

From the Director's Desk:

Each year, in the month of July, the Derry Township Board of Supervisors recognize one individual in each department with an Employee Performance Award, based on his or her work during the previous year. While the staff at the Hershey Public Library has many who deserve notice, the 2016 recipient is Katherine Serfass.

Katherine Serfass is one of the newest employees at Hershey Public Library. She began working as a Reference Assistant in February of 2013. From the beginning she has proven herself to be an enthusiastic, motivated, and mission oriented member of the Library Team.

When she began her tenure with us, she was working on her Master's Degree in Entomology and has since completed it. She is now our resident " Bug Lady" and "Bee Expert," having taught classes about bees and gardening, combining a deep concern for maintaining bee populations nationwide.

Katherine has been incredibly busy this past year. She encoded at least 14,500 items during the library's conversion to an RFID system. That means she personally handled, over 10% of the library's entire collection. She has also produced a wide variety of flyers and handouts as well as book displays, a sampling of which include, Star Wars, Nobel Prize winners, Elections, recognition of cities in the news and authors on their birthdays.

Katherine volunteered her time to review and rewrite the Library's Part-time Employee Handbook. She proctors college and university exams, when needed, and is always on hand to help out at the checkout area. She is a bright young woman who can handle a customer service problem as easily and quickly as finding the right answer for a reference question. The two are not so different. At Hershey Public Library we strive to give the best service to our public. We do so by hiring the best people possible, like Katherine Serfass.

Congratulations Katherine!