This policy, guided by the New Hampshire Code of Ethics for the Use and Development of Generative Artificial Intelligence and Automated Decision Systems (AI System) outlines the principles, guidelines, and requirements for the responsible and ethical use of various AI technologies across State Government Departments and Agencies, with a strong emphasis on protecting Personal Identifying Information (PII) and restricted or sensitive data.

Applicability
All Wolfeboro Public Library employees are responsible and accountable to their supervisor and must **adhere to the following principles** when using AI to enable the delivery of library services:

● **Human-Centric Approach:** A human-centric approach shall be used to develop and deploy AI technologies, prioritizing the well-being, rights, and interests of users and stakeholders.
● **Transparency and Accountability:** All AI systems used by the Wolfeboro Public Library shall be transparent, explainable, and accountable, especially when handling PII and sensitive data.
● **Fairness and Nondiscrimination:** AI technologies shall be designed and integrated to avoid bias, discrimination, and unfair treatment, particularly when dealing with PII and sensitive information, while ensuring equitable accessibility and level of service for all users.
● **Privacy and Data Protection**: The collection, storage, and use of user data, especially PII and sensitive data, shall adhere to relevant data protection laws and prioritize user privacy, in alignment with the New Hampshire Statewide Information Security Manual and New Hampshire Privacy Laws.
• **Continuous Improvement**: Any employee using AI shall continuously monitor, evaluate, and improve AI technologies to ensure their effectiveness, accuracy, and ethical use, with special attention to data security.

All Wolfeboro Public Library employees may use a variety of AI-powered technologies to enhance library services, streamline processes, and provide users with timely and accurate information. All employees **shall adhere to specific requirements for each use case:**

• **Decision Support Systems:** Automated decision systems may assist human decision-makers by providing data-driven insights, but final decisions shall remain under human oversight and judgment.
● **Public Engagement:** AI-powered chatbots and virtual assistants may be used for public engagement, answering frequently asked questions, and providing users with information on initiatives and services, while adhering to stringent data protection measures found in the Statewide Information Security Manual.
• **Predictive Analytics**: AI technologies may be used for predictive modeling and data analysis to inform policymaking, resource allocation, and future planning, with strict controls on data access and sharing for PII and sensitive data.
● **Image and Video Analysis**: AI systems may be used for analyzing images and videos to support efforts such as law enforcement, emergency response, and environmental monitoring, while ensuring the confidentiality and security of PII and sensitive data, in line with applicable federal and New

Hampshire law.

• **Natural Language Processing:** AI-driven natural language processing tools may be employed to analyze public sentiment, engage in open-ended user feedback, and gather insights for policymaking while safeguarding user privacy and guided by the New Hampshire Code of Ethics for the use of AI systems.

• **Generative Content:** AI technology may be used to create content such as images and draft publications, including media releases, guidance documents, etc., but final publications must have human review and approval.

● **Algorithmic Transparency:** AI systems shall provide explanations for decisions and actions, especially those involving PII and sensitive data, enabling users to understand the basis for responses.

● **Data Quality**: Data used to train and operate AI systems shall be accurate, representative, and relevant, with specific attention to maintaining the security of PII and sensitive information. PII and sensitive data shall never be used in an "open" AI.

● **Human Oversight:** Critical decisions, policy changes, and high-stakes interactions require rigorous human oversight and intervention at the same level as if AI was not used in the process.

● **Data Protection:** All data, especially PII and sensitive data, processed by AI technologies shall adhere to established data protection protocols and comply with heightened measures for encryption, access controls, and secure storage as required by specific programs or regulatory bodies in addition to any SISM requirements.

● **Cybersecurity**: AI systems shall be designed and maintained with robust cybersecurity measures to protect against unauthorized access, data breaches, and potential compromise of PII and sensitive information, as mandated by the Statewide Information Security Manual and regulatory bodies.

All Wolfeboro Public Library employees are responsible and accountable to their supervisor to **ensure:**

● **Transparency in Communication**: Users interacting with AI technologies shall be informed when they are interacting with automated technology and provided with information on how their PII and sensitive data are handled and protected.

● **Use of AI Education Initiatives: W**olfeboro Public Library employees using AI must engage in public education initiatives to increase user awareness of AI technology usage, benefits, and potential risks. All AI generated information should be clearly marked before distribution.

Approved Board of Trustees: 5/12/25

259 South Main Street   Wolfeboro, NH 03894   603-569-2428   wolfeboropubliclibrary.org