



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Guiding Organizational Documents

Mission, Vision, Motto Statement

Vision Statement: Books and Beyond

Mission Statement: We serve as a foundation for our community by offering welcoming, well equipped and maintained facilities, outstanding collections, and well-trained employees who provide expert service encouraging the joy of reading, supporting lifelong learning and presenting access to information from around the world.

Motto Statement: Ideas, Imagination & Information



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Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right of privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information

Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations>).

(Reference: Governance Policy & Procedures 01.02.02.F1 Affirmation of Ethics Statement and American Library Association Library Bill of Rights for Public Library Trustees)



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Ethics Statement

(reference document, serves as policy 01.02.03 in Governance Policy and Procedures)

Each member of the Board of Trustees annually affirms his/her commitment to the Ethics Statement for Public Library Trustees which states:

Trustees in the capacity of trust upon them, shall observe ethical standards with absolute truth, integrity and honor. While there may be several ways to reflect compliance with ethical standards, the Pueblo City-County Library District has developed the following guidelines, derived from Colorado law.

Trustees must not derive any financial benefit by reason of their position as a member of the Board of Trustees, although they may be compensated for reasonable expenses incurred in the performance of their duties.

While a board member, a Trustee cannot contract with the District for the provision of services. Trustees must not disclose or use confidential information acquired in the course of their official duties to further their personal financial interests.

Trustees cannot accept a gift exceeding \$50.00 in value in any calendar year (i) if doing so would improperly influence a reasonable person to depart from the faithful and impartial discharge of public duties or (ii) which the Trustee knows or which a reasonable person in the position should know under the circumstances is primarily for the purpose of rewarding the Trustee for official action the Trustee has taken.

Trustees must not engage in a financial transaction for private business purposes with a person whom the Trustee supervises in the course of the Trustees' official duties.

Any Trustee who has a personal or private interest in any matter proposed or pending before the Board of Trustees shall disclose such interest to the Board and shall not vote thereon and shall refrain from attempting to influence the decision of the other members of the body in voting on the matter. A Trustee may vote if his/her vote is necessary for the Board to act if he/she discloses the private interest in a filing to the Secretary of State.

Trustees must clearly distinguish, in their actions and statements, the personal philosophies and attitudes of the Trustee versus those of the institution, recognizing the formal position of the Board, even if a Trustee personally disagrees with the formal position the Board has taken.

Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.

Trustees who accept library board responsibilities are expected to perform all of the functions of library trustees.

See Also: Colorado Revised Statute 24-18-104

(Reference: Governance Policy & Procedures 01.02.02.F1 Affirmation of Ethics Statement and American Library Association Library Bill of Rights for Public Library Trustees)



PUEBLO CITY-COUNTY Library District

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Statements

00.01.01 Artificial Intelligence & Machine Learning Usage Policy

Background

Artificial intelligence is now a core part of the world our staff and community live in. This technology is no longer optional or hypothetical, it is shaping communication, learning, creativity, civic participation, and the workforce. As a public library, PCCLD has a responsibility to ensure our community is not left behind. Our goal is simple: equip staff and community with the skills, literacy, and confidence to use AI safely, ethically, and effectively. This framework sets our values, guardrails, and strategy so we can integrate AI in ways that respect intellectual freedom, protect privacy, strengthen equity, and support the mission of a modern public library.

Purpose and Scope

PCCLD will use generative AI to improve internal workflows and staff efficiency, enhance patron services in ways that honor intellectual freedom and privacy, and build staff and community literacy in AI and other emerging technologies. This framework establishes expectations for responsible use, staff conduct, data protection, accessibility, transparency, and governance. It applies to staff use of third-party or vendor-embedded AI tools, patron-facing pilots or services that incorporate AI, and any models, bots, or tools trained on PCCLD data.

Strategic Alignment

This framework advances PCCLD's 2026–2030 Strategic Plan by supporting Digital Learning & Innovation; Digital Platform Resilience & Accessibility; Smart Growth & Data Practice; Workforce & Culture Transformation; and the development and implementation of an Emerging Technology Framework. It ensures our AI work is purposeful and tied to community outcomes.

Principles for Responsible AI

PCCLD's use of AI is guided by six principles: Fairness, Reliability & Safety, Privacy & Security, Inclusiveness, Transparency, and Accountability. In practice, this means avoiding bias and designing for equitable access; testing thoroughly and verifying before use; protecting patron confidentiality and complying with law; supporting diverse patron needs and abilities; disclosing meaningful AI assistance where appropriate; and ensuring that humans remain ultimately responsible for decisions and outputs.

Staff must independently verify citations, facts, and AI outputs, and must not outsource professional judgment to AI.

Approved Use Cases and Boundaries

AI will primarily support internal operations and limited, well-scoped patron pilots. Examples of approved internal uses include drafting, summarizing, or refining text; organizing and outlining content; basic data transformation and cleanup; knowledge retrieval from approved sources; and accessibility enhancements such as plain-language versions, always with qualified staff review before release. Patron-facing applications will begin as limited pilots designed to improve discovery, access, accessibility, or wayfinding, with clear notices about limitations and readily available human help. PCCLD will not use AI to enter protected patron data or confidential information into unapproved systems, to provide legal/medical/financial advice, to make automated decisions that affect employment or patron eligibility, or in any way that conflicts with our Customer Service Policy, PII Red Line Safety Sheet, or intellectual freedom commitments.

Privacy, Security, and Records

Staff must protect patron privacy and adhere to PCCLD policies governing confidential information, communication systems, and data handling. Only PCCLD-approved and provided AI tools with appropriate enterprise controls may be used. Staff may not paste personally identifiable information (PII), sensitive internal data, or vendor-confidential material into AI platforms, and all workflows must align with PCCLD policies and procedures. Patron internet access remains governed by PCCLD's Customer Service Policy, including Acceptable Internet Use, CIPA compliance, and ADA accessibility expectations. (Reference Customer Service Policy 03.01.02 Internet Access and Acceptable Use)

Accessibility and Inclusion

AI-enabled services and content must support equitable access and meet PCCLD's ADA commitments. Any AI features that generate public content, text, audio, images, or other media—must be accessible to patrons with disabilities and usable across devices and assistive technologies.

Human Oversight, Accuracy, and Ethical Use of AI

AI supports staff work but does not replace human expertise, judgment, or PCCLD values. Staff are responsible for ensuring AI-assisted content meets our standards for accuracy, fairness, accessibility, and ethical service. Generative AI systems can produce "hallucinations," outputs that appear confident yet are inaccurate, fabricated, biased, or misleading. Common patterns include invented facts or statistics, fabricated citations, misinterpretations of policies, and biased assumptions. Because of these risks, no AI-generated content may be used without active human verification.

Scope & Purpose- Statements

Artificial Intelligence & Machine Learning Usage Policy

Adopted: xx-xx-xxxx

Statement # 00.02.01

Before any AI-assisted work is published or used operationally, staff must complete a human-in-the-loop review that includes fact-checking, citation verification, bias and fairness review, copyright and intellectual freedom considerations, and a final check for tone, context, and alignment with PCCLD's Customer Service Policy. Supervisors may adopt additional checklists for sensitive or public-facing outputs.

(Reference: Employee Guidelines 02.09.06 Communication Systems)

Staff Conduct, Training, and Support

All AI use must reflect PCCLD's expectations for performance, conduct, and ethical behavior. HR and the AI Work Group will provide training on AI literacy, privacy, accessibility, and bias mitigation; maintain a "power users" cohort to pilot tools and develop best practices; and offer ongoing support as AI becomes part of daily work. The AI Work Group is PCCLD's human oversight body for all AI related matters.

(Reference: Employee Guidelines 02.09.06 Communication Systems)

Transparency and Attribution

When AI meaningfully contributes to public-facing content; text, images, recommendations, or technical outputs, staff will include a brief, plain-language note acknowledging that AI was used and affirming that a PCCLD employee reviewed the material for accuracy, fairness, and alignment with library values. For the purposes of this policy, "materially contributes" means AI generates, expands, or significantly transforms original content, rather than making minor edits.

Attribution is required whenever AI-generated content goes beyond routine editing and affects the substance, meaning, or structure of the final output. In such cases, staff may also note the tool or model family used when appropriate. Routine copy-editing (e.g., grammar, spelling, or formatting changes that do not alter meaning) does not require attribution.

Because generative AI can produce errors, every AI-assisted output must undergo human review before it is published or used to guide patron decision-making, and staff remain fully responsible for verification.

Records, CORA, and Prohibited Uses

PCCLD complies with the Colorado Open Records Act (CORA). Records created through the use of approved AI tools, including prompts, outputs, and staff-reviewed versions—are public records and must be managed according to PCCLD's retention schedules; staff must ensure AI-related records can be located and produced if responsive to a CORA request. PCCLD also complies with Colorado's developing AI regulations, including the Colorado AI Act (SB24-205) and the Colorado Anti-Discrimination in AI Law, which require organizations to avoid discriminatory outcomes and take reasonable steps to reduce risks of algorithmic bias when using AI systems. Accordingly, PCCLD will not use AI to make or meaningfully influence consequential decisions related to education access, employment, housing, lending, insurance, legal services, or other protected areas, and staff may not deploy or rely on AI in ways that could produce discriminatory effects. To protect our community, PCCLD also prohibits the use of AI for identity profiling, emotion detection, behavioral prediction, or attempts to infer protected characteristics, and we will not create or distribute deceptive AI-generated media (including deepfakes) or any content designed to mislead or impersonate individuals. Any patron information provided to an AI model must abide by our PII Red Line Safety Sheet.

(Reference Customer Service Policy 03.01.02 Internet Access and Acceptable Use)

Scope & Purpose - Statements

Artificial Intelligence & Machine Learning Usage Policy

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Key Definitions

Artificial Intelligence - A machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. AI systems use machine and human-based inputs to: perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model inference to formulate options for information or action.

Generative AI - refers to tools that create new text, images, audio, video, code, or other media from prompts. "AI-assisted content" - content meaningfully drafted, expanded, or transformed by AI and then reviewed by a human. An "approved tool" is any AI system vetted by PCCLD Change Advisory Board for privacy, security, accessibility, and records-management compliance.

Agentic AI (AI Agents) - A category of Artificial Intelligence designed to act as an autonomous or semi-autonomous representative of the user or the District. Unlike standard generative AI, which requires a human prompt for every single output, Agentic AI can take a high-level goal (e.g., "Coordinate a meeting with five department heads") and independently plan, execute steps, use external tools (email, calendars, file systems), and make micro-decisions to achieve that goal without constant human intervention.

The use of Agentic AI is prohibited within PCCLD systems and operations unless expressly reviewed and approved through the District's formal AI governance process. This restriction is in place to ensure compliance with Human-in-the-Loop (HITL) requirements, maintain accountability, and prevent autonomous decision-making that could impact patrons, staff, or District operations without appropriate human oversight.

Any proposed use of Agentic AI must undergo elevated review through the PCCLD Hybrid AI Risk Matrix (05.03.01.P1) and demonstrate appropriate controls, including human oversight, auditability, and risk mitigation, prior to consideration for exception approval.

Substantial Factor - SB 24-205 defines this as any use of an AI system to generate content or recommendations used as a basis for a consequential decision. Even if a human makes the final call, if the AI's output was a "substantial factor" in their reasoning, the full weight of the law applies.

Deepfakes - Deepfakes are realistic but artificially generated videos, images, or audio recordings created using advanced artificial intelligence techniques. These tools can make it appear as if someone said or did something they never actually did. While deepfakes can be used creatively, such as in film, education, or art, they can also pose risks when used to spread misinformation, impersonate individuals, or manipulate public perception. As defined within the scope of Colorado SB-24-288, deepfakes are also recognized as a form of synthetic media that may require additional safeguards, transparency, or labeling when used in public-facing or informational contexts.

Human-in-the-loop – Human-in-the-loop refers to a system where people and artificial intelligence work together, with humans supervising, guiding, or correcting the AI's actions. Instead of letting the technology operate entirely on its own, a human stays involved at key steps—especially when judgment, ethical considerations, or safety are important. This approach helps ensure accuracy, fairness, and responsible use of AI.

Hallucinations – Hallucinations refer to instances where an artificial intelligence system generates information that is inaccurate, fabricated, or unsupported by its training data. These outputs may appear confident, detailed, or authoritative, even when they are factually incorrect or entirely invented. Hallucinations can occur in text, images, audio, or other media produced by AI systems. Because hallucinations can mislead users, introduce errors into decision-making, or create false or misleading content, all AI-assisted outputs must be reviewed, verified, and corrected by a human before use in any PCCLD context.



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Work Environment

02.09.06.04 — AI Tools

AI is to be used for business purposes only, and is restricted to PCCLD's AI Platform of choice for all staff. PCCLD's AI Use is subject to CORA request. Employees should use discretion for all data entered into any AI models and flag suspected misuse to their direct supervisor or the human resources director. All data provided to PCCLD's AI Platform must abide by our Data Classification Procedure within PCCLD's Information Technology Policies and Procedures. (Reference IT Data Classification Policy 05.03.01. P1 Software Licensing and Management Procedures).

AI is a generative tool that is known to hallucinate and take advantage of publicly available data. Employees remain the human-in-the-loop for all AI-assisted work and are responsible for reviewing, verifying, and approving AI-generated content before its used, shared, or treated as District work product. AI-assisted materials may not be represented as official PCCLD facts or decisions without appropriate human review and independent verification, and must abide by copyright law. Staff are not allowed to create or use deceptive synthetic media (deepfakes). Deploying or enabling autonomous AI agents to act on behalf of PCCLD, initiate actions, make decisions, or interact with systems or individuals without human direction and review is expressly prohibited.



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The Employment Relationship

02.03.02 – Business Ethics and Conduct

It is the policy of the Pueblo City-County Library District to encourage high standards of ethical conduct and behavior in all areas of operations. The District is committed to compliance with the laws, regulations and guidelines which strengthen and promote ethical practices and ethical treatment of employees and members of the community which we serve.

The reputation of PCCLD within our community is built upon the principles of integrity and ethical conduct of all employees. Employees owe a duty to PCCLD, its customers, and the general public to act in a way that merits the continued trust and confidence of the public.

In general, the use of good judgment, based on high ethical principles, will guide employees with respect to lines of acceptable conduct. If a situation arises where it is difficult for an employee to determine the proper course of action, the matter should be discussed with the employee's immediate Manager, the Chief Operating Officer, the Human Resources Manager or with the Executive Director.

In keeping with PCCLD's commitment to ethical conduct, employees are expected to apply the same standards of integrity, judgment, and accountability when using artificial intelligence or other automated tools in the course of their work. AI may assist employee tasks; however, AI does not replace professional responsibility or human judgment. Employees remain the human-in-the-loop for all AI-assisted work and are responsible for reviewing, verifying, and approving AI-generated content before its used, shared, or treated as District work product. AI-assisted materials may not be represented as official PCCLD facts or decisions without appropriate human review and independent verification.

When any breach of ethical or legal conduct is observed by a member of the staff or the community involving activities undertaken by those representing the District, it should be reported to a member of the PCCLD management team, the Executive Director or Human Resources Department immediately.

The District encourages the reporting of factual information of unethical, dishonest or fraudulent conduct, and prohibits any retaliatory or other punitive actions against the person(s) who reports the alleged conduct. The District will investigate any allegations of fraudulent or dishonest use or misuse of District resources or property, and discourages reporting of allegations that are without merit or are based purely on conjecture.

Compliance with this policy of business ethics and conduct is the responsibility of every PCCLD employee.



PUEBLO CITY-COUNTY Library District

INFORMATION TECHNOLOGY

05.01.01 Acceptable Use of Information Technology

Pueblo City-County Library District (PCCLD) requires the responsible and secure use of all information technology (IT) resources, including computers, networks, software, and mobile devices, provided by PCCLD. PCCLD intends to protect the confidentiality, integrity, and availability of systems and data, and to promote the efficient and effective use of IT resources by employees, contractors, and authorized users. PCCLD seeks to align with the National Institute of Standards of Technology (NIST) Cybersecurity Framework, specifically the Identify (ID), Protect (PR), and Detect (DE) functions, and to mitigate the risks associated with inappropriate use of IT systems.

This policy applies to all employees, contractors, and authorized users of the PCCLD's IT resources, including desktops, laptops, tablets, mobile devices, networks, software, **AI Platforms**, and cloud services, whether accessed on-site or remotely.

Acceptable Use

PCCLD's IT resources are to be used solely for authorized purposes related to the performance of job duties or allowed patron activities. Acceptable use includes:

- Accessing and using library systems, databases, and software to complete job-related tasks.
- Communicating with colleagues, library patrons, and external parties through authorized channels for library business purposes.
- Accessing educational or professional development resources directly related to job responsibilities.
- Patron use of library equipment, systems, databases, software, internet resources.
- **AI Use adherent to standards outlined in Internet Access and Acceptable Use (Customer Service Service Policy 03.01.02) and Acceptable Library Use and Safety (Customer Service Policy 03.06.01).**
- **Utilization of approved AI tools to further personal or professional goals insofar as they protect the rights of others, outputs undergo human verification for accuracy, and do not result in high-risk consequential decisions without secondary review.**
- **Deployment of AI in a manner consistent with the District's commitment to data privacy and patron equity, while ensuring that sensitive library or patron information is never disclosed to unauthorized public-facing generative models.**

Unacceptable Use

The following activities are strictly prohibited:

- Accessing, downloading, or transmitting offensive, illegal, or unauthorized content (e.g., pornography, gambling, and malware, etc.)
- Installing unauthorized software, games, or other personal applications.
- Using IT resources for personal financial gain or illegal activities (e.g., fraud, hacking, etc.)
- Sharing login credentials or allowing unauthorized access to library systems.
- Using IT resources to harass, intimidate, discriminate against others or violate library rules of conduct or employee guidelines.
- Circumventing security protocols or accessing restricted areas of the network or data systems.
- **Algorithmic Discrimination:** Using AI to facilitate unlawful differential treatment or to predict an individual's future behaviors based on protected classes like race, gender, or age.
- **Deceptive Synthetic Media (Deepfakes):** Generating audio, video, or imagery intended to impersonate, defame, or mislead the public regarding real individuals.
- **Uploading Personally Identifiable Information (PII):** Uploading data, such as patron names, Social Security numbers, sensitive HR records, or confidential legal secrets, into any AI system.
- **Unsupervised Autonomous Operations:** Deploying AI "agents" to execute financial transactions, sign legal contracts, or perform automated tasks without direct human oversight.
- **Bypassing Safety Protocols (Jailbreaking):** Attempting to manipulate AI systems to ignore safety filters, access unauthorized data, or generate prohibited content.
- **Unvetted Decision Making:** Using AI to make "consequential decisions" (e.g., hiring, performance reviews, or access to services) without providing a human-led appeal process and a plain-language explanation to the affected individual.
- **Relinquishing Human Oversight (Human-in-the-Loop):** Using AI to generate, publish, or act upon content without thorough human review and verification is strictly prohibited. Users acknowledge that:
 - **Sole Liability:** The individual prompting the AI system—not PCCLD—is legally and professionally responsible for any resulting outputs that defame individuals, infringe on copyrights, or commit fraud.

- **Expert Disclaimer:** AI is a "prediction engine," not a professional. Relying on AI for high-stakes medical, legal, mental health, or financial decisions is an unacceptable use of District resources, as these systems frequently "hallucinate" or state false information as fact.
- **Attribution Requirement:** It is a violation of policy to present AI-generated content as original human work or to fail to disclose AI involvement in public-facing library materials.

See Also: 02.09.06 **Communication Systems**
03.01.02 **Internet Access and Wireless Use**
03.01.02.F1 **Internet Access Agreement Form**
03.01.02.F2 **Internet Consent Form - Permission for Minors**
03.01.03 **Public Computers and Other Equipment Use**
03.01.03.G1 **Public Computers and Other Equipment Use Guidelines**



PUEBLO CITY-COUNTY Library District

INFORMATION TECHNOLOGY

05.01.01.P1 Hybrid Software and AI Risk Matrix Submission Procedure

This procedure accompanies the District's Acceptable Use of Information Technology Policy (05.01.01) and must be completed for any new software or AI platform under consideration. It documents the required Hybrid Software and AI Risk Matrix review and ensures that all proposed technologies are evaluated for privacy, security, operational impact, and compliance before approval.

PCCLD AI Governance Master Workbook

File Edit View Insert Format Data Tools Extensions Help

100%

A	B	C	D	E	F	G	H	I
Tool Name	Intended Use	Statutory High-Risk Flag	Likelihood (1-5)	Severity (1-6)	Equity Impact (1-5)	Total Risk Score	Approval Status	Notes
Example: BoodleBox	Strategic Plan Analysis	NO	2	2	1	1.7	APPROVED	
Example: Deepfake AI	Marketing Video	YES	5	5	5	5	REJECTED	
Example: BoodleBox	HR Performance Ranking	YES	4	5	5	4.7	REJECTED	
BoodleBox	PCCLD's Exclusive AI Platform	NO	1.5	1.5	1	1.35	APPROVED	
Adobe AI	Image creation	NO	2	2	1	1.7	APPROVED	



PUEBLO CITY-COUNTY Library District

INFORMATION TECHNOLOGY

05.03.01 Software Licensing and Management

Pueblo City-County Library District (PCCLD) requires the responsible, lawful, and secure use of all software **and artificial intelligence (AI) technologies** utilized within the organization. This policy establishes requirements for the acquisition, licensing, installation, **evaluation**, and management of software **and AI tools** in order to ensure compliance with licensing agreements, support operational needs, control costs, and reduce cybersecurity and legal, **and operational** risks associated with unauthorized or unmanaged software.

This policy applies to all employees, contractors, and authorized users of PCCLD technology resources, and to all software **and AI tools** installed on or accessed through PCCLD-owned or managed devices, servers, systems, and cloud-based platforms.

All software **and AI tools** used within the PCCLD environment must be properly licensed, approved, and managed by the IT Department. Software **and AI tools** may only be acquired through authorized procurement processes and must align with organizational business needs, security requirements, and technical standards. **AI tools and use cases are subject to formal evaluation through established governance procedures prior to approval, procurement, or use.**

The IT Department is responsible for installing, maintaining, and management of software **and approved AI systems**. Software licensing vetting and **AI evaluation** will be completed through various means including but not limited to advisory oversight. PCCLD reserves the right to conduct software **and AI systems** audits and to remove or restrict access to software **or AI systems** that is found to be unlicensed, unsupported, insecure, or otherwise non-compliant with this policy.

Unauthorized, unlicensed, or personally obtained software **or AI tools** are strictly prohibited from being installed or used on PCCLD systems **or for PCCLD business purposes**.

Failure to comply with this policy may result in the removal of unauthorized software **or AI systems** and may lead to disciplinary action in accordance with PCCLD policies and employee guidelines.



PUEBLO CITY-COUNTY Library District

INFORMATION TECHNOLOGY

05.03.01.P1 Software Licensing and Management Procedures

Software Request and Intake

All software must be formally requested prior to acquisition or installation. Requests must be submitted using the PCCLD Software Vetting Checklist and Intake Form and must include business justification, intended use, user scope, data classification, and deployment type. No software may be installed, purchased, or subscribed to outside this process.

Vendor and Security Review

The IT Department is responsible for reviewing vendor background, software security posture, and known vulnerabilities. This includes evaluation of vendor reputation, patch practices, support lifecycle, and publicly disclosed security issues. Software presenting unacceptable security or privacy risk may be denied or require documented risk acceptance.

AI Risk Governance and Evaluation

The PCCLD Hybrid AI Risk Matrix serves as the District's formal governance framework for evaluating artificial intelligence (AI) tools and use cases. This matrix integrates the NIST AI Risk Management Framework (AI RMF 1.0) with the ISO/IEC 42001 Artificial Intelligence Management System standard.

The NIST AI RMF provides principle-based guidance across the functions of Govern, Map, Measure, and Manage to address socio-technical risks such as bias, hallucinations, and unintended outcomes. ISO/IEC 42001 complements this approach by establishing structured, audit-ready controls aligned to the Plan-Do-Check-Act (PDCA) cycle, ensuring accountability, documentation, and continuous improvement.

This hybrid model establishes a defensible standard of institutional diligence. It supports compliance with Colorado SB 24-205 by demonstrating reasonable care through a documented, repeatable process for evaluating AI technologies, mitigating high-risk use cases, and maintaining an auditable decision trail aligned with both international standards and state requirements.

The AI Work Group, in coordination with the IT Department, will utilize the PCCLD Hybrid AI Risk Matrix (05.03.01.P1) to evaluate, document, and approve all AI tools and use cases prior to procurement, deployment, or organizational use. This matrix must be used for all new AI tools and material AI feature changes prior to production deployment.”

That ties the theory to a concrete trigger Standard evaluation and review timelines will not exceed 90 days unless otherwise escalated.

Licensing Review

The IT Department evaluates software licensing models and terms, including usage limitations, audit rights, renewal requirements, and financial exposure. Licenses with unclear terms or aggressive audit enforcement may be escalated for additional review.

Review and Approval

All software requests and IT findings are reviewed by the Change Advisory Board (CAB). Utilizing the hybrid risk matrix, the CAB makes recommendations on approval, denial, conditional approval, or risk acceptance. Approved software may only be deployed by the IT Department. Before new AI-related software or applications can be approved, recommendations must document the results of the PCCLD Hybrid Software and AI Risk Matrix (05.01.01.F1) and submit them for review by the executive director or their designee.

Testing and Pilot (When Applicable)

For high-impact or high-risk software, the IT Department may require limited pilot deployment, security testing, or compatibility validation prior to full approval.

Inventory and Ongoing Management

The IT Department maintains a centralized inventory of approved software and licenses. License usage and compliance are monitored periodically. Software renewals, vendor changes, and emerging risks are reviewed as part of ongoing management.

AI Usage and Platform Requirements

All AI software, tools, and use cases must be formally evaluated and approved through the PCCLD Hybrid AI Risk Matrix (05.03.01.P1) and must be deployed within PCCLD's designated AI platform environment.

Use of unauthorized AI tools or platforms for PCCLD-related work is strictly prohibited. This includes any AI system not reviewed and approved through the established governance process, regardless of whether it is free, web-based, or externally hosted.

No AI tools may be installed, accessed, or used on PCCLD systems or for PCCLD business purposes without prior approval.

Exceptions and Enforcement

Exceptions to these procedures must be documented and reviewed/approved by the CAB, the Director of IT or Executive Director (or designee). Unauthorized or unmanaged software is subject to removal. Failure to comply with these procedures may result in disciplinary action.



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Access to Library Services

03.01.02 Internet Access and Acceptable Use

PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's website remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases, ~~and~~ computer software, and emerging technology or artificial intelligence (AI) tools are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's Acceptable Internet Use Agreement: and all guidelines governing the use of emerging technologies and AI.

PCCLD upholds and affirms the right of adults to have access to constitutionally protected materials. Customers accessing the Internet or using emerging technologies and AI tools are responsible for complying with all applicable federal, state, and local laws and regulations. PCCLD uses internet filtering software on youth accounts (ages 17 and under) to comply with the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes §§24-90-601 through §§24-90-606. Parents/guardians may request that CIPA filtering for their child(ren) be turned off, as described in PCCLD's Acceptable Internet Use Agreement.

Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others and misuse of emerging technologies or AI tools. Violations may result in suspension of library privileges in accordance with PCCLD's Code of Conduct.

See Also: 03.01.02.P1 *Acceptable Internet Use Agreement*
03.01.02.F1 *Internet Consent Form for Minors*
03.01.02.F2 *Request for Review of Blocked Website*
03.02.08 *Copyright and Licensing Agreements*
03.06.01 *Acceptable Library Use and Safety*



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Access to Library Services

03.01.02.G1 Guidelines for Public Use of Emerging Technologies and Artificial Intelligence (NEW)

The Pueblo City County Library District (PCCLD) supports equitable access to information, digital literacy, and responsible use of emerging technologies. These guidelines establish expectations for the public use of emerging technologies and artificial intelligence (AI) tools in library spaces, and clarifies how library staff will support patrons who choose to use emerging technologies and AI. These guidelines promote privacy, safety, intellectual freedom, and a positive customer service experience.

Patron Rights

PCCLD affirms the following rights for all patrons:

1. Intellectual Freedom - Patrons may access lawful emerging technology and AI tools for learning, creativity, and personal use, consistent with PCCLD's Internet Access and Acceptable Use Policy and the American Library Association's Library Bill of Rights.
2. Transparency - Patrons have the right to know when PCCLD uses emerging technology or AI in a public facing service.
 - Emerging technology and AI enabled services will be clearly labeled.
 - Staff will disclose when an emerging technology or AI tool is assisting with a response.
3. Privacy - Patron privacy is a core library value.
 - PCCLD does not store or monitor the content patrons create with third party emerging technology or AI tools.
 - Patrons are responsible for understanding the privacy practices of external emerging technology and AI platforms they choose to use. Patrons should avoid entering sensitive personal data (e.g., financial, medical, legal, or identifying information) into emerging technology platforms and AI tools.

Staff Support

PCCLD staff provide welcoming, knowledgeable support while maintaining clear boundaries around the use of Emerging technology and AI tools.

1. Staff Can Help With:

- Basic navigation of emerging technology and AI tools
- Understanding risks, limitations, and privacy considerations
- Digital literacy instruction
- Locating authoritative sources to verify emerging technology and AI generated information
- Accessibility support (e.g., translation, reading assistance)

2. Staff Cannot:

- Create assignments, essays, or work intended for academic evaluation
- Generate legal, medical, financial, or other regulated advice using emerging technologies or AI
- Enter personal information into emerging technology or AI tools on behalf of patrons
- It is not the responsibility of staff to validate the accuracy of emerging technology or AI generated content for members of the public.
- Assist with bypassing emerging technology and AI safety features or restrictions



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Customer Conduct

03.06.01 Acceptable Library Use and Safety

PCCLD libraries are designed to provide access to customers of all ages and abilities. Customers using the library and its resources have the right to expect to obtain public library services in an orderly environment.

Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner.

Unacceptable library use by customers includes, but is not limited to, any disruptive behavior that harasses or annoys others, results in physical, emotional, or mental injury to the perpetrator or others, interferes with the library business of other customers or staff, or is illegal. This includes any activity which results in harm to library grounds, facilities, equipment, materials, or services. Unacceptable library use also includes misuse of PCCLD public use computers, networks, or emerging technologies and AI tools.

A customer demonstrating unacceptable library use will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply can result in expulsion from the library and/or suspension of library privileges. An appeal of a suspension of library privileges may be made in writing to PCCLD's Executive Director. Local law enforcement officials may be called to handle emergency situations as defined in PCCLD's "Guidelines Governing Use of the Library."

- See Also
- 03.01.02 *Internet Access and Wireless Use*
 - 03.01.03 *Public Computers and Other Equipment Use*
 - 03.05.01 *Meeting Room Use*
 - 03.06.01.G1 *Guidelines Governing Use of the Library*
 - 03.06.02 *Child Conduct and Safety*
 - 03.06.03 *Library Rules of Conduct*
 - 03.06.03.G1 *Customer Suspension Guidelines*



PUEBLO CITY-COUNTY

Library District

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Customer Conduct

03.06.03 Library Rules of Conduct

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Library Rules of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library. Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- PCCLD follows Colorado law that regulates firearms in specified sensitive places to include government buildings and places in which members of the public congregate.
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling, loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers

- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises Skateboarding, skating, or using any similar recreational device inside or outside the library
- Dispensing chemicals or noxious substances including, but not limited to, mace, pepper spray, stink bombs and tear gas

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This policy will be posted in all PCCLD libraries.

See Also: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.06.02](#) *Child Conduct and Safety*