

# Library Public Services Manager (Librarian III)



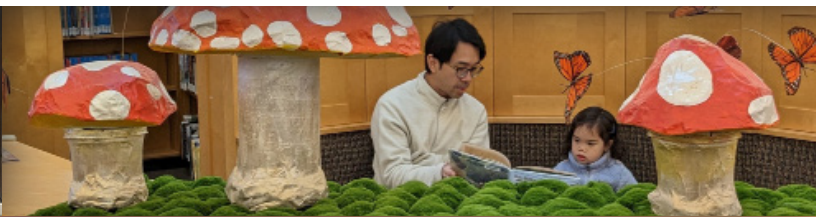
SAINT PAUL  
PUBLIC LIBRARY



## JOIN OUR TEAM

At the Saint Paul Public Library we are on a mission to welcome all people to connect, learn, participate and grow.

We are seeking candidates who are leaders and managers, who embrace innovation, and are committed to applying equity principles to library management. Together, let's make Saint Paul a city that works for all.



WE WELCOME ALL PEOPLE TO CONNECT,  
LEARN, PARTICIPATE, AND GROW. **SPPL.ORG**

# ABOUT



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## OVERVIEW

Libraries are essential public spaces in our social infrastructure. They are spaces for neighbors to gather and connect, for job seekers to access Wi-Fi and resume help, for children and families to play and learn, and for residents to connect to books and resources.

We're seeking innovative, community-focused team leaders who share these values, and are passionate about leading public services across library buildings, online, and in the community to deliver culturally responsive, equitable public services.

Public Services Managers bringing their skills and talents to lead strategic objectives, task forces, committees and projects to improve library and city services for all residents of Saint Paul.

Public Services Managers at Saint Paul Public Library (SPPL) lead delivery of public services informed by the library's values of connection, innovation, resilience, and belonging. They manage other leaders, and collaborate across the organization to innovate, identify and solve problems with others, and lead SPPL's strategic objectives. They are supervisors, coaches, collaborators, and developers of leaders. Public Services Managers supervise multiple library locations; lead complex programs, services, and projects; and center equity in decision-making. Saint Paul Public Library has two open roles, focused on different elements of work.



## PUBLIC SERVICES MANAGER, PROGRAMS AND ENGAGEMENT

Culturally-responsive, community-informed programs and services help fulfill Saint Paul Public Library's mission and vision. The Public Services Manager, Programs and Engagement focuses on impactful community engagement, is responsible for developing, leading, directing, guiding, and evaluating community programs and service areas, and aligning them with budgets and the strategic direction across program areas. This role will work closely with the Marketing and Communications Department to ensure accurate and high-impact experiences, messaging, storytelling, and publicity for programs and services. Areas of supervision include Community Services, the Mobile Library, arts and culture programming, youth services, and digital equity and workforce development.

## PUBLIC SERVICES MANAGER

The Public Services Manager is responsible for maintaining welcoming, safe, clean, and technology-rich spaces across SPPL's locations by leading and managing a complex system of responsive and equitable public services. This role will coach and develop organizational leaders; prioritize key service improvements; and balance the delivery of public service on the floor of the library with delivery of programming. The Public Services Manager will maintain SPPL's public services through internal and external collaboration, developing and maintaining key partnerships, and holding an equitable vision. This leader will develop grants, manage budgets, scope projects, lead teams; advise staff and managers, create and edit policies and procedures; and troubleshoot issues of safety and staffing. The role focuses on the delivery and development of public services and staff in multiple library locations, from hiring, training, scheduling, and programming to collaborating with other system leaders to ensure equitable and consistent public service delivery.

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The successful candidates will be ready to lead their teams in the opportunities and challenges that come in working with the public. You will prioritize the strengths of the community in identifying long term plans and goals, and thrive in a fast-paced, mission-driven, ever-changing public service environment. You are committed to customer service, community care, and the role libraries play in our city.



# DUTIES



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## EXAMPLE OF DUTIES

### Lead delivery of public services

- Articulate and communicate priorities and goals for public services and support and coach staff in translating these goals into daily priorities for their work
- Leading, directing, and coaching others to develop community-informed programming
- Supporting staff and managers to resolve issues, engage communities, and build a culture of safety
- Interpret, create, and modify policies, procedures, and guidelines, supporting staff in navigating between strict policy interpretation and situational awareness

### Manage other leaders in Public Services

- Develop leaders and managers at all levels in the organization
- Strengthen leadership capacity of their direct reports—providing guidance, direction, re-direction, motivation, support, coaching, and accountability as needed for the individual and the role
- Manage and monitor performance in Public Services, including training, coaching, and development of existing employees, performance appraisals, and discipline process
- Lead, mentor, and support the embedding of community engagement in Public Services
- Foster a collaborative and inclusive working environment and communicate priorities and goals for public services and support and coach staff in translating these goals into daily priorities for their work

### Collaborate across the organization to identify and solve problems with others

- Model a team approach to working with each other and other leaders in the organization to manage public services issues of training, marketing and communications, technology, facilities, maintenance, safety, programming, and collections
- Leading, directing, and managing teams and committees that work on strategic objectives and projects Manage and monitor performance in Public Services, including training, coaching, and development of existing employees, performance appraisals, and discipline process

At SPPL, we are committed to staff development and providing our managers with opportunities and resources to make great things happen in our libraries. Apply now to start your journey with us!

At the time of posting, we have two full-time openings. Please indicate which opening you are interested in on your application. You may apply for one or both. These positions are full-time and the schedule will include some evenings and one weekend a month serving as on-call Public Services Manager. This position is eligible for a hybrid work schedule.

Questions about this role and working for Saint Paul Public Library? Please email the SPPL HR Liaison at [joanna.brookes@ci.stpaul.mn.us](mailto:joanna.brookes@ci.stpaul.mn.us).

Further information about the position can be found at <https://sppl.org/work-at-sppl/>

