

Reference Report

November2022

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Reference/Information Desk

In November, we answered **418** 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 recommendations. They requested books from the following authors: David Sedaris, Shelley Shepard Gray, Jeff Mack, Louise Penny, Sandra Brown, John Grisham, Donna Leon, David Baldacci, Jan Brett, William Johnstone, Dan Brown, Charles Dickens, Jennifer Nielsen, Wes Moore and Colleen Hoover.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: sewing machine instruction, tax forms, drawing, communism, socialism, copyright, cosmology, St. Lawrence River, heart disease, spiritual icons, symbols, religious art, low sodium recipes, time zones, election results, Greece, Erie Canal, King Edward, Saxons, book reviews, nursery rhymes, breast cancer, domestic violence, Navajo Code Talkers, Aristotle, Socrates, legal forms, morning sickness remedies, shopping advice, directions, chickens, local job listings, Christianity, music theory, addiction, zip codes, anthropology, time, paranormal, psychic mediums, laws, divorce, bugs, computer coding and how to get help for fraud.

Patrons needed help with photocopying, OPAC searching, scanning, printing and using computers, microfilm and Libby. They asked for help using Kanopy and library databases.

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 had a lot of requests for help with technology. We've assisted patrons needing help using computers, tablets and phones. We've assisted patrons with uploading and downloading documents, finding and using apps, using Facebook, resizing photos and using email, Google docs and Word. We helped reset passwords, access websites on a phone, set up a laptop, troubleshoot an iPad, navigate Google maps, and set up phone notifications.

Local History/Genealogy

Patrons asked for help finding obituaries, OHS yearbooks, city directories and newspaper articles.

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

In November:

Olean Newspapers: **612** page views

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

SandPumpings: **179** page views

Olean City Directories: **257** page views

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

The **Ancestry Library Edition Database** was searched **15** times in November. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Staff

We are currently trying to hire another part-time Library Assistant. We have received a few resumes and will begin interviews soon.