



Santa Barbara Public Library

Artificial Intelligence Use Policy

Purpose Statement

To ensure that any use of Artificial Intelligence (AI) at the Santa Barbara Public Library advances our mission to serve the community with access to accurate, timely information and resources, while rigorously protecting patrons' privacy and committing to engaging critically and responsibly in the field of AI, guided by [ALA's Code of Ethics](#).

Definitions

- **Artificial Intelligence (AI):** Computer systems or software designed to perform tasks that usually require human thinking.
- **Generative AI:** A specific type of AI technology that can create new content, such as text, images, or audio.
- **Hallucinations:** Instances where an AI system provides information that is incorrect or made up, but presents it as a fact.
- **Personally Identifiable Patron Data:** Any information that could identify a library user, such as names, addresses, or records of items borrowed.

Library Values and Information Access

As technology and information landscapes change, the ways SBPL can provide information to the public will also evolve. Integration of new technologies, such as AI, will be undertaken with thorough assessment to ensure SBPL is meeting our commitment to providing our community timely access to accurate information from a broad range of voices and sources.

Guidelines for Staff Use

Library staff may use approved Generative AI tools to improve daily work and serve the public more efficiently. A staff member must conduct a final review of AI-generated content for accuracy and is responsible for the end product. Staff are strictly forbidden from entering any personally identifiable patron data into any Generative AI tool or system.

Public Computer Use and Risk

SBPL permits patron use of Generative AI tools and websites on library-provided technologies and internet networks, at the user's own risk, as specified in our [Internet Use & Safety Policy](#). The Library does not own or control these AI services. Patrons should be aware that AI may hallucinate, or may not be accurate. Patrons are responsible for the information they share with AI tools, and SBPL cannot guarantee the privacy and security of shared data.

Third-Party Vendors and Services

SBPL contracts with several vendors in order to provide up-to-date library resources, such as our online catalog and research databases. These vendors may include AI in their products or use AI in product development. When assessing potential vendors, SBPL will include their specific AI usage as one component of our larger acquisition philosophy. These systems are managed by the individual companies under their own terms of use.

Privacy and Data Protection

Protecting our patrons' privacy is a core value of SBPL, as outlined in our [Patron Privacy Policy](#). Library staff are strictly prohibited from entering any traceable patron data into any Generative AI tool or system. If the Library uses AI for data analysis, all datasets must be thoroughly anonymized, so that no individual person can be identified.

Review and Updates

Artificial Intelligence is a technology that changes very quickly. As such, staff will continue to refine the intricacies of specific AI use in the Library. This AI Use Policy will be evaluated and revised as technology evolves or circumstances require, at least once a year.