

Generative Artificial Intelligence (AI) at Arapahoe Libraries

Note: AI is a broad term. This framework specifically covers generative AI.

STRATEGY

In addition to promoting and encouraging the responsible use of AI tools among our staff in their day-to-day work, Arapahoe Libraries prioritizes three proactive strategies regarding AI:

1. **Internal Operations:** We use AI tools to create efficiencies, including the automation of tasks, content generation, categorization, summarization and improving information retrieval for staff. Generative AI is not a substitute for expertise: all content aided by generative AI must be independently verifiable.
2. **External Applications:** We identify and develop opportunities to enhance and improve the patron experience, including increasing accessibility to library resources and providing self-service options.
3. **Education:** In alignment with our mission of a literate and informed community, we educate patrons, staff, and partners on responsible AI usage through a variety of means, and the discernment to understand the strengths and weaknesses of differing AI tools.

RESPONSIBLE AI PRINCIPLES



Fairness: We recognize the bias that may be included in AI datasets and how this may impact resulting systems and outputs. We work to recognize and mitigate this bias in our own systems, and help our community understand and navigate these biases as they work with AI.

Reliability & Safety: We don't outsource expertise to AI, and we don't rely on it as a sole source of truth. We evaluate the information and sources provided. We recognize AI is a tool that can help provide new perspectives or new information, but it does not substitute for our critical thinking or collaboration.

Privacy & Security: We commit to the safeguarding of staff, patron, and organizational data through our Cybersecurity Framework. We do not feed sensitive data, including personal identifying information, to any AI tool. We only utilize systems that do not use our inputs for further model training.

Inclusiveness: We use AI tools to create a more inclusive patron and staff experience, and the tools must follow our Digital Accessibility Framework. Accessible technologies allow people with disabilities to more fully participate in our libraries, workforces, and communities.

Transparency: We disclose when content, applications, and materials have been partially or fully created using AI. We include disclaimers when applicable that AI-generated content may not be fully accurate and that users should confirm citations.

Accountability: We continuously monitor the accuracy of AI tools, including those developed in-house, and provide feedback mechanisms to users to help improve the accuracy of these tools. In the event of unintended harm by our systems, we take documented, corrective actions with urgent priority.