



POLICY

Policy Name	Artificial Intelligence Use		
Section & Number	Board – G-09	Effective Date	2025-05-15
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Author	CEO	Next Review	May 2026
Policy Maintenance	Reviewed by Management		

Policy Statement

The St. Catharines Public Library (SCPL) recognizes the transformative potential of artificial intelligence (AI) in enhancing library services, operations, and user experiences. This policy establishes a framework to ensure the ethical, secure, and responsible use of AI while safeguarding data privacy, accuracy, equity and transparency. AI can significantly improve efficiency and user experiences within the library, while potential risks involved need to be identified and mitigated.

Scope

This policy applies to all SCPL staff and volunteers involved in the development, procurement, and use of AI technologies in library operations. Examples include AI-powered tools for customer service, content generation, and operational efficiency.

Definitions

Artificial Intelligence (AI): A machine-based system that, for explicit or implicit objectives, infers from the input it receives in order to generate outputs such as predictions, content, recommendations or decisions that can influence physical or virtual environments.

Personally Identifiable Information (PII): Information that can be used to identify an individual, such as names, addresses, and identification numbers.

Confidential Data: Data that should be kept within the Library to protect operations, reputation, and compliance with legal requirements.

Sensitive Data: Restricted data that must only be accessible to authorized individuals within the Library.

Policies and Regulations

- Applicable Copyright Laws, including the Canadian Copyright Act & Regulations.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Strengthening Cyber Security and Building Trust in the Public Sector Act, 2024
- SCPL Risk Management Policy

Principles

Accountability: AI tools must be assessed before use to ensure they are safe, secure and reliable for a well-defined purpose. The scope of AI use is proportionate to the problem it intends to solve. Regardless of how AI is used, individuals using AI must always verify all inputs and outputs, exercise sound judgment, and take responsibility for any decisions made.

Accuracy and Reliability: Accurate, fact-based, and unbiased data must be used to produce fair, reliable, and usable results. Validate data inputs and AI outputs for accuracy and consistency before use.

Data Privacy and Security: Staff must safeguard sensitive, confidential and personally identifiable information by adhering to privacy regulations, such as the Freedom of Information and Protection of Privacy Act (FIPPA). Specific measures and tools will be used to protect data privacy and security.

Ethical Use: Staff using AI technologies must abide by copyright regulations, align with SCPL's values, foster trust, and avoid harm, bias, or unethical outcomes.

Inclusivity: The Library shall leverage AI to enhance accessibility and equity, and avoid discriminatory outcomes.

Transparency: The Library must clearly communicate and label the use of AI in library operations and content creation. Meaningful and timely information

about use of AI tools is made available for customers in accessible plain language.

Guidelines

Accountability

Staff must review and validate AI-generated outputs. Human oversight is required for all AI-assisted decisions.

Data Handling

Library staff must not enter sensitive, confidential and personally identifiable information into AI systems, especially when using public AI system, such as free version of ChatGPT. The Library shall use robust data access and storage controls to mitigate breaches.

Education and Training

The Library will provide ongoing staff training on the use of AI in the workplace, identifies AI risks, ensures ethical use, and implements security measures. The library will support customers with their use of AI as staff would with other technical tools. Staff will help customers understand the limitations and benefits of AI as well as any risks associated with AI and personal identifiable information.

Ethical Oversight

The Library prohibits the use of AI for generating discriminatory, offensive, or inappropriate content and ensures all AI applications reflect SCPL's commitment to inclusivity and service excellence.

Incident Reporting

Staff must promptly report inaccuracies, breaches, or unethical uses of AI to management. Violations of this policy may result in disciplinary action.

Procurement and Vendor Management

The Library must evaluate vendors and AI tools for compliance with ethical, privacy, and security standards.

Risk Management

Managing AI related risks must align with the Library's Risk Management Policy and Plan. AI tools must be approved or deployed for use by library IT. Appropriate risk mitigation measures and business continuity plan must be identified and implemented by library IT and documented in Risk Register.