

STAFF IMPACT



Patty Kishman Makes a Difference

Patty Kishman received a card from physical therapy students in the fall of 2015 thanking her for letting them come early the entire semester to the Frey Foundation Learning Center, located at the Cook-DeVos Center for Health Sciences.

For Kishman, accommodating student schedules exemplifies her drive to help students succeed. For the faculty, staff, and students impacted by her work, Kishman can be described as tenacious and unwilling to back down—not even from the most unusual questions.

Patty Kishman was hired at University Libraries in 2006. She moved through various departments within University Libraries before accepting her current position as Library Specialist for Operations and Service Point at the Frey Foundation Learning Center. Her work focuses on delivering great service and requires constant problem solving.

She works with faculty members to put items on reserve, from hard copy books to electronic journal articles. Kishman is also in charge of hiring, training, and scheduling student assistants. She said student workers make her job so enjoyable; through training and mentorship she looks forward to making an impact on each student she hires.

In 2015, Kishman was recognized with the Library Excellence Award, which is awarded to a faculty or staff member who goes above and beyond their job description. The award credited her with, “seeing a need and finding a way to make it happen, doing so with style, humor, and good sense.”

Kishman’s vision for the future of University Libraries is to see updated facilities that will allow for the expansion of services at the Frey Foundation Learning Center. Kishman said she is looking forward to tackling the growing health science programs at Grand Valley State University.