

# Building an AI Governance Framework

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## Contact

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## Workshop Materials

**Downloads:** <http://glenhorton.com/slides>

1. **Slide deck:** All presentation slides
2. **Narrative:** The workshop content in a narrative format. Include this document with other relevant context from your library when using AI to draft assessments, use cases, policies, etc.
3. **AI instructions:** Suggested AI prompts and workflows helpful for drafting AI governance for your library.
4. **Handout:** (this document)

## Activity 1: Map a Strategic AI Use Case

1. **Select a library workflow:** Choose one specific area of library operations (e.g., the reference desk, cataloging, marketing, or community outreach).

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2. **Pitch a use case:** Identify a potential AI use case within that workflow. Determine whether this is an "Efficiency AI" project aimed at saving time on a current task, or an "Opportunity AI" project aimed at creating a brand-new service or capability.

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3. **Evaluate the risk:** Apply the "human-in-the-loop ladder" to this use case. Determine if the risk level is low, medium, or high. Why?

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4. **Determine the tooling strategy:** Discuss whether the library would likely need to "buy" an off-the-shelf vendor solution for this use case or "build" a custom solution, keeping in mind data control, privacy, and integration needs.

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## Activity 2: AI Policy Matrix

Brainstorm one AI scenario in your library for each of the **forbidden**, **allowed**, **required**, and **encouraged** rules below.

**Forbidden:** What is an action the staff member absolutely cannot do? (e.g., "It is forbidden to enter a patron's name, ID number, or specific research topic into a public, unvetted AI tool.")

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**Allowed:** What is a permissible use of the technology? (e.g., "It is allowed to use the library's enterprise-licensed AI assistant to synthesize publicly available government documents.")

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**Required:** What mandatory safeguard must be in place? (e.g., "It is required that a staff member cross-check all AI-generated reference answers against authoritative primary sources before delivering them to a patron.")

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**Encouraged/Celebrated:** What positive behavior should be promoted? (e.g., "Staff are encouraged to share effective AI prompts with their department to improve collective workflow efficiency.")

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