



PUEBLO CITY-COUNTY

**Library District**

[www.pueblolibrary.org](http://www.pueblolibrary.org)

# **Organizational Scope & Purpose**



PUEBLO CITY-COUNTY  
**Library District**

# Organizational Scope & Purpose

Distinguishing characteristics between STATEMENTS and DOCUMENTS and other information:

Statements	Guiding Organizational Documents
Heading shown in blue	Heading shown in green
The bottom of the page shows Adopted date/date of Board approval. Also a revised date when the document has been modified.	The bottom of the page shows Adopted/date of board approval. Also a revised date when the document has been modified.

## GUIDING ORGANIZATIONAL DOCUMENTS

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PUEBLO CITY-COUNTY

# Library District

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## 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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## Guiding Organizational Documents

### 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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## Guiding Organizational Documents

### **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)*



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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: 06-25-2026**

*Statement # 00.01.01*

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**

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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.

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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.