

## **Reference Report**

**September 2022**

**Kim Mahar**

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

### **Reference/Information Desk**

In September, we answered **456** 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: Tim Johnston, Sue Grafton, Sarah Price, Eileen Spinelli, David Walliams, David Baldacci, Daniela Owens, Ben Oliver, Charles Martin, Robert Lax, J.R.R. Tolkien, Lori Copeland, Stuart Woods, Maya Angelou and Sidney Shelton.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: digital animation, real estate licenses, Adolph Hitler, Christmas crafts, diets, house flipping, diabetes, mutual funds, Leaky Gut Syndrome, crime and kidnapping, local roofers, nondisclosure agreements, grants for nonprofits, feelings, textiles, tax forms, maps, Consumer Report reviews, minerals, word etymology, depression, cat breeds, cat health, used car prices, scanner frequencies, Ralph Waldo Emerson, home improvement, cacti, witchcraft, spirituality, math, lawyers in Buffalo, rain forest, probate law, Christianity, bonsai tree care, converting currency, safety, firefighters, Winston Churchill, vegetable gardening and driving directions.

Patrons needed help with photocopying, OPAC searching, scanning, printing and using computers, microfilm and Libby. They needed help downloading and setting up the Libby app and 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, inserting photos into Microsoft Word, formatting photos and converting images to different formats. They also needed help with resumes and job searches.

### **Local History/Genealogy**

Patrons asked for help finding obituaries, OHS yearbooks, city directories and newspaper articles. They were also looking for information about Olean history. There has been an increase in paid genealogy research, as well as patrons traveling here to do their own research.

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

In September:

**Olean Newspapers:**                    **605**   page views

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

**SandPumpings:**                        **2**   page views

**Olean City Directories:**            **72**   page views

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

The **Ancestry Library Edition Database** was searched **253** times in September. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

### **Staff**

We currently have four part-time Library Assistants who staff the Information desk and run programs, as well as other tasks. One Library Assistant has accepted a full-time job elsewhere, but will stay on a few hours per week to cover one evening shift. We will need to hire another part-time Library Assistant to cover the rest of her duties.