

AI Policy in Libraries: Firsthand, Frontline Examples

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SPEAKERS



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Community Engagement Specialist
Whitby Public Library



Adam Haigh

Technology Librarian
Lower Merion Library System



Lisa Stamm

Solution Consultant
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*What type of
library are you
joining us from?*

(A) Public

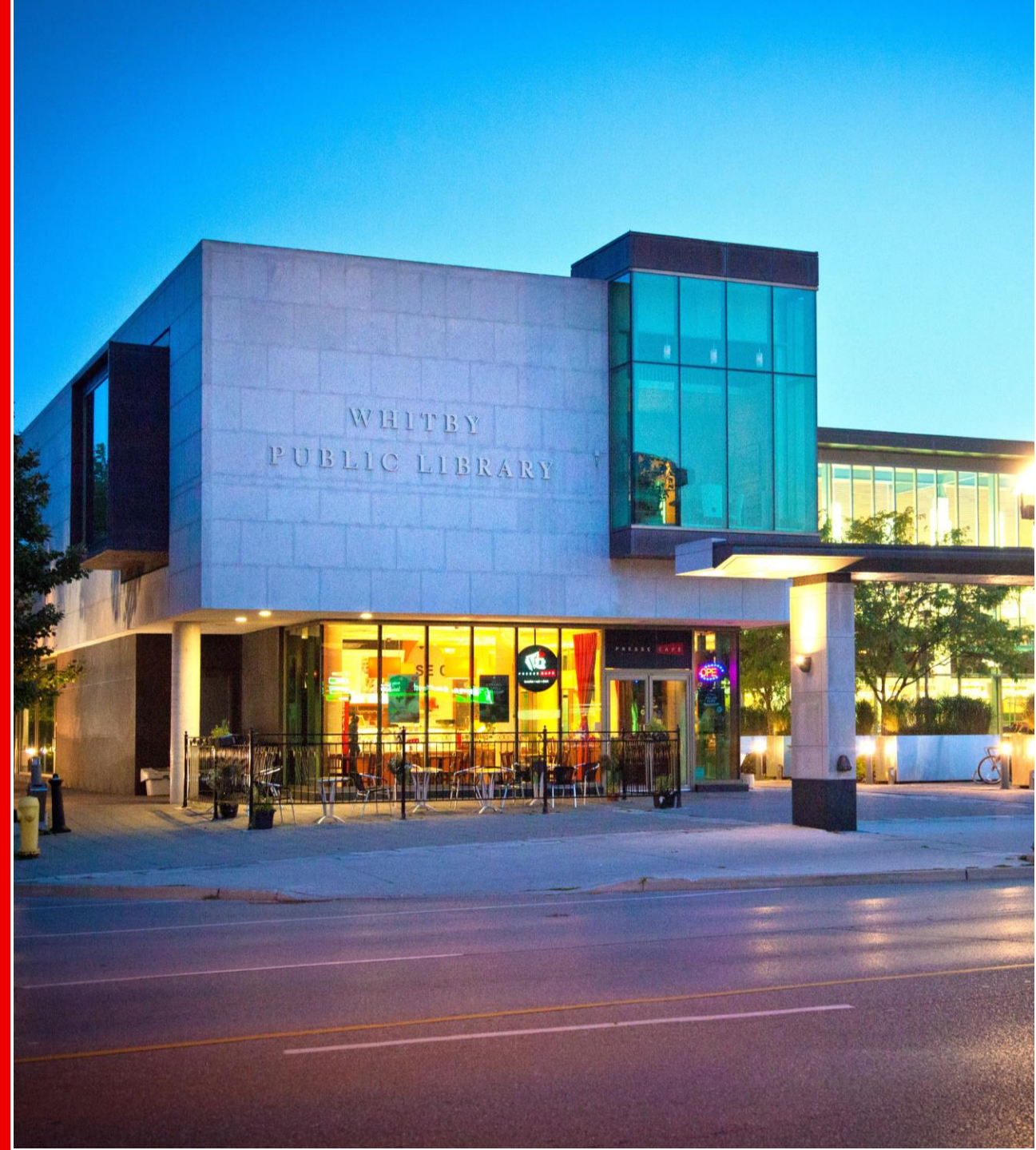
(B) Academic

(C) Special

(D) Other

Building AI Readiness from Within

Shelby Moffatt
Whitby Public Library



Why this work matters?

- AI is becoming part of daily life and public discourse
- Libraries must respond with clarity, confidence, and care
- Stronger libraries begin with informed and empowered staff
- Our goal: build comfort, competence, and capacity before public engagement

The AI Working Group

- Formed in early 2024 to guide Whitby Public Library's approach to AI
- Co-led by the Reference Librarian and Community Engagement Specialist, with oversight from a manager
- Members represent
 - Branches, main location, and systems
 - Both cautious and curious perspectives
- Provides a collaborative, staff-driven foundation for exploration

Our Approach

- Build understanding internally before developing public initiatives
- Ensure staff voices shape direction
- Prioritize ethical, transparent, and inclusive practices
- Use conversation and reflection to guide next steps



Staff Survey

Overview

Purpose: Understand staff comfort, curiosity, and concerns around AI

- Conducted Winter 2025 with 46 responses
- Questions explored comfort, knowledge, and workplace use

At a glance:

- Comfort Level: 4.8/10
 - Knowledge Level: 5.3/10
 - Used AI at work: 30%
-

Insights

How staff are using AI:

- Editing or drafting emails and reports
- Brainstorming program ideas or titles
- Summarizing large documents

Barriers to use:

- Lack of knowledge and confidence
- Ethical and privacy concerns
- Environmental impact

Staff requests:

- General information on AI and its role in libraries
 - Ethical use guidance
 - Training opportunities
-

Developing the AI Policy

- Created to guide secure, responsible, and ethical AI use at WPL
- Applies to all staff and volunteers
- Key principles:
 - Protect privacy and data
 - Maintain human oversight
 - Ensure transparency and fairness
 - Use AI as a tool, not a replacement for staff expertise

Internal Staff Training

- **Next phase:** build capacity through digital literacy training
- Using CTRL-F's Digital Media Literacy course for educators, community leaders, and adult learners
- Working Group members are completing the training this fall
- **End of November:** group debrief survey and rollout to all staff
- **December – January:** all staff to complete required training and debrief survey
- **Goal:** Strengthen critical thinking and information evaluation.



Building Internal Capacity

- Created space for questions, discussion, and experimentation
- Encouraging confidence with tools while maintaining human oversight
- Building shared understanding across all teams before engaging the public

Looking Ahead

- Continue assessing staff comfort and needs
- Explore opportunities to engage the public once the foundation is set
- Stay responsive to evolving technologies and best practices
- By investing in staff readiness, we build community trust

Closing Thought

Collaborative. Informed. Responsible.

By grounding our work in staff experience, we're preparing Whitby Public Library to navigate AI with confidence and care.



Lower Merion Library System

Adam Haigh



Bala Cynwyd Library



131 Old Lancaster Rd
Bala Cynwyd, PA 19004

Monday to Thursday	10:00 AM to 9:00 PM
Friday and Saturday	10:00 AM to 5:00 PM
Sunday	12:00 PM to 5:00 PM*

Visit lmls.org/balacynwyd or call (610) 664-1196 to verify hours, as they are subject to change

*The library is only open on Sundays from September through June



swipe to meet
the libraries

Ardmore Library



108 Ardmore Ave
Ardmore, PA 19003

Monday to Thursday	10:00 AM to 8:00 PM
Friday and Saturday	10:00 AM to 5:00 PM
Sunday	Closed

Visit lmls.org/ardmore or call (610) 642-5187 to verify hours, as they are subject to change



swipe to meet
the libraries

Belmont Hills Library



120 Mary Watersford Rd.
Bala Cynwyd, PA 19004

Monday to Wednesday	10:00 AM to 8:00 PM
Thursday	10:00 AM to 5:00 PM
Friday	2:00 PM to 6:00 PM
Saturday	10:00 AM to 5:00 PM
Sunday	Closed

Visit lmls.org/belmonthills or call (610) 664-8427 to verify hours, as they are subject to change



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Gladwyne Free Library



362 Righter's Mill Rd
Gladwyne, PA 19035

Monday to Thursday	10:00 AM to 8:00 PM
Friday and Saturday	10:00 AM to 5:00 PM
Sunday	Closed

Visit lmls.org/gladwyne or call (610) 642-3957 to verify hours, as they are subject to change



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the libraries

Ludington Library



5 S. Bryn Mawr Ave
Bryn Mawr, PA 19010

Monday to Thursday	09:00 AM to 9:00 PM
Friday	10:00 AM to 6:00 PM
Saturday	10:00 AM to 5:00 PM
Sunday	12:00 PM to 5:00 PM*

Visit lmls.org/ludington or call (610) 525-1776 to verify hours, as they are subject to change

*The library is only open on Sundays from September through June



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the libraries

Penn Wynne Library



130 Overbrook Pkwy
Wynnewood, PA 19096

Monday to Thursday	10:00 AM to 9:00 PM
Friday and Saturday	10:00 AM to 5:00 PM
Sunday	Closed

Visit lmls.org/pennwynne or call (610) 642-7844 to verify hours, as they are subject to change



swipe to see
LMLS local impact

Overview of the LMLS Process

- Formed in September 2025
- Consisted of Director of Libraries, Technology Librarian, Adult Services/Reference Librarian, 3 At-Large LMLS Board Members
- After Kick-off meeting, split into various subcommittees
 - Library Philosophy and alignment to the mission
 - Materials Selection
 - Internal Use (Me)
 - Education of Staff and Patrons (Director, and At-Large Board Member)
- Met roughly 8 times between September 2025 and April 2026



Policies Changed / Updated

Material Selection Policy

Reference Policy

Internet Use Policy

Private and Confidentiality Policy

Photography and Videography

Security Cameras –
not within a policy per se

Materials Selection Policy

Last Updated: 5/5/26

Added:

The Lower Merion Library System is committed to maintaining a collection that respects the intellectual property, knowledge, and creativity of human authors. In order to uphold this standard, LMLS will make reasonable efforts not to purchase materials that have been authored, generated, or narrated by artificial intelligence (AI).

When there is a special circumstance in which AI-generated materials are intentionally added, they will be labeled as such in the catalog. If materials already added to the collection are identified later as AI-generated, they will be labeled as such.

Link: https://lmls.org/ld.php?content_id=69312418

Reference Services Policy

New Policy as of: 4/7/26

“To uphold a high standard of service, LMLS will make reasonable efforts not to use artificial intelligence (AI) or AI-generated sources when researching answers to patron inquiries. Instead, staff will primarily rely on books, websites, and other materials which have been reviewed, vetted, or otherwise known to offer accurate, current, factual information. When there is a special circumstance in which AI-generated materials are intentionally used as a resource, staff will inform the patron that the answer was AI-generated and offer to verify the accuracy of the answer.”

Link: https://lmls.org/ld.php?content_id=84617026

Internet Use Policy

Last Updated: 3/3/26

- *“The Internet, including AI tools, contain information that is inaccurate, incomplete, misleading, or personally objectionable. Information accessed electronically may not meet the standards set by a library’s selection or collection development policy.”*
- *“The rapid evolution of artificial intelligence (AI) has had a transformative impact on the Internet. We encourage patrons to exercise caution in interacting with AI, and to carefully evaluate AI results.”*

Link: https://lmls.org/ld.php?content_id=69312145

Photography and Videography

Last Updated: 5/5/26

Staff Photography of Patrons

“Library staff frequently use photos of patrons in newsletters, fliers, or social media to promote the value and use of library programs and services. In these cases, staff should follow these guidelines...”

Added: *“Staff will not use artificial intelligence tools to change the original intent or context of photography or videography taken for the purpose of library promotions.”*

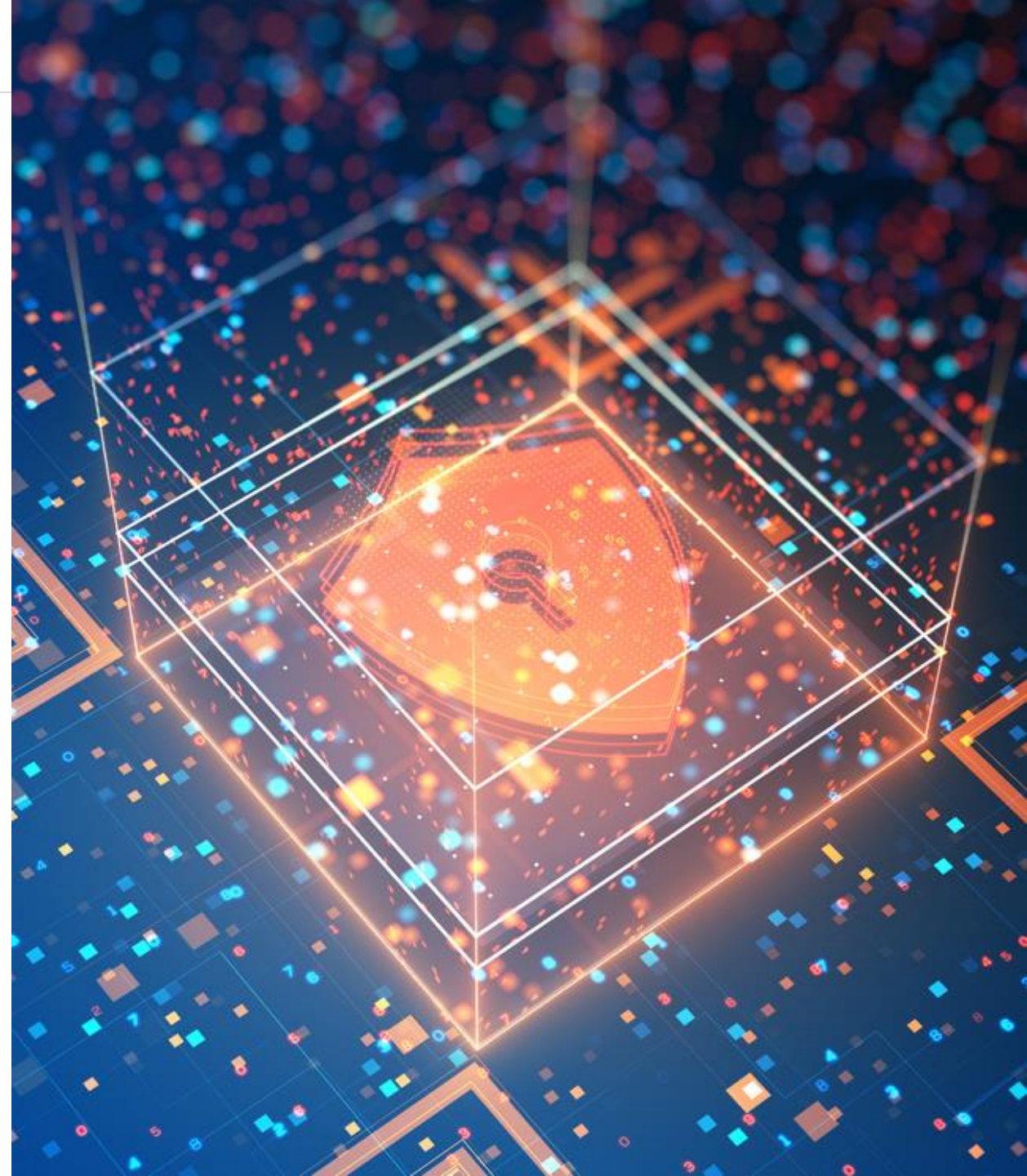
Link: https://lmls.org/ld.php?content_id=72423360

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Overview of the LMLS Process

- AI is constantly evolving - both to our benefit and against it
- We don't have to have all the answers, all of the time
- Policies are (and should be) cyclical in nature
- There is not just one approach to address the topic, as governance will play a role in how policy is shaped



Along with the tips our panelists spoke about, when it comes to AI policies in libraries, remember to:

- Create committees with cross-departmental representation.
- Invite your entire staff into the conversation, be it during all-staff or in-service days; daily mini-challenges; and by giving them ways to submit anonymous questions or concerns.
- Do everything you can to be sure that staff feels as comfortable as possible; the world has never seen technology come onto the scene and reach ubiquity so quickly. Model and encourage safe, open dialogues.
- Approach this as you would any change management: Prepare your team in advance and do ongoing check-ins and training.
- Emphasize ethical use of AI and professional accountability: AI is a tool that may be used, but staff must review its output for bias, double-check its content for accuracy, and understand that they are responsible for the final work.

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our next
webinars**



• UPCOMING WEBINAR

Next webinar

Save your seat for our next live session.



FEATURED SESSION

Becoming an AI Superuser in Libraries

Where to Start, What to Work On



DATE & TIME

September 23, 2026 • 11:00 AM CT



SPECIAL GUEST PRESENTER

Migell Acosta — Director, San Diego County Library

REGISTER TODAY - LINK IN CHAT

Q & A



Thank You

Contact Information

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