Library Standard Operating Procedures

Approved by the Library Board: November11, 2024

USE OF AI

PURPOSE

The Los Gatos Public Library is committed to leveraging AI technologies to enhance services, improve user experience, and increase operational efficiency. This policy ensures that AI tools and systems within the Library are used in a manner that supports the Library's mission of serving the community while protecting patron rights and data.

SCOPE

This policy applies to all AI technologies used by the Los Gatos Public Library, including but not limited to chatbots, recommendation systems, data analysis tools, and automated systems for cataloging, circulation, and user services

POLICY

- AI technologies shall be used to support the Library's mission of providing access to information and enhancing community engagement.
- AI systems within the Library will be designed and used in ways that promote inclusivity, equity, and accessibility for all users.
- The Library is committed to protecting the privacy of its patrons. AI systems will be implemented in accordance with all applicable privacy laws and best practices. Circulation use data assisted with AI technology will be anonymized. Personal information contained in patron accounts is protected under California law and cannot be sold or shared with third parties without explicit consent of the account holder.
- The Library will ensure that AI systems are regularly reviewed for accuracy, fairness, and bias.
- The Library will designate a staff member responsible for overseeing the implementation and management of AI technologies.
- AI technologies will be used to enhance access to library resources and services, ensuring that all community members benefit equally.
- Efforts will be made to ensure AI does not inadvertently reinforce digital divides or exclude certain groups from accessing library services.

- Staff will receive training on AI technologies to effectively assist patrons and ensure proper oversight.