

Reference Report

April 2023

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Reference/Information Desk

In April, we answered **470** 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: Michelle Obama, Josh McDowell, Dave Pilkey, Dr. Seuss, Patricia Cornwell, Collen Hoover, James Patterson, Meg Cabot, Sherrilyn Kenyon, John Jakes, Jerry Eicher, Danielle Steel, Kerrelyn Sparks, Cynthia Eden, Michele Hauf, Christine Feehan, Richelle Mead, Lauren Kate, Patricia Cornwell, Mark Fisher and Scott Pratt.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: Barack Obama, Muhammed Ali, GED, tax forms, World War II, Anne Frank, basketball, maps, eagles, ghosts, goblins, Big Foot, paranormal, Earth, mental health, Bible, atomic bomb, linguistics, WWII uniforms, tanks, rainbows, Mars, drawing, fairy tales, car repair, legal forms, Apollo 13, diets, chemistry, Jupiter, driving directions, health supplements, real estate, space, local libraries, fashion, coins, toy collecting and Burma.

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 searching the Internet, installing apps on a phone, adding photos to a document, using email and updating a tablet.

Local History/Genealogy

Patrons asked for help finding obituaries, city directories, SandPumpings and the Gosselin map of Olean.

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

In April:

Olean Newspapers: 991 page views

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

SandPumpings: 434 page views

Olean City Directories: 338 page views

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

The **Ancestry Library Edition Database** was searched **14** times in April. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Staff

We are currently advertising for a part-time Library Assistant to replace a Library Assistant who left last month. The current Civil Service list for this position only had one name on it, so we are able to hire provisionally.