

LEAGUE OF AMERICAN ORCHESTRAS AI USE POLICY

Updated April 2026

Reviewed on a quarterly basis

OVERVIEW

The League of American Orchestras has reviewed AI tools that can enhance our mission to support orchestras while maintaining our commitment to human creativity, expertise, and judgment. We intend to use AI tools to enhance efficiency, support content development, and assist with administrative tasks—always guided by strategic intent and responsible, ethical, and sustainable practices reviewed by our team prior to use. While AI can contribute meaningfully to our work processes, all final content and strategic decisions are shaped by human expertise and aligned with our organizational values.

Our Core Principles:

- AI assists and augments human creativity, judgment, and expertise
 - AI maximizes efficiency without compromising quality or our commitments
 - AI creates opportunities for our staff to focus on higher-level strategic work
 - Our use of AI will support the arts community while respecting the irreplaceable value of human creativity
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SCOPE

This policy applies to all League staff, contractors, and third-party vendors producing work with or for the League. All AI use is subject to existing League policies including those within our Employee Handbook. Failure to comply may result in disciplinary action, up to and including termination.

REQUIRED PRACTICES

Human Oversight

- All AI-generated content must be reviewed, fact-checked, and refined by qualified staff
- No work product should be generated completely from AI without human input and verification
- Staff must independently verify sources and claims made by AI tools. Final responsibility for all content remains with the publishing staff member

Data Protection

- Never input confidential League data, member information, or personally identifiable information into any AI tool
- Never input proprietary program materials, strategic documents, or sensitive organizational information
- When uncertain about data sensitivity, consult with the Executive Director or VP of Finance
- Treat any AI input as equivalent to third-party disclosure

Quality and Accuracy

- Review content for potential bias, particularly regarding cultural representation
- Ensure alignment with League values of diversity, equity, and inclusion

- Staff should ensure that any content driven by AI maintains professional tone and organizational voice

Intellectual Property

- Do not use AI to create content based on copyrighted materials without proper rights
- Verify that AI outputs do not infringe on others' intellectual property
- Provide appropriate attribution when required
- Respect the creative rights that our member orchestras depend upon

PROHIBITED USES

- Employment decision-making (hiring, promotion, salary decisions)
- Creating deceptive, discriminatory, or misleading content
- Impersonating individuals or organizations
- Generating content that contradicts League values or advocacy positions
- Bypassing security protections or accessing unauthorized information
- Input member orchestra contact lists into any AI tool
- Using AI to draft sensitive HR communications
- Generating final marketing materials without human review and editing
- Input into confidential strategic planning documents
- Using AI to make decisions about conference speakers or award recipients

TRAINING REQUIREMENTS

All staff using AI tools must complete training covering:

- AI literacy and capabilities
- Effective prompting techniques
- Ethical considerations and bias awareness
- Approved tools and their proper use
- Data protection requirements
- Quality control and fact-checking procedures

ADDRESSING COMMON CONCERNS

Environmental Impact

We acknowledge concerns about AI's environmental footprint. The League will regularly assess the environmental impact of our AI usage, prioritize tools with transparent sustainability practices, balance efficiency gains against environmental costs, and monitor developments in sustainable AI technologies.

Quality and Human Creativity

AI serves as a starting point or assistance tool, never a replacement for human judgment. Creative and strategic decisions remain under human control, maintaining our commitment to supporting human creativity in the arts. Quality control processes should be enhanced not diminished by AI assistance.

EXTERNAL MESSAGING

The League will model thoughtful AI decision-making rather than taking advocacy positions on AI technology itself. We will focus on demonstrating responsible AI adoption, supporting member organizations in their AI considerations, and balancing innovation with protection of human creativity.

POLICY UPDATES AND QUESTIONS

This policy will be reviewed quarterly and updated as needed to address technological developments, legal requirements, and community feedback.

For questions, technical questions, or to report policy violations, contact: Andrew Clark, aclark@americanorchestras.org

APPROVED AI TOOLS

The League draws a distinction between the use of AI when using proprietary information and general use. Proprietary information includes member data, constituency meeting content, board meeting content, internal benchmark and pricing information, financial information, or any other data not made public in another forum.

The following tools are approved with a business license, requiring that input is opted out of data training:

- **For full staff:** Claude
- **For smaller group of staff:** ChatGPT (request if needed)

The following tools are an inexhaustive list of tools that staff may use without a business license as they have no concerns around data training and confidentiality:

- Microsoft Co-Pilot (in licensed Office 365 environment)
- Adobe Creative Cloud (AI features)
- Canva (including Magic Write)
- Grammarly/GrammarlyGO
- Notion AI
- Airtable AI

All other AI tools are prohibited for use with proprietary League information in without written approval Executive Director or Vice President of Finance & Administration. Staff are prohibited from purchasing a business license for any other tools without written approval from Executive Director or Vice President of Finance & Administration.

We have gathered some potentially useful tools for staff – we will try to keep this current with new or discovered tools to help connect staff with useful.

- ChatGPT Deep Research – one example of a common tool that researches across academic and citeable sources
- Google Notebook LM – an LMM that can provide answers only with information you feed it. This may be valuable if you are trying to feed many documents into somewhere with the information not influenced by other trained information
- Gamma – presentation generating AI. It currently does not handle our PowerPoint template but it is very useful at creating presentation ready graphics and charts in a slide deck setting
- Napkin – Specializes in creating visuals from text
- Lovable – micro-website generation using simple commands. Great tool for limited or single use website needs

- Guidde – AI recording tool to create video and text walkthroughs and process documents. Will simply follow what you do in your browser and generate a process document
- Zapier – not exactly an AI tool but an automated connector that works well with most AI tools

This policy was developed with input from staff, leadership, and industry best practices. It incorporates lessons learned from our pilot AI usage and addresses concerns raised by our community.

APPENDIX A: Claude Resources

This appendix is a repository for tips and tricks for using Claude, resources for training, and League-specific protocols.

Claude is an LLM that excels at complex reasoning, coding, creative writing, and analyzing large documents or images, often used for summarizing, coding, and workflow automation. It can process and remember very long conversations and documents, making it particularly strong for working with lengthy reports, codebases, or maintaining context across complex projects.

While Claude is great at breaking down complex problems, it should also let you know if it can't help with something and will often suggest alternative approaches.

Company Settings

- Claude will remember previous chats and context for your work. This can be stored in your normal prompt chat, in Artifacts, and in Projects.
- **Ask your org** — searches through all connected sources, including Microsoft products, and provides sources. Consider when you are not sure which system holds the information you need.

Individual Set Up

Style — In the prompt window, select the + sign, and you can direct the response to take certain things into account, most significantly Style. While it comes with a few out-of-the-box Styles, you can also create your own or use a shared one for League external materials. We encourage you to play around with these Styles to get a sense for which ones work for different prompts.

Prompts

Claude works best when being very specific in the prompts. Provide as much detail as you can in terms of context, what you want it to give you, and in what format.

It is helpful to use signifiers such as "You are a program officer" or "Give me five steps to accomplish this." It will provide what you asked for either way but it will save time, provide better results, and generate less unnecessary output.

Some recommended prompt additions:

- "Who" is Claude answering as
- Who is the audience in the context of the prompt (i.e., You are a finance leader, please provide an analysis of this document with the board of directors in mind)
- Tell it how to reason — tell it the different angles and approaches it should think through. This ensures a well-rounded answer
- Request sources or ways it reasoned — Claude can give you background as to how it got to its answers so that you can verify and check against sources as specified in League policy. If it is using incorrect reasoning or a source you don't want included, you can respond in the prompt to update it.

- When creating a document, provide an example of template and tell it to create it in that style. It can interpret both the format and the language of the uploaded document. This may be possible using a Skill.
- Tell it to use a specific Skill so that the document will be properly formatted (see below for detail)

Team Projects & Use

- **Create dedicated Projects for different teams or initiatives.** Upload relevant organizational documents, style guides, and context materials that Claude can reference. This ensures consistent, informed responses across work without re-explaining context each time. You can add anyone else in the organization to a Project to work collaboratively.
- **Develop effective prompt templates.** Work with your teams to create reusable prompt templates for common tasks (report generation, data analysis, meeting summaries). Include specific instructions about tone, format, and required elements. The more specific your prompts, the better Claude's outputs will align with your needs.

Claude-Specific Features

- **Cowork** - an agentic AI desktop tool designed for non-technical users to automate complex, multi-step tasks directly on their computers
- **Code** - an agentic, terminal-based AI coding assistant. It acts as an autonomous pair programmer that understands your entire codebase, edits files, runs terminal commands, and manages Git workflows directly
- **Skills** – if you have to provide specific context on a regular basis, you can have Claude create a “Skill” import. This Skill can be deployed as you do subsequent prompts. For example, we have created two organization-wide prompts, “League House Style” and “League Powerpoint” – if you want to organize notes and have the output in the League style, you would ask “Organize these notes using the League House Style skill”
 - A very detailed guide to building skills: [Walkthrough Guide](#)
- **Artifacts** - interactive apps that emerge from your conversations with Claude. They let you generate material like code, documents, and apps from [Claude](#) app chat. These are great for when you want to quickly spin up any kind of digital product
- **Extended Thinking** — This is similar to deep research tools — it takes a slower, more methodical approach and automatically expands the explanations of the response. This can be toggled on in the prompt — click on the drop-down next to the model name to toggle this feature on
- **Design** – Only available on the web version, this is a prototyping tool that transforms text descriptions into interactive web UIs, slide decks, and one-pagers

Claude Resources & Trainings

- [Anthropic Academy](#)
- [Claude for Nonprofits](#)
- [Getting Started at Work](#)

- [Claude for Finance](#)
- [Claude for Marketing](#)
- [Creating and editing files](#)
- [Creating Skills through conversation](#)
- [Claude Research tool](#)
- [Artifacts](#)
- [Use Cases](#)
- [Tutorial Videos](#)

Three decisions shape every interaction with Claude — **which mode you open**, **how you write the prompt**, and **what you do with the answer**. This page synthesizes those decisions into one flow tuned for the realities of nonprofit work: grant narratives, board materials, donor communications, program reporting, and the long tail of writing every small team carries.

INTERNAL REFERENCE · 2026

1 CHAT

Quick questions, drafting on the fly.

Browser, phone, or desktop. You type, Claude answers. No memory between sessions — every chat starts blank.

USE WHEN

- Brainstorming a thank-you note or program name
- Summarizing a single article or email thread
- Quick research questions, one-off rewrites

2 COWORK

Real work on real files, on your desktop.

Desktop app only. Claude reads a folder you choose and creates new files in it. Requires a paid plan (~\$20/mo).

USE WHEN

- Drafting a grant LOI from prior reports
- Reformatting a donor list or board roster
- Long, multi-file writing sessions

3 PROJECTS

A saved workspace your team can return to.

Upload your files and instructions once; Claude remembers them across every chat inside that project.

USE WHEN

- Recurring work — newsletters, board packets, reports
- Onboarding a tone-of-voice and style guide
- Shared context for multiple staff to draw on

The Four Phases of a Strong Prompt

Once you've chosen a mode, follow the same flow every time. Each phase has a small number of habits — the difference between a generic answer and a usable draft is almost always Phase 1.

1

BEFORE THE PROMPT

Set the foundation

HABIT 01 · BE DIRECT

Say exactly what you want.

State the deliverable, the audience, and the length up front. No filler.

TRY

"Write a 5-sentence summary of this board report for our individual donors."

HABIT 02 · PROVIDE CONTEXT

Ground it in real material.

Paste or attach the actual document, audience profile, or last year's version.

TRY

"Here is the FY25 program summary and our donor segments. Draft an appeal letter."

HABIT 03 · SET BOUNDARIES

Define scope, length, format.

Word counts, sections, what to leave out. Mention compliance or funder rules.

TRY

"Under 300 words. No jargon. Do not mention specific donor amounts."

2

STRUCTURE THE PROMPT

Control the output

HABIT 04 · LOCK IN A PERSONA

Tell Claude who's writing.

Role + audience + tone. The League's voice is institutional, warm, declarative.

TRY

"You are a development director writing to longtime patrons. Formal but warm."

HABIT 05 · CONTROL THE FORMAT

Ask for the shape you need.

Bulleted summary, two-column table, cover letter, email — name it.

TRY

"Return a markdown table with columns: Program, Reach, Outcome, FY26 Ask."

HABIT 06 · MAKE IT PERSONAL

Bring your situation in.

Your org's size, mission, constraints. Avoid prompt conflicts — one ask at a time.

TRY

"We're a 12-person regional orchestra with a \$2M budget. Audience: family foundations."

3

AFTER THE RESPONSE

Refine the result

HABIT 07 · CHALLENGE & REFINE

Ask what's missing.

Don't accept the first draft. Ask for risks, omissions, tone issues.

TRY

"What's the weakest paragraph? What would a skeptical funder push back on?"

HABIT 08 · ITERATE IN LAYERS

Go deeper one step at a time.

Fix the structure first. Then the tone. Then the line edits. Not all at once.

TRY

"Keep the structure. Now tighten paragraph 2 and make the close more direct."

HABIT 09 · VERIFY & FACT-CHECK

Treat numbers and quotes as drafts.

Claude can be wrong. For grants, board memos, and press, confirm against source files.

TRY

"Cite which paragraph of the attached report each statistic comes from."

4

BUILD A SYSTEM

Get leverage

HABIT 10 · SAVE REUSABLE CONTEXT

Write your About-Us once.

Mission, voice, donor segments, prior reports. Drop into a Project or Cowork folder.

TRY

Files: about-us.md, voice-guide.md, fy25-impact.md — referenced in every chat.

HABIT 11 · SEPARATE THINKING FROM FINAL

Reason first, write second.

Ask for an outline or argument before the prose. Catches structural problems early.

TRY

"Outline the case for support in 5 bullets. Wait for my approval before drafting."

HABIT 12 · MANAGE CONTEXT

Keep prompts focused.

Long chats drift. Start a fresh chat for each new task; carry forward only what's needed.

TRY

Summarize the prior chat in 5 bullets, paste into a new chat, continue from there.

GETTING SET UP · 30 MINUTES

A one-time setup that pays back every week.

- 1

Install the **Claude desktop app** at claude.com/download.
- 2

Choose a paid plan if you want **Cowork** or **Projects**.
- 3

Create a folder: **Claude-Cowork**, with subfolders for each program.
- 4

Write **about-us.md** — mission, voice, who we are.
- 5

Write **voice-guide.md** — tone rules, words to avoid.
- 6

Add **prior-work/** — past grants, reports, appeals.
- 7

In **Projects**, paste those files plus a one-paragraph instruction.
- 8

Save 2–3 reusable prompts your team will return to.

NONPROFIT GUARDRAILS

Five rules before anything goes external.

- Never paste donor PII** — names, gift amounts, contact details — into a chat.
- Funder confidentiality first.** Check grant agreements before uploading reports.
- A human signs every external word.** Claude drafts; staff approves.
- Disclose AI assistance** where your funders or board expect it.
- Verify every statistic and quote** against source documents before publishing.

APPENDIX B: Current & Practical Uses

Administrative Functions

- Database Management: Building scripts to move data between systems (e.g., speakers from prospective to known status)
- Content Processing: Processing feedback forms and survey responses more efficiently
- Communications: Drafting solicitation letters, program marketing text, and routine correspondence
- Editing Support: Grammar checking, writing suggestions, and copy refinement
- Writing email subject lines for member communications
- Summarize board meeting transcripts
- Refining grant applications
- Use AI to identify trends in member feedback surveys (anonymized data only)

Program and Creative Support

- Content Development: Assistance with writing blocks and variation in routine writing tasks
- Survey Creation: Developing questionnaires and feedback instruments
- Program Design Support: Brainstorming and initial drafting (always refined by human expertise)

Research and Analysis

- Information Gathering: Research assistance and preliminary analysis
- Technical Support: Software functions, coding assistance for Excel, databases, etc.

FUTURE CONSIDERATIONS

Potential Expanded Uses (Under Evaluation)

- Automated meeting minutes and note-taking
- Enhanced member database integration
- Advanced policy research and analysis
- Donor acknowledgment process automation
- Image and video cataloging systems

APPENDIX C: AI Policy Framework: Types of Artificial Intelligence Systems

Overview

This section establishes definitions and classifications for different types of artificial intelligence systems to ensure consistent policy application across varying AI technologies and use cases.

AI System Classifications

1) Generative AI

- **Definition:** AI systems designed to create new content, including text, images, audio, video, code, or other media based on training data and user prompts.
- **Characteristics:**
 - Produces novel outputs that did not exist in training data
 - Operates through probabilistic generation processes
 - Can create human-like content across multiple modalities
 - Examples: Large language models, image generators, music composition systems
- **Policy Considerations:**
 - Content authenticity and provenance tracking
 - Intellectual property implications
 - Potential for misinformation generation
 - Creative industry impact assessments

2) Discriminative AI

- **Definition:** AI systems that classify, categorize, or make predictions about input data without generating new content.
- **Characteristics:**
 - Analyzes existing data to make determinations
 - Outputs classifications, scores, or binary decisions
 - Typically used for recognition and prediction tasks
 - Examples: Spam filters, medical diagnostic tools, fraud detection systems
- **Policy Considerations:**
 - Accuracy and bias in decision-making
 - Transparency in classification criteria
 - Appeals processes for automated decisions
 - Impact on affected individuals and communities

3) Narrow AI (Artificial Narrow Intelligence)

- **Definition:** AI systems designed to perform specific, well-defined tasks within limited domains.

- **Characteristics:**
 - Specialized functionality with clear boundaries
 - High performance within specific domains
 - Cannot generalize beyond intended applications
 - Currently represents the majority of deployed AI systems
- **Policy Considerations:**
 - Task-specific safety requirements
 - Domain expertise validation
 - Limited scope of liability and oversight

4) Multimodal AI

- **Definition:** AI systems that can process, understand, and generate content across multiple types of data (text, images, audio, video).
- **Characteristics:**
 - Integrates information from various input types
 - Can translate between different modalities
 - Provides richer contextual understanding
 - Examples: Vision-language models, audio-visual processing systems
- **Policy Considerations:**
 - Cross-modal bias and fairness concerns
 - Privacy implications across data types
 - Accessibility and inclusive design requirements

5) Foundation Models

- **Definition:** Large-scale AI models trained on broad datasets that serve as the basis for multiple downstream applications.
- **Characteristics:**
 - Trained on diverse, large-scale datasets
 - Adaptable to various tasks through fine-tuning
 - Significant computational and data requirements
 - Form the backbone of many AI applications
- **Policy Considerations:**
 - Centralized points of control and influence
 - Evaluation and auditing at scale
 - Resource concentration and market dynamics
 - Downstream application responsibility chains

6) Autonomous AI Systems

- **Definition:** AI systems capable of operating independently in dynamic environments with minimal human intervention.
- **Characteristics:**
 - Real-time decision-making capabilities
 - Environmental sensing and response
 - Goal-directed behavior
 - Examples: Autonomous vehicles, robotic systems, automated trading systems
- **Policy Considerations:**
 - Safety-critical operation requirements
 - Human oversight and intervention capabilities
 - Liability frameworks for autonomous actions
 - Ethical decision-making protocols