

Reference Report

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Reference/Information Desk

In March, we answered **495** 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: Louise Penny, James Patterson, Phil Klay, Wanda Brunstetter, Ruth Reid, Jules Verne, David Baldacci, Jack Schaefer, Colleen Hoover, Danielle Steel, Beverly Lewis, William Johnstone, Darynda Jones, Mary Ellis, Norman Ohler, Tom Clancy, Kevin Lovegreen, Dr. Seuss, B.J. Hoff, Mary Kubica, Mary Stone, Tui T. Sutherland, Leigh Bardugo, Sherrilyn Kenyon, Susan Wiggs, Matthew Rief and Dr. Wayne Dyer.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: potty training, nervous system, biology, GED, growing raspberries, raising chickens, pigeons, The Beatles, used car prices, quilting, chakras, meditation, spirituality, cycling, prisons, tax forms, Nova Scotia, mythology, dinosaurs, coin collecting, Oscar winners, origami, planets, FOIL, drug side effects, spelling, princesses, Spring, crochet, Greece, bus schedules, diets, Japanese language, criminal law, woodworking, codependency, Pokémon, driving directions, IRA contribution limits, soccer and car repair manuals.

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 with email, using a bank portal, printing paystubs, livestreaming, Facebook, making screen shots and using Google accounts.

Local History/Genealogy

Patrons asked for help finding obituaries, city directory listings, wedding announcements and newspaper articles. They also asked for help finding information in local history books.

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

In March:

Olean Newspapers: **1,189** page views

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

SandPumpings: 422 page views

Olean City Directories: 584 page views

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

The **Ancestry Library Edition Database** was searched **110** times in March. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Exam Proctoring

I'm getting a lot of requests for exam proctoring. Students attending online colleges and schools need someone local to proctor their exams. I proctored 3 exams in March. I get calls from students in Buffalo who need real estate exams proctored since they are unable to find anyone in their area that doesn't charge for proctoring services. Many libraries stopped offering this service during the pandemic. We provide free exam proctoring as a service to our community, so we limit this service to those who live in our service area.

Staff

One of the part-time Library Assistants gave notice, so we will need to hire to replace him. He works 12-15 hours per week. The Civil Service exam is in process and an eligible list for this position won't be available for at least a couple of months. The Civil Service department has offered to canvass the list of people who applied to take the exam to see if anyone is interested in a provisional appointment. Anyone accepting a provisional appointment would have to score high enough on the exam to keep the job.