

ST. LOUIS PUBLIC LIBRARY

is actively seeking a
Chief Public Services Officer



ST. LOUIS' ORIGINAL SEARCH ENGINE®



Great Cities Need Great Libraries



3,628,335
ITEMS AVAILABLE
in the Library's
collection



BUDGET:
\$26,200,000



82
DATABASES



STAFF:
425

2,224,851
visitors annually

17 LOCATIONS

throughout St. Louis City neighborhoods

CIRCULATION:
2,650,000



CHIEF PUBLIC SERVICES OFFICER

The St. Louis Public Library seeks an enthusiastic, innovative, and engaged librarian to move forward our primary mission as a progressive and patron-centered public library providing vital services to the people of St. Louis.

The Chief Public Services Officer (CSO) reports directly to the CEO and is a member of the Library's three-person executive leadership team. This is a new position for the St. Louis Public Library - modified from the former position of Deputy Director - and is structured to give the CSO the resources to fully concentrate on providing excellent, effective, and efficient library services to our patrons. The position of Chief Operating Officer was created over a year ago to supervise support services for the Library.



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PUBLIC
LIBRARY**

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SLPL: HISTORY AND FUTURE

St. Louis Public Library is a true urban library, representing the historic center of the St. Louis region: the City of St. Louis. With its roots in the mid-1800s, St. Louis Public Library has a long history of innovation and service, a large and historic collection including rare books and extensive special collections, and a diverse and dedicated staff of 425. Our technology is a major resource throughout the City and beyond, and the Library makes an enormous investment in technology annually to provide state-of-the-art services.

We operate 17 locations in a relatively small city of 61 square miles. These range from magnificent Central Library – one of the world’s great public libraries – to regional and neighborhood libraries that vary in size and design but are centerpieces in their communities. St. Louis was an early, passionate supporter of library services to children, and that remains a core value and mission. All St. Louis residents live within 1.7 miles of a library branch.

The St. Louis Public Library is an independent political subdivision established by the State of Missouri in state statute. We are guided by a governing Board of Directors appointed by the Mayor and Board of Aldermen. Our tax rate is set by public vote, and our budget in 2018 was \$25 million. Our Foundation is active and influential, and makes a number of programs and services possible. In 2018 our Foundation contributed well over \$1 million to library services.

We work frequently and with pleasure with the St. Louis County Library, our suburban partner; the two libraries have had full reciprocity since 1993.

THE CITY

At the confluence of the great Missouri and Mississippi Rivers, St. Louis’ long history has built a remarkable intellectual, cultural, educational, architectural city. The population of the city is currently 310,000 (the metropolitan area’s is 2.85 million). We are a diverse community, with African-American and Caucasian populations at 47% each, and a growing number of individuals of other races/ethnicities. Our symphony, museums, parks, and universities are world-class. At the same time, St. Louis is a challenged city with pockets of deep urban poverty and decline, high illiteracy rates, and low public education attainment, often existing in close proximity to great wealth and privilege. The Library is a vital bridge between those worlds.



Our 2017-2021 strategic plan balances tradition with modern approaches that are the driving forces in our world today: technology, personalization, and automation. Our strategic goals and objectives are:

- 1 Nurture young minds
- 2 Establish Central Library as a premier cultural destination
- 3 Increase St. Louis’ connection and innovation in the digital world
- 4 Empower and strengthen our city neighborhoods
- 5 Elevate awareness of the Library





THE CHIEF PUBLIC SERVICES OFFICER

As the first holder of this newly created position, the CSO will have wide powers to shape policy, the leadership team, services and collections, budget, and strategy. The Library seeks candidates aware of the changes needed to keep public libraries at the center of American culture, learning, and delight, while understanding the continuing power of their traditional services. At St. Louis Public Library, we welcome ideas and ask ourselves “is there a better way of doing this?” We are looking for an individual who is strategic and innovative, skilled at implementation and supervision, able to inspire their team, and a champion of public and urban libraries.

The CSO will be responsible for public operations at all Library locations. These report through the Director of Central Services and the Director of Neighborhood Services, and include Youth Services, Customer Services, Outreach, Digital Collections, and Collection Management. All Library locations are located within a quick and easy drive, and the CSO will need to visit each regularly and be familiar with them. SLPL administration operates out of a centrally-located, modern office location adjacent to Central Library, and staff have a close working relationship and easy access to one another. As a representative of the public and the administrator who leads our services and collections, the CSO will have immediate and close access to the CEO, COO, CFO, and will regularly communicate with the Board of Directors. The Library believes deeply in teamwork and collegiality, and practices both.

This position offers a competitive salary and strong benefits. Relocation assistance is negotiable.

Qualifications

- A master’s degree in Library Science from an ALA accredited program or its equivalent in experience
- Five or more years of positive and successful experience managing in a multiple-location system, coordinating and balancing library operations, assuring excellence and uniformity of service
- Strategic institutional planning and project management. The ability to plan and communicate decisions clearly; to know when consensus is beneficial and when to drive decisions.
- Fiscal management and budgeting
- Staff development, team building, and motivation
- Knowledge of trends, best practices, and technology innovations in library services
- History of motivating high performance, fair standards and resources, and clear evaluation of staff
- Excellent communication, writing, and speaking skills



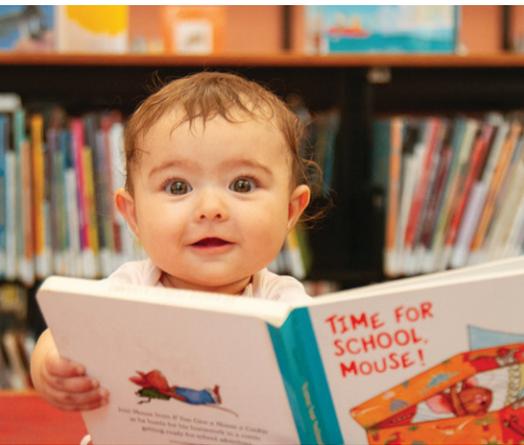
LEARN MORE & APPLY

EMD Consulting Group, a firm that helps nonprofits build organizational strength, is managing the search.

We are eager to discuss this exciting and challenging position with qualified individuals who are interested in exploring this opportunity. To schedule a 15-minute discussion prior to submitting application materials, please [email us at search@emdconsulting.com](mailto:search@emdconsulting.com). All inquiries will be held in strict confidence.

Applicants should send a letter of interest, resume, and contact information for three professional references to search@emdconsulting.com. Please limit the size of the email to 5 MB in order to ensure delivery.

We expect to accept applications for the position until November 2, 2018.



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