

AI POLICY IMPLEMENTATION CASE STUDY

From AI anxiety to operational practice

Implementing human-centered AI policy in libraries

HUMAN
JUDGMENT

THE OPERATING GAP

AI was already in the building.

Staff and patrons were already using AI.	Vendor products were adding AI features.	Shared expectations lagged behind use.
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The question was not whether AI had arrived. It was how to create room to act without losing privacy, accuracy, or accountability.

Human-AI-Human

1	2	3
DEFINE	ASSIST	REVIEW AND OWN
A person sets the purpose, constraints, context, and acceptable inputs.	AI produces bounded options, drafts, patterns, or summaries.	A person checks privacy, facts, bias, tone, accessibility, and consequences.

The final human step is where professional responsibility lives.

Policy is a system, not a PDF.

POLICY	PROCEDURES	TRAINING	REVIEW
Purpose, scope, principles, ownership, and boundaries.	Tool review, documentation, escalation, and incidents.	Practice with real decisions, privacy, verification, and disclosure.	Feedback, owners, vendor changes, and scheduled reassessment.

Three sessions, three decisions

SESSION 1	SESSION 2	SESSION 3
DEFINE	DECIDE	DEPLOY
Map current use and draft purpose, scope, and principles.	Draft guardrails, patron guidance, data protection, and tool governance.	Peer-review language, plan training, connect policies, and name rollout steps.

Proof of execution, with an honest boundary

3	14	10	19
workshop sessions	registrations	marked attendees	slides in later conference deck

The workshop was designed to produce policy drafts and implementation plans. Available records do not verify institutional adoption or board approval, so those are not presented as measured outcomes.

WHAT THIS WORK DEMONSTRATES

Policy expertise + systems design + adult learning +
change management + delivery

*The result is not only a policy template. It is a repeatable
method for turning public-service values into daily decisions
about AI.*

ROBIN HASTINGS

Human-centered technology strategy for libraries and knowledge organizations