

**PERSPECTIVES  
ON AI**  
EXPLORING EXPERIENCES  
WITH AI IN LIBRARY WORK

A  
**LIBRARY 2.0  
MINI-CONFERENCE**

**CaLL**  
California Libraries Learn

**CALIFORNIA  
STATE LIBRARY**

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Presenter Name(s): Robin Hastings

Session Title: Human-Centered AI: Policies and Practices to Elevate—and Safeguard—the Library Workforce

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# Human-Centered AI: Policies and Practices to Elevate—and Safeguard—the Library Workforce



# What Elevating the Workforce Means

**Less time on rote  
production tasks**

**More time for  
human-value work**

**Greater creativity  
and innovation**

**Higher-level  
professional judgment**



# Examples of Workforce Elevation

- Drafting and editing assistance
- Brainstorming programs and services
- Summarizing documents and data
- Automating routine workflows

# What Securing the Workforce Means

- Protecting professional judgment
- Protecting patron trust and privacy
- Protecting institutional reputation
- Maintaining workforce relevance

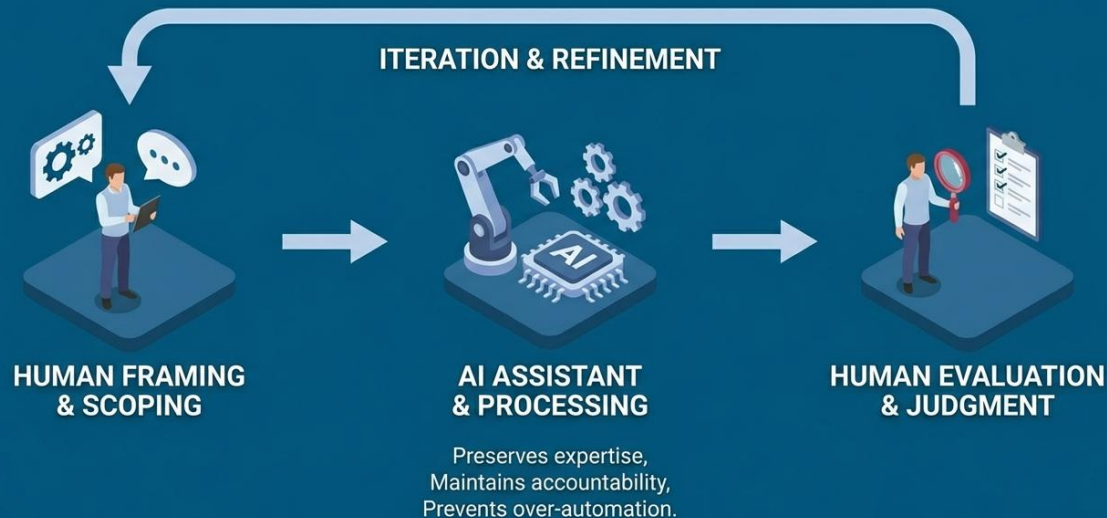
# Risks Without Guardrails

- Inaccurate or fabricated information
- Bias in outputs
- Confidential data exposure



# The Human-AI-Human Model

- Human defines task and context
- AI assists with generation or analysis
- Human reviews, edits, and owns output



**GOAL: AMPLIFICATION OF HUMAN SKILL, NOT REPLACEMENT OF HUMAN JUDGMENT.**

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# CREATING GENERATIVE AI POLICIES

A Guide for Public and Academic Libraries

ROBIN HASTINGS

<https://www.rhastings.net/ai-resources/>

# Policy as Workforce Infrastructure

- Clarifies safe and unsafe uses
- Protects privacy and data
- Builds staff confidence
- Enables experimentation
- Supports training

# Libraries Already Know This Path

- Internet adoption
- Databases and discovery tools
- Wikipedia literacy
- Automation and digital services

# The Librarian's Role in the AI Era

## LIBRARIANS AS:



# Closing: Elevate and Safeguard

- AI removes friction from routine work
- Humans remain accountable and creative
- Policy ensures trust and safety
- Libraries lead human-centered AI adoption