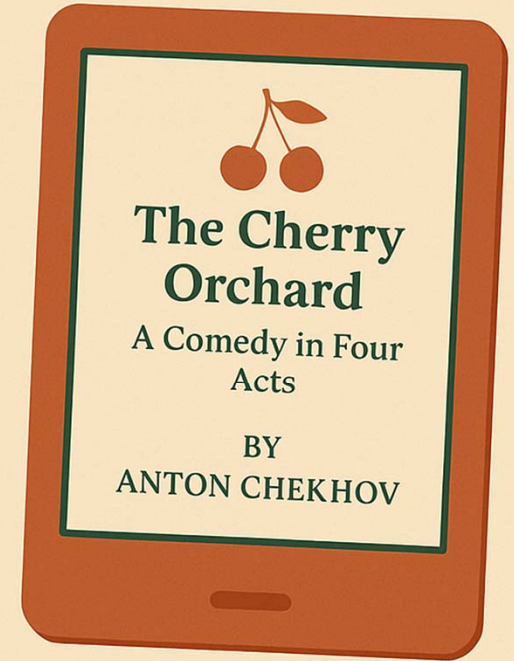
- Receive training on how to write effective prompts and be able to identify poorly written prompts
- Verify accuracy of AI-generated content
- Apply critical thinking when using AI

BOOK CLUB

FOR ANYONE SHORT ON TIME



**JUNE 12, 2025
AT 7:00
ANYTOWN
PUBLIC
LIBRARY**



Join us for a discussion on Anton Chekhov's classic play, *The Cherry Orchard*. Perfect for those short on time!

Get the book for your mobile device

Enhanced Services

How AI will help us do more

- Enhanced search capabilities in library catalogs (smarter results, personalized suggestions)
- AI-driven tools in periodical and research databases (better topic clustering, natural language search)
- AI-assisted features in historical digital collections (automated transcription, metadata enrichment, image recognition)
- Services for those with diverse needs

(331) Sinkler Bean & Shua Hifield Married July
[Sinkler] Abigail Born August y^e 9th 1740.
Mary Born Novem^r y^e 27th 1742.
Shua Born Febru^y y^e 19th 1745
Benaiah Born Septe^r 14th 1747
Phineas Born Septe^r 1st 1750
John Born Decem^r y^e 9th 1752
Martha Born April y^e 23rd 1755
— rtha Departed this Life Octobr 20th 1756.
— artha Born June y^e 12th 1757.
— arah Born Septe^r y^e 27th 1759
Mehitabel Born Nov^r 26th 1761
Nathl^l Born Novem^r y^e 26th 1761
Micajah Born May 29th 1764
Micajah Deceased July 18th 1764.
[Sinkler] Benjamin Baker & Mary George Married April

Disclosing Use of AI

Policy and Best Practices

Type of Output	Disclosure Needed?	Notes
AI-generated images	Yes	Label images created or heavily modified by AI
AI-drafted but human-edited text	No	Human authorship with AI assistance is acceptable
Direct publication of AI-generated text (unusual)	Yes	Should be avoided, but if used, disclose clearly

Takeaways

Staff Usage

- Staff receives training about using AI tools thoughtfully and responsibly
- AI is a tool to assist staff, not a replacement for professional judgment
- All AI-generated content must be verified before use or public sharing
- AI-generated images should be clearly disclosed to maintain transparency
- AI-assisted text does not typically require disclosure if reviewed and finalized by staff
- Critical thinking must guide all AI use to uphold library quality and values

Protecting

Patron Privacy

- Libraries must ensure that AI tools in catalogs, databases, and digit platforms do not misuse patron data
- Vendors should be required to meet strong privacy and security standards
- Transparent communication with patrons about AI-powered features is essential



Staff Privacy

IS Patron Privacy

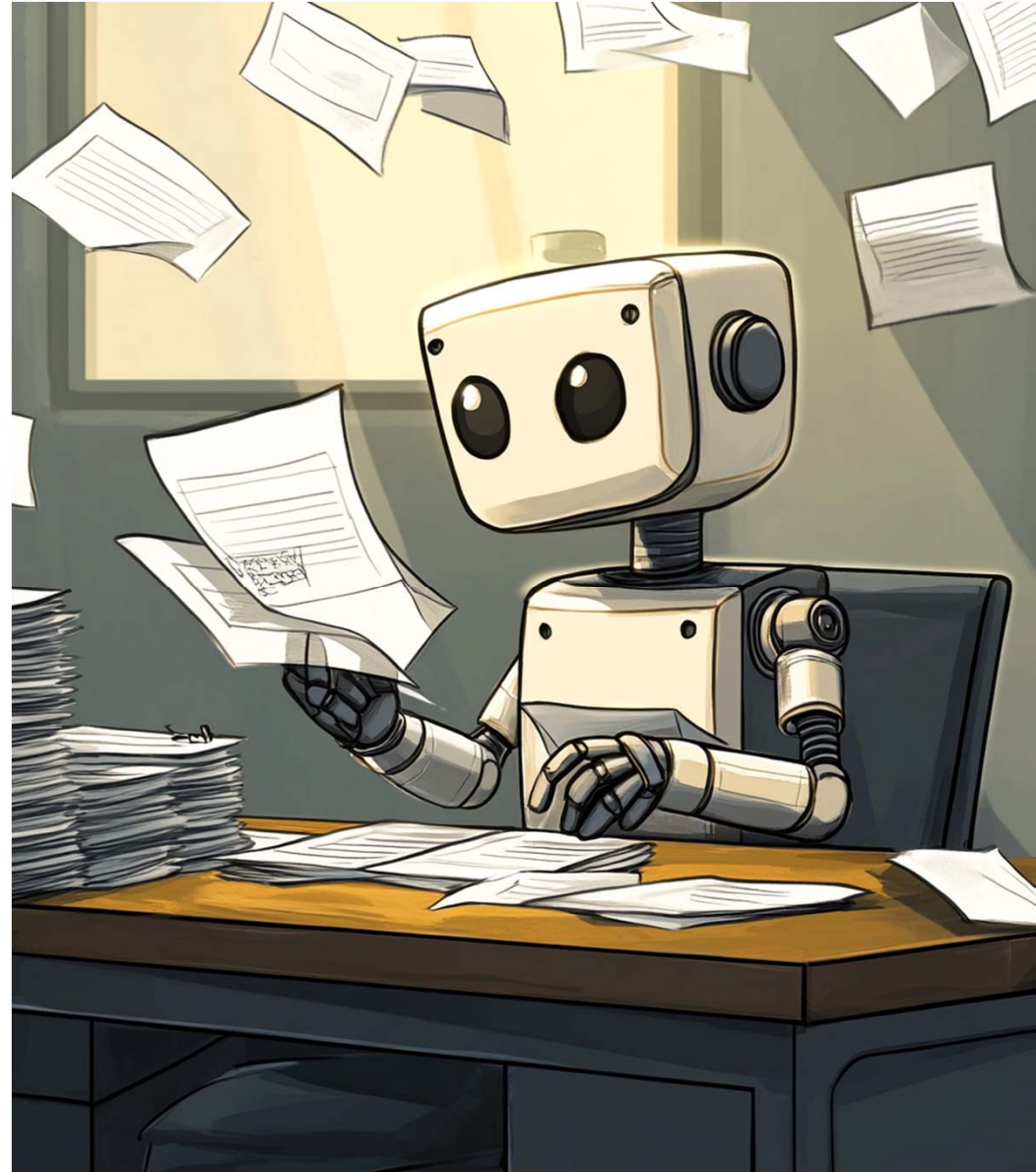
- Staff activities often involve sensitive patron information (reference questions, reading requests, personal inquiries)
- Monitoring staff digital activity risks exposing patron privacy
- Protecting staff privacy is essential to protecting patron confidentiality
- AI tools must not monitor or record interactions without strict safeguards and clear consent



AI's Impact

On Other Library Policies

- Purchasing/procurement policies
 - ILS, digital platforms, library website, periodical databases, event calendars/registration, book jobbers
- Reconsideration requests
 - AI can produce requests very quickly and provide the necessary information to complete the form without the person needing to read the title.



AI Creep

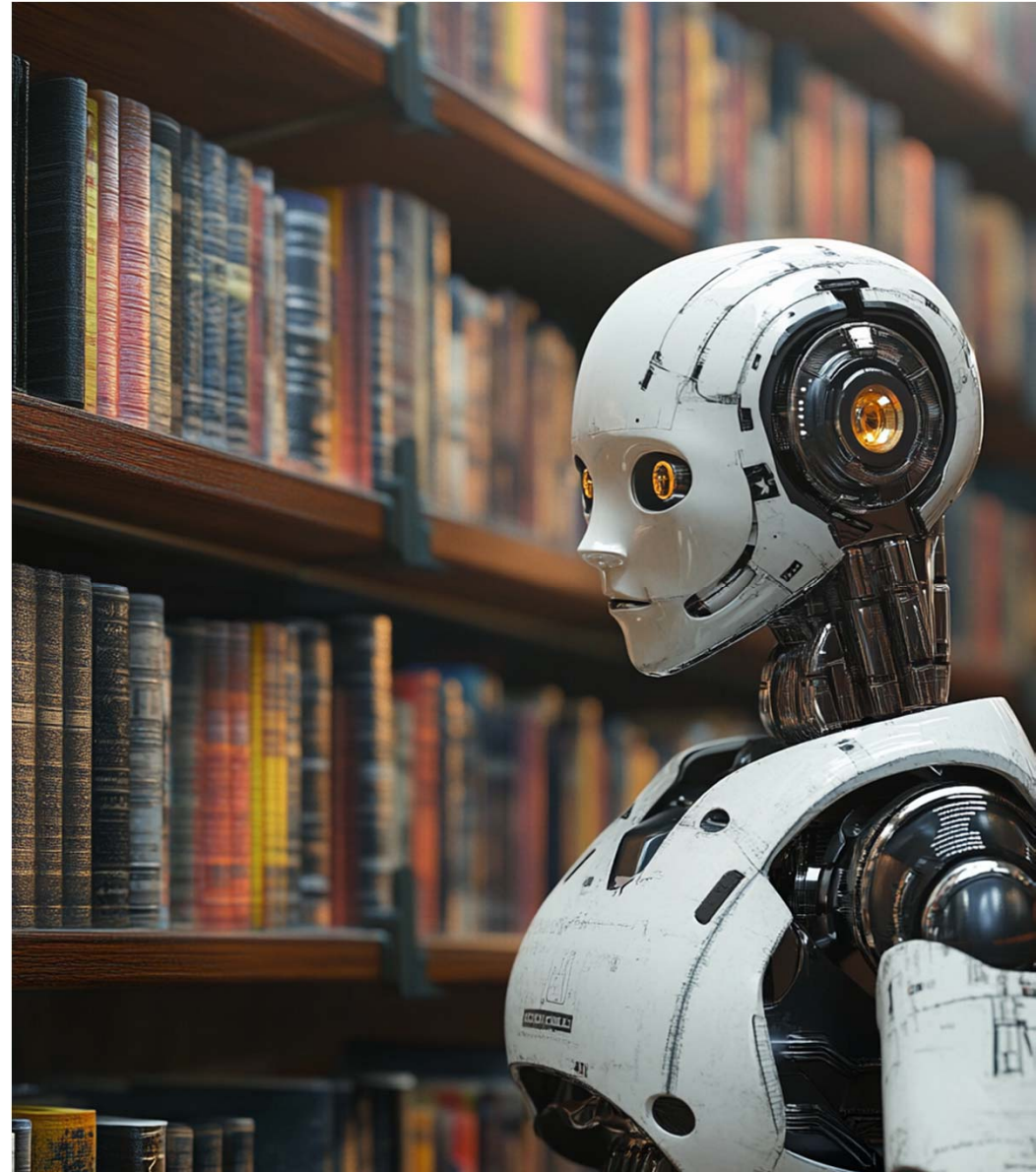
- AI is used to determine the best candidates to hire or monitor employee behavior, clock-in times, and productivity
- Some AI systems scan emails, messages, and digital activities
- AI-driven surveillance raises serious privacy and ethical concerns
- Third-party chatbots to answer patron questions



AI Analytics

Retaining Human Decisions

- AI will excel at analyzing data & spotting trends
- Vendors will likely use AI to compile titles and predict demand



Privacy Takeaways

- AI will enhance discovery, access, and services — especially search and digital collections
- Privacy principles must be upheld for patrons and staff alike
- Staff privacy is patron privacy
- Libraries must set clear expectations for AI use with vendors, systems, and internal policies

Staff AI Policy

Points to Consider

- Defines acceptable uses of AI in library work
- Requires verification of AI-generated content before public use
- Emphasizes staff judgment, oversight, and accountability
- Addresses privacy, confidentiality, and data protection
- Clarifies disclosure expectations for AI-generated content (especially images)
- Encourages training and experimentation within responsible boundaries
- Prohibits use of AI tools for monitoring staff or patrons without explicit policy
- Aligns with existing professional ethics and organizational values

AI-Specific Considerations

For Vendor Purchases

- Clearly defined privacy and data-handling expectations in vendor contracts
- Vendors must meet or exceed library standards for patron and staff privacy
- Limit vendor access to essential data only; restrict unnecessary data collection
- Require transparency about vendor use of AI, data analytics, or monitoring tools
- Regularly evaluate vendor compliance with privacy agreements and security standards
- Establish clear guidelines for responding promptly to any data breaches or misuse
- Provide training for library staff on managing vendor relationships responsibly

Demonstration

Bobbi Lee Slossar

NH State Library

603.271.2143

bobbi.l.slossar@dncr.nh.gov