

Reference Department Report

August 2023

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Reference/Information Desk

In August, we answered **464** 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: Jennette McCurdy, Jodi Picoult, Freida McFadden, Lisa Jewell, Mark Andrews, Lilian Jackson Braun, Danielle Steel, Stephen Coonts, Harold Coyle, Kelley Armstrong, Sherrilyn Kenyon, Cynthia Eden, Leigh Bardugo, Kerrelyn Sparks, JRR Tolkien, George Lakoff, Laurell K. Hamilton, R.A. Salvatore, Beth Wiseman, C.J. Box, Bill Bryson, Michele Hauf, Amber Argyle, Robert L. Showalter, Kate Carlisle, Collen Hoover, Linda Castillo, Isabel Allende, Nicole Helm, Dorothy Hughes, Karen Harper, and David Baldacci.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses, organizations and public officials. They also asked about: sign language, sewing, Revolutionary War, laws, numerology, astrology, muscle cars, tax forms, GED classes, Mount St. Helens, piano lessons, notaries, spirituality, Barbie, pets, travel, Greek mythology, Bay of Pigs invasion, evolution, writing press releases, STEAM, astrophysics, World War II, horse first aid, fatherhood, coins, Mennonite churches, engineering, automotive wiring diagrams, animal classification, crystals, European history, maple candy recipes, demonology, exorcisms, Salem Witch Trials, cooking and tracking down old friends.

Local History/Genealogy

Patrons asked for help finding obituaries, articles, city directories and OHS yearbooks.

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

In August:

Olean Newspapers: **No data available**

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

SandPumpings: **336** page views

Olean City Directories: **403** page views

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

The **Ancestry Library Edition Database** was searched **629** times in August. 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 logging into Google, navigating the unemployment website, deleting messages from a phone, using email, setting up a Facebook account, installing apps, ordering books online, creating a resume, creating screenshots, using the Foundation Directory (Candid) database, opening documents from a CD, converting files to pdf, and job searching.