

Reference Report

August 2022

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Reference/Information Desk

In August, we answered **472** 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: Danielle Steel, V.C. Andrews, William Johnstone, Charles Martin, Herman Hesse, David Baldacci, Molly Knox Ostertag, Brad Taylor, Kathy Reichs, Louise Penny, Anne Perry, J.K. Rowling, Delia Owens, William Krueger, Grace Byers, James Patterson, Jon Meacham, John Grisham, Lorna Byrne, Emily Giffin, Beverly Lewis, Terry Goodkind, Bernard Cornwell, David Jeremiah, Sandra Block, John Sandford, T.I. Lowe and Paul Doiron.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: civil service exam study guides, monsters, nursery rhymes, dogs, giant squid, artists, playing violin, calculus, princesses, Plato, Aristotle, Socrates, fossils, Olean squirrel statues, vampires, political maps, Wicca, BonaResponds, crystals, Cooper Power Plant, foster care, childhood trauma, NYS laws, nondisclosure agreement, appliance repair, construction, dog breeds, crochet, painting, truck body parts, low salt cooking, dog training, estate lawyers, horses, dinosaurs, Challenger, Japanese language, Ninja Turtles, Minecraft, Power Rangers, Star Wars, wolves, dragons, recipes, Rock and Roll history, dental clinics, road maps, travel, Ukrainian Cultural Center, police officers, soccer and sports. A patron wanted to know who the director of the Burchfield Penney Art Center is. Another patron needed help tracking down an old friend who lives in Germany.

Patrons needed help with photocopying, OPAC searching, scanning, printing and using computers, microfilm, Libby and Overdrive. They needed help downloading and setting up the Libby app and also downloading eBooks to a Kindle.

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, using email, formatting in Microsoft Word, purchasing items online, iPhone recovery, filling out online forms, downloading podcasts, creating resumes and filling out job applications.

Local History/Genealogy

Patrons asked for help finding obituaries, city directories and newspaper articles. There has been an increase in paid genealogy research over the past month. I helped a patron locate an article he wrote in the 1960s, copied the *Olean Times Herald* newspaper for the day someone was born (1950s), found St. Bonaventure sports articles from the 1960s and searched for obituaries. The microfilm reader/printer we purchased with the Manley grant in 2019 has been invaluable for this type of research, since it allows users to see and copy an entire newspaper page, unlike the older machines that only allow users to view smaller sections of the page at once. Some of the articles I needed to copy were large and took up all or most of the newspaper page.

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

In August:

Olean Newspapers: **693** page views

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

SandPumpings: **7** page views

Olean City Directories: **210** page views

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

The **Ancestry Library Edition Database** was searched **650** times in August. As of January 2022, Ancestry became searchable inside the library only, with no remote access.