

## Reference Department Report

July 2023

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

### **Reference/Information Desk**

In July, we answered **414** questions at the public service desks. Patrons contacted us by phone, email, Facebook and in-person to ask for help.

### **Requests for Titles/Authors:**

Patrons asked for books, movies and articles. They requested books by the following authors: E.L. James, Stephen King, Danielle Steel, Terry Blackstock, P.C. Cast, Rachel Caine, Amelia Atwater-Rhodes, Keri Arthur, Rick Riordan, Mary Stone, William Johnstone, Dr. Seuss, Harold Coyle, Tracy Wolff, Susan Wiggs, Kerry Donovan, Deb Pines, B.J. Daniels, Dean Koontz, Lisa Wingate, Lisa See, Dav Pilkey and Beth Wiseman.

### **Reference Questions:**

Patrons asked for phone numbers and addresses for various businesses, organizations and public officials. They also asked about: breastfeeding, astrophysics, resumes, Titanic, chess, driving directions, patents, hauntings, jokes, alchemy, mixed martial arts, tax forms, FBI, true crime, fairy tales, animals, coral reefs, Great Wall of China, translations, cyber security, Linux, self-improvement, price of silver, cooking times, baking, local piano teachers, U.S. Senators, cat care, car repair, Lucille Ball, World War II, Cornell University alumni and legal forms.

### **Local History/Genealogy**

Patrons asked for help finding obituaries, articles, city directories and OHS yearbooks. A patron asked for help finding military service numbers for ancestors.

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

### **In July:**

**Olean Newspapers:** 934 page views

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

**SandPumpings:** 322 page views

**Olean City Directories:** 1,069 page views

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

The **Ancestry Library Edition Database** was searched **267** times in July. 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, as well as filling out online forms. They also asked for help formatting letters, installing apps, saving photos, editing photos, downloading music, online shopping, and using Facebook, iCloud, email, Kanopy and Microsoft Word.

**Staff**

We currently have a part-time library assistant who started maternity leave in July.