**Kaukauna Public Library Artificial Intelligence Policy**

The Kaukauna Public Library is dedicated to staying up to date with the latest technology to provide our patrons with the most accurate information and outstanding customer service.  The Library recognizes that Artificial Intelligence, more specifically Generative Artificial Intelligence (AI), has the potential to assist staff in realizing these goals.  However, we also recognize the danger of the misuse of AI and the negative impact it could have on the information we provide to our patrons.  This policy establishes best practices for utilizing AI in the Library, with a particular focus on information literacy and patron privacy.

*Definitions*

Generative Artificial Intelligence (AI) - Generative Artificial Intelligence is a type of artificial intelligence that can learn from and mimic large amounts of data to create content such as text, images, music, videos, code, and more, based on user-generated prompts.

Hallucinations – Due to the generative architecture of current AI systems, hallucinations are the AI system's tendency to generate responses to queries that are inaccurate, misleading, or completely fabricated.

Query – The act of typing a prompt into an AI system or search engine to receive information.

Prompt – A question, statement, or demand issued to an AI system.

*AI Systems*

The Library is aware that current AI systems can hallucinate information in response to queries, as well as offer biased responses.  This can result in answers to queries that are inaccurate. As such, AI use by Library staff has the following parameters:

- Staff *will not* use AI systems to answer patron reference questions or staff queries related to the execution of their jobs.  This includes recognizing that some search engines display answers to queries with AI results at the top of the webpage.
- Staff *will not* use these to answer patron questions or staff queries related to the execution of their jobs.
- Staff *will not* use AI generated images in fundraising efforts unless certain that the AI system generates images that are authorized for commercial use.
- Staff *will* use AI in creative endeavors including helping with creative brainstorming, sentence rephrasing, and the creation of images for marketing and display purposes that are in alignment with the Kaukauna Public Library and City brand.
- Staff *may* at times use AI to begin the start of vague research requests, however, staff will not use the AI generated response to answer the vague patron reference questions or staff queries without cross referencing sources.

The Library is aware that bias is inherent in AI systems due to the datasets they learn from being susceptible to bias.  Staff will generate queries and interpret their results with this bias in mind, constructing multiple queries if necessary, to limit the bias in the results.

*Patron Privacy*

In addition to adherence to our Privacy Policy, the library prohibits the upload, or inclusion in queries, of confidential data (patron information, employee records, etc.) to AI systems that the library uses.  This includes, but is not limited to, Name, Address, Telephone Number, Email, Date of Birth, Driver's License Number, the likeness of patrons from photos taken at library programs, and borrower history data.

*Staff Training*

The Library regularly schedules days to train staff throughout the year. However, AI technology is changing at such a rapid rate that it may supersede staff training or policy change.