**Reference Report**

**December 2021**

**Kim Mahar**

**Assistant Director/Head of Reference/Interlibrary Loan/Local History & Genealogy/Technical Services**

**Reference/Information Desk**

In December, we answered **348** reference questions. Patrons contacted us by phone, email, Facebook and in-person to ask for help.

Patrons asked for books and movies. They requested books from the following authors: C.S. Lewis, Paulo Coelho, Raina Telgemeier, Erich von Däniken, Jan Brett, Sandra Brown, Ann Patchett, Kristin Hannah, Rick Riordan, Jo Nesbo, Paul Doiron, Kate Lloyd, JK Rowling, James Patterson and Jane Fitzpatrick.

Patrons asked for phone numbers for various businesses and organizations. They asked for driving directions, bookbinders, basketball scores and help writing MLA citations. They requested information about the following subjects: stress, extraterrestrials, horses, art, military, schizophrenia, organized crime, jokes, graphic design, IT, Dracula, World War II, magic, mycology, animal health, serial killers, historical maps of America, real estate, idioms, proverbs, etiquette, knitting, time travel, cooking, football, family law, origami, weight lifting, Wicca and computers.

Patrons needed help with photocopying, OPAC searching, scanning, printing and using computers, microfilm, Libby and Overdrive.

The library has computers and Wi-Fi available for the public. Library staff provide limited help to patrons with technology needs. This past month we’ve provided assistance to patrons needing help with downloading files, attaching files to email, creating resumes, using YouTube, sending e-gift cards and using Social Security online. We’ve also assisted patrons with signing up for the COVID vaccine. We frequently get asked for help printing shipping labels since a lot of patrons don’t have printers.

**Local History/Genealogy**

Patrons asked for help finding obituaries, newspaper articles and OHS yearbooks.

Some of the resources we digitized with grant funding are still getting used.

In December:

**Olean Newspapers**:  **1,029**  page views

Available at NYS Historic Newspapers <https://nyshistoricnewspapers.org/>

**SandPumpings: 142** page views

**Olean City Directories**:  **202** page views

Both available at New York Heritage Digital Collections <https://nyheritage.org/>

The **Ancestry Library Edition Database** was searched **91** times in December.

**Programs**

Library Assistant, Stephanie Beneng, scheduled genealogy/local history programs.

**New York History Film Series**, Thursday, December 2th at 7:00pm

Our NY History Film Series continues with two more films by Michael Keene:  
*Abandoned: The Untold Story of the Orphan Trains and Question of Sanity: The True Story of Female Serial Killers in New York State.*

5 people attended

**New York History Film Series**, Thursday, January 6th at 7:00pm

*The Psychic Highway: How the Erie Canal Changed America and the Code of Handsome Lake: The Seneca Prophet Who Saved a Nation*

4 people attended

**New York History Film Series,** Thursday, February 3 at 7:00pm

***In Search of White Crows: The Strange and Tragic Lives of the Fox Sisters***Told through the use of full color illustrations, animation, voice actors, and a thrilling musical score, Michael Keene tells the unusual story of the Fox Sisters and the birth of the Modern Spiritualism Movement.  Winner of “Best Film” from the Rochester International Film Festival, *In Search of White Crows* investigates the very nature of life and death itself and concludes with a shocking but ultimately an inspirational ending!

***The Strange Disappearance of Captain William Morgan: History's Greatest Masonic Mystery***

This program by Michael Keene describes how the alleged kidnapping and murder of William Morgan prevented him from publishing a book that would reveal the inner secrets of the Masonic order!

See the library newsletter for more information!