

Middleton Public Library

ARTIFICIAL INTELLIGENCE (AI) POLICY

- I. Purpose**
- II. Scope**
- III. Definition**
- IV. Guiding Principles**
- V. Staff Use of AI**
- VI. Patron Use of AI Tools**
- VII. Vendors and Third-Party Services**
- VIII. Security and Incident Response**
- IX. Ethical and Legal Considerations**
- X. Policy Review**

I. Purpose

- (A) The Middleton Public Library (“the Library”) adopts this Artificial Intelligence (AI) Policy to guide the responsible, ethical, and transparent use of artificial intelligence technologies in support of the Library’s mission to provide equitable access to information, foster lifelong learning, protect intellectual freedom, and respect patron privacy.
- (B) AI technologies are evolving tools that may assist the Library in delivering services, improving accessibility, and supporting staff work. This policy establishes principles and expectations for their use while recognizing the importance of human judgment, professional ethics, and public trust.

II. Scope

- (A) This policy applies to:
 - 1. Library staff use of AI tools in the course of their work.
 - 2. Patron use of AI tools provided or accessed through Library computers, networks, or programs.
 - 3. AI features embedded in third-party vendor products licensed by the Library.
 - 4. AI use in Library communications, programming, and internal operations.
- (B) This policy complements, and does not replace, existing Library policies including those related to privacy, acceptable use of technology,

intellectual freedom, and records retention, as well as applicable federal and state law.

III. Definition

- (A) Artificial Intelligence (AI) refers to computer systems or software designed to perform tasks that typically require human intelligence, such as generating text or images, summarizing information, analyzing data patterns, or responding to questions.
- (B) AI-generated content may be incomplete, inaccurate, biased, or misleading and should not be considered authoritative without human review.

IV. Guiding Principles

(A) Intellectual Freedom

The Library supports lawful access to information and tools, including emerging technologies. The availability or use of AI tools does not constitute endorsement of any viewpoints, content, or outputs generated by those tools.

(B) Privacy and Confidentiality

Protecting patron privacy is fundamental.

Wisconsin Stat. § 43.30 protects the confidentiality of library records that indicate the identity of an individual who borrows or uses library materials, resources, or services, and limits disclosure except in circumstances authorized by law.

Accordingly:

1. Library staff shall not input personally identifiable information, confidential records, or private patron data into AI tools.
2. Patron use of AI tools is afforded the same privacy protections as other technology use, subject to applicable laws and vendor privacy practices.
3. Any request for records will be handled consistent with Wisconsin's public records law (Wis. Stat. §§ 19.31–19.39) and applicable exemptions, including Wis. Stat. § 43.30.

(C) Equity, Access, and Inclusion

The Library strives to ensure AI use does not create barriers to access or disproportionately harm or exclude individuals or groups. When evaluating AI tools, the Library will consider accessibility, potential bias, and impacts on underserved populations.

(D) Transparency

The Library will be transparent about its use of AI technologies.

1. AI-generated or AI-assisted content used in Library communications or services will be reviewed by staff.
2. When appropriate, the Library will disclose when AI tools are used to assist in creating public-facing content or services.

(E) Human Oversight

1. AI tools are intended to assist—not replace—human expertise, professional judgment, or decision-making. Final responsibility for Library services, communications, and policies rests with Library staff and leadership.

V. Staff Use of AI

(A) Library staff may use AI tools to support their work, such as drafting text, brainstorming ideas, summarizing publicly available information, or enhancing accessibility, subject to the following expectations:

1. Staff remain responsible for the accuracy, quality, tone, and appropriateness of all AI-assisted work products.
2. AI tools shall not be used to make final decisions regarding personnel matters, patron conduct, collection development, or policy interpretation.
3. Confidential, sensitive, or non-public information—including library records protected by Wis. Stat. § 43.30—shall not be entered into AI systems.
4. Staff use of AI must comply with all applicable laws and Library policies, including records retention requirements under Wis. Stat. § 19.21.

(B) The Library may provide training or guidance to staff regarding appropriate AI use and may designate approved tools or workflows as needed.

VI. Patron Use of AI Tools

(A) Patrons may use AI tools accessed through Library computers, networks, or programs in accordance with the Library's Acceptable Use of Technology Policy.

1. The Library does not guarantee the accuracy, reliability, or suitability of AI-generated content.
2. Library staff may provide general assistance or instruction in using AI tools but do not evaluate, edit, or endorse AI-generated outputs.
3. Patron use of third-party AI tools may be subject to the privacy policies and terms of service of those providers.

VII. Vendors and Third-Party Services

- (A) The Library licenses and provides access to electronic resources and services that may incorporate AI technologies. When feasible, the Library will:
1. Review vendor disclosures regarding AI functionality and data use.
 2. Consider privacy protections and alignment with Library values, including confidentiality obligations under Wis. Stat. § 43.30.
 3. Monitor significant changes to vendor AI features over time.

VIII. Security and Incident Response

- (A) AI tools and AI-enabled services may introduce additional information security considerations. The Library will follow applicable laws and municipal procedures related to information security incidents.
- (B) If a security breach involves “personal information” as defined by Wisconsin’s data breach notification law, the Library will respond consistent with Wis. Stat. § 134.98 and any applicable municipal or vendor incident-response requirements.

IX. Ethical and Legal Considerations

- (A) The Library recognizes that AI technologies raise ongoing ethical and legal questions, including issues related to copyright, bias, misinformation, and data use. The Library will seek to use AI in ways that are lawful, ethical, and consistent with public library values.

X. Policy Review

- (A) Because AI technologies and legal frameworks are rapidly evolving, this policy will be reviewed periodically and updated as needed to reflect changes in best practices, law, and community expectations.