# Hinsdale Public Library
## Artificial Intelligence & Machine Learning Policy

## Introduction & Objective

The Hinsdale Public Library (HPL) recognizes the potential of Generative Artificial Intelligence (GenAI, often referred to as AI) and Machine Learning (ML) to enhance workflows and productivity.

HPL also acknowledges that some applications of AI and ML may compromise employee and patron privacy and provide false or unverifiable information. HPL is committed to using AI in a responsible and ethical manner. This policy establishes best practices for utilizing AI tools within HPL, with a particular focus on safeguarding sensitive data and employee and patron information.

### Definitions

- Artificial Intelligence (AI)
  AI refers to a broad field of computer science focused on creating intelligent systems that can perform tasks typically requiring human intelligence. AI is not a single technology, but rather a collection of methods and approaches aimed at achieving intelligent behavior in machines.
- Machine Learning (ML)
  ML is a subfield of AI that focuses on creating algorithms that can learn from data without being explicitly programmed. These algorithms can analyze large amounts of data to identify patterns and trends and then use that knowledge to make predictions or decisions on new data.
- 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 datasets and 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 intelligently perform tasks. 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.

## Registering with AI Tools

Most AI tools will require an account for access. Staff should use their HPL email to register for services being used for HPL purposes. If a service can be used anonymously without severely limiting access, that is preferred.

When using AI tools, staff should opt out of any data tracking/storage, if possible. If the tool offers an option to not "learn" or "train" from its interactions, enable that as well. Any option to limit the amount of information and length of time information is saved should be enabled.

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## Appropriate Tasks for AI Usage

This list includes examples of appropriate situations, tasks, and projects where AI might be leveraged. The list is not exhaustive. New uses that align with these examples may be utilized. If a unique or novel usage is identified, staff should review it with their manager before implementing.

1. Generating programming ideas and/or names
2. Generating marketing blurbs promoting programs and HPL
3. Generating inspirational ideas or writing prompts
4. Rewording existing marketing or other content, such as job descriptions, policies, procedures, etc.
5. Generating generic imagery, signs, posters and other marketing materials
6. Generating alt-text for images used online
7. Searching and/or summarizing the web, such as looking for information for a patron or finding material recommendations
8. Generating summaries of uploaded documents (see Rules related to documents)

## Rules for AI Use

To protect the integrity of HPL's systems and data, and patron privacy, these usage rules must be followed.

1. Never provide any patron identifiable data to an AI, including names, addresses, card numbers, ages, etc.
2. Never provide direct access to any systems or data that includes staff or patron information (Including SWAN, database information, etc.)
3. Always review and validate AI generated results.
4. When providing results to patrons that were generated with AI, results should be verified and the AI tool used should be cited in the response, in the same manner as other sources of information.
5. When uploading documents to be analyzed or summarized, ensure the documents do not contain any personally identifiable information or HPL data as in #1 and #2 above. When asking an AI to analyze any datasets, ensure the data has been anonymized.
6. Documents should be checked not only for content, but for data about the document (metadata), such as who created it.
7. AI tools will not be used for selecting or narrowing down potential hiring candidates, disciplinary actions, or other direct personnel actions.
8. Unless otherwise stated, any AI applications that appear on public computers provided by HPL are not endorsed HPL.

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