



Artificial Intelligence & Large Language Model Usage Guidelines¹

Introduction & Objective

Crandall Public Library (CPL) is committed to embracing innovation. This includes using Artificial Intelligence (AI) to enhance patron and staff experiences while doing diligent work to protect patron privacy. CPL recognizes the potential of Generative Artificial Intelligence (GenAI, often referred to as AI) and Large Language Models (LLM) to enhance workflows and productivity. However, the Library also acknowledges that irresponsible use of AI and LLM can lead to significant issues. Therefore, the Crandall Public Library is committed to using AI in a responsible and ethical manner. This policy establishes best practices for utilizing AI tools within the Library, with a particular focus on safeguarding sensitive data and patron information. Here are some important library concerns that are addressed by this document:

1. Care and empathy for library workers faced with more uncertainty
2. New research skills
3. Managing potential harmful effects
4. Informed consumer/customer
5. Education and awareness for library users and library workers
6. Copyrights and fair use
7. Advocacy for researcher and learner interest in policy and governance forums²
8. Impact of AI on CPL as an employer

Definitions:

Artificial Intelligence (AI)

Crandall Public Library acknowledges that New York State Technology Law Section 103-e is the legal definition we follow:

“artificial intelligence system” shall mean a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments that, when used, may “directly impact the public”. Artificial intelligence systems use machine and human-based inputs to perceive real and virtual environments, abstract such perceptions into models through analysis in an automated manner, and use model inference to formulate options for information or action. “Artificial intelligence system” includes but is not limited to systems that use machine learning, large language model, natural language processing, and computer vision technologies, including generative artificial intelligence. “Artificial intelligence system” shall not include

¹ Based on Kenosha Public Library’s AI Policy 8/13/24

² *Generative AI and Libraries: Seven Contexts*. www.LorcanDempsey.net Nov 12, 2023

basic calculations, basic automation, or pre-recorded rule-based conditional logic response systems with predefined triggers that automatically initiate predetermined actions, such as If This Then That (IFTT) systems.

Large Language Models (LLM)

LLM is a type of computational model designed for natural language processing tasks such as language generation. As language models, LLMs acquire these abilities by learning statistical relationships from vast amounts of text during a self-supervised and semi-supervised training process. LLM may eventually be integrated into Integrated Library Systems such as our current ILS, Polaris.

Generative AI (GenAI)

GenAI is a type of AI that uses machine learning to create entirely new data, such as images, text, or audio. GenAI systems are trained on massive data sets. They learn to identify the underlying patterns within that data to generate new content.

AI Systems & Tools

An AI system, or tool, is a computer program designed to perform tasks knowledgeably. They receive various inputs, like data or user requests, and analyze them to achieve a specific goal, set by humans either directly or indirectly. AI systems can operate independently to varying degrees, and some may even improve their performance over time without needing reprogramming.

AI Hallucinations

GenAI systems are susceptible to producing outputs that deviate from intended results. These deviations, known as AI Hallucinations, can appear as inaccurate, misleading, or entirely fabricated content. Due to the potential for realistic and convincing hallucinations, critical evaluation of all GenAI outputs is essential.

Security & Data Protection

The Library prioritizes data security and patron privacy by strictly prohibiting the upload of confidential data (patron information, employee records, etc.) to untested beta version AI systems. Uploading confidential or sensitive data is only permitted on vetted AI systems when the data is necessary for the system's functionality and falls within the scope of its intended use. Library staff may request the acquisition of an AI system for assisting their work within a specific scope.

The IT Department, the AI Requestor, and the Director and/or Assistant Director are responsible for vetting the AI system using their knowledge of products, best practices in other public libraries or systems. Results should be reproducible in across platforms given similar input data and queries. The vetting process will identify mitigation strategies to prevent the exposure of sensitive and confidential data. These strategies may include restricting use within a vetted system and recommending a different system.

Sharing login credentials, confidential or sensitive data in such a way that third-party AI providers can view, use, sell, access, manipulate, train AI or related systems, or permanently store data, violates CPL's Confidentiality Policy, Library Bill of Rights Article

VII, and New York State AI legislation.³ To protect patron privacy, CPL will do all within its power to disable desktop AI tools that passively monitor patron or staff behavior.

AI usage on Patron Computers

Patrons may encounter various Artificial Intelligence (AI) products while using Crandall Public Library computers. This could include AI-powered search engines, chatbots on websites and desktops, or recommendation algorithms within extant programs/apps. While AI can be a helpful tool, it is important to evaluate critically the information it provides due to factors such as, AI products are still under development and may not always provide accurate or unbiased information; the credibility of the source behind the AI product; and, potential biases in the information presented. Furthermore, unless otherwise stated, any AI applications that appear on Library computers are not endorsed by Crandall Public Library. The Library will do all within its power to restrict desktop AI applications from accessing patron data that the patron has not voluntarily provided or enabled; this will include disabling such applications when possible.

LLM Training Data

CPL prioritizes privacy in its LLM datasets by minimizing data collection and removing sensitive attributes. Data will undergo anonymization before analysis, including removal of personally identifiable information and other protected data points.

Mitigating Bias

Due to the potential for integrated bias, AI tools will not be used for selecting or narrowing down potential hiring candidates, or for disciplinary actions. The Library will prioritize human-centered approaches that ensure fairness and inclusivity. Library staff utilizing AI and LLM tools must review all output before publishing or using any generated materials.

Association of Crandall Public Library with AI factors include but are not limited to:

1. It is important to identify the ethics that apply to use of AI in your particular institution
2. It is important that your institution keeps current on how AI can enhance and/or risk your mission
3. AI cannot own copyright
4. Unless a matter arises under a law with a different definition, it is wise to use NYS Technology Law Section 103-e as basis for decisions
5. As of July 1, 2025 an update to Section 80 of NYS Civil Service Law will specify that AI or an AI system cannot alter the rights or benefits, or privileges of the existing rights of employees.

³ Library Bill of Rights VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information. 05 08 25 New York legislation pending NY Senate Bill S8209 (In Internet And Technology Committee) and Assembly Bill A8129 (In Assembly Science and Technology Committee) enacts the New York artificial intelligence bill of rights. It provides residents of the state with rights and protections to ensure that any system making decisions without human intervention influencing their lives do so lawfully, properly, and with meaningful oversight.

6. Starting June 19, 2025 under NYS General Business Law Section 1102 social media and AI companies will be reviewed on a semiannual basis for terms of service, content definitions, etc.
7. NYS Election Law Section 12-106 addresses the potential role of AI in producing or procreating “materially deceptive media” in elections⁴

Review and Updates

To ensure this policy remains effective in promoting the use of AI technology while safeguarding privacy, confidentiality, and compliance with the latest State and Federal Government guidelines, it will be reviewed regularly, at least every six (6) months, or sooner if necessary. The Library reserves the right to update this policy to reflect the evolving regulatory landscape.

Adopted by the Crandall Public Library Board of Trustees July 23, 2025

⁴ From *AI on the GLAM Job Workshop* on March 28, 2025. Copyright of Stephanie A. “Cole” Adams, Esq.