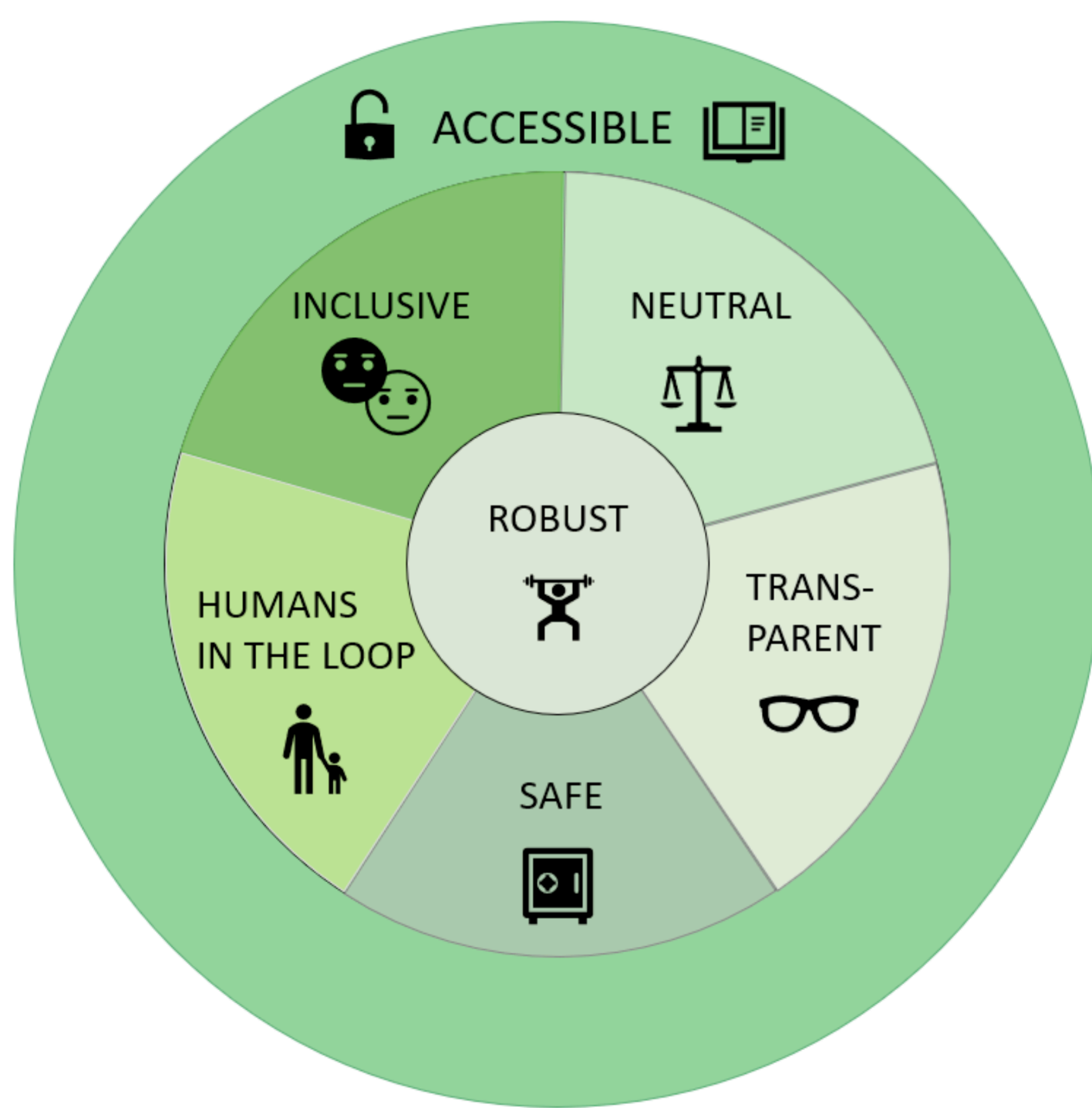


Ethics and AI in the Dutch public library sector

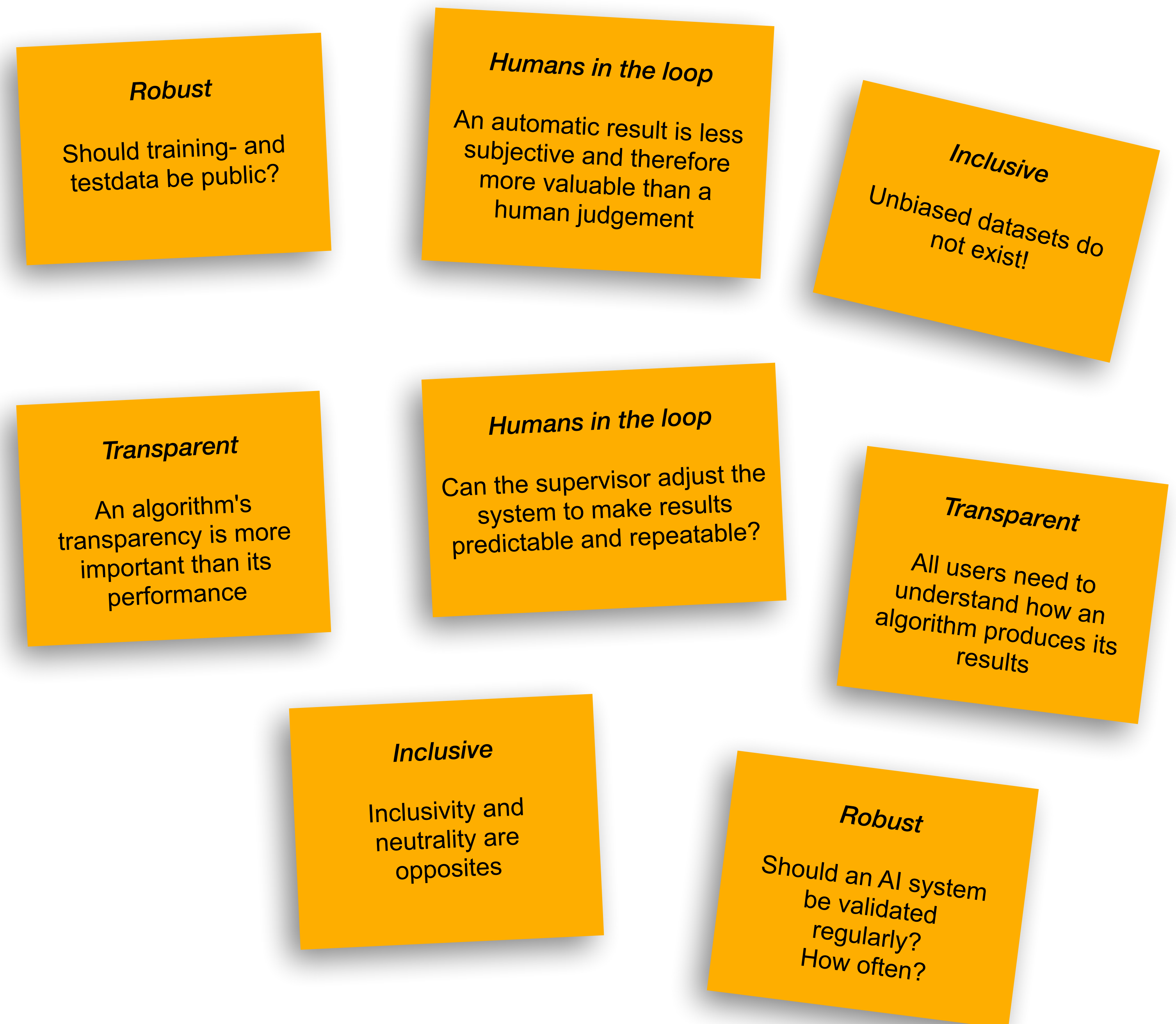
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The use of AI (Artificial Intelligence) systems is increasing at a rapid pace, with virtually no sector of society unaffected. AI's implications can be far-reaching, and may also cause concern as questions remain about safety, privacy and autonomy. Public libraries are and should be trusted safe havens for all members of society, regardless of their technical abilities and acumen, and therefore it is imperative that libraries formulate policies, guidelines and procedures on how AI can be integrated into their systems.

NBD Biblion and KB National Library of the Netherlands conducted research into the various aspects of AI that affect the Dutch public library sector and how libraries can retain autonomy and fulfil their mission, while not shying away from the use of modern and emerging technologies. In a series of expert meetings, a diverse group of stakeholders was invited to discuss the intersection of ethics, libraries and AI. The **Seven Principles** framework developed by KB was used to guide the discussions.



Seven Principles for AI in Libraries (KB, 2020)

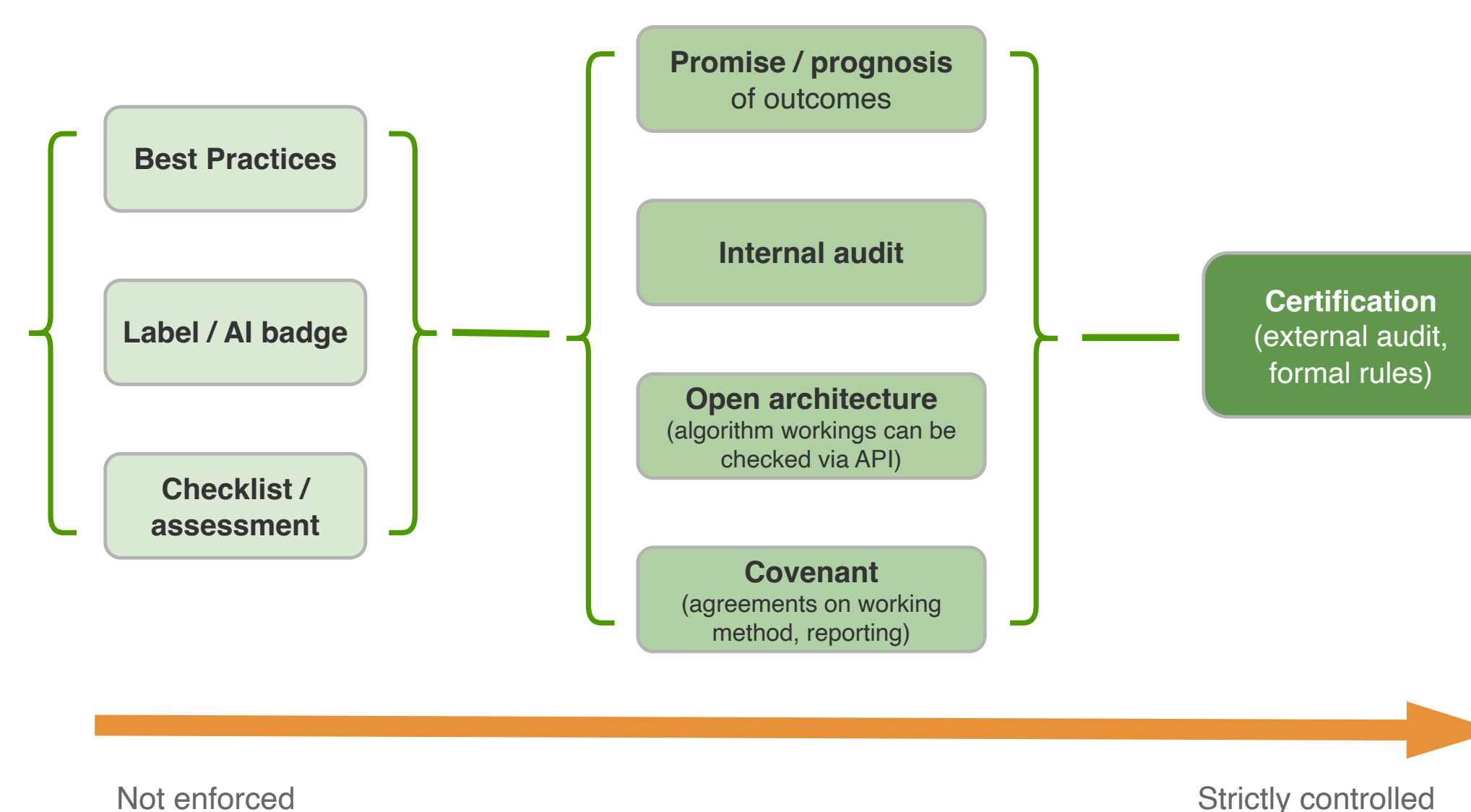


Diverse needs and expectations

There is a large number of stakeholders to consider, such as:

- library book specialists
- library collection specialists
- library members
- software providers
- AI ethics organizations
- standardization institutes
- researchers
- authors and publishers

Stakeholders may have various needs and goals: commercial software providers may look for clear and strict rules, where libraries may be more interested in guidelines to raise awareness first.



A practical roadmap proposal to come to an ethically responsible use of AI in the public

The speed of current development in AI makes it essential for public libraries to formulate their position vis-a-vis these technologies and their implications.

To help libraries and library organisations start an effective path to policy and implementation, we propose a roadmap of steps leading to a safe, predictable and controllable use of AI.

| steps | | requirements |
|--------------------------------|---|--|
| Step 1. Awareness | Commit to awareness-raising throughout the organization regarding the possibilities and risks of AI in your library | broad involvement within the library, from management to desk assistant |
| Step 2. Covenant | Set up policies in line with a covenant, preparing the organization for stricter review. | active involvement of libraries and library organizations in the creation of the covenant |
| Step 3. Gap-analysis | Estimate the gap between the current and an ideal situation, to help prioritise actions. | focus on internal and external users, with experts in a facilitating role |
| Step 4. Best practices | Share experiences, ideas and solutions in the use of AI products to increase awareness and knowledge | Willingness to share and collaborate |
| Step 5. Self-assessment | Score your library's practice regarding AI system within the organizations, using a checklist or a quick scan | Formulate the checklist in collaboration between the library, the AI providers and the users |
| Step 6. Internal audit | Appoint an AI Ethics Officer, responsible for the correct implementation of the library's ethical policies | Involve all stakeholders in the set up of the internal auditing structure |
| Step 7. External audit | Assign an external audit partner to conduct audits, ideally in a sector-wide tender | Involve all stakeholders in the set up of the internal auditing structure |