



*San Francisco
Public Library*

A MISSION-CRITICAL EXECUTIVE OPPORTUNITY
AT ONE OF SAN FRANCISCO'S MOST TRUSTED
CIVIC INSTITUTIONS

CHIEF INNOVATION AND INFORMATION OFFICER



\$16.9B
City Budget*

35,800+
City Employees

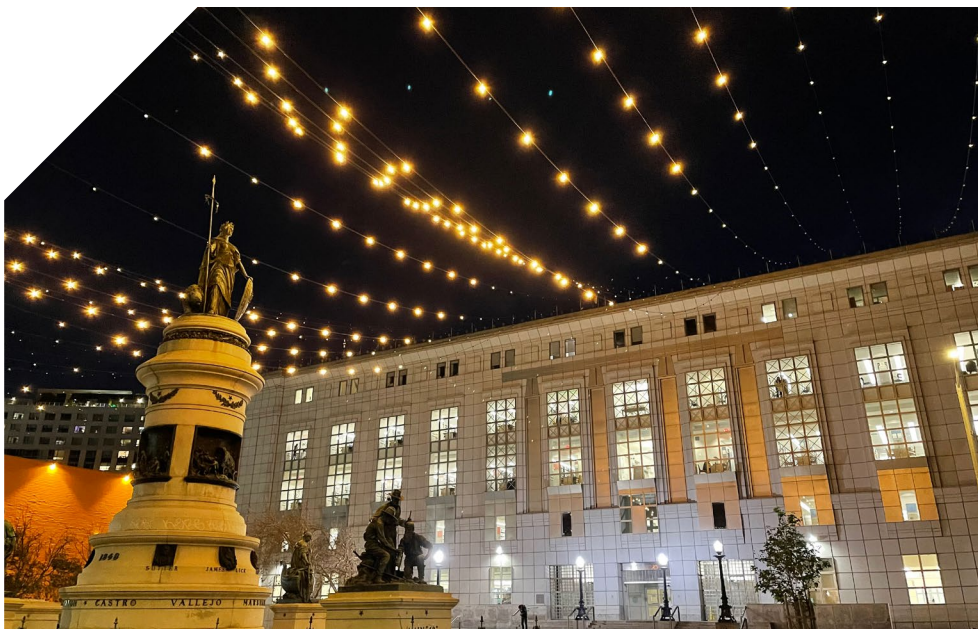
60+
Municipal Agencies

* San Francisco's Budget:
sf.gov/budget-information-fiscal-year-2026-27

ABOUT THE CITY

San Francisco, the fourth most populous city in California, is the cultural, commercial and financial center of Northern California. Home to over 826,000 residents, the City spans 49 square miles at the north end of a peninsula bordered by the Pacific Ocean and the San Francisco Bay. A popular tourist destination, the City is known for its eclectic mix of architecture and unique landmarks, including the Golden Gate Bridge. It is also the headquarters of major U.S. technology companies and financial institutions, and the home to multiple educational and cultural institutions.

"San Francisco is one of the great cultural plateaus of the world, one of the really urbane communities in the United States, one of the truly cosmopolitan places and for many, many years, it always has had a warm welcome for human beings from all over the world." — **Duke Ellington**



San Francisco
Public Library

\$194.2M

Annual Budget

900+

Employees

31

Library Locations*

5M+

Collection Items

15M

Circulated Items

4.6M+

Annual Visitors

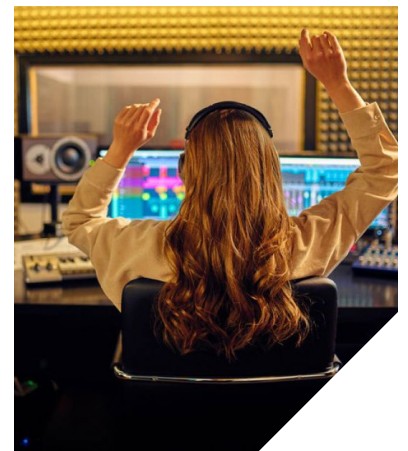
* 27 branches, Main Library, Mobile Outreach Services, Collections & Technical Services, Chief of Branches and 4 community book kiosks.

ABOUT THE LIBRARY

The San Francisco Public Library (SFPL) connects our diverse communities to learning, opportunities, and each other. The library system includes the architecturally significant Main Library, an anchor institution in the city's Civic Center, 27 neighborhood branch libraries that serve all neighborhoods throughout the city, two administrative buildings and four bookmobiles. With a collection of more than 5 million physical and digital items circulating 15 million times annually, SFPL is the highest-rated City department in San Francisco.

The library embraces its role as the most democratic of institutions, providing safe and welcoming facilities for all. Through a robust array of services and programs that serves 4.6 million patrons annually, the library is dedicated to advancing literacy and learning, serving as a cultural amplifier, acting as a catalyst for community engagement, guiding patrons as a thoughtful navigator, and providing essential resources to support healthy, equitable communities. For more information about SFPL, please visit sfpl.org.

"Well-run libraries are filled with people because what a good library offers cannot be easily found elsewhere: an indoor public space in which you do not have to buy anything in order to stay." —**Zadie Smith**



INCLUSIVITY STATEMENT

SFPL must build a culture, space and workplace that is accessible and welcoming to all current and future employees and to actively build an environment in which all people regardless of background, identity, or ability, can be equal participants. In this way, our staff at all organizational levels can reflect the communities we serve. A safe, equitable public library is an actively anti-racist public library. Creating an inclusive public library means aligning with the lived realities of people of color. SFPL is committed to advancing racial equity for our workforce and community, and will actively engage in anti-racist practice programs, and collection development in carrying out the Library's mission.

0932 MANAGER IV

CHIEF INNOVATION AND INFORMATION OFFICER

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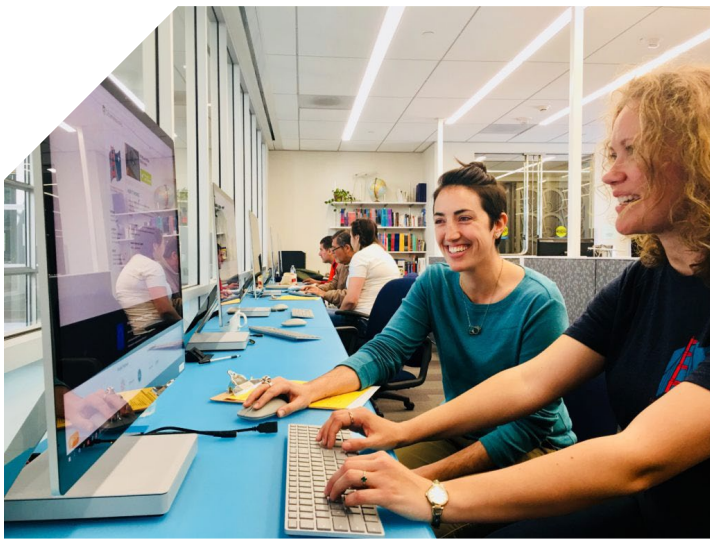
The Chief Innovation and Information Officer (CIIO) role offers a rare opportunity to shape the digital future of one of the most admired public libraries in the country. At the SFPL, technology supports equity, learning, creativity, and community connection. The CIIO guides this work by advancing digital innovation that expands access, strengthens services, and empowers staff throughout the Library. This leader helps create an inclusive and modern library experience for every patron, whether they visit online or in person. As SFPL's top IT leader, this role shapes the digital infrastructure supporting 4.6 million visits annually, while helping define the future of equitable technology access in San Francisco. For someone who cares deeply about public service and meaningful impact, this role offers the chance to help define SFPL's next era of service.



SAN FRANCISCO PUBLIC LIBRARY'S MISSION

San Francisco Public Library connects our diverse communities to learning, opportunities and each other." Link to Vision 2030 [here](#).





ABOUT THE POSITION

The CIO serves as a strategic executive partner who works across the entire library system to advance SFPL's mission and long-term vision for equitable public service. This leader collaborates closely with the City Librarian, executive team, and division heads to guide technology decisions that shape organizational priorities and strengthen service outcomes. The CIO builds trusted relationships with branch leaders, public service staff, and administrative teams to ensure digital initiatives reflect community needs and operational realities. The role also engages with city agencies, technology partners, and governance bodies to position SFPL as a leader in digital equity. Through these executive level relationships, the CIO ensures technology drives meaningful impact for patrons and staff across San Francisco. This role reports to the Chief Operating Officer and serves on the Library's Management Team, with regular engagement with the City Librarian, Library Commission, and the Department of Technology.

ESSENTIAL FUNCTIONS

- Visionary Leadership**
 Provides strategic direction for SFPL's long-term technology vision and leads the development of an IT strategy that supports the Library's mission, service model, and organizational goals. Establishes a multi-year technology roadmap, ensures strong alignment with the strategic plan, **Vision 2030**, and guides the integration of emerging technologies to modernize services and strengthen digital transformation across the system.
- Technology Strategy and Delivery**
 Oversees the design, development, implementation, and operation of all enterprise technology systems. Ensures the reliability, sustainability, and security of infrastructure, applications, and digital services. Defines the IT operating model to support a service-oriented culture and delivers technology capabilities that meet evolving organizational needs.
- Fiscal and Resource Stewardship**
 Directs technology budget planning, capital investment, and financial oversight. Partners with leadership to ensure divisional input into technology funding decisions. Manages sourcing strategies, vendor relationships, and procurement processes to ensure responsible stewardship of public resources.
- Collaboration and Enterprise Partnership**
 Builds strong relationships with Library leadership, public service teams, city departments, and community stakeholders. Co-develops patron-centered digital initiatives and contributes to enterprise planning and policy-making. Promotes cross-functional collaboration, supports team development, and fosters a culture of continuous improvement.
- Workforce Leadership and Organizational Development**
 Provides leadership and coaching to IT staff and managers. Guides workforce planning, performance management, and training to ensure staff are prepared for emerging technologies and evolving service needs. Strengthens team capability through organizational change leadership.
- Compliance, Security, and Risk Management**
 Ensures adherence to security standards, accessibility and privacy requirements, and city and industry cybersecurity regulations. Leads business continuity planning, incident response, and the protection of patron data and critical systems.
- Innovation and Change Leadership**
 Leads enterprise-wide digital innovation, co-creates new delivery models, and drives cultural change toward a service-oriented, digitally ready organization.

MINIMUM QUALIFICATIONS

1. Possession of a baccalaureate degree from an accredited college or university AND
2. 6 years or more of experience in either digital transformation or IT of which 3 MUST include supervising IT professionals.

CHIEF INNOVATION & INFORMATION OFFICER

The CIIO provides executive leadership for the Library's technology vision and ensures that digital strategy supports SFPL's mission, values, and long-term goals. This role leads the development of an integrated technology roadmap that strengthens digital equity, enhances patron experiences, and improves operational efficiency across all branches and divisions. The CIIO builds strong partnerships with the City Librarian, executive team, and department leaders to guide technology decisions that advance organizational priorities and service innovation. This leader directs the design and delivery of reliable and secure systems, oversees technology governance, and ensures that technology investments reflect community needs and fiscal stewardship. The CIIO champions a culture of collaboration and continuous improvement by supporting staff, empowering cross-functional teams, and ensuring IT operations align with best practices. Through strategic leadership and strong relationships, the CIIO elevates SFPL's ability to provide modern, accessible, and community-centered library services. The CIIO also leads technology budget planning and procurement, oversees strategic vendor relationships, and guides enterprise IT governance. They partner with HR to build an AI-ready workforce and ensure compliance with security, privacy, and accessibility standards.

THE IDEAL CANDIDATE

The ideal candidate will possess a strong leadership and management portfolio to successfully contribute to achieving SFPL's strategic priorities. Successful candidate will have the following experiences.

Executive Partnership and Leadership

- Extensive experience collaborating with executive leadership teams to guide organizational priorities through technology.
- Strong record of working with C-suite leaders, including the CEO, COO, CFO, HR director, and other senior executives, to influence enterprise strategy.
- Proven ability to participate in strategic planning sessions and provide clear insight on how technology supports organizational goals and service excellence.
- Skilled at presenting technology strategies, initiatives, and performance metrics to commissions, committees, and boards with clarity and authority.

Strategic Influence and Interagency Collaboration

- Experience serving as a key partner in governance processes and ensuring technology alignment with long-term organizational goals.
- Demonstrated ability to maintain strong alignment between technology direction and new initiatives, helping embed digital considerations into all levels of planning.
- Successful collaboration with the Department of Technology and other public agencies to design integrated solutions that strengthen infrastructure and improve patron services.

Leadership of Enterprise Initiatives

- Proven success leading major digital transformation initiatives within public sector or government environments.
- Ability to integrate technology into core service and administrative functions, resulting in improved efficiency, equitable access, and community outcomes.
- Demonstrated strength in leading cross-functional projects that require collaboration across diverse teams and organizational areas.
- A history of driving innovation programs that expand and improve public services and enhance the patron experience.

Operational Excellence and Technical Oversight

- Executive-level experience leading large-scale IT projects from inception through completion, with strong performance on timeline, scope, and budget.
- Deep expertise in IT operations management, ensuring reliable, secure, and scalable infrastructure and services.
- Strong vendor and partner management skills, ensuring effective contract performance and delivering high-value results.
- A track record of designing and delivering innovation programs that use emerging technologies to improve accessibility, equity, and public service delivery.



COMPENSATION AND BENEFITS

The normal annual salary range is \$173,264 to \$221,052. Appointment above the maximum of the normal range may be considered based on documented and substantiated recruitment and retention issues or exceptional skills. A special approval process is necessary for appointment above the normal salary range.

In addition, the City and County of San Francisco (City) offers comprehensive benefit programs which include:

- Medical, Vision, Dental, and Life insurance
- Long-term disability plan; Flexible Spending Accounts
- Pension Plan; Retiree Healthcare; Deferred Compensation Program
- Paid Management Training Program; Wellness Program
- Paid Vacation, Holidays, Sick Leave; Management Leave
- Additional information about the City's Management Benefits.

Learn more about the City's Management Benefits, visit careers.sf.gov/benefits.

The City and County of San Francisco encourages women, minorities and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.



Visit
on.sfpl.org/whySFPL

WHY SFPL, YOU ASK?

Discover what makes this place truly special—scan the QR code to watch and listen to staff share why they love working at SFPL!



To apply, visit
on.sfpl.org/CIOO

HOW TO APPLY?

Scan the QR code to submit your application for the Chief of Innovation and Information Officer today!

