SERVICES & PROGRAMS COMMITTEE
OF
THE LIBRARY BOARD OF TRUSTEES

MEETING NOTICE AND AGENDA

Wednesday, November 4, 2026
4:00 p.m.

Virtual via Microsoft Teams:
Meeting ID: 242 937 481 790 31
Passcode: gx7qG9sZ

Dial in by phone:
Phone number: 414-251-0392
Phone conference ID: 530 309 98#

Committee Members: Chair Ald. Milele Coggs, Vice-Chair Kathleen Vincent, Ald. Larresa Taylor, Mary Urbina-McCarthy, Missy Zombor, Jennifer Meyer-Stearns, Secretary, Rebecca Colby, Secretary's Assistant (414) 286-3021

1. **Committee Meeting Minutes Review**. The Committee will review and approve the minutes from the July 1, 2026 meeting.

   Attachment A, page 3

2. **Safety Report**. Library Security Manager Carlos Lopez will present quarterly safety reports for the MPL system.

   Attachment B, page 5

3. **Patron Ban Appeal Hearing**. The Committee will hold an appeal hearing regarding the patron ban of Sandra Moore.

   The Committee may move and vote to go into closed session pursuant to Wisconsin Statute 19.85(1)(a) to deliberate concerning the quasi-judicial hearing in the cases of Sandra Moore. If the Committee convenes in closed session, it will reconvene in open session immediately thereafter to continue its regular open meeting agenda.

4. **Upcoming Events and Programs**. Adult Programming Coordinator Kelly Bolter will share information about upcoming events and programs at MPL.

   Attachment C, page 9

5. **Milwaukee Poet Laureate Update**. Public Services Area Manager (Central) Tim Fluhr and Adult Programming Coordinator Kelly Bolter will share information about the 2027-28 Milwaukee Poet Laureate Project.

   Attachment D, page 11

814 W. Wisconsin Ave. • Milwaukee, WI 53233 • 414-286-3020

6. **Programs & Services Highlight: Food & Nutrition**. Associate Library Director Ha Hoang will present an overview of food and nutrition programming and services.

7. **Next Meeting**. The Committee will discuss items to be included on the March 3, 2027 meeting agenda.

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk's Office License Division. More information is available at www.milwaukee.gov/lobby or by calling (414) 286-2238.

Please be advised that members of the Milwaukee Common Council who are also members of this body will be in attendance at this meeting. In addition, Common Council members who are not members of this body may attend this meeting to participate or to gather information. A quorum of the Common Council or any of its standing committees may be present, but no formal Common Council action will be taken at this meeting.

Reasonable accommodations provided upon request. Contact the ADA Coordinator at: 414-286-3475 or adacoordinator@milwaukee.gov.

814 W. Wisconsin Ave. • Milwaukee, WI 53233 • 414-286-3020

MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
SERVICES & PROGRAMS COMMITTEE
MINUTES

Wednesday, July 1, 2026

Video Conference via Microsoft Teams

PRESENT: Ald. Milele Coggs, Sup. Kathleen Vincent, Larresa Taylor, Missy Zombor, Joan Johnson

STAFF: MPL: Tim Fluhr, Ha Hoang, Melissa Howard, Dan Keeley, Carlos Lopez, Tammy Mays Wilder, Jennifer Meyer-Stearns, Rebecca Schweisberger, Jessica Wolf

Vice-Chair Kathleen Vincent called the MPL Board of Trustees Services and Programs Committee meeting to order at 4:16 p.m. on Wednesday, July 1, 2026. All Trustees and presenters participated by video or audio conference.

1. **Committee Meeting Minutes Review**. Vice-Chair Vincent entertained a motion to accept the minutes from the May 6, 2026 meeting. Trustee Zombor moved approval of the minutes and Trustee Taylor seconded. Motion passed.

2. **Safety Report**. Library Security Manager Carlos Lopez reported on security incidents in the second quarter of 2026. Overall, incidents have increased by 30% over the same time period on 2025. The majority of security incidents were related to alcohol/drugs, general disruptions, loitering, theft, and trespassing. Informational item.

3. **Revised MPL Policy Approval Request**. Communications and Community Engagement Director Melissa Howard presented an updated policy related to public posting of community flyers. MPL has a procedure related to requests for posting materials to the MPL community bulletin boards. This policy will complement that procedure and outlines submission criteria, establishes priorities, confirms posting does not imply endorsement, and provides staff guidance for processing requests. The policy also clarifies guidelines for the distribution of literature and petition circulation. Trustee Taylor moved to approve the policy as presented and Trustee Zombor seconded. Motion passed.

4. **OneMPL Update**. Library Director Joan Johnson shared an update on OneMPL, a service philosophy that is internally focused on staff development. OneMPL codifies the customer service expectations and incorporates the Start Here Promise. OneMPL will become the standard across all locations and departments. OneMPL goals are:
    - Create the internal conditions that facilitate organizational alignment in the key areas of: operational strategies and practices, behavioral expectations, physical environment and facilities conditions, and community utility.
    - Ensure continuous improvement in service delivery and supporting staff to deliver the Start Here Promise consistently.
    - Regain lost patrons and grow the patron base with new patrons.

    Action steps taken by MPL include: collaboration with INPOWER to develop a plan for growth based on community engagement; introducing the initiative at the all managers meeting in December 2025; messaging to all staff; and creation of a governance committee to develop the framework, supporting documents, and timeline for implementation.

    Next steps include piloting the OneMPL service philosophy plan at Atkinson Branch, Mitchell Street Branch, and Martin Luther King Branch. Governance committee members are visiting branches to connect with staff before pilot implementation. The pilot will include 30, 60, and 90-day evaluations,

which will inform subsequent roll-outs. Additional updates will be shared with the Committee at upcoming meetings. Informational item.

The meeting of the Milwaukee Public Library Board's Services & Programs Committee was adjourned at 4:53 p.m. on July 1, 2026.

MILWAUKEE
PUBLIC LIBRARY

3rd Quarter Safety Report

Security statistical data of incidents occurring at all MPL locations during the 3rd. Quarter of 2026 compared to 2025 and 2024. Overall, there were 574 reported security incidents in 2026 compared to 295 in 2025, and 356 in 2024 (That's a 94% increase compared to 2025, and a 61% increase compared to 2024).

Alcohol/drugs, general disruptions, loitering, theft, trespassing and verbal altercations account for the majority of security incidents.

We experienced decreases in security incidents at the Tippecanoe Branch Library.

We experienced increases in security incidents at Atkinson, Bay View, Capitol, Central, East Good Hope, Mitchell Street, Martin Luther King, Villard Square, Washington Park and Zablocki Libraries.

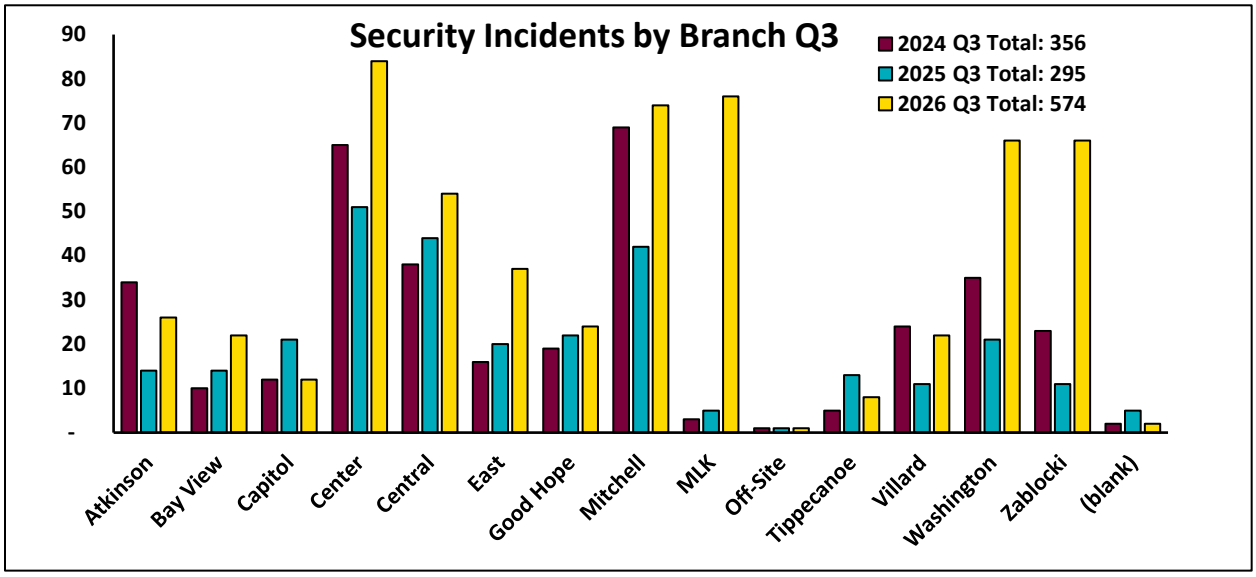
Increases in overall security incidents are attributed to enhanced security guard expectations and reporting.

12:00 noon until 6:00 PM. continue to be the hours when the majority of security incidents occur at all MPL locations.

Note: The time of security incidents occurring between 12:00 AM and 8:00 AM on the security incident time chart were issued in error while completing Perspective reports.

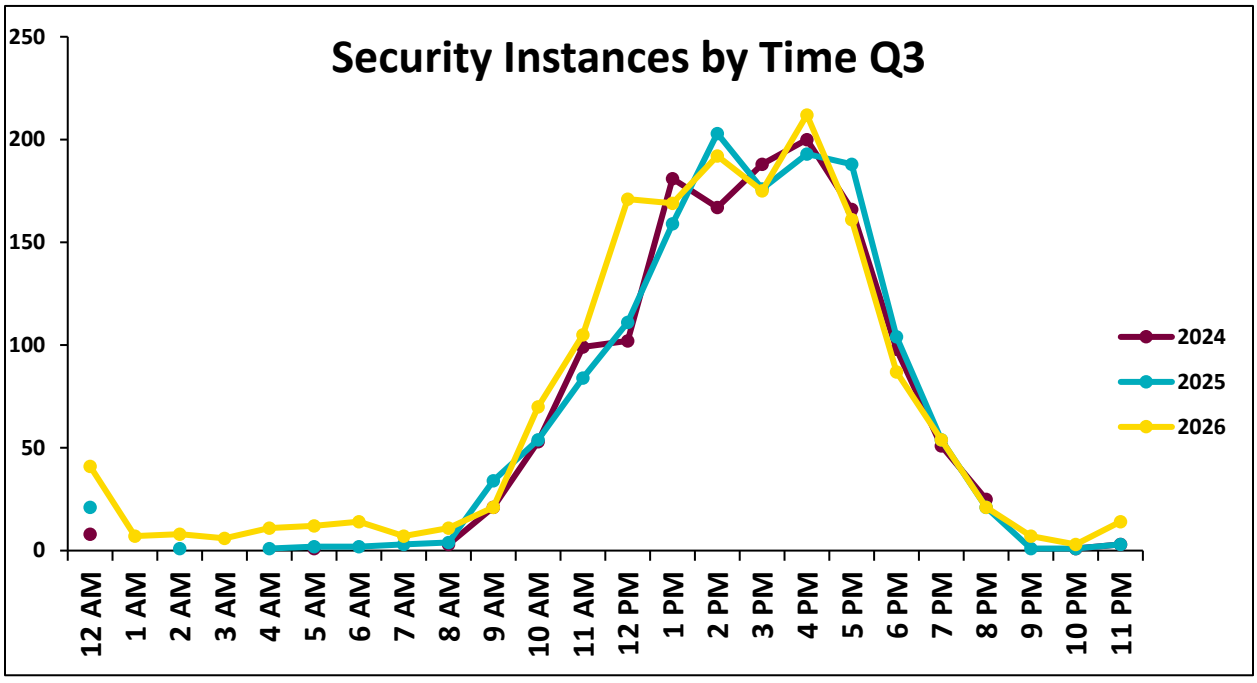
The four classes of violations and their respective categories:

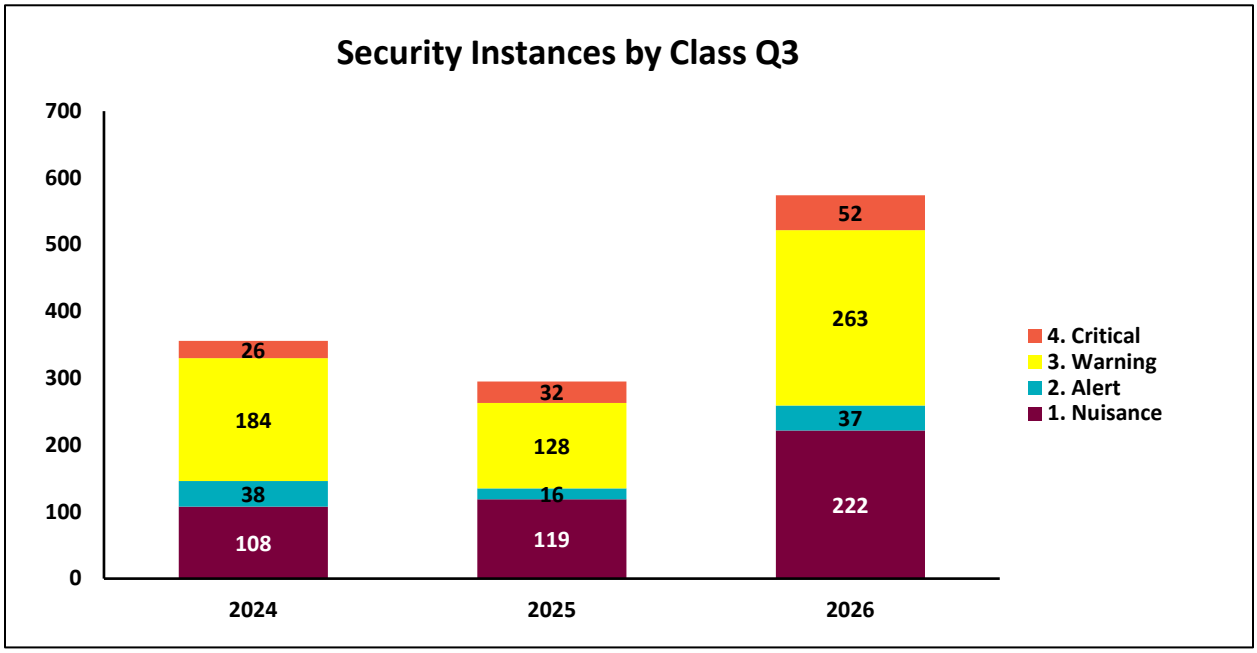
Class **Nuisance**	**Class** **Alert**	**Class** **Warning**	**Class** **Critical**
Category	**Category**	**Category**	**Category**
-Computer Use Violations -Disruption -Eating/Drinking -Infestation -Loitering -Miscellaneous	-Accident/Injury -Evidence/Information -Pandemic Noncompliant	-Alcohol/Drugs -Breaking Entering -Harassment -Medical Emergency -Theft -Trespassing -Vandalism -Verbal Altercation	-Assault -Indecent Exposure -Physical Altercation -Violent Threat -Weapon



Category	Q3 2024	Q3 2025	Q3 2026
Accident/Injury	19	10	19
Alcohol/Drugs	24	25	36
Assault	3	3	4
Breaking/Entering	1		
Computer Use Violation	3	5	1
Disruption	37	47	79
Eating/Drinking	1	4	12
Evidence/Information	16	4	16
Harassment	20	15	18
Indecent Exposure	6	8	14
Infestation	12	3	3
Loitering	10	13	45
Medical Emergency	18	9	17
Miscellaneous	44	47	82
Physical Altercation	5	1	12
Theft	38	32	44
Trespassing	61	26	109
Vandalism	3	6	13
Verbal Altercation	15	12	26
Violent Threat	10	13	15
Weapon	2	5	4
(blank)	8	7	5
Grand Total	**356**	**295**	**574**

Branch	Q3 2024	Q3 2025	Q3 2026
Atkinson	34	14	26
Bay View	10	14	22
Capitol	12	21	12
Center	65	51	84
Central	38	44	54
East	16	20	37
Good Hope	19	22	24
Mitchell	69	42	74
MLK	3	5	76
Off-Site	1	1	1
Tippecanoe	5	13	8
Villard	24	11	22
Washington	35	21	66
Zablocki	23	11	66
(blank)	2	5	2
Grand Total	**356**	**295**	**574**




Security Instances by Class Q3
700
600
500
400
300
200
100
0
26
184
38
108
32
128
16
119
52
263
37
222
2024
2025
2026
4. Critical
3. Warning
2. Alert
1. Nuisance

FORAGING FOR FREEDOM

WITH **ROBIN GREENFIELD**

MILWAUKEE, WI



WHERE?

733 N. EIGHTH ST.
MILWAUKEE,
WI 53233

WHEN?

NOVEMBER 10TH
6:00-8:30 PM

HOSTED BY:

MILWAUKEE PUBLIC LIBRARY

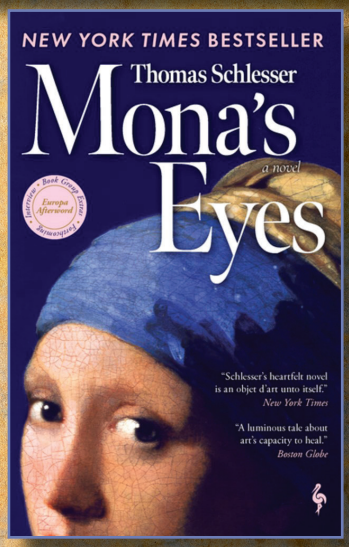
REGISTER HERE

MORE DETAILS AND REGISTRATION AT
ROBINGREENFIELD.ORG/SCHEDULE

An Evening with Thomas Schlesser



Author of Mona's Eyes



Monday, November 9, 6:30 pm | Doors open at 6 pm

Milwaukee Public Library
Centennial Hall | 733 N. Eighth St.

Thomas Schlesser presents his international literary sensation *Mona's Eyes*. A national Indies bestseller and a Boston Globe best book of the year, *Mona's Eyes* is a heartfelt novel of art and family about a grandfather and granddaughter on a journey of connection and beauty that spans five centuries of Western art history. Cohosted by Milwaukee Public Library, the Alliance Française de Milwaukee, and Boswell Book Company. Books will be for sale from Boswell Book Company, and a book signing will follow the presentation.

Registration required; online at mpl.org/calendar or scan the qr code at right.

Free and open to all. Reasonable accommodations will be provided upon request. Contact the City of Milwaukee ADA Coordinator, 414-286-3475 or adacoordinator@milwaukee.gov no later than 72 hours before the scheduled event.
2026

BOSWELL BOOK CO

PUBLIC LIBRARY



MILWAUKEE
PUBLIC LIBRARY

Are you the next Milwaukee Public Library Poet Laureate?







Overview and Impact

For more than 20 years the Milwaukee Poet Laureate Project has been amplifying and uplifting local poetry in the City of Milwaukee. Each Poet Laureate serves as an ambassador of poetry, helping promote poetry as an art and inspiring new audiences throughout our community. Serving two-year terms, past Milwaukee Poets Laureate have included Shelly Conley, Dasha Kelly Hamilton, Jeff Poniewaz, and Roberto Harrison.

POET LAUREATE REQUIRED QUALIFICATIONS

- Resident of the City of Milwaukee.
- Previous experience organizing and presenting programs or performances in the literary arts or other creative fields.
- Committed to making poetry accessible to people of all abilities and all ages throughout the City of Milwaukee.
- A minimum of two (2) published works; or a substantial repertoire of oral poetry; or a proven record of leading successful poetry events and workshops. Additional consideration will be given to applicants that meet all three (3) of these criteria.
- Excellent communications skills, including familiarity with basic communication and office applications, such as email and word processing.
- Agrees to participate in promotional and marketing activities, which may include photography, videography, and documentation of programs and appearances.

POET LAUREATE DETAILS

- Two-year term from January 2027 through December 2028.
- A stipend will be provided by the Milwaukee Public Library Foundation.

DEADLINE TO APPLY: SUNDAY, NOVEMBER 22, 2026

Visit mpl.org/poet for more information and to apply.