Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 23**

Policy Title: **Artificial Intelligence**

Policy Approval Date: **June 26, 2025**

Policy Review Date: **June 2026**

Purpose

The Collingwood Public Library recognizes the potential for AI to enhance workflows and productivity, while acknowledging that it introduces considerations related to privacy, security, transparency, and the integrity of information environments. The purpose of this policy is to provide guidance to all Collingwood Public Library staff for the secure, responsible, ethical, and effective use of Artificial Intelligence (AI) tools in the workplace. It reflects current legislation and professional best practices, reinforcing the library's commitment to responsible use of AI.

Definitions

Artificial Intelligence is a branch of computer science dealing with the simulation of human behaviour by computers, and refers to the capability of computer systems or algorithms to imitate intelligent human behaviour.[1]

Generative AI is a type of AI that produces content such as text, audio, code, videos, and images. This content is produced based on existing data and is constructed using information the user inputs, called a prompt.

Personal Information is data related to an identifiable individual as detailed under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). This can include information such as an individual's name address, phone number, health information, photographs, and video footage. This can also include a combination of a person's name with other information about them such as their age, sex, and education.

Prompts are instructions, questions, information, or other inputs into a generative AI tool.

Scope

This policy applies to the use of AI tools by library staff, whether standalone, integrated into existing software, or privately acquired. It covers functions across Library services including programming, collections, reference, public relations, and marketing. Patron use of AI tools is outside the scope of this policy.

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[1] Merriam-Webster. Artificial intelligence definition. (2025) https://www.merriam-webster.com/dictionary/artificial%20intelligence

Security

1. Collingwood Public Library is committed to the responsible use of AI tools that strive to achieve appropriate levels of trustworthy characteristics.

2. In line with best practices, the municipal IT department will review AI tools. Only AI tools reviewed and recommended by the IT department may be used by staff for work purposes.

3. Other AI tools or unique cases need to be reviewed by the municipal IT team before use.

Privacy

1. Collingwood Public Library is committed to minimizing the impact of risk associated with uploading or inputting information into some AI tools, which may provide data to third parties for their own use and contribute to the training of the AI model.

2. It should be assumed that anything submitted to an AI tool could be made public and staff will refrain from providing any library-specific information that is not already publicly available.

3. When using AI tools, all confidentiality and data privacy practices will be upheld in accordance with the Library's Confidentiality and Protection of Privacy policy (OP-01) and MFIPPA.

4. At a minimum, confidential, personal, or identifying information will never be uploaded into an AI tool. Staff will not input data, text, or pictures that would compromise the Collingwood Public Library.

Bias and Responsible Use

1. Library staff should use AI tools only when they offer clear and significant benefits, being mindful of the environmental impacts of greenhouse gas emissions and water usage generated by AI data centres. Staff should consider an alternative approach if the use of AI for the same task would yield a comparable result and use of staff time.

2. Discrimination and bias in algorithms are risks associated with AI, and the tools may reflect and perpetuate societal biases present in training data.

3. When using AI tools, Library staff should recognize the limitations and biases of AI technologies and critically evaluate the outputs. AI tools can enhance productivity, but do not replace professional judgement or decision making. Staff should strive to mitigate bias by consulting diverse human sources and perspectives alongside any AI use.

4. Staff are responsible for ensuring that the information provided when using AI for a specific purpose is of high quality, accurate, and free from bias that can pose risks, cause harm, or reinforce various forms of discrimination.

Accountability and Transparency

1. Collingwood Public Library is committed to ensuring that all processes and content related to AI are subject to proper oversight and to providing transparency about the use of AI.

2. Staff are expected to use AI tools with integrity, honesty, and respect for individual rights and privacy.

3. Staff may use approved AI tools to enhance information searches and will verbally disclose the use of AI during a reference interaction. Staff are expected to critically evaluate the source and potential for bias or errors in all information used, including AI tools. Results generated by AI will be reviewed by staff, and when required, should be cross-referenced with reliable sources.

4. When using AI for creative purposes, staff are aware of the potential for intellectual property infringement.

5. When AI is used to assist in the creation of original works such as social media posts, reports, or marketing materials, acknowledgement of the role AI plays in the creation process is required. Attribution should include the name of the tool, date accessed, and a brief description of the AI's contribution.

6. Library staff are responsible for the accuracy and appropriateness of AI-generated content and will review outputs for accuracy as well as compliance with Library's standards and values. No AI-generated work product will be used or published without oversight from a Library staff member.

Art Exhibits

1. Any AI generated artwork submitted to display or sell at the library must be approved by the Public Relations Coordinator in consultation with the Library CEO. The creator will confirm that their work does not infringe on copyright or intellectual property rights, with the processes clearly identified, including the tools used and the nature of AI involvement. Priority will be given to works that demonstrate human creativity, cultural significance, and artistic intent.

Continual Learning

1. To ensure a comprehensive understanding of AI and its impact on library operations, ongoing training will be provided to staff on the use of AI in the workplace. This will include the cybersecurity and privacy implications of using AI, as well as training on how to assist patrons in understanding AI-generated content online and in the media.

2. AI has the potential to have significant impacts on library services, including related to data management, preservation, discovery, analytics and the need for AI literacy skills development. As technological and regulatory environments of AI rapidly develop, staff will continue to monitor and assess the future impacts of AI on libraries, and adapt services as needed.

3. Collingwood Public Library is committed to respecting copyright and will continue to monitor the legal status of AI tools in Canada as policies, regulations, and case law evolves.

Related Documents
Collingwood Public Library. **OP – 01 Confidentiality and the Protection of Privacy Policy**
Collingwood Public Library. **OP – 20 Technology Use Policy**
Collingwood Public Library. **OP – 22 Art Exhibitions and Advisory Council**
Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56
Province of Ontario. **Enhancing Digital Security and Trust Act, 2024 (Bill 194)**
Government of Canada. **Guide on the Use of Generative Artificial Intelligence**
Government of Canada. **Artificial Intelligence and Data Act**