

STRENGTHS

- Systemwide Direction

Connected managers, staffing, collections, and service standards across locations. Colleagues sought guidance when local needs required a system view.
- Community Listening

Turned patron feedback and service data into practical program choices. A listening session often became a clear next step.
- People Development

Built manager capability through coaching, goals, evaluations, and stretch assignments. Staff gained confidence through steady, useful feedback.
- Fiscal Judgment

Reviewed budgets across personnel, collections, technology, programs, and facilities. Leaders received clear choices instead of vague requests.
- Public Partnership

Worked with officials, schools, nonprofits, and civic groups to widen access. Trusted relationships made collaboration feel natural.

SKILLS

- Library administration
- Strategic planning

Operations
- Personnel management
- Fiscal management
- Collection development

Circulation
- Reference services
- Staffing strategy
- Community engagement

SUMMARY

Public library executive with 17 years of progressively responsible experience across branch leadership, regional administration, systemwide services, operations, and community engagement. Led managers across multi location systems, shaped **administrative policy**, allocated fiscal and staffing resources, and translated community feedback into responsive programs. Directed **collection development**, circulation, **reference and information services**, outreach, facilities planning, and performance management while maintaining strong connections with frontline library operations. Developed capable leaders through recruitment, coaching, goal setting, evaluation, and succession assignments. Represented library services with public officials, schools, nonprofits, community organizations, and professional partners. Leadership centers on equitable access, inclusion, lifelong learning, consistent service, and practical implementation of long range priorities. Prepared to contribute seasoned judgment, collaborative relationships, and clear operational direction in a public **library leadership** role.

EXPERIENCE

Assistant Library Director, Systemwide Public Services

Eastbay Public Library Collaborative

July 2021 - Present

Oakland, CA

- Lead multi location public services through managers, connecting staffing, collections, outreach, reference, facilities, budgets, and operating standards with system priorities. Provide senior administrative judgment for service planning, policy implementation, leadership development, and community partnerships.
- Aligned staffing, collections, **outreach**, and reference services with strategic priorities across multiple library locations.
 - Converted community feedback and service data into improvement plans and concise public stakeholder briefings.
 - Reviewed staffing, collection, programming, technology, and facilities budgets for **resource allocation** recommendations.
 - Developed **managers** through recruitment, coaching, **goal setting**, evaluation, and succession focused assignments.
 - Led service model reviews that improved consistency while preserving responsive programs for distinct communities.
 - Represented library services with officials, schools, nonprofits, and professional partners to expand access.

Regional Library Administrator, Multi Location Operations

Harbor Point Library System

March 2017 - June 2021

Alameda, CA

- Directed regional operations through managers and coordinated systemwide services, staffing strategies, collection priorities, fiscal reviews, outreach, and reference delivery. Connected local service insight with administrative decisions that improved consistency, learning access, and community responsiveness.
- Coordinated regional **staffing strategies** with collection priorities, outreach schedules, and reference service standards.
 - Used community feedback and service data to recommend program changes and operational improvements.
 - Reviewed expenditure patterns across personnel, collections, technology, programming, and facilities for leadership decisions.
 - Coached **managers** through goals, evaluations, **team development**, and succession focused assignments.
 - Strengthened service consistency through regional reviews that respected differing community needs and access patterns.

Administrative policy

Facilities planning

Executive communication

Team development

Program evaluation

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Assistant Library Director, Systemwide Public Services at Eastbay Public Library Collaborative (5.2 Years)

● Regional Library Administrator, Multi Location Operations at Harbor Point Library System (4.2 Years)

● Community Library Manager, Branch Operations at Northgate Community Library (3.5 Years)

● Supervising Librarian, Public Service Leadership at Cedar Grove City Library (4.1 Years)

● Reference Librarian, Information Services at Lakeview Municipal Library (2.7 Years)

- Built relationships with schools, civic groups, nonprofits, and library professionals around shared learning goals.

Community Library Manager, Branch Operations

Northgate Community Library 📅 August 2013 - February 2017 📍 Berkeley, CA

Managed community library operations with responsibility for frontline service quality, collections, staffing, programs, outreach, reference support, and local partnerships. Turned neighborhood needs into practical **service improvements** while strengthening staff coordination and operational accountability.

- Directed daily branch operations across **circulation**, reference, collections, outreach, and community programming.
- Translated neighborhood feedback into service recommendations, program adjustments, and actionable staff priorities.
- Allocated available resources across staffing, collections, technology, programs, and facility needs.
- Recruited and coached staff through goals, performance discussions, **team development**, and expanded assignments.
- Improved operating consistency through service reviews, shared workflows, and clear manager communication.
- Connected schools, nonprofits, and community organizations with library learning and access initiatives.

Supervising Librarian, Public Service Leadership

Cedar Grove City Library 📅 June 2009 - July 2013 📍 San Leandro, CA

Supervised public service operations and supported branch leadership across reference, circulation, collections, outreach, staffing, and programs. Helped convert frontline observations into better workflows, stronger staff development, and more responsive community service.

- Supervised public service workflows spanning **circulation**, reference, collections, outreach, and **community programs**.
- Collected frontline observations and patron feedback for **service improvements** and program recommendations.
- Monitored resource needs across staffing, collections, technology, programming, and facilities for branch planning.
- Guided staff through coaching, goal setting, performance **evaluation**, and **team development** conversations.
- Standardized practical workflows that supported consistent service without limiting local community responsiveness.
- Strengthened relationships with schools, nonprofits, and civic partners through shared library programs.

Reference Librarian, Information Services

Lakeview Municipal Library 📅 September 2006 - May 2009 📍 Hayward, CA

Delivered **reference and information services** while supporting **circulation**, collection use, outreach, and community learning. Built an early foundation in public service operations, patron needs assessment, research support, and partnership based programming.

- Provided reference and information services matched to patron research needs and learning goals.
- Supported circulation workflows, collection access, outreach activities, and community programming initiatives.
- Recorded **service needs** and patron feedback for team discussions and improvement planning.
- Partnered with colleagues on welcoming programs that connected residents with library resources.
- Built trust with patrons, schools, and community groups through responsive information support.
- Applied frontline insight to collection discussions, staffing conversations, and service delivery adjustments.

PROJECTS

Systemwide Service Model Review 📅 2024

Led a structured review of service models across multiple locations, connecting community feedback, operating standards, staffing needs, and program access. Recommendations supported consistent delivery with room for local responsiveness.

Manager Development and Succession Initiative 📅 2022

Created practical development assignments for managers, linking recruitment, coaching, goal setting, evaluation, and succession planning. Initiative strengthened leadership continuity across a multi location public library environment.

Community Learning Access Program 📅 2019

Coordinated schools, nonprofits, and library teams around outreach and lifelong learning activities. The program connected community priorities with reference support, collections, and welcoming public services.

LEADERSHIP & AWARDS

- Recognized by library leadership for strengthening coordination across multi location public services.
- Selected for senior administrative responsibility after progressive advancement through branch and regional leadership.
- Commended by community partners for clear communication and responsive library collaboration.

EDUCATION

Master of Library and Information Science

San Jose State University 🎓 GPA: 4.0 📅 2006 📍 San Jose, CA

Coursework: *Library administration, collection development, reference services, public service management*

Bachelor of Arts in English

California State University, East Bay 🎓 GPA: 4.0 📅 2004 📍 Hayward, CA

Coursework: *Public speaking, research methods, writing, community engagement*

CERTIFICATIONS

- Public Library Leadership Certificate 📅 2021
- Library Management and Administration Certificate 📅 2017

TECHNICAL SKILLS

- **Library Operations:** Circulation, Reference services, Public services
- **Collection Services:** Collection development, Resource allocation, Collection assessment
- **People Management:** Recruitment, Staff training, Performance evaluation
- **Strategic Planning:** Long range planning, Service models, Program planning
- **Fiscal Administration:** Budget review, Expenditure monitoring, Allocation recommendations
- **Community Engagement:** Public outreach, School partnerships, Civic partnerships
- **Leadership Development:** Mentoring, Goal setting, Succession planning
- **Policy Administration:** Administrative policy, Operating standards, Governance support
- **Facilities Planning:** Building needs, Capital needs, Facility assessment
- **Information Services:** Reference support, Research assistance, Lifelong learning

PROFESSIONAL AFFILIATIONS

- Public Library Association, member focused on public service leadership and equitable access.
- California Library Association, participant in professional learning and statewide library collaboration.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST