



# KENOSHA PUBLIC LIBRARY

## **Artificial Intelligence & Machine Learning Usage Policy**

*The Board of Trustees of the Kenosha Public Library adopts and makes public the following written policies.*

### Introduction & Objective

The Kenosha Public Library recognizes the potential of Generative Artificial Intelligence (GenAI, often referred to as AI) and Machine Learning (ML) to enhance workflows and productivity. However, the Library also acknowledges that irresponsible use of AI and ML can lead to significant issues. Therefore, the Kenosha 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.

### 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.<sup>1</sup>

#### 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.<sup>1</sup>

#### 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.<sup>1</sup>

### 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

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<sup>1</sup> Harris 2023

degrees, and some may even improve their performance over time without needing reprogramming.<sup>2</sup>

## AI Hallucinations

GenAI systems are susceptible to producing outputs that deviate from intended results. These deviations, known as AI Hallucinations, can manifest as inaccurate, misleading, or entirely fabricated content.<sup>2</sup> Due to the potential for realistic and convincing hallucinations, critical evaluation of all GenAI outputs is essential.

## Security

Prior to using any AI tool, employees must coordinate with Computer & Network Services (CNS) to conduct a thorough evaluation of its security practices. Tools must follow the Library's current Data Privacy & Security Guidelines and the National Institute of Standards and Technology (NIST) AI Risk Management Framework (AI RMF) will be used to conduct a risk assessment of the AI tool.<sup>3</sup> To understand the steps involved in AI vetting, staff are encouraged to review the [AI Vetting Process](#).

## Data Protection

The Library prioritizes data security and patron privacy by strictly prohibiting the upload of confidential data (patron information, employee records, etc.) to unvetted 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 requester will define the scope in the [AI Vetting Request form](#).

The Head of IT, the AI Requestor, and an IT Staff member or Digital Strategy Librarian are responsible for vetting the AI system using the [AI Vetting Process](#). 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 state law<sup>4</sup>, KPL's Confidentiality Policy, and Library Bill of Rights Article VII. To protect patron privacy, KPL will do all within its power to disable desktop AI tools that passively monitor patron or staff behavior (See Appendix D for details on AI usage on Patron Computer).

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<sup>2</sup> European Union 2024

<sup>3</sup> National Institute of Standards and Technology 2024

<sup>4</sup> Wisconsin State Legislature 1981

## Record Retention

The Kenosha Public Library must retain all content published by the Kenosha Public Library through the use of AI for the purposes of public records retention as may be required by applicable law. Records are required to be maintained pursuant to the Kenosha Public Library records retention schedule for the required retention period in a format that preserves the integrity of the record and is accessible. Retention of records solely on personal devices or accounts will require Kenosha Public Library access to those accounts as necessary to retrieve records; therefore, employees are encouraged not to store records on personal devices or accounts.

## Transparency

Employees are expected to utilize AI and ML tools with integrity, honesty, and respect for individual rights and privacy. This includes proper attribution of AI-generated work and proper vetting of the AI tool's output, and ensuring that data used in ML algorithms is within the intended and vetted use of the AI tool

## Original Works

When AI is used to assist in the creation of original works such as blogs, social media posts, reports, summaries, or marketing materials, acknowledgement of the role AI plays in the creation process is required. All original work in which AI plays a role in its creation will link to a statement (See Appendix B) indicating the use of AI. While AI may be used for various tasks, the Library will not employ text to image AI tools for the generation of original images or the generation of elements of the image.

## Corrections and Inspiration

No attribution statement is required for using AI solely to correct spelling or grammar in original works or for generating inspiration for original creations. Examples of AI generated inspiration include:

- Brainstorming;
- Generation of ideas or examples that are further developed and refined;
- Aiding in research on a topic as a starting point; and
- The utilization of AI-generated images as individual components within a larger original work, with the option for further editing of these elements.

## Responsible Use

AI and ML tools are for authorized business purposes only and must comply with all applicable laws, regulations, and Library policies. Employees must disclose AI-generated answers in reference interactions to maintain transparency and trust.

Staff are required to cross-reference any information generated by AI tools. This may involve suggesting reliable sources for verification, such as academic journals or government websites. All library staff are expected to critically evaluate the source and assess the potential for bias or errors in all information used, including AI-generated content (See Appendix C for AI Literacy).

To ensure a human-centered approach to service, Kenosha Public Library follows the Human-AI-Human model. This approach emphasizes that human staff members initiate interactions, utilize AI as a tool to assist or enhance the service, and then interpret and communicate the AI's output with a human touch. By maintaining human involvement before and after AI usage, the Library ensures that context, empathy, and critical thinking are applied to every interaction.

Under no circumstances will AI be used to deceive, manipulate, mislead, misrepresent, or falsify information in any way.

## Disclosure of AI & ML Tools used by KPL

The Kenosha Public Library will maintain a list of approved AI & ML tools and resources for staff use on the Privacy Information section of the website. This list will be updated as tools are added and include the following information for each tool:

- Name;
- Date added; and
- Description of how the product is used.

## AI usage for Reference

Library Staff may use approved AI tools to enhance information searches. Staff will disclose AI use verbally. Staff will offer to guide patrons on source evaluation for credibility. For larger research topics, staff will cross-reference AI-generated answers with reliable sources such as academic journals or government websites.

## ML Training Data

KPL prioritizes privacy in its ML 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<sup>5</sup>. Anonymization techniques such as hashing, k-anonymity, and differential privacy may be employed for further protection.

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<sup>5</sup> Wisconsin State Legislature 1981

## 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 ML tools must review all output before publishing or using any generated materials.

## Disciplinary Measures

Violations of this policy will be investigated and may result in disciplinary action, up to and including termination of employment. The severity of the disciplinary action will be determined based on the nature and severity of the violation.

## 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.

# Appendix A: Information Sources

Department of Workforce Development. 2024. "Action Plan." Governor's Task Force on Workforce and Artificial Intelligence.  
<https://dwd.wisconsin.gov/ai-taskforce/pdf/ai-advisory-action-plan.pdf>

European Union. 2024. "EU Artificial Intelligence Act." The AI Act Explorer.  
<https://artificialintelligenceact.eu/ai-act-explorer/>.

Harris, Laurie. 2023. "Congressional Research Service." Generative Artificial Intelligence: Overview, Issues, And ... <https://crsreports.congress.gov/product/pdf/IF/IF12426/1>.

National Institute of Standards and Technology. 2024. "Ai Risk Management Framework." Ai Risk Management Framework. <https://www.nist.gov/itl/ai-risk-management-framework>.

Wisconsin State Legislature. 1981. "Public Library Records." Wisconsin Legislature: 43.30.  
<https://docs.legis.wisconsin.gov/statutes/statutes/43/30>.

## Appendix B: Statement on AI Usage

Kenosha Public Library is committed to embracing innovation. This includes using Artificial Intelligence (AI) to enhance patron experiences while doing diligent work to protect patron privacy.

In order to maintain transparency, Kenosha Public Library will link to this statement whenever AI plays a significant role in content creation, including AI-generated videos and audio. All AI tools Kenosha Public Library uses are thoroughly reviewed for privacy, and all content created—whether text, video, or audio—is vetted by staff members for accuracy and consistency.

# Appendix C: AI Literacy

The Kenosha Public Library is committed to promoting digital literacy and information fluency. AI literacy includes the knowledge and skills that enables community members and staff to critically understand, use, and evaluate AI systems and tools to safely and ethically participate in its influence on the digital world.

The Library will coordinate with local educational institutions to coordinate educational efforts and share best practices on AI literacy.<sup>6</sup>

## Patron Education

The Library's AI Literacy targets include but are not limited to:

- Knowledge of the data and methods that were used to train this AI system or tool;<sup>6</sup>
- Perception of data privacy, security while using AI tools;
- Understanding of copyright and fair use in regards to AI tools;<sup>7</sup>
- Consideration of how datasets, including their accessibility and representation, reproduce bias in society;
- Examination of the credibility of outputs, the efficacy of algorithm, and questioning the biases inherent in the use of AI systems and tools; and
- Distinguishing between human made and AI generated works.

## Staff Training

To ensure a comprehensive understanding of AI and its impact on library operations, staff training will be tailored to different position groups. This will allow staff to develop a deeper knowledge relevant to their specific roles and responsibilities within the library.

In addition to receiving training on the same topics as patrons, staff will also be provided training to give them a greater understanding of AI including:

- The history of AI & current day to day usage
- General Information Literacy to aid in answering patron questions
- The Library AI System vetting process
- A more in depth understanding of biases & hallucinations

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<sup>6</sup> Department of Workforce Development 2024

<sup>7</sup> European Union 2024



# Appendix D: Statement on AI usage on Patron Computers

Patrons may encounter various Artificial Intelligence (AI) products while using Kenosha Public Library computers. This could include AI-powered search engines, chatbots on websites and desktops, or recommendation algorithms. While AI can be a helpful tool, it's important to critically evaluate the information it provides. Here are some things to keep in mind:

- AI products are still under development and may not always provide accurate or unbiased information.
- It's important to assess the credibility of the source behind the AI product.
- Be mindful of potential biases in the information presented.

Unless otherwise stated, any AI applications that appear on Library computers are not endorsed by Kenosha 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.

## Appendix E: Subscription Library Products

Kenosha Public Library carefully vets all subscription resources, including those utilizing AI and machine learning, according to our Collection Development and Materials Selection Policy. This evaluation encompasses information quality, privacy practices, and user interface design. While these products may incorporate AI tools, the Library's selection criteria apply to the overall resource, not the specific AI components. We cannot guarantee that vendor-provided AI tools meet the Library's internal standards.

## Appendix E: Change Log

Date	Section Name	Change Description
03/2025	Responsible Use; Record Retention; Appendix B: Statement on AI Usage; Appendix E: Subscription Library Products; AI usage for Reference	<ul style="list-style-type: none"><li>● Included the “Human &gt; AI &gt; Human” concept in the Responsible Use section.</li><li>● Added “Record Retention” language as suggested by CVMIC.</li><li>● Updated Statement on AI Usage section to include AI generated video and audio.</li><li>● Added information on AI in Library Subscription products.</li><li>● Removed requirement to track AI used to help in reference. It has been used 0 times in the last 6 months.</li></ul>
08/2024	Full Document	Initial Draft