

Reference Report

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Reference/Information Desk

In February, we answered **399** 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: Claire Kent, Lee Child, Colleen Hoover, Nora Roberts, Catherine Coulter, Linda Howard, James Patterson, Beth Wiseman, Barbara Mertz/Elizabeth Peters, Kay Hooper, Shelley Shepard Gray, Holly Black, Dr. Seuss, Agatha Christie and Janet Evanovich.

Patrons asked for phone numbers and addresses for various businesses and organizations. They asked for help spelling and for word definitions. They also asked about: Costa Rica, Italian monasteries, psychologists, child custody, starting a business, house fires, fly fishing, Amish celebrations, tax information, driving directions, car repair manuals, deer hunting, diabetes, religions, Black history, piano instruction, seed libraries, cats, hamsters, quantum physics, bus schedules, Russian history, adult literacy classes, stained glass, Wicca, health insurance, ocean animals, Buffalo earthquake, GED classes, chemistry, knitting, Native Americans, Christianity, weather forecasts and psychic shielding.

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 saving files to a flash drive, opening files, resolving Facebook problems, using Microsoft Office, printing paystubs, using email and ordering books online.

Local History/Genealogy

Patrons asked for help finding obituaries, city directory listings and newspaper articles. They needed help searching Ancestry for marriage records and asked for information about Rocky Crest Sanitorium and local Pentecostal churches.

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

In February:

Olean Newspapers: **881** page views

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

SandPumpings: 1 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 **155** times in February. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Staff

The Information desk staff play a vital role in assisting library patrons. The desk is staffed by both librarians and library assistants and is staffed all hours the library is open. The staff assists patrons with finding materials, answering reference questions and helping with technology.

Library assistants cover most of the Information desk hours and assist librarians with other tasks. They assist with maintaining the library's social media, writing press releases, collection development and running programs for children, teens and adults.