

## **Reference Report**

**January 2023**

**Kim Mahar**

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

### **Reference/Information Desk**

In January, we answered **437** reference questions. Patrons contacted us by phone, email, Facebook and in-person to ask for help.

Patrons asked for books, movies, articles and reading and viewing recommendations. They requested books by the following authors: Nora Roberts, Shelley Shepard Gray, Kristin Hannah, Octavia Butler, Rick Riordan, Erik Larsen, Wanda Brunstetter, Dr. Seuss, Nicholas Sparks, Kay Hooper, Tarryn Fisher, Catherine Ryan Hyde, Stephen King, Judy Westwater, Cathy Glass, William Johnstone, Kathy Reichs, CJ Box, Beth Wiseman and Kay O'Neill.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: magic tricks, tornadoes, antidepressants, monsters, Albert Einstein, crystals, wilderness, drawing, Asia, China, Australia, tax forms, cosplay, stained glass patterns, ADHD, Woodstock, Anne Frank, sheet music, piano instruction, word definition, JFK conspiracy theories, home sale listings, kidney disorders, Germany, plagiarism, car values, GED, true crime, coin collecting, Wicca, color theory, diamond painting, sign language, directions, algebra, Ireland, spells, gardening, knitting, quilting, Native Americans, welding, recipes, laws and insurance claim forms.

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. They also asked for help pairing headphones to a phone, filling out online forms, applying for jobs, filing disability, logging into email, setting up a new email account, setting phone ringtones, viewing medical test results and activating a phone.

### **Local History/Genealogy**

Patrons asked for help finding obituaries, city directory listings, census records and newspaper articles. They were looking for information about churches in Olean from 1940-1980 and accident reports from 1977.

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

In January:

**Olean Newspapers:** 1,357 page views

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

**SandPumpings:** 82 page views

**Olean City Directories:** 97 page views

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

The **Ancestry Library Edition Database** was searched 7 times in November. As of January 2022, Ancestry became searchable inside the library only, with no remote access.