



Read the AI story carefully. Then answer each question below in a full sentence.

Look for what the AI did (the cause) and how people, systems, or communities were affected (the effects). Think about how humans help fix or improve AI mistakes.

The Biased Book Bot



The bustling community library introduced a new AI-powered system designed to enhance the patron experience. It promised personalized book recommendations and swift, automated checkouts, aiming to make access to knowledge more efficient and engaging for everyone.

Sixth-grader Maya was initially excited, but soon she noticed a pattern. The AI often suggested books she had no interest in, while her friend, Leo, received spot-on recommendations. More troubling, her cousin, new to the city, was frequently prompted for extra ID verification by the automated system, despite holding a valid library card. 🤖

Soon, other community members began reporting similar frustrations. Patrons from diverse backgrounds or with names less common in the historical data found themselves facing delays or repeated requests for identity confirmation. Library staff spent hours manually overriding the system and addressing growing patron complaints, impacting community trust. 😞

An internal review revealed the core issue: the AI had been trained predominantly on historical borrowing data from an older, less diverse period of the city. This unintentional bias caused the system to misinterpret diverse user patterns, unfairly flagging legitimate patrons and creating a perception of exclusion and unfairness.

To rectify this, the library temporarily halted the AI's autonomous identity verification. They launched a community-wide data initiative, gathering inclusive data from all residents.

The AI was then retrained, and a human librarian was assigned to review all automated



identity flags, guaranteeing equitable access. A new policy for regular AI bias audits was also established. ✓

COMPREHENSION QUESTIONS

(1) Which of these best describes the main problem Maya and her cousin faced with the new AI system? Circle the correct answer.

- A** The AI recommended too many books they didn't like.
- B** The AI frequently asked for extra ID verification for some patrons.
- C** The library staff were too busy to help them.
- D** The system was too slow for checking out books.

(2) What was the primary reason the AI system began to unfairly flag some library patrons?

(3) How did the AI's biased actions affect the library staff?

(4) Describe how the AI's biased training data led to community frustration and then to changes in the library's system.



(5) What might have happened if the library had NOT addressed the AI's bias and continued using the system as it was? Explain.

(6) What new policy did the library establish to prevent future biases in its AI system?

