



Policy Type: **Operational**

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Policy Title: **AI Policy**

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1. Policy Statement

Milton Public Library supports the responsible and ethical use of Artificial Intelligence (AI) to enhance services, support staff productivity, and improve access to information while protecting privacy, intellectual freedom, and professional judgment.

2. Purpose

This policy establishes requirements for the responsible, transparent, and acceptable use of artificial intelligence (AI) tools at Milton Public Library (MPL) to enhance services, support operations, and foster community learning without replacing professional judgment or core library values. MPL remains accountable for all decisions informed by AI.

3. Scope

This policy applies to all MPL employees, volunteers, contractors, Board Members, consultants, and any individual performing work on behalf of MPL. All MPL staff and volunteers using AI in any work context, including:

- Internal operations and decision-support activities.
- Public-facing services, collections, and programming.
- AI tools integrated into MPL systems or vendor platforms.
- AI tools developed internally, procured from vendors, or accessed via public platforms.

4. Guiding Principles

4.1 Privacy & Confidentiality: Staff must protect personal, confidential, sensitive, and third-party information at all times and must comply with applicable legislation and Milton Public Library policies.

4.2 Human-Centric: AI must support, not substitute for human judgment, professional expertise, and accountability.

4.3 Accuracy & Safety: AI outputs may be inaccurate or biased; all outputs must be verified and contextualized before use.

- 4.4 Transparency:** Staff must disclose AI use when asked and must label AI-generated content in public-facing contexts.
- 4.5 Equity & Accessibility:** MPL must assess AI features for potential bias or barriers and must promote inclusive, accessible experiences.
- 4.6 Intellectual Freedom:** MPL supports intellectual freedom and equitable access to information. AI tools must not unduly restrict access to diverse viewpoints or information resources and must be implemented in ways that align with the library's commitment to intellectual freedom and freedom of expression.
- 4.7 Accountability:** Staff are responsible for the appropriate use of AI tools. MPL leadership must oversee governance, risk, and compliance.
- 4.8 Legal & Compliance:** Compliance with applicable legislation including privacy, accessibility, copyright, and records management requirements.
- 4.9 Continuous Learning and Ethical AI Literacy:** MPL promotes continuous learning to support responsible and ethical AI use and will provide staff with guidance and training on privacy protection and appropriate use of AI tools.

5. Approved Tool Use

5.1 Access & Registration

- 5.1.1** Staff may only use AI tools that have been formally approved by MPL Leadership and IT. The list of approved AI tools will be maintained by IT and accessible to staff via the MPL Intranet.
- 5.1.2** Requests for new tools must follow the Governance & Tool Approval process (Section 7).
- 5.1.3** If staff record or transcribe meetings using AI, they must inform participants at the outset.

5.2 Permitted Uses (Examples)

Staff may use approved AI tools for:

- 5.2.1** Research support, drafting, editing, summarization, and idea generation
- 5.2.2** Workflow and productivity improvements
- 5.2.3** Program design and evaluation support
- 5.2.4** Accessibility features (e.g., transcription, summarization)

5.3 Prohibited Uses

Staff must not:

- 5.3.1** Enter personal, confidential, and sensitive information into any AI tools including patron records, financial information, or any identifiable personal information.
- 5.3.2** Use personal AI accounts to process MPL information unless explicitly authorized and approved by IT and leadership.
- 5.3.3** Rely solely on AI for decisions or policy interpretation.
- 5.3.4** Generate or disseminate misleading, discriminatory, or harmful content.
- 5.3.5** Engage in activities that infringe intellectual property rights or violate MPL policies or law.

5.4 Privacy & Data Protection

- 5.4.1** Staff must treat all AI prompts and outputs as records that may be subject to auditing and information requests under applicable legislation.
- 5.4.2** Staff must handle any data processed by AI in accordance with MPL privacy, information security, records management, and acceptable use policies and relevant statutes.

5.5 Accuracy, Verification & Human Oversight

- 5.5.1** Staff must verify outputs for accuracy, currency, bias, relevance, and compliance with policies prior to use or disclosure.
- 5.5.2** Staff must maintain human review for all substantive decisions and public communications.
- 5.5.3** Staff must retain references or source materials used to generate content where feasible and ensure any images or materials comply with copyright requirements. Public-facing AI-generated content must be clearly labeled.

6. Accountability, Responsibilities and Consequences of Non-Compliance:

Failure to adhere to the ethical and responsible guidelines for AI use as outlined in this policy may result in disciplinary action, up to and including termination of employment.

6.1 Employees and Volunteers must

- 6.1.1** Use approved tools only and comply with this policy and all related policies.
- 6.1.2** Protect MPL information from loss, damage, unauthorized access, abuse, misuse, theft, or destruction.
- 6.1.3** Verify AI outputs and understand tool limitations and potential biases.
- 6.1.4** Complete required training before using approved tools.
- 6.1.5** Report non-compliant use, suspected incidents, or breaches to the Leadership Team.

6.2 Supervisors and Managers must

- 6.2.1** Recommend or decline tool approvals in accordance with Section 8.
- 6.2.2** Ensure direct reports complete required training and follow established standards and best practices.

6.3 Information Technology (IT) must

- 6.3.1** Maintain the Approved AI Tools Inventory in consultation with MPL leadership and establish appropriate technical controls.
- 6.3.2** Conduct or coordinate risk, privacy, security, and accessibility assessments.
- 6.3.3** Monitor tool performance, reliability, and auditability to the extent possible.
- 6.3.4** Arrange periodic training and guidance materials to support responsible AI use.

6.4 CEO / Leadership must

- 6.4.1 Approve AI tools and set governance direction.
- 6.4.2 Ensure policy implementation.
- 6.4.3 Oversee periodic reviews and updates to this policy and related procedures.

6.5 Milton Public Library Board must

- 6.5.1 Approve the AI Governance Policy and any significant amendments to the policy.

7. Governance & Tool Approval

- 7.1 Staff must submit requests for new AI tools to their Manager or Director for support and to the CEO for review and approval.
- 7.2 Prior to implementation, MPL and IT must evaluate privacy, security, accessibility, legal, and operational risks (e.g., privacy impact assessment, threat/risk assessment, accessibility review, licensing and IP terms).
- 7.3 Approved tools must be listed in the Approved AI Tools Inventory maintained by IT and Leadership. Only listed tools may be used for MPL work.

8. Vendor Accountability & Contract Requirements

Vendors must:

- 8.1 Comply with applicable privacy, records, and accessibility legislation and Town/MPL policies
- 8.2 Clearly disclose how AI is used in products and services
- 8.3 Protect MPL and patron data from unauthorized use or training and honour required opt-outs
- 8.4 Provide security controls, incident reporting, and audit/assurance information as required by MPL/IT
- 8.5 Respect intellectual property rights and provide appropriate indemnities

9. AI in Public-Facing Services & Programming

MPL applies its existing programming practices to AI-related programs. Detailed procedures live in the Programming Policy and internal procedures.

- 9.1 Staff may use approved AI tools to assist with program development (e.g., idea generation, outlines, accessibility adjustments) but remain responsible for accuracy, appropriateness, and alignment with MPL values.
- 9.2 MPL may offer AI-related programs to support digital literacy and lifelong learning.
- 9.3 Public initiatives must include education on AI limitations, risks, and ethical use.
- 9.4 Staff must avoid requiring patrons to disclose personal information unnecessarily and must explain data practices where applicable.

10. AI in Collections, Cataloguing and Discovery

MPL applies its existing selection and ethics standards to AI-affected materials and services. Detailed procedures live in the Collection Management Policy and internal procedures.

- 10.1 Selection:** MPL may acquire AI-generated or AI-assisted materials when they meet community needs and standards; transparent disclosure of AI use is preferred; unclear provenance may be deferred.
- 10.2 Description & Discovery:** AI may assist cataloguing/discovery, but qualified staff must review edits (human-in-the-loop). Where known, MPL discloses AI involvement in catalogue notes; AI discovery features are identified and evaluated for accuracy/bias.
- 10.3 Privacy & Data Use:** Personalization features using reading history or behavioural data are opt-in only. Patron data must not be used to train external AI models without explicit written authorization from MPL.

11. Review Schedule

- 11.1** This policy and MPL's use of AI tools will be reviewed regularly at least annually or sooner in response to evolving risks, legislation, and best practices.

Appendix A - Definitions

- Artificial Intelligence (AI): Software that analyzes data to find patterns, make predictions, generate content, or perform tasks associated with intelligent behavior (e.g., generative AI, machine learning, large language models, AI agents).
- Private AI: AI services deployed in restricted environments with contractual/privacy controls; prompts/outputs are retained under organizational governance.
- Personal Information: Recorded information about an identifiable individual (e.g., contact details, identifiers, opinions, or information relating to education, health, employment, financial transactions, etc.).
- Confidential Information: Non-public information disclosed to authorized individuals with an expectation of non-disclosure.
- Sensitive Information: Information requiring heightened protection due to potential harm from unauthorized disclosure.
- Third-Party Information: Data/content owned or provided by an entity other than the Town/MPL and subject to specific use and protection requirements.

Appendix B - Quick Reference (Do / Do Not)

Do	Do Not
Use only approved AI tools for work.	Use unapproved tools or personal accounts for MPL work.
Verify AI outputs for accuracy, bias, and relevancy.	Rely solely on AI for decisions or policy interpretation.
Disclose AI use when asked; label public-facing AI content.	Present AI-generated content as original human work.
Use AI for research, drafting, summarization, idea generation, and accessibility.	Input personal, confidential, sensitive, or third-party information into public AI tools.
Notify participants before recording/transcribing with AI.	Use AI to harass, discriminate, or generate harmful/misleading content.
Follow privacy, security, accessibility, and IP requirements.	Infringe copyright/IP or circumvent security/records controls.

Appendix C - References:

- Government of Canada – Responsible Use of AI
<https://www.canada.ca/en/government/system/digital-government/digital-governmentinnovations/responsible-use-ai.html>
- United Nations Resolution on Artificial Intelligence
<https://documents.un.org/doc/undoc/ltd/n24/065/92/pdf/n2406592.pdf?token=eA7Nky8Twa1uWLZI9H&fe=true> <https://www.un.org/en/ai-advisory-body>
- Urban Libraries Council – AI Leadership Brief
https://www.urbanlibraries.org/files/AI_Leadership-Brief_October2023.pdf

- Library and Archives Canada's AI Statement <https://www.canada.ca/en/library-archives/corporate/about-us/strategies-initiatives/artificial-intelligence.html>