

## Reference Department Report

September 2023

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### **Reference/Information Desk**

In September, we answered **385** 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: Karen Kingsbury, Ruth Hogan, Jodi Picoult, Robert Macfarlane, James Patterson, Colleen Hoover, William Johnstone, Mary Stone, Shari Lapena, Stuart Woods, Candace Camp, Terri Blackstock, Dave Ramsey, Beth Moore, Abraham Verghese, and Katie Ganshert.

### **Reference Questions:**

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: NYS laws, legal forms, spelling, crossword puzzle help, jujitsu, sewing, B-1/B-2 bombers, animal spirits, car repair, historical weather patterns, blue zones, vegetarian cookbooks, fructan intolerance, HVAC systems, ballet, construction costs, oceans, piano instruction, ghosts, 9/11, re-growing teeth, Muhammad Ali, homeschooling, ancient maps, electrolytes, viola instruction, writing wills, robots, Queen Mary, small business startup, inspirational quotes, tax forms, medical symptoms, budgeting, business plans, metaphysics, films, banned books, origami, panhandler applications, stoicism, math, and local jobs.

### **Local History/Genealogy**

Patrons asked for help finding obituaries, historical newspapers, city directories and OHS yearbooks. They also asked about the old Olean oil fields, as well as the history of the library.

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

### **In September:**

**Olean Newspapers:** **360 page views**

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

**SandPumpings:** **155 page views**

**Olean City Directories:** **434 page views**

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

The **Ancestry Library Edition Database** was searched **8** times in September. 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 using email, updating a GPS device, activating a debit card, copying and pasting information, navigating websites, scheduling road tests, filing claims, and accessing the Foundation Directory and Kanopy.