

Reference Report

December 2022

Kim Mahar

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

Reference/Information Desk

In December, we answered **376** reference questions. Patrons contacted us by phone, email, Facebook and in-person to ask for help.

Patrons asked for books, movies, journal articles and reading and viewing recommendations. They requested books from the following authors: James Patterson, David Baldacci, Kevin Dutton, Shelley Shepard Gray, Debbie Macomber, Stephen King, Jeffrey Johnston, Janet Evanovich, D.J. Palmer, Carrie Magillen, Delia Owens, Willow Rose, Claudia Gray, Michele Hauf, Cynthia Eden, Kerrelyn Sparks, Christine Feehan, Lori Copeland, Maya Angelou and Kay Hooper.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: HEAP applications, gardening, princesses, neuropathy, crocheting, Japan, paranormal, solar panels, Consumer Reports, Bible, sex, fitness, car repair, tax forms, World War II, cooking, travel, anger management, neurobiology, anthropology, entomology, geology, fireplace dealers, civil service exam study guides, wolves and John Adams. They needed help spelling and finding bus schedules and truck rentals. They asked for directions to local areas.

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

The library has computers and Wi-Fi available for the public. Library staff provide limited help to patrons with technology needs. We've assisted patrons needing help using computers, tablets and phones. We've assisted patrons with uploading and downloading documents, finding and using apps, formatting Microsoft Word documents, creating a Facebook account, retrieving paystubs online, using online bookstores, making labels and deleting apps from a phone.

Local History/Genealogy

Patrons asked for help finding obituaries and newspaper articles. They searched for information about Olean manufacturing companies and polio vaccines for the 1950s.

They asked for help with Familysearch.org, a free genealogy website. The Olean Public Library is an affiliate library with Familysearch.org, allowing patrons in the library to access files that are restricted to patrons searching from home.

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

In December:

Olean Newspapers: **784** page views

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

SandPumpings: **373** page views

Olean City Directories: **165** page views

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

The **Ancestry Library Edition Database** was searched **16** times in November. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Staff

We hired a part-time Library Assistant. Caleb Austin started January 9th.