Policy Type: Operational   Policy Number: OP **– 17**
Policy Title: **Use of AI in the Library**
Previous versions:
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OP - 17 – Use of AI in the Library

Purpose:
The Hanover Public Library (the library) uses Artificial Intelligence (AI) to extend its services online and in print, to reach and communicate with people through a broad range of media channels, and to promote its image as a vital, relevant, accessible, welcoming, inclusive and technologically-connected community hub.

Scope:
This policy applies to all AI-based systems, tools, and applications implemented by the library. It covers AI-powered services offered both in-person and online including future AI innovations used to facilitate library operations or outreach. All of this will help to maintain a consistent, appropriate and sustainable online presence.

Definitions:

AI – Artificial Intelligence - seeks to create "intelligent" machines that work and react more like humans. AI developments rely on deep learning, machine learnings, and natural language processing that help computers accomplish specific tasks by processing large amounts of training data to help the system recognize patterns, input data to drive predictions, and feedback data for improving accuracy over time (American Library Association, 2024).

AI Tools – Any application, platform or software that utilize AI technology to deliver services or assist in media and communication

Principles:
Recognizing the changing technological world, the library strives to be at the forefront of understanding new and arising technologies to better inform our community. The library is committed to:
- using AI in a productive manner to supplement our programs and initiatives but not supplant them.
- maintaining the highest levels of accuracy, objectivity, and impartiality in the information that the library communicates thus requiring thorough inspection of the data created through AI.

The library expects all of the following from those who interact with the library's AI generated content:
- show courtesy and respect to the library staff and other users;
- post positive, relevant, and constructive contributions;
- adhere to all relevant legislation, including the *Ontario Human Rights Code* and the *Municipal Freedom of Information and Protection Privacy Act (MFIPPA)*

Objectives

The objectives of the library's use of AI include the following:

- quick and wide-ranging communication with its community and the world;
- promoting a positive image and awareness of library services;
- extending its brand;
- connecting with new audiences;
- enhancing user experience;
- expanding accessibility through AI driven tools (such as grammar, tone, scheduling, organization, to name a few);
- demonstrating its commitment to and understanding of emerging media and technology.

Policy:

The library regards AI as a tool to improve and support efficiency. AI will be used as and when appropriate in accordance with the library's mission of serving Hanover's community needs.

To ensure that the library's use of AI is consistent with its mission, brand and objectives, staff can use AI to supplement social media posts, program creation, and communications, and day to day operations in the library.

Users of AI at the Hanover Public Library are responsible for:
- monitoring, reviewing and editing any data or content AI generates before posting to social media, sending via email or printing documents meant for the public
- adhering and respecting user's privacy and confidentiality in accordance with LEG-03 Privacy and Anti Spam Policy

The library strives to address any concerns raised by staff or patrons regarding content generated by AI. The CEO/Chief Librarian retains the final decision in these matters.

Related Documents:
OP – 03 – Social Media Policy
LEG – 03 – Privacy and Anti Spam Policy