

DRAFT Onondaga County Public Library System

Artificial Intelligence Use Policy for Staff

Purpose of Policy

The purpose of this document is to provide guidelines for use of Artificial Intelligence (AI) and machine learning models and technology by employees at libraries in Onondaga County. OCPL: System is committed to the ethical, transparent, and responsible use of Artificial Intelligence in a manner that supports human-centered services and respects patrons and staff.

Artificial Intelligence can be a wonderful tool that can greatly enhance the everyday workflows of its users, but as Artificial Intelligence is a rapidly changing technology, standards must be set to prevent harm to staff and patrons in OCPL: System using these models.

This policy will outline how to interact with Artificial Intelligence models in regard to patron privacy and information security. Member libraries will develop their own procedures to comply with the policy.

AI Use Concerns:

- AI models are prone to instances of data leaks and hacking. Therefore, employees at libraries in Onondaga County should never share sensitive information with AI models, as it may compromise them and their organization's information security if leaked in an incident.
- Employees at libraries in Onondaga County are required to protect the privacy rights of patrons by never sharing their Protected Personal Information (PPI) and Personally Identifiable Information (PII) with any unauthorized third parties. This includes AI models. Employees at libraries in Onondaga County must never share any patron, staff, organizational, or vendor PPI or PII with an AI model, as it violates our Privacy and Confidentiality Policy and Confidentiality Law.
- The library staff member using AI is responsible for ensuring that all documents are closely reviewed for accuracy and compliance with copyright law and ensuring that no confidential information has been disclosed.

Prohibited Uses/Actions

The following uses and actions are prohibited:

- Using AI to replace workers.
- Providing to AI models sensitive, in-house use data such as information on staff, patrons, Polaris, and OCPL operational information (i.e., financial, PPI or PII). For example, creating documents to be used in staff reports including but not limited to, board reports, incident reports, and performance reviews.
- Making employment and/or Human Resources decisions.
- Employing prompts from an external source that has not been fully reviewed by a library staff member.
- Using anything generated by AI that has not been vetted for accuracy, bias, potential harm, appropriateness, etc. especially in regards to information being used to make decisions.

Approved Uses/Actions

The following uses and actions are approved for Library Staff, as examples of possible, acceptable uses:

- To assist patrons with any AI related questions or to demonstrate AI technology.
- To generate lists, ideas, and recommendations for routine work.
- To edit or fix errors in text containing exclusively generalized, non-sensitive information.
- To edit photos (adjusting color, saturation, etc.).
- To use in question/answer exchanges when the AI model is provided with generalized, non-sensitive information.

This policy will be reviewed annually.

*[provide any feedback to Erin Cassidy, Chair of OCPL AI Policy Workgroup:
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