

## Reference Report

October2022

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### Reference/Information Desk

In October, we answered **466** 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 asked for reading recommendations for YA books, psychological thrillers and murder mysteries. They requested books from the following authors: Linda Castillo, Danielle Steel, Chris Mackowski, Vince Flynn, Kyle Mills, James Patterson, Francine Rivers, Rick Riordan, R.L. Stine, Colleen Hoover, Beverly Lewis, John Connelly, Rebekah Roth, Nora Roberts, Blake Crouch, Janet Evanovich, P.G. Wodehouse, Oscar Wilde and Bram Stoker.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: Bonnie & Clyde, Civil Service study guides, Civil War, used car prices, car repair manuals, English composition, weather forecasts, ESL, forensic science, GED preparation, coin collecting, Jeffrey Dahmer, forensic anthropology, German cookbooks, zip codes, driving directions, starting a business, chemistry, fishing, dragons, origami, cells, counseling, Buffalo Bills game schedules, St. Bonaventure University staff, sharks, seizures, Plantar fasciitis, birds, spelling, true crimes, mortar mix recipe, Jim Thorpe, yoga, William Proxmire, tax forms, Egyptology, Republican political candidates, osteoporosis, mask carving, Sabres, tooth fairy, lawyers, drawing, Abraham Lincoln, trains, astrology, writing business letters, phone repair, football, physics, banned book criteria, estate planning and the NYS Do Not Call registry.

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. This past month we've assisted patrons needing help using computers, tablets and phones. We've assisted patrons with uploading and downloading documents and using email, Word and Publisher. They needed help creating screen shots, attaching documents to email, resetting Facebook passwords and pairing a hearing aid with a Kindle.

### Local History/Genealogy

Patrons asked for help finding obituaries, OHS yearbooks and newspaper articles. They were also looking for information about old restaurants in Olean, Allegany River boats, old car accidents and town

historians. 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 October:

**Olean Newspapers:**                **773**    page views

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

**SandPumpings:**                **341**    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 **42** times in October. 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 reduced her hours. We are currently trying to hiring another part-time Library Assistant to cover the rest of her duties.