

Reference Report

May 2023

Kim Mahar

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

Reference/Information Desk

In May, we answered **453** 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: Jonathan Cahn, Kate Morton, Daniel Siegel, Sy Montgomery, Agatha Christie, Beth Wiseman, Marie Ferrarella, Mary Louise Kelly, R.A. Salvatore, James Rollins, William Johnstone, Kristin Hannah, Nicholas Sparks, Kerrelyn Sparks, Michele Hauf, Carey Corp, Marissa Meyer, Christine Feehan, Jayne Castle, Michelle Visage, Cyn Balog, Ann Hazelwood, Kathy Reichs, J.K. Rowling, Ralph Waldo Emerson, Rick Riordan, Bernard Cornwell, Fannie Flagg, Chris Colfer, Robert Crais and Carolyn Haines.

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: Austria, Budapest, Kyrgyzstan, Iceland, Erie-Lackawanna Railroad, character development, motorcycles, legal forms, breastfeeding, planets, shrines, local autobody shops, dogs, Brahms, bus schedules, raising ducks, math, barndominium floorplans, NASCAR races, cookbooks, diets, muscular system, astronomy, woodworking, Frank Lloyd Wright, maps, psychology, wars, giant squid, film stars, Olean codes, Wendigos, psychedelic plants and comforting quotes.

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 filling out online insurance forms, changing phone settings, ebay selling assistance, ordering books online, using Facebook, using map apps on a phone, resizing and cropping images and resetting passwords.

Local History/Genealogy

Patrons asked for help finding obituaries, articles and city directory listings. They asked for help finding death dates and using Ancestry.com.

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

In May:

Olean Newspapers: **1,129** page views

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

SandPumpings: 385 page views

Olean City Directories: 683 page views

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

The **Ancestry Library Edition Database** was searched **63** times in May. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Staff

We are currently interviewing candidates for a provisional, part-time Library Assistant to replace a Library Assistant who left last month.