

Reference Report

April 2022

Kim Mahar

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

Reference/Information Desk

In April, we answered **492** reference questions. Patrons contacted us by phone, email, Facebook and in-person to ask for help.

Patrons asked for books, movies and newspaper articles. They requested books from the following authors: Carol Higgins Clark, Anne Tyler, Susan Wiggs, Louis Sachar, Gary Paulsen, Nora Roberts, Linda Castillo, Barbara Nickless, Anthony Strong, Catherine Anderson, Kathy Reichs, David Baldacci, Danielle Steel, Jonathan Kellerman, Kristin Hannah, Ken Follett, Sandra Brown, John Jakes, Pat Conroy, Donna Leon, Dave Pilkey, Beverly Lewis, Jody Gehrman, Archer Mayor, Sarah Langan, John Grisham and Joanne Fluke.

Patrons asked for phone numbers for various businesses and organizations. They needed help finding directions, bus schedules, tax forms and laws. They also asked about: monsters, political maps, world conflict zones, unicorns, website design, serial killers, dog behavior, flowers, Genesee Valley Canal, paleo diet, turtles, travel, Irish legends, dinosaurs, sports, drawing, aquariums, clock repair, Earth Day, Holocaust, electric power systems, World War I, copyrights, homesteading, trapping and learning Spanish.

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 assisted patrons needing help using computers, tablets and phones. We've assisted patrons with uploading and downloading documents, taking screenshots, finding images, using email, recovering passwords, using PayPal, making online payments, filing unemployment, using TikTok, creating tables in Word and editing documents. We frequently get asked for help printing documents and pictures from phones or email.

Local History/Genealogy

Patrons asked for help finding obituaries, newspaper articles, family histories and OHS yearbooks. They asked for the history of local oil fields and the Rocky Crest Sanatorium. They asked for help finding newspaper articles about local fires, accidents and St. Bonaventure basketball games. The Library has the Olean newspapers on microfilm and most days our microfilm machines are being used!

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

In April:

Olean Newspapers: 1,046 page views

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

SandPumpings: 625 page views

Olean City Directories: 0 page views

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

The **Ancestry Library Edition Database** was searched **191** times in April. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Programs

Library Assistant, Stephanie Beneng, and I will schedule genealogy/local history programs for later this year. Watch the library newsletter!