

Guidance for Using AI Translation Tools

Purpose

This guidance is for all Town staff who may use Writer or any other Town-approved AI translation tool to translate content into languages other than English. See the Town Policy on the use of AI [here](#).

While AI translation can be a useful tool, AI translated texts can contain serious errors, like changed meanings, omitted words, etc. Because AI doesn't pick up context very well, including regional or dialectal differences in a language, these mistakes can be hard to catch and require very close editing to ensure accuracy. Local language vendors are better at determining the best diction and tone because they are familiar with the local cultural context. For example, there are over 20 Spanish speaking countries around the world and given the variety of local cultures, there are at least 10 different ways to say, "drinking straw!"

When Town staff use AI translation tools, they must adhere to the following guidelines:

- **Only use for documents with 200 words or less.**
- **Use plain language.**
 - Avoid technical jargon, colloquial expressions, and [idioms](#)
 - Examples:

Without plain language	With plain language
The community event sponsored by CBDG, kicks off at 5 and is sure to be a hit with little ones who love balloon animals.	The Community Development Block Grant funded event starts at 5, and will be fun for young children who love balloon animals.
Please be patient as we learn the ropes of the new Teams phone system.	Please be patient as we learn how to use the new Teams phone system.
This project has a lot of moving parts, but we will get the ball rolling before the end of month to move the needle on the road work timeline.	This project is complex, but we will start working on it before the end of the month to make more progress on the road work timeline.
HUD inspection season is around the corner!	Housing and Urban Development will inspect our public housing units next month.

- **Create template messages** to be used repeatedly:
 - Examples:
 - Email request to transitional housing applicant for a required document
 - Automated Emergency text message during a tornado watch
 - Email notification to parent who has child on summer camp waitlist.
- **Submit all AI translated content to [the HIVE](#) as you would any other language request.***
 - We will send this content to professional, certified, and experienced translators for quality assurance.

- If and when the Town approves an additional employee pay incentive for written content, employees may only review AI translated content that follows the Pay Incentive Policy and guidelines. Staff are not to replace certified translators, even for proof reading purposes.

* During emergency situations, if human review is not possible due to time constraints, AI translation use may be permitted.