

Steven V. Potter

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References available upon request

GOAL

My goal is to provide information, coaching, training, and support for you to be the best version of yourself, to provide the best service possible, and to help you create better community.

EMPLOYMENT

Library Director and C.E.O.
MID-CONTINENT PUBLIC LIBRARY

2010 to 2022
INDEPENDENCE, MISSOURI

- Acted as Chief Executive officer of the 19th largest public library in the United States
- Connected with community organizations, increasing the library's visibility in the library community and in Greater Kansas City
- Led the library through a new service-based strategic plan
- Moved the library to reliance on data-driven decision making
- Developed the Woodneath Story Center program and publishing program known as Woodneath Press
- Secured the prestigious IMLS National Medal for MCPL in 2014
- Lead an effort to pass the first operating levy increase for the library in 33 years, winning by over 12 points.
- Managed MCPL during the COVID-19 pandemic, pivoting to virtual and digital services while balancing the needs of staff and the public.
- Instrumental in creating the first DEI Council and DEI staff focused initiatives
- Oversaw a capital improvement and replacement project addressing 35 projects in 6 years

Assistant Library Director
MID-CONTINENT PUBLIC LIBRARY

2006 to 2010
INDEPENDENCE, MISSOURI

- Acted as operations officer for the library system by helping the library director execute his vision for the system.
- Acted as project manager for the \$8 million, 52,000 sq. ft. Midwest Genealogy Center.
- Acted as project manager for the North Independence Branch renovation
- Oversaw technology in the library system.

Business Manager
MID-CONTINENT PUBLIC LIBRARY

2003 to 2006
INDEPENDENCE, MISSOURI

- Acted as chief financial officer for the library district. Invested library funds, provided financial oversight for the entire library, and reported to the board of trustees monthly on the financial condition of the organization.
- Created and oversaw the annual budget of \$35 million.
- Acted as chief human resources officer for the district. Reviewed employee benefits, compensation strategies, and monitored general human resource issues within the library. Modernized several policies, practices, and procedures.
- Acted as senior manager in charge of facilities. While in this capacity created a 10-year capital maintenance plan, acquired property, and started construction of a new facility.

North Area Administrative Librarian
MID-CONTINENT PUBLIC LIBRARY

1998 - 2003
INDEPENDENCE, MISSOURI

- Provided administrative supervision and support of fifteen branch libraries.
- Implemented more systematic and regular communication among the branch librarians and the administration.
- Implemented several improvements associated with personnel management at the branches.
- Involved in several large-scale projects, including property acquisition, letting and awarding, bids, creating RFPs, and advising during policy and procedure revision.

Automation Specialist
MID-CONTINENT PUBLIC LIBRARY

1995 - 1998
INDEPENDENCE, MISSOURI

- Responsible for acquiring an Internet Service Provider, creation of MCPL's Internet presence and maintenance and upkeep of that presence.
- Trained library staff on new automated resources.
- Implemented IAC's Searchbank system and the World-Wide-Web for public use along with other system-wide services.
- Advised the administration on technology issues.

Adjunct Faculty
UNIVERSITY OF MISSOURI

1998 - Present
COLUMBIA, MISSOURI

- Developed and team-taught a class on the Public Library.
- Worked to develop an online course to introduce new library students to the profession.
- Developed and taught several sessions of a class introducing students to information technology.
- Assist annually teaching a class on the management of information agencies.

Branch Librarian — Blue Springs South
MID-CONTINENT PUBLIC LIBRARY

1991 - 1995
BLUE SPRINGS, MISSOURI

- Responsible for the day-to-day operation of MCPL's third busiest branch library.
- Hired, trained and supervised a staff of forty employees.
- Created new services, including evening storyhours and Adult focused programming.
- Administered a materials budget of over \$100,000 annually.

Various Positions
UNIVERSITY OF MISSOURI

1990 -1991
COLUMBIA, MISSOURI

- Held positions as a graduate teaching, and research assistant.
- Worked on the reference desk at Ellis Library.
- Acted as a lab assistant in the school's computer lab.
- Taught courses in bibliographic instruction.

Various Clerical
MID-CONTINENT PUBLIC LIBRARY

1988 - 1990
INDEPENDENCE, MISSOURI

- Aided in the processing and cataloging of new materials as a Catalog Department Typist.
- Hired and supervised ten employees as Catalog Department Night Shift Supervisor.

- Matched items from the shelf list as part of the Retrospective Conversion *Clean-Up* team.
- Aided in the barcoding of existing library materials.

EDUCATION

Masters in Public Administration **1999 - 2005**
 UNIVERSITY OF MISSOURI – KANSAS CITY KANSAS CITY, MISSOURI
 Graduated with a 3.95 GPA, and focusing on studies in quasi-government management, human resources, and not-for-profit agencies.

Masters in Arts/Library Science **1990-1991**
 UNIVERSITY OF MISSOURI--COLUMBIA COLUMBIA, MISSOURI
 Graduated with a 3.8 GPA and acted as a teaching assistant, research assistant and reference desk trainee while obtaining my degree.

Bachelor's in Arts/History **1984-1989**
 UNIVERSITY OF MISSOURI--KANSAS CITY KANSAS CITY, MISSOURI
 Graduated with a 3.3 GPA and was an InterFuture Scholar while obtaining my degree.

PROFESSIONAL

Organizations

Missouri Library Association **1990- Present**
 MLA Annual Conference Local Arrangement's Chair 1995 & 2000
 MLA P.E.E.R. Council Chair 1995 - 1996
 MLA CIT Council Chair 1998 - 1999
 MLA Continuing Education Committee Member 2001 - 2006
 MLA Public Library Council Recorder 2002 - 2003
 MLA Public Library Council Chair 2004-2006
 MLA Legislative Committee Member 2006-2016

American Library Association **1990- Present**
 Member of PLA since 1990
 ALA Budget Analysis and Review Committee
 PLA Charlie Robinson Award Jury
 PLA Legislative Committee 2014-2016

University of Missouri School of Information Science and Learning Technology **1992 - 2022**
 Advisory Council member

Amigos Library Services **2012 – 2019**
 Board of Directors, MLNC 2010-2019
 Chair 2015-2016
 One of the MLNC Board members responsible for negotiating and managing the merger between MLNC and Amigos

Truman Heartland Community Foundation **2015 - Present**
 Board of Directors
 Audit Committee Chair
 Vice President 2020

Clay County Economic Development Commission **2017 - 2022**
 Board of Directors

Mid-America Library Alliance (formerly KCMLIN) **1992- 2014**
Officer 2010 - 2014
President 2012-2013

Independence Chamber of Commerce **2011 - 2016**
Board of Directors
Public Policy Committee (ongoing)

Awards

MU "High Flyer" teaching award (received three times). **2002 – 2005**

University of Missouri College of Education **2013**
Recognition for Outstanding Achievement

Public Administrator of the Year Award -- Local Government **2015**
American Society of Public Administration (ASPA) -- Greater Kansas City Chapter

Education Policy Fellowship Program Fellow **2017**

Harry S Truman Special Recognition Award **2022**

Authorship

"All In Startup for Libraries" published in *Library Journal* **Jun 1, 2015**

The Purpose-Based Library, with John Huber **Apr 21, 2015**
Published by Neal-Schuman an Imprint of the American Library Association

SKILLS

- Excellent communications, presentations and training skills.
- Presented many programs and lectures on libraries and information technology.
- Very comfortable with PC-based hardware and software construction, evaluation, and use.
- Quick learner and very capable.
- Successfully implemented new ideas and mediated over employee conflicts.
- A successful track-record handling personnel matters.
- Successful completion of several courses on legal and financial approaches to NPOs, workplace diversity, strategic human resources management, board/staff relationships, strategic planning, and management, and several other related courses.