

Policy for the Responsible Use of Artificial Intelligence at the Austrian National Library

Effective: November 2024

This policy serves as a guideline for the responsible use of Artificial Intelligence (AI) at the Austrian National Library. We use AI to support our users and employees as well as in the context of research projects.

Data Protection, Privacy, and Copyright

We commit to using AI responsibly and in compliance with applicable legal requirements, particularly those related to data protection and copyright. We commit to always ensuring the security and protection of personal data and copyright-protected works.

We use only AI technologies that do not pose unacceptable risks to the rights and freedoms of individuals and ensure compliance with copyright laws.

Furthermore, in accordance with the EU AI Regulation (2024), we differentiate AI systems based on their purpose and risk potential into low, limited, high-risk, and unacceptable categories, and we exclude the use of AI systems or methods classified as high-risk or unacceptable under the EU AI Regulation.

Transparency

Whenever an AI system interacts directly with our users or employees, we ensure that they are informed.

We always mark AI-generated content whenever an AI system does more than merely assist and provides a substantial contribution to the outcome. If an AI system is used to generate or significantly alter text, images, audio, or video files, we mark these as artificially generated.

In our research and implementation projects that use AI, we strive to disclose potential biases in algorithms and training data. We aim for maximum transparency but acknowledge that fully identifying and labeling bias factors, particularly in large or historical datasets, can be challenging and incomplete.

We provide detailed information about the AI tools used and clearly explain how and for what purpose they are applied.

Avoiding Manipulation

In accordance with the EU AI Regulation, we do not use AI systems that employ manipulative strategies or impair the decision-making freedom of our users and employees.

We only deploy systems that allow users and employees to actively, independently, and informedly decide whether and how they wish to use AI technologies.

Trust and Quality Assurance

We commit to implementing effective control mechanisms to ensure the quality and reliability of information offerings created with AI support.

As far as possible, we ensure the quality of results produced by the AI systems we use through human involvement. Our employees strive to ensure quality through regular reviews of AI results and process monitoring. Final decisions, especially when artificial intelligence is used in the decision-making process, always remain the responsibility of humans.

Fairness, Inclusion, and Digital Literacy

We commit to creating an inclusive and low-barrier environment and use AI to continuously improve the usability of our digital resources, for example, through automatic text and image recognition.

We strive to strengthen the AI literacy of our users. Through targeted training programs, we help our users to critically evaluate and responsibly engage with AI technologies.

We value the skills of our employees and use AI to assist and support them. Through regular training and personal development programs, we ensure that our employees fully leverage the benefits of AI, use this technology responsibly, and continuously develop their skills in an ever-changing work environment.

Sustainability

We are aware of the ecological impacts of using AI and strive to minimize its negative effects on the environment and climate. Our goal is to deploy AI in the most sustainable way possible.

We train our employees in sustainable practices and raise awareness of AI's ecological impacts, enabling them to act resource-efficiently in their daily work.

Cooperation

Our goal is to develop and implement optimal practices for the application of AI through collaboration and exchange with other institutions, libraries, and research partners. This collaboration aims to ensure that we not only learn from the advancements and experiences of others but also contribute and share our own experiences.