



*San Francisco
Public Library*

IS SEEKING A VISIONARY, INNOVATIVE AND
COMMUNITY-ORIENTED LEADER TO SERVE AS

CHIEF OF PUBLIC SERVICES



\$12.6B

City Budget*

38,400+

City Employees**

172

Municipal Agencies

* [San Francisco's Budget 2021-2022](#)

** [Public Pay 2022](#)

ABOUT THE CITY

San Francisco, the fourth most populous city in California, is the cultural, commercial and financial center of Northern California. With 884,363 residents, it covers 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

\$186M

Annual Budget

900+

Employees

31

Library Locations***

3.7 million

Collection Items

11 million

Circulated Items

6 million

Annual Visitors****

4,514

Daily Visitors**

*** Main Library, 27 branches,
Mobile Outreach Services
at Treasure Island and 2
Administrative offices

**** Pre-Covid-19 Pandemic

ABOUT THE LIBRARY

San Francisco Public Library (SFPL) is dedicated to free and equal access to information, knowledge, independent learning and the joys of reading for our diverse communities. The library system includes the architecturally significant Main Library in the City's Civic Center, 27 neighborhood branch libraries, two administrative buildings and four bookmobiles. With a collection of more than 3.7 million items, and circulation exceeding 11 million each year, SFPL serves more than 6 million visitors annually. The library system has extraordinary political and fiscal support that mandates an annual funding allocation from the City's property tax revenues, resulting in a budget of \$186 million in FY23. With a strong budget, SFPL has approximately 900 employees committed to outstanding public service.

"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

San Francisco Public Library is committed to building a culture and workplace that is accessible and equitable to all current and future employees and actively cultivates a safe environment in which all people, regardless of background, identity or ability, are welcomed. The Library fosters a diverse and inclusive community by celebrating the individuality, strengths and talent of our staff.

The Library is invested in serving everyone and advancing racial equity for our workforce and community. SFPL actively engages in anti-racist practices, programs and collection development in carrying out the Library's mission. Learn more about our [Racial Equity Commitment](#).



0953 DEPUTY DIRECTOR III

CHIEF OF PUBLIC SERVICES

ABOUT THE POSITION

Reporting to the City Librarian, this Chief of Public Services position is an integral member of the Library's executive leadership team. This position provides high-level administrative support to the City Librarian in planning, evaluating and directing the operations of the department such as the development and implementation of departmental policies and procedures related to all areas of Library operations. The position oversees several divisions within the Library including the Main Library, Branches, Collections & Technical Services and Community Programs & Partnerships (a total of 560 FTE). In addition to budget development and direct oversight of public service divisions, the Chief of Public Services is responsible for representing the Library externally to City agencies, policy makers and community organizations.



SAN FRANCISCO PUBLIC LIBRARY'S MISSION

We work to ensure free and equal access to information, knowledge, independent learning and the joys of reading for our diverse community.

SAN FRANCISCO VISION

Residents and families that thrive

Clean, safe and livable communities

A diverse, equitable and inclusive City

Excellent City Services

A City and region prepared for the future



THE CHIEF OF PUBLIC SERVICES

will work as a collaborative partner with the City Librarian and the Chief Operating Officer (COO) to develop and recommend new services and implement changes in organization, methods and procedures for improved public services. This position works closely with the COO to oversee major capital projects including branch renovations, new library construction and capital enhancements at the Main Library. The Chief of Public Services also participates in proactive Labor/Management meetings to foster positive labor relations and interacts with staff members at all levels on special projects, task forces and library operations. As a key member of the Library's executive leadership, the Chief of Public Services will be instrumental in leading and contributing innovative initiatives towards realizing the Library's vision to provide equitable services improving the quality of life for residents and fostering shared experiences for a connected community.

The essential functions of the position include, but are not limited to:

- Directs the development and implementation of public service divisions' goals, policies and annual work plans; manages the allocation of resources and service levels to meet patrons' needs;
- Oversees the operation of public service divisions' functions, activities and programs; sets objectives and monitors the performance of subordinate staff engaged in defined activities;
- Monitors the organizational structure, staff assignments, service levels and administrative systems required to accomplish the Library's mission and objectives in an effective and efficient manner; directs the identification and analysis of opportunities for service enhancements;
- Consults with the Mayor's Office, the Board of Supervisors and other City and County of San Francisco departments' staff regarding public library service delivery and coordinates with other City departments in addressing service needs; may represent the Department before or provide information to Library Commission and other representatives from federal, state and local agencies, community-based organizations and the media;
- Directs the development and implementation of the operational budget; monitors expenditures to ensure adherence to the approved budget;
- Works collaboratively with the City Librarian and Chief Operating Officer (COO) to conduct long-range planning initiatives including strategic planning, facilities master planning and implementation of SFPL Racial Equity Action Plan (REAP);
- In partnership with the COO, administers major capital projects including library renovations and/or new construction; leads associated community engagement activities tied to capital enhancements;
- May serve as the Acting City Librarian as assigned.



MINIMUM QUALIFICATIONS

1. Possession of a Master's Degree in Library and Information Studies (MLS/ MLIS) from a college or university accredited by the American Library Association; AND
2. Five (5) years of managerial experience providing oversight of major library programs, services, and/ or other functional areas, of which all must include experience supervising professional librarians in an urban library.

"I always knew from that moment, from the time I found myself at home in that little segregated library in the South, all the way up until I walked up the steps of the New York City library, I always felt, in any town, if I can get to a library, I'll be okay. It really helped me as a child, and that never left me. So I have a special place for every library, in my heart of hearts."

—Maya Angelou

THE IDEAL CANDIDATE

The ideal candidate will possess a strong leadership and management portfolio to successfully contribute to the City Librarian's executive team to achieve SFPL's strategic priorities. Successful candidate will have the following desirable skills and qualifications.

- Ability to prioritize and organize activities for effective use of staff and other available resources.
- Ability to direct administration of a large budget in a complex organization while adhering to internal and external procedures.
- Ability to write and speak effectively to communicate with internal and external stakeholders.
- Ability to promote, establish and maintain effective working relationships with the public, staff, community-based organizations and vendors.
- Ability to prepare comprehensive, accurate and timely reports, records and other documents.
- Knowledge of different functional areas of public library service delivery such as circulation, information services, children and adult services, collection management, digital strategy, community outreach and library administration.
- Ability to plan, direct and evaluate the work of senior managers and other staff.
- Knowledge of technology trends and principles as they relate to library operations from an administrative and planning perspective.
- Knowledge of management and business practices relevant to public administration.
- Knowledge of service design and application of user experience principles to library programs and services.
- Understanding of societal systems of bias, and ability to apply this knowledge to improve service delivery.



COMPENSATION AND BENEFITS

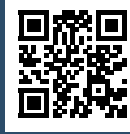
The normal annual salary range is \$175,864 to \$224,484. Appointment above the maximum of the normal range may be considered based on substantiated recruitment and retention issues or exceptional skills.

In addition, the City and County of San Francisco 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
- 10 accrued vacation days per year upon hire; 15 days upon 5 years of service; 20 days upon 15 years of service
- 13 accrued sick leave days; 12 legal holidays; 5 floating holidays and 5 paid days for management leave

Learn more about the City's [Management Benefits](#).

APPLICATION PROCESS AND SELECTION PROCEDURE



For more info, scan QR code

Interested individuals are encouraged to apply by **October 31, 2022** by submitting their application online at on.sfpl.org/CPS.

Candidates with most relevant qualifications who closely meet the needs of the SFPL will be invited to continue to the next steps of the selection process. You may direct any questions regarding this recruitment or application process to Meiyi Ouyang at meiyi.ouyang@sfpl.org or (415) 437-4886.

This position will remain open until filled.

The Chief of Public Service position is an exempt appointment and excluded by the San Francisco Charter from the civil service system. The position shall serve (at will) at the discretion of the City Librarian.

CONDITION OF EMPLOYMENT

All City and County of San Francisco employees are required to be fully vaccinated against COVID-19 as a condition of employment. Someone is fully vaccinated when 14 days have passed since they received the final dose of a two-shot vaccine or a dose of a one-shot vaccine. Any new hire must present proof of full vaccination status to be appointed.

All applicants considered for employment are required to provide verification of authorization to work in the United States.

