

## 6.23 ARTIFICIAL INTELLIGENCE

### 6.23.1 Purpose

This policy outlines the responsible use of generative artificial intelligence (AI) tools in the Library, in accordance with the Library's mission, vision, and values, and ensuring compliance with British Columbia's *Freedom of Information and Protection of Privacy Act (FOIPPA)*.

### 6.23.2 Applicability

This policy applies to all library employees, contractors, and volunteers who use generative AI tools for:

- Patron interactions
- Internal communications and administrative tasks
- Employee-related work (for example: for tasks related to HR, scheduling, communications, etc.)
- Public programming, marketing, and communications

### 6.23.3 Acceptable Use Guidelines

#### 6.23.3.1 Patron Services

Staff may use AI to assist in drafting patron communications, generating book recommendations, or answering common questions. AI-generated content must always be reviewed by a staff member before it is shared with the public, to ensure it is accurate, inclusive, and professional. Generative AI should support, not replace, human interaction with patrons.

#### 6.23.3.2 Internal Use

AI tools may be used to support drafting of internal documents such as emails, meeting summaries, policies, internal communications, reports, or training materials. When handling employee information (for example: in creating performance documents, staffing schedules), only approved AI tools may be used, and no personally identifiable information may be entered into any public or unapproved platform.

#### 6.23.3.3 Public Programming & Content Creation

Library staff may use software programs such as *Canva*, that include generative AI features, to support content creation (for example: to create posters, social media graphics,

newsletters), provided that content created using such tools is reviewed prior to public distribution and is in alignment with the Library's values. Generated AI content should align with the library's commitment to equity, diversity, and inclusion.

#### 6.23.4 Privacy, Security, & FOIPPA Compliance

##### 6.23.4.1 FOIPPA Compliance

All AI use must comply with FOIPPA legislation and guidelines that protect personal information collected and used by public bodies. No personally identifiable information (for example: names, emails, addresses, library account numbers) may be entered into AI tools.

Staff must ensure that any third-party AI tool they use does not store or transmit data outside of Canada, unless explicitly approved for use by Library management. Only tools that meet organizational and legal privacy requirements may be used.

##### 6.23.4.2 Unapproved Platforms

Staff may use free or public versions of AI platforms and tools (for example: *ChatGPT*, *Bard*, etc.), but must refrain from inputting or sharing any confidential, sensitive, or personally identifying information when using these free or public versions. Enterprise or institutional versions of AI tools (for example: *ChatGPT Enterprise*, *Microsoft Copilot for Business*) may be used by staff, including for the inputting or sharing of confidential, sensitive, or personally identifying information, when the AI tool has been approved for use by the Privacy Officer or Manager of Collections & Technology.

#### 6.23.5 Content Accuracy & Human Oversight

AI tools may produce inaccurate or misleading information (hallucinations). All AI generated content must be reviewed and fact-checked before being used or shared. Library staff are responsible for ensuring that all content and communications generated with AI assistance are accurate, of high quality, and in compliance with applicable privacy guidelines.

#### 6.23.6 Ethical & Inclusive AI Use

The use of AI tools by Library staff should support the Library's mission of providing inclusive, accessible, and equitable service. Library staff must avoid generating AI content that could perpetuate bias, stereotypes, or harm. Language generated by AI should reflect the inclusive values of PGPL.



#### 6.23.7 Training and Capacity Building

Staff using AI tools must complete training related to privacy, security, and ethical use. Refresher training and support resources will be made available as AI practices and tools evolve.

#### 6.23.8 Non-Compliance

Improper use of AI by Library staff, in violation of FOIPPA guidelines or this policy, may result in disciplinary action in accordance with applicable HR policies, procedures, and collective agreements.

#### 6.23.9 Review

This policy will be reviewed annually, or as needed to address the emergence of new AI technologies, regulations, or risks.