

Reference Department Report

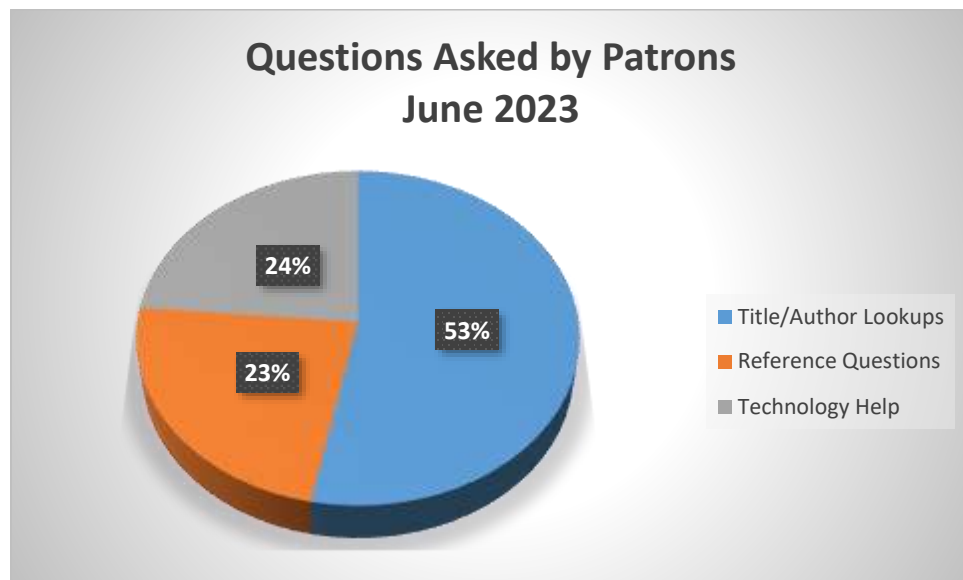
June 2023

Kim Mahar

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

Reference/Information Desk

In June, we answered **403** questions at the public service desks. Patrons contacted us by phone, email, Facebook and in-person to ask for help.



Title/Author lookups are requests for specific titles or authors. They require staff to search the catalog to see if the item is owned by libraries in our system and direct the patron to the material's location or place a hold on the item.

Reference questions are requests to find information. These questions can require more time, research or knowledge to answer.

Technology help includes requests for help with equipment, devices, software, apps or websites.

Requests for Titles/Authors:

Patrons asked for books, movies and articles. They requested books by the following authors: Dr. Seuss, Colleen Hoover, Anthony McCarten, Debbie Macomber, Barbara Britton, Judy Blume, Shannon Gilligan, Ana Huang, Charles Wilkins, Paul Doiron, David Rollins, Robert Cain, C.S. Lewis, Luke Russert, Gary Paulsen, James Patterson, Judy Corry, Jeff Smith, F. Paul Wilson, Kathleen Fuller, Kristin Hannah and William Johnstone.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: legal forms, court cases, Nikolai Berdyaev, Anne Frank, dice games, card games, Best Western Inn (Olean), Donna Reed, spelling, ADHD, Pokémon, test study books, falcons, fables, Civil War, organ sheet music, local senior housing, dinosaurs, space, rainbow flags, Halloween, Minecraft, LEGO, bus schedules, NYS labor laws, softball games, diabetic cookbooks, rehabilitation centers, Spanish language books, Star Wars, Greek mythology, car racing, tax forms, passport renewals, old NY maps, e-commerce, Celiac disease, auctions, dogs, wolves, local photography groups, Japan, arctic foxes, NYS CDL manual in Russian, reading levels, Olean maps, Mennonite groups in Olean, resumes, Parkinson's disease, astrology, tarot, charts, past lives, Bradford code enforcement, contemplative prayer, piano lessons, anger management and behavioral health. There was also an increase in genealogy research questions asked.

Local History/Genealogy

Patrons asked for help finding death dates, obituaries, articles, OHS yearbooks and city directory listings. They asked for help locating ancestors in local cemeteries, records from mental hospitals, and old maps. A patron asked if there was a Fannie Farmer store in Olean at one time. There was!

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

In June:

Olean Newspapers: 1,014 page views

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

SandPumpings: 230 page views

Olean City Directories: 179 page views

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

The **Ancestry Library Edition Database** was searched 99 times in June. As of January 2022, Ancestry became searchable inside the library only, with no remote access.

Technology Questions:

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 turning off Android phone notifications, using Microsoft Word, resizing images, saving files, taking screenshots, sending email messages, and using Facebook.

Staff

We hired Kaele Saal as a provisional, part-time Library Assistant to replace a Library Assistant who left last month.