

COMMUNITY LIBRARY MANAGER II



SAINT PAUL
PUBLIC LIBRARY



JOIN OUR TEAM At Saint Paul Public Library we believe that learning is a human right. We believe in curiosity. We believe in connection. We believe in the power of belonging.

We're seeking innovative, community-focused team leaders who share these values and who are passionate about leading teams in delivering culturally and racially responsive and equitable public services to community members in a neighborhood library building. As a Community Library Manager II, you are in charge of everything that happens in the library building and will lead a staff team in creating welcoming places and experiences that are safe, inviting, affirming and comfortable for people of all ages, genders, races, cultures and abilities. and help community members build skills for an increasingly technology-driven world. The successful candidate will be ready to lead their team in both the unexpected opportunities and challenges that come in working with the public, and be able to highly value and prioritize the strengths of the community in identifying long term plans and goals.



WE WELCOME ALL PEOPLE TO CONNECT,
LEARN, DISCOVER AND GROW. [SPPL.ORG](https://sppl.org)

ABOUT



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ABOUT THIS POSITION

Community Library Managers II are neighborhood library building managers and system-wide leaders who are as passionate about community care as they are about the role libraries play in our neighborhoods; as committed to customer service as they are to leading their teams. A Community Library Manager II manages all services to the public in their building, which includes providing 1:1 help with computers, sending faxes and copies, creating and hosting public events and activities and finding and borrowing books, music, movies and more. Community Library Managers II also lead beyond their building – bringing their skills and talents to task forces, committees and projects to improve library and city services for all residents of Saint Paul.

Successful candidates should have a track record in developing meaningful collaborations with community members and organizations to inform and evolve the Library's offerings to the public, fostering a collaborative and inclusive working environment, and leading teams in working together to deliver high quality services and experiences. The successful candidate will thrive in a fast-paced mission-driven, ever-changing public service environment.

Those interested in any location should apply at this time. The schedule for these positions are full-time and will include some evenings and weekends.

These positions are 100% in-person at library locations.

EXAMPLES OF DUTIES

Examples of duties, responsibilities, and specific areas of oversight include, but are not limited to, the following:

Building Leadership

- Direct and coordinate the daily activities and staffing of a busy neighborhood library building providing services to all members of the community.
- Direct team of up to 15 full and part-time staff in delivering high quality, equitable and culturally responsive customer service to Saint Paul residents, other library and City staff, and elected officials.
- Build meaningful, effective and sustainable relationships with individuals and organizations in service area, other City and library leaders.
- Respond to and effectively resolve immediate concerns impacting building operations or staff or patron safety and health, balancing empathy, active listening, patience and personal boundaries.
- Oversee and develop a spending plan for funding sources assigned, including building and project-specific budgets as appropriate.

Team Leadership

- Create and maintain a learning-focused staff team culture of trust, accountability, teamwork, experimentation and joy.
- Ask for and provide ongoing feedback through 1:1s and regular team meetings. Provide ongoing, clear communication and guidance to reporting employees in order to support the successful fulfillment of their own roles and professional development goals.
- Support employees to establish annual goals, action plans, timelines, and expectations for the successful fulfillment of each role.
- Complete annual performance reviews for each reporting employee that outline expectations, recognize achievements, and support areas for growth.
- Adjust communication styles as needed to meet the needs of a variety of stakeholders, including staff, colleagues, community members, and elected officials.

Community and Organizational Leadership

- Represent library and community members by playing an active leadership role in neighborhood-specific opportunities, collaborations, events and solutions.
- Lead task forces, committees, workgroups charged with new project implementation or improvements to existing services.
- Collaborate with library and city colleagues to share opportunities, challenges, successes and innovations.
- Lead team in creating building-specific goals and workplan for building services that align and support mission, vision, values and strategic goals of SPPL and City of Saint Paul.
- All supervisors and staff with system-wide responsibilities meet regularly as part of the Library's Management Team, whose agendas are coordinated by a planning team of peers.
- Community Library Managers II are supervised by Public Services Managers, who have both system-wide responsibilities and oversight over multiple buildings and report to the Deputy Director for Public Services.

QUALIFICATIONS



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MINIMUM QUALIFICATIONS

An American Library Association (ALA) accredited degree in Library Science.

OR

A bachelor's degree and two years of experience to include at least three of the following: experience in library setting, project or program implementation, volunteer coordination, team facilitation, customer service delivery, or community outreach work.

OR

Two years of college and four years of professional experience to include the majority of the following: experience in a library setting, project or program implementation, volunteer coordination, team facilitation, customer service delivery, or community outreach work.

DESIRABLE QUALIFICATIONS

Excellent candidates will have two or more of the following qualifications:

1. Experience in working effectively and in partnership with individuals and organizations from culturally and racially diverse communities and ability to model this skill for others.
2. An advanced ability to de-escalate situations and follow up with the appropriate actions, exhibiting awareness of the needs of library customers, modeling both empathy and boundaries in providing services in a sensitive and effective manner.
3. A demonstrated ability to deliver relevant and responsive services to youth, families, and individuals whose first language may be other than English.
4. A demonstrated ability to identify, develop, staff, and evaluate collaborations, community engagement efforts, and partnerships.
5. Demonstrated ability to influence a positive work environment, encourage individual participation and creativity, manage conflict, and support others and the group decision-making process.
6. Demonstrated ability to plan, direct, and evaluate the work of staff towards achievement of strategic organizational goals and community impact. Ability to coach, mentor, and help develop staff as leaders.

7. Ability to establish and maintain effective working relationships with library staff, senior leaders, schools, community organizations, city department colleagues, and other stakeholders.
8. Strong self-awareness and interpersonal skills.
9. Ability to meet deadlines and manage multiple tasks in a fast-paced, public-facing work environment.
10. A creative, curious, growth-oriented and highly self-aware approach. Ability to lead others in questioning past practices, adopting new approaches and responding creatively in moving library services and projects forward in a collaborative and effective manner.
11. An understanding and ability to use and assist others in using a range of current and modern job-related equipment, computer hardware, software applications, and best practices.
12. Commitment to the mission, vision, and values of SPPL.
13. Passion for the essential role public libraries play in Saint Paul becoming a city that works for all.

THE PROCESS

Complete an application and submit your resume, cover letter, and three references online at stpaul.gov/jobs. The cover letter should include a description of why you are interested in the position and how your skills make you an excellent candidate.

This position's Class Title in the City's civil service system is Librarian II. It is represented by Professional Employees Association (PEA).

Additional information about the City of Saint Paul can be found at www.stpaul.gov. Additional information about Saint Paul Public Library can be found at www.sppl.org.



COMPENSATION AND BENEFITS



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COMPENSATION

The City of Saint Paul offers a generous compensation and benefits package. The salary range for this position is \$64,729.60 - \$91,104.00 annually. Starting salary is dependent upon experience and qualifications.

PAID BENEFITS

- Health Insurance
- Vacation (accrual starting at 17 days per year)
- 10 paid holidays per year
- Sick Leave (accrual starting at 12 days per year)
- Public Employees Retirement Association PERA (pension plan)

OPTIONAL BENEFITS

- Deferred Compensation
- Flexible Spending Accounts
- Dental Plan
- Life Insurance
- Disability Insurance
- Accidental Death and Dismemberment Insurance
- Long Term Care Insurance
- Subsidized Metro Bus Plan
- Public Service Loan Forgiveness Program

Through an endowment that supports professional development for library staff, Saint Paul Public Library provides ongoing opportunities for professional development and learning.

ABOUT THE LIBRARY

Saint Paul Public Library is a department of City government, serving under the direction of Mayor Melvin Carter. The Saint Paul City Council serves as the Library Board.

The following vision, mission, and values guide our library work:

VISION

We imagine a Saint Paul where all people feel seen, safe, and welcome. We imagine a city where libraries bring people together to experience hope, joy, and creativity through learning.

MISSION

We welcome all people to connect, learn, discover and grow.

VALUES

- We believe that learning is a human right.
- We believe in curiosity.
- We believe in connection.
- We believe in the power of belonging.

To learn more about Saint Paul Public Library and the City of Saint Paul visit sppl.org/working-at-sppl/. We actively work to ensure that all people see themselves and our city's rich diversity reflected in our libraries.

