Empowering and Elevating Mesa with AI Skills

A Mesa Resident and City Staff Learning Initiative through the Mesa Public Library and City iLearn System

February 9, 2026

Purpose of Today's Presentation

Introduce a citywide AI Training initiative

Explain how the program serves **both residents and City staff**

Outline implementation, considerations, and governance

Why AI Training Matters for Mesa

AI tools are rapidly becoming part of:

- Workforce productivity
- Small business operations
- Public service delivery

Cities that invest early in AI literacy:

- Improve service efficiency
- Strengthen workforce competitiveness
- Reduce digital inequity

Program Overview & Funding

Cost efficient model

- One curriculum, two audiences
- Over 100 AI courses available via LinkedIn Learning

Adaptable and scalable

- Tailored learning paths by audience

Existing Funding Source

- Already in Library budget
  - LinkedIn Learning
- Already in DoIT budget
  - iLearn System

Audience	Delivery Platform	Purpose
Mesa Residents	Mesa Public Library	Workforce readiness, digital equity and literacy
City Staff	iLearn (City's existing Learning Management System)	Productivity, service improvement and enhancement

Curriculum Structure

Core Learning Tracks (Shared):	AI fundamentals
	Prompting and effective use
	Ethics, bias, and responsible use
Specialized Tracks:	Residents: workforce, business, personal use
	City staff: public-sector use cases, compliance, policy
Format:	Short modules (10–30 minutes)
	Certificates of completion
	Optional advanced training paths

Resident-Focused AI Training (Mesa Public Library)

Who:

- Adults, job seekers, students, entrepreneurs, seniors

How:

- Online, self-paced courses accessed via library accounts
- Available remotely or at library locations

Sample Topics:

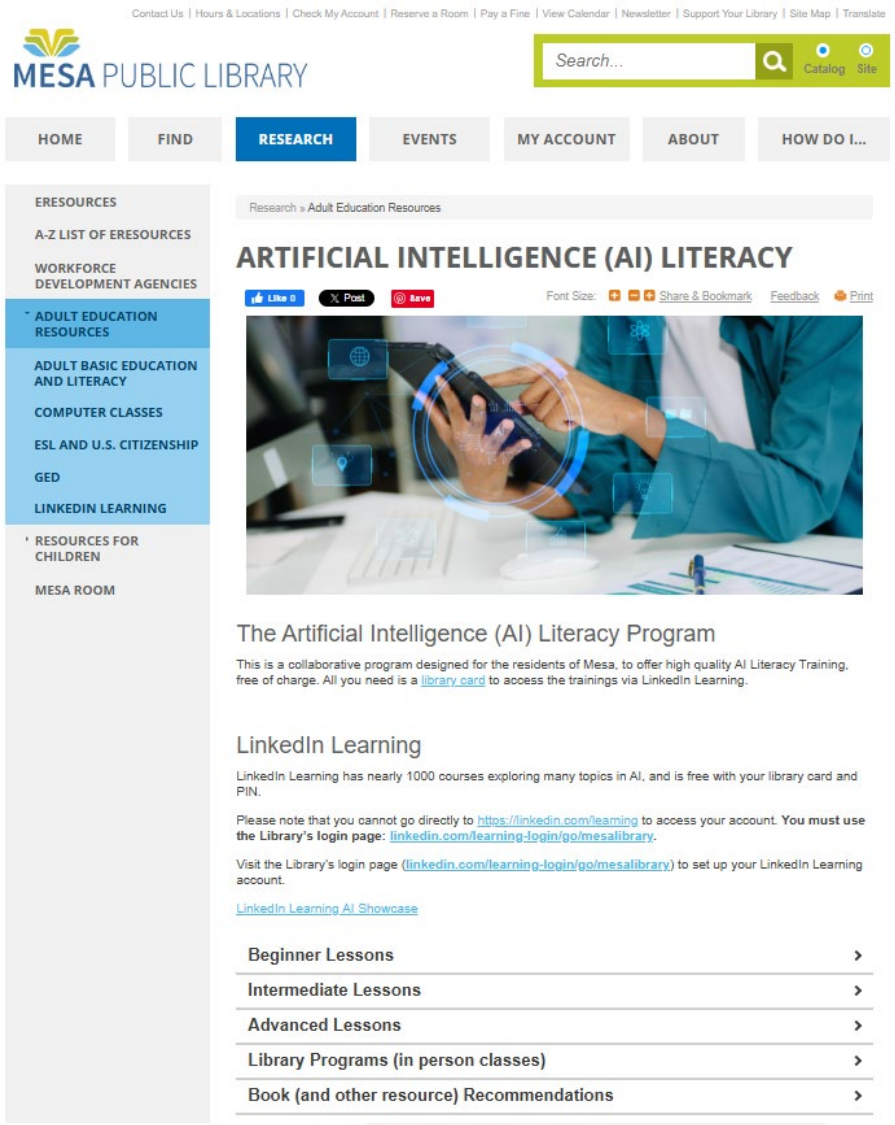
- AI basics & everyday use
- AI tools for resumes, job search, and learning
- Small business & entrepreneurship applications
- Digital safety and AI ethics

Benefits:

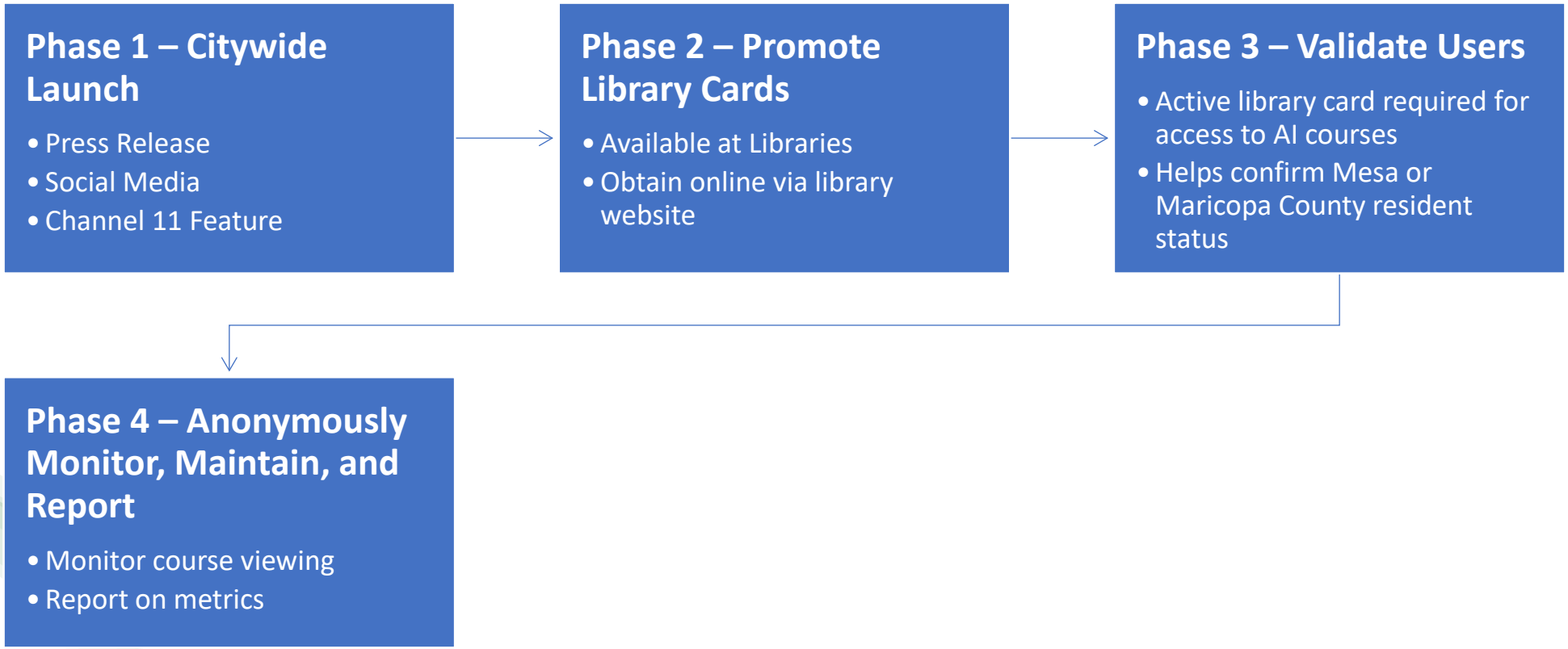
- Free access to high-demand skills
- Reduces digital divide
- Positions libraries as modern workforce hubs

Public Announcement & Awareness

- Roll-out possible in 2-3 months
- Launch E-card campaign
- AI 101 and introductory content
- Online and in-person options



Resident Implementation Plan



City Staff AI Training (iLearnMesa Portal)

Who:
- All City staff using AI Tools
- Optional tracks for specialty roles

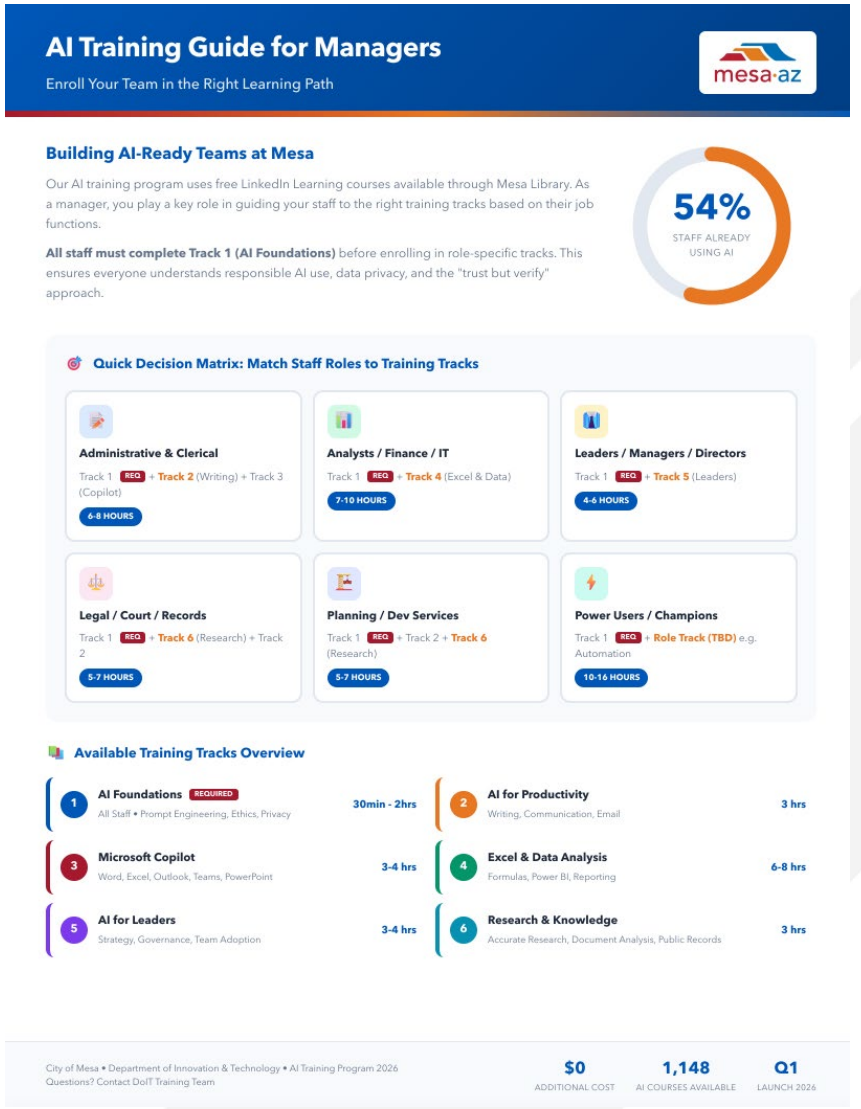
How:
- iLearn Mesa hub
- LinkedIn Learning via Library
- Track completions + badges

Tracks:
- AI Essentials & Safe Use
- M365 Copilot Productivity
- Excel / Reporting Automation
- Leaders: Governance & Workflow
- Department add-on modules

Benefits:
- Faster drafting & analysis
- Risk-managed use (PII + accuracy)
- Measurable skill growth

City Staff Announcement & Awareness

- Launch an “AI Learning Hub” in iLearn Mesa (Tracks + FAQs)
- Kickoff: Staff Announcement + Inside Mesa + Teams site for Collaboration
- Quick-start: 30-min AI 101 & Safe Use + Monthly Office Hours
- Manager toolkit: Recommended tracks by role + “What’s Allowed” One-Page Guide
- Align with AZ Public Sector AI Symposium + State AI Steering Committee



AI Training Guide for Managers

Enroll Your Team in the Right Learning Path

Building AI-Ready Teams at Mesa

Our AI training program uses free LinkedIn Learning courses available through Mesa Library. As a manager, you play a key role in guiding your staff to the right training tracks based on their job functions.

All staff must complete Track 1 (AI Foundations) before enrolling in role-specific tracks. This ensures everyone understands responsible AI use, data privacy, and the "trust but verify" approach.

54%
STAFF ALREADY USING AI

Quick Decision Matrix: Match Staff Roles to Training Tracks

Administrative & Clerical
Track 1 REQ + Track 2 (Writing) + Track 3 (Copilot)
6-8 HOURS

Analysts / Finance / IT
Track 1 REQ + Track 4 (Excel & Data)
7-10 HOURS

Leaders / Managers / Directors
Track 1 REQ + Track 5 (Leaders)
4-6 HOURS

Legal / Court / Records
Track 1 REQ + Track 6 (Research) + Track 2
5-7 HOURS

Planning / Dev Services
Track 1 REQ + Track 2 + Track 6 (Research)
5-7 HOURS

Power Users / Champions
Track 1 REQ + Role Track (TBD) e.g. Automation
10-16 HOURS

Available Training Tracks Overview

1. **AI Foundations** REQUIRED — All Staff • Prompt Engineering, Ethics, Privacy — 30min - 2hrs
2. **AI for Productivity** — Writing, Communication, Email — 3 hrs
3. **Microsoft Copilot** — Word, Excel, Outlook, Teams, PowerPoint — 3-4 hrs
4. **Excel & Data Analysis** — Formulas, Power BI, Reporting — 6-8 hrs
5. **AI for Leaders** — Strategy, Governance, Team Adoption — 3-4 hrs
6. **Research & Knowledge** — Accurate Research, Document Analysis, Public Records — 3 hrs

City of Mesa • Department of Innovation & Technology • AI Training Program 2026
Questions? Contact DoIT Training Team

$0 ADDITIONAL COST
1,148 AI COURSES AVAILABLE
Q1 LAUNCH 2026

Staff Implementation Plan

1 – Build the iLearn AI Hub (in progress)
- Curate tracks + job aids
- Link/Integrate LinkedIn Learning
- Set reporting & badges

Engage with State Committee

Validate and Refine

2 – Publish Tracks (March)
- Required: AI Essentials & Safe Use
- Electives: Copilot / Data / Leaders

3 – Dept Pilots & Modules (Apr-Jun)
- Find Champions + Top Use Cases
- Add department modules (records, HR, etc.)

Phase 4 – Continuous Improvement
- Collaborate + Monthly meetups
- Quarterly refresh
- Measure completion + Wins

Governance, Safety & Ethics

Content aligned with:

Public-sector AI best practices

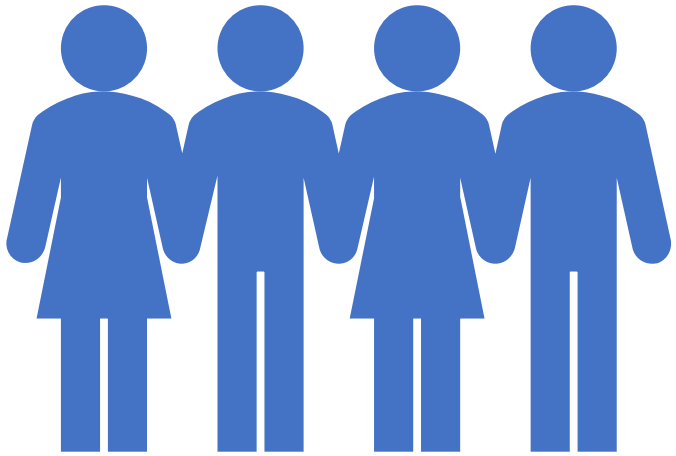
Data privacy and security standards

Clear guidelines for:

What City staff may and may not use AI for

Ethical and transparent use

Regular content updates to keep pace with AI changes



Community & Workforce Impact

- Strengthens Mesa’s workforce competitiveness
- Supports small businesses and job seekers
- Improves City service delivery and staff effectiveness
- Positions Mesa as a forward-thinking, innovative city

Measuring Success

Resident enrollments and completions

Employee participation by department

User satisfaction surveys

Tips and Tricks

- **Treat the AI like a brilliant but new employee**: It has access to the world's information but needs your specific instructions to know how to use it.
- **Context is King**: Don't just ask a question; explain the background, the audience, and your ultimate goal to get the best result.
- **You are the Expert**: AI is a tool, not a replacement. Use your subject matter expertise to guide the conversation and verify the output.
- **Experimentation over Perfection**: There is no single "correct" way to prompt. If the first answer isn't right/what you want, rephrase and iterate until it is.

Mesa Investing in People, Skills, and the Future