



**INNOVATION & STRATEGY COMMITTEE
OF
THE LIBRARY BOARD OF TRUSTEES**

MEETING NOTICE AND AGENDA

Thursday, October 8, 2026
8:00 a.m.

Virtual via Microsoft Teams

By computer, tablet or smartphone:

Meeting ID: 244 856 080 715 08
Passcode: sY6C98ni

Dial in by phone

Phone number: 414-251-0392
Phone conference ID: 636 576 977#

Committee Members: Chair Matt Kowalski, Neil Albrecht, Ald. Andrea Pratt, Mary Urbina-McCarthy, Missy Zombor, Jennifer Meyer-Stearns, Secretary, Rebecca Schweisberger, Secretary's Assistant (414) 286-3021

1. **Committee Meeting Minutes Review.** The Committee will review and approve the minutes from the June 11, 2026 meeting.

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2. **Strategy Document Update.** Ha Hoang, Associate Library Director-Patron Experience & Strategy, will provide a progress report on the MPL strategic planning documents.
3. **MPL Data Dashboard Presentation.** Joey McMahon, Research and Policy Coordinator, will present an update on MPL data reporting.

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 may attend 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.

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
INNOVATION & STRATEGY COMMITTEE
MINUTES
Thursday, June 11, 2026**

Video Conference via Microsoft Teams

PRESENT: Matt Kowalski, Neil Albrecht, Ald. Andrea Pratt, Missy Zombor, Joan Johnson

EXCUSED: Ald. Larresa Taylor

OTHERS: Budget & Policy Division: Nathaniel Haack
MPL: Tim Fluhr, Ha Hoang, Melissa Howard, Dan Keeley, Tammy Mays Wilder,
Joey McMahon, Jennifer Meyer-Stearns, Karli Pederson, Rebecca Schweisberger,
Emily Vieyra

Committee Chair Matt Kowalski called the MPL Board of Trustees Innovation and Strategy Committee meeting to order at 8:01 a.m. on April 9, 2026 with a quorum present. All Trustees and presenters participated by video conference.

1. **Committee Meeting Minutes Review.** Chair Kowalski entertained a motion to accept the minutes from the January 15, 2026 meeting. Trustee Albrecht moved approval of the minutes and Trustee Zombor seconded. Motion passed.
2. **Strategy Document Update.** Library Director Joan Johnson presented a progress report on updating MPL's strategic documents. Branch and Unit Managers analyzed statistical and community engagement data to determine how the findings can inform individual and system-wide work plans. Managers identified the most relevant strategic directions for their specific work plans. Library Administration is using this information to determine which strategic directions are most responsive to community needs. Currently, the principal strategic directions are: Community Third Place, Technology and Digital Inclusion, Reference and Readers' Advisory, Community Engagement, Teen Connected Learning, Workforce Development and Business Growth. Managers have recommended adding a new strategic direction in response to calls for social responsibility for improved outcomes in the areas of community health and well-being. This direction would include many factors that impact health, such as climate sustainability, and would position the library in city-wide efforts to build safer, healthier, and more equitable neighborhoods. It also reflects the library's role as a community anchor and helping connect people to resources, services, and opportunities that support well-being and quality of life for residents. MPL is currently offering robust health literacy programming. The Administrative team is reviewing recommendations from Managers and will incorporate the feedback into the updated language and documents. The next draft of the strategic documents will be presented at an upcoming meeting. Informational item.
3. **Technology and Innovation Update.** Library Director Joan Johnson presented an update on MPL's 2026 Technology and Innovation projects and initiatives.

Data collection and analysis: Communications and Community Engagement Director Melissa Howard presented a progress report on data governance and analysis. MPL currently collects a wide range of data via disparate systems, which requires a significant amount of work to aggregate. The Communications & Marketing team is reviewing data sources, collection processes, access, and governance to identify gaps in the available data and develop a consistent method for collecting and reporting data. The goal is to have data stored in a centralized location, with self-service dashboards

for staff system-wide. Joey McMahon, MPL Research and Policy Coordinator, will focus on outcomes and impact, identifying consistent and comparable evidence for the library's value to funders, legislators, and the community as a whole. Testing is currently underway to leverage existing software, including Microsoft BI, until a more robust solution is identified. In addition, MPL is reviewing data reporting and tools of comparable institutions to ensure best practices are followed. Metrics for success include: implementing one trusted source of data, self-service for staff and leaders, using data for impact, and advocating for library funding.

Information Technology (IT) and Cataloging & Database Maintenance Department (CCDM) Projects:

Associate Library Director Karli Pederson presented an update on major IT and CCDM projects.

E-Rate Cybersecurity Pilot Program & Progress (MPL IT): The federal E-Rate program allows MPL to pay 10-15% on the dollar for various services and equipment. MPL was accepted into the E-Rate Cybersecurity Pilot Program and has two associated projects.

Innovation & Palo Alto Networks Cortex XDR project – Computer and server endpoint security. MPL IT has deployed this on a sample set for testing and is planning for system-wide expansion.

Palo Alto Networks Core Security Bundle - Firewall subscriptions upgrade. IT is actively moving forward with a planned deployment in late June 2026.

Phone Service Model & Progress (MPL IT): In May 2026, MPL deployed a new phone service model, with a robust phone tree offering reference and circulation system-wide queues and direct lines to all locations. IT staff is actively reviewing the system for enhancement opportunities and streamlining overall phone infrastructure. The model was designed and deployed in collaboration with the City Information and Technology Division (ITMD) and staff and leadership from MPL Public Services.

Digital Signage Solution (MPL IT & C&M): In a collaborative effort to update digital signage, MPL IT and Communications & Marketing (C&M) completed demos and acquired quotes for product options. Goals for the project are: prioritize the use of existing equipment; improved administration of digital signage, allowing for efficient streamlined content distribution; integration of existing systems. MPL is currently engaging in a proof of concept test for systems integration and, if successful, implementation is expected to begin in Q3.

OCLC AI Enrichment Pilot Program (CCDM): The Cataloging & Database Maintenance Department (CCDM) is piloting the OCLC Connexion AI Metadata Enrichment Tool, which uses controlled sources to suggest materials call numbers and Library of Congress subject headings. An 8-week pilot will allow MPL's expert catalogers and CCDM leadership to evaluate the tool for use, accuracy, and effectiveness. Original catalogers are adjusting to access and use of testing the tool when creating or enhancing a record for MPL's purposes. As their familiarity with it grows, usage will increase.

Informational item.

The meeting of the Milwaukee Public Library Board's Innovation & Strategy Committee was adjourned at 8:47 a.m. on June 11, 2026.
