

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

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



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ERESOURCES

A-Z LIST OF ERESOURCES

WORKFORCE
DEVELOPMENT AGENCIES

ADULT EDUCATION
RESOURCES

ADULT BASIC EDUCATION
AND LITERACY

COMPUTER CLASSES

ESL AND U.S. CITIZENSHIP

GED

LINKEDIN LEARNING

RESOURCES FOR
CHILDREN

MESA ROOM

Research » Adult Education Resources

ARTIFICIAL INTELLIGENCE (AI) LITERACY

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The Artificial Intelligence (AI) Literacy Program

This is a collaborative program designed for the residents of Mesa, to offer high quality AI Literacy Training, free of charge. All you need is a [library card](#) to access the trainings via LinkedIn Learning.

LinkedIn Learning

LinkedIn Learning has nearly 1000 courses exploring many topics in AI, and is free with your library card and PIN.

Please note that you cannot go directly to <https://linkedin.com/learning> to access your account. You must use the Library's login page: linkedin.com/learning-login/go/mesalibrary.

Visit the Library's login page (linkedin.com/learning-login/go/mesalibrary) to set up your LinkedIn Learning account.

[LinkedIn Learning AI Showcase](#)

Beginner Lessons	>
Intermediate Lessons	>
Advanced Lessons	>
Library Programs (in person classes)	>
Book (and other resource) Recommendations	>

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

Resident Implementation Plan

Phase 1 – Citywide Launch

- Press Release
- Social Media
- Channel 11 Feature

Phase 2 – Promote Library Cards

- Available at Libraries
- Obtain online via library website

Phase 3 – Validate Users

- Active library card required for access to AI courses
- Helps confirm Mesa or Maricopa County resident status

Phase 4 – Anonymously Monitor, Maintain, and Report

- Monitor course viewing
- Report on metrics



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



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.



Quick Decision Matrix: Match Staff Roles to Training Tracks

 Administrative & Clerical Track 1 REQ + Track 2 (Writing) + Track 3 (Copilot) 4-8 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 10-14 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 **1,148** **Q1**
ADDITIONAL COST AI COURSES AVAILABLE LAUNCH 2026



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

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



Content aligned with:

Public-sector AI best practices
Data privacy and security standards

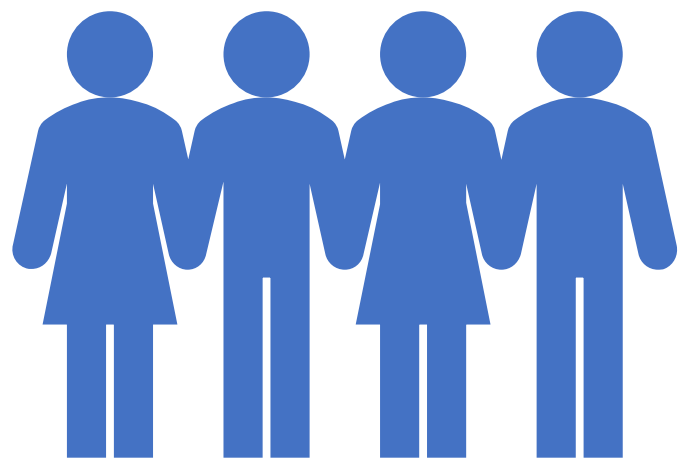


Clear guidelines for:

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

- **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

