

NH L T A S P R I N G C O N F E R E N C E

From Draft to Decision: Using AI to Facilitate Development of Effective Library Policies

Using Google's NotebookLM to develop, review, and revise the policies your board is responsible for.



Mark Glisson

Assistant Director, Hooksett Public Library

The Future of Library Service Is Augmented.

And you're still the most important part.



What the next 90 minutes will cover.

1	The trustee's policy toolkit	~12 min
2	Why NotebookLM fits this work	~15 min
3	The Policy Development Lifecycle	~15 min
4	Live demo: drafting a Sample Policy	~25 min
5	Governance checklist + Q&A	~20 min

Trustees set policy. The work shouldn't take all year.



Most NH library boards review policies one at a time, from scratch, when something forces the issue. NotebookLM lets you do the research and drafting work in hours instead of months — without sacrificing rigor.



What this is:

A repeatable lifecycle for any policy — backed by a research tool that keeps you grounded in real sources.



What this is not:

Replacing trustee judgment, attorney review, or community input. Boards still vote. Lawyers still read.

Five takeaways for your next board meeting.

1

A repeatable policy lifecycle

Six stages — Inventory, Synthesize, Identify Gaps, Draft, Review, Adopt — applicable to every library policy your board will ever touch.

2

A working understanding of NotebookLM

What it is, why source-grounding matters for governance, how it differs from ChatGPT, and where Claude Projects fits as a comparable alternative.

3

Clarity on what the law requires

How NH RSA 202-A:11, RSA 91-A, and RSA 201-D:11 shape what your policies can and cannot say.



4

A ready-to-use source bundle

Eleven curated reference documents you can drop into a notebook today: NH frameworks, statutes, and portable policy templates.

5

A concrete pilot you can start ASAP

One policy to run through the lifecycle this quarter, plus checklists for trustees and directors to keep momentum.

PART ONE



The Trustee's Policy Toolkit

What NH law actually requires of you — and the policies that flow from it.

NH RSA 202-A:11 makes this your job.



"The trustees... shall adopt bylaws, rules and regulations for its own transaction of business and for the government of the library."

— NH RSA 202-A:11



Cannot conflict with law

Federal, state, and municipal law all bind library policy. Policy that conflicts is unenforceable.



Should be legally reviewed

NHLTA recommends counsel review every policy before adoption — yours, your peers', or a draft from any tool.



Is a public document

Every adopted policy is public. RSA 91-A applies to the process of adoption itself.

Different subjects. Same workflow.



Meeting Room Use

ALA Article VI · RSA 202-A:3-a



Collection Development

ALA Articles I & II · ALA Diverse Collections



Public Input / Comment

RSA 91-A · 1st Amendment neutrality & Right to Know Law



Patron Conduct

ALA Article V · State and local law



Reconsideration of Materials

ALA Challenged Resources · RSA 91-A



Confidentiality of Records

RSA 201-D:11 · ALA Article VII

Plus: AI Use, Computer/Internet Use, Programming, Photography, Social Media, Unattended Children, Volunteer, Donations, and more — same lifecycle applies to every one.

Indispensable sources for NH library policy development.

NHLTA Trustee Manual Library governance handbook. Policy authority, board structures, sample policies, and standard policy categories for NH libraries. 	NHMA Municipal legal & advocacy Right-to-Know guidance, employment law hotline, court updates, Town & City magazine. Essential for NH town libraries. 	NH Statutes RSA 202-A · 91-A · 201-D Trustee authority, open meetings and public records, and patron records confidentiality. The legal floor every policy must respect. 	Primex³ Risk pool since 1979 NH Public Risk Management Exchange. Insurance, HR/legal services, cyber-liability, employment-practices coverage, and risk training. 	ALA National membership reference American Library Association — best-practice interpretations on meeting rooms, collection development, privacy. Not law, not NH-specific. 
---	--	--	--	---

Plus: NHLA - Peer library policies - Note: NHLTA's Resource Materials page hosts examples shared by NH boards.

Most boards run out of time, not goodwill.

The traditional way

One policy at a time, when forced

- Print out 6 PDFs and your policy manual
- Read everything yourself, twice
- Take notes, hand-merge, draft
- Circulate edits, lose track of versions
- Repeat for each new policy from scratch

With NotebookLM in the loop

Same rigor, much less friction

- Upload everything once, reuse the notebook
- Ask synthesizing questions in plain English
- Get cited drafts in minutes, not weeks
- Re-run the same prompts for every policy
- Spend the time you save on judgment

PART TWO



Why NotebookLM Fits This Work

It only knows what you give it — and that turns out to matter a lot for governance work.

ChatGPT and NotebookLM solve different problems.

General-purpose LLMs

ChatGPT, Gemini, Claude, Copilot

- Trained on the open internet
- Confidently fills gaps from memory
- Citations are unreliable or absent
- Hallucinations are common
- Each tool has different data terms

NotebookLM

Google's source-grounded research assistant

- Only uses sources YOU upload
- Refuses to answer if it's not in the sources
- Inline citations on every claim
- Hallucinations are rare by design
- Uploads are not used to train models

For policy work, source-grounding isn't a nice-to-have. It's the whole point.

Claude Projects works the same way — pick the one that fits.

Google NotebookLM

Source-grounded research notebook

- Inline numbered citations on every claim
- Audio Overviews (AI podcast hosts)
- Free tier with daily limits
- Up to ~50 sources per notebook
- Mind maps, briefings, slide decks

Anthropic Claude Projects

Source-grounded workspace with custom instructions

- Custom instructions per project (tone, style, role)
- Stronger reasoning on long, complex documents
- Free tier (5 projects); unlimited on Pro/Team/Enterprise
- ~200,000-token knowledge base per project
- Artifacts: draft & revise documents alongside chat

WHAT BOTH GIVE YOU

Source-grounded answers · uploads not used to train models · private by default · same policy-development workflow applies to either

Three steps — that's the whole tool.

01



Upload your sources

PDFs, Google Docs, Word, web pages, YouTube, audio, EPUB. Up to dozens per notebook.

02



Chat with the sources

Ask questions. Every answer comes with inline citations linking to the exact passage.

03



Generate study formats

Briefings, mind maps, quizzes, slide decks, audio overviews — all grounded in your sources.

Source: notebooklm.google.com/workspace.google.com/products/notebooklm

The NotebookLM interface at a glance.

notebooklm.google.com / Library Policy Development — NHLTA Demo

Sources (11)

Chat

• grounded in 11 sources

Studio

+ Add source

NHLTA Trustee Manual

ALA Library Bill of Rights

RSA 91-A Primer

RSA 201-D Confidentiality

Sample Meeting Room Policy

Sample Collection Dev Policy

Sample Public Input Policy

Sample Conduct + Reconsid.

Policy Dev Lifecycle

N

Three substantive gaps appear in comparison:

• Fee structure is not explicitly content-neutral [2].

• No language addressing equitable access regardless of viewpoint [2] [5].

• Confidentiality of reservation records not mentioned [4].

Ask a question about your sources...

Audio Overview

Two hosts. 4 min 32 sec.

Briefing Doc

Mind Map

Study Guide

Slide Deck

Reports

Quizzes

① SOURCES

Upload PDFs, Docs, web pages, audio. Toggle to include / exclude.

② CHAT WITH CITATIONS

Every claim links back to a passage. Numbered citations are clickable.

③ STUDIO OUTPUTS

One-click Audio Overviews, Briefings, Mind Maps, Slide Decks.

Three properties that make it different.



Source-grounded. It refuses to answer outside your sources. Translation: it can't invent statutes, ALA quotes, or peer policies it didn't see.



Inline citations. Click any sentence to jump to the source passage. Trustees can verify, not just trust. Public records requests are easier to honor.



Privacy posture. Google's published terms: uploads to NotebookLM are not used to train its AI models. This is the default — not a setting to find.

Read the fine print so your board doesn't have to.

Personal Google account

- Uploads NOT used to train models
- Audio/Video overviews NOT fed back into training
- Sources stay private unless you share
- BUT: thumbs-up/down feedback may be reviewed by Google staff (up to 3 yrs)

Workspace account

- Same training protections
- PLUS: queries and responses NOT human-reviewed even with feedback
- Covered by the Cloud Data Processing Addendum
- Most NH towns using Google Workspace fall here

NotebookLM Enterprise

- Runs in customer's Google Cloud project
- Data cannot leave the project
- VPC-SC compliant
- For organizations with strict compliance needs

Source: support.google.com/notebooklm — Privacy and Terms of Use; workspace.google.com/products/notebooklm

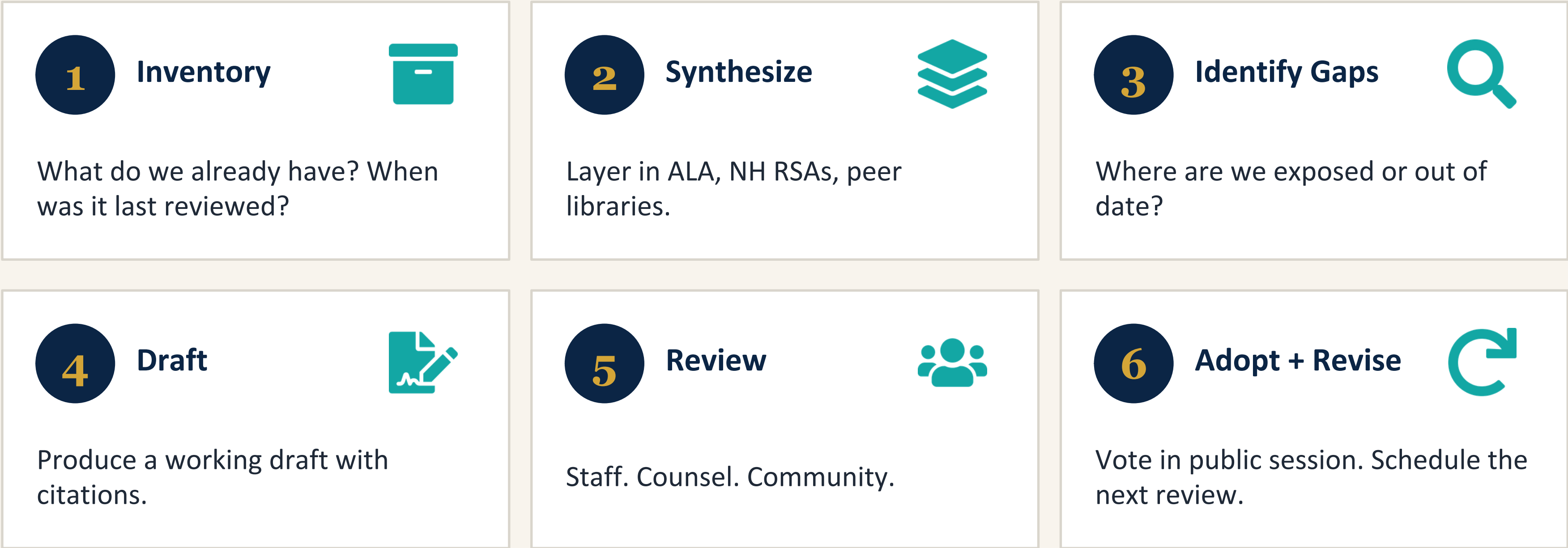
PART THREE



The Policy Development Lifecycle

Six stages. Repeatable for every policy your board will ever touch.

One framework. Six stages. Any policy.



NotebookLM helps with stages 1–4 directly, and assists 5–6 with briefings and audio overviews.

Seven triggers — most boards have at least one active right now.

- **Scheduled review** — Most policies should be reviewed every 3 years; some areas (AI, social media, vendor) every 6–12 months.
- **Change in state or federal law** — New RSA, federal rule, or court decision affecting libraries.
- **Change in ALA guidance** — ALA periodically amends Library Bill of Rights interpretations.
- **Change in technology or vendor** — New ILS, new AI feature in a database, new e-resource platform.
- **Incident or complaint** — A reconsideration request, meeting room dispute, or patron conduct issue.
- **New facility or service** — Library of Things, makerspace, hot spots, expanded hours.
- **Peer library example** — Town next door adopted something useful you should consider.

What sources you load varies by policy type.

POLICY	KEY EXTERNAL SOURCES TO LOAD
Meeting Room Use	RSA 201-D:11 · NHLTA peer policies · ALA Meeting Rooms guidance
Collection Development	NHLTA peer policies · CREW weeding guide · ALA collection-dev guidance
Public Input / Comment	RSA 91-A · NHMA Right-to-Know guide · 1st Amendment case law
Patron Conduct	Municipal trespass ordinance · NH disorderly conduct · ALA Article V
Reconsideration of Materials	RSA 91-A · NHLTA peer policies · ALA Challenged Resources guidance
Confidentiality of Records	RSA 201-D:11 · vendor data-handling addendums · ALA privacy guidance

Plus your existing local policy and 1–2 peer library policies for tone calibration.

PART FOUR



Live Demo: Meeting Room Use Policy

One worked example. Six lifecycle stages. ~25 minutes.

Eleven sources, one workspace.

NH governance frameworks, ALA professional guidance, state statutes, and portable policy templates — all loaded once and reused for every demo prompt.

01	NHLTA Trustee Policy Framework	07	Sample Public Input / Comment Policy
02	ALA Library Bill of Rights + Interpretations	08	Sample Conduct + Reconsideration + Confidentiality Policies
03	NH RSA 91-A (Right-to-Know) Primer	09	NotebookLM for Policy Work (reference)
04	NH RSA 201-D (Records Confidentiality)	10	Policy Development Lifecycle framework
05	Sample Meeting Room Use Policy	11	Demo Prompt Playbook
06	Sample Collection Development Policy		

Six prompts mapped to the six lifecycle stages.

- 1 Inventory**
"Summarize the key provisions of our existing [meeting room] policy."
- 2 Synthesize**
"What does ALA Article VI and RSA 201-D:11 each say about [meeting rooms]?"
- 3 Identify Gaps**
"Compare our policy against ALA guidance. List specific gaps with citations."
- 4 Draft**
"Draft a revised Meeting Room Policy aligned with ALA + NH law."
- 5 Review**
Generate an Audio Overview for trustees + a one-page community summary.
- 6 Adopt**
"What are the next steps to move this draft to a board vote?"



PRO TIP

Generate a public FAQ after adoption

Once the board adopts a policy, ask NotebookLM (or Claude) to generate a 1-page public FAQ — common questions, plain-language answers, all grounded in the adopted text.



PRO TIP

Rewrite the policy at 8th-grade reading level

Ask the AI to adapt the approved policy to an 8th-grade reading level for accessibility. Keep the legal version on file; post the plain-language version alongside it.



Live Demo

Switch to browser → notebooklm.google.com

Notebook: 'Library Policy Development — NHLTA Demo'

PART FIVE

The Governance Checklist

How to bring this back to your board on Monday.

Six questions to put on your next board agenda.

- 1** Have we inventoried which policies exist, when each was last reviewed, and which are due?
- 2** Do we have a documented policy review cycle (e.g., 3-year intervals, with shorter cycles for fast-changing areas)?
- 3** Are we using ALA's Library Bill of Rights as a foundation for policies that touch intellectual freedom?
- 4** Do all our policies that handle records reference RSA 201-D:11 explicitly?
- 5** Does our Public Input procedure comply with RSA 91-A?
- 6** Have we identified one policy to pilot the lifecycle on this year — Meeting Room is a good starting place?

Six things to do this quarter.

- Stand up a NotebookLM 'policy notebook' loaded with your full policy manual + ALA + RSAs + 2 peer libraries.
- Pick one policy that's overdue for review and run it through the full lifecycle as a pilot.
- Generate gap analyses for 3 more policies and bring the results to the next policy committee meeting.
- Add an explicit policy review schedule to your annual report to the Board.
- Train staff on prompt-writing, source verification, and the boundary on entering patron PII.
- Send legal review drafts to counsel with the source bundle attached for full traceability.

All sources are real and current.

NHLTA Trustee Manual (2021) <i>nhlta.org/wp-content/uploads/2021-trustee-manual-final.pdf</i>	
NHLTA Resource Materials (sample policies, MOUs, guidance) <i>nhlta.org/resource-materials</i>	
NHMA — NH Municipal Association (Right-to-Know, legal services, Town & City magazine) <i>nhmunicipal.org · nhmunicipal.org/right-know-law</i>	
Primex³ — NH Public Risk Management Exchange (since 1979) <i>nhprimex.org · risk management, HR/legal services, cybersecurity, insurance</i>	
NH General Court — RSA 202-A, RSA 91-A, RSA 201-D <i>gencourt.state.nh.us → search statute</i>	
ALA Library Bill of Rights & Interpretations (professional best practices) <i>ala.org/advocacy/intfreedom/librarybill</i>	
Google — NotebookLM official site & Help Center <i>notebooklm.google · support.google.com/notebooklm</i>	
Anthropic — Claude Projects <i>support.claude.com → Projects</i>	



Your Questions, Feedback, Comments--

What policy is overdue for review at your library — and how soon could you pilot the lifecycle on it?



Mark Glisson

Assistant Director · Hooksett Public Library · hooksettlibrary.org

Slides + 11-source bundle available — please reach out for a copy.