

Reference Department Report

October 2023

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Reference/Information Desk

In October, we answered **359** 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: James Patterson, Anne Rice, Stanton Samenow, Serena B. Miller, C.S. Lewis, Christopher Bohjalian, R.A. Salvatore, Tracy Chevalier, Donna Tartt, T.R. Sherlock, Sandra Brown, Shel Silverstein, Moe Willems, Diane Chamberlain, Colleen Hoover, Marie Benedict, Sarah Zettel, Paul Kenyon, William Johnstone, A.S. LaVey, Debbie Macomber, Fredrik Backman, Dan Brown, Chris Mackowski and Justine Davis.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: directions, superheroes, banned books, study guides, NY Public Library cards, psychology, travel guides, local events, true crime, mysticism, trauma, historical homes, car repair, job searching, stock investing, fermentation, photosynthesis, cellular respiration, eclipses, Czechoslovakia, custody laws, trains, ride services, whales, numerology, drawing, St. Bonaventure University courses, stress management, paranormal, libraries in Allegany County, homemade makeup, financial management, marketing, English as a second language, PA courts, Thanksgiving history, assisted living facilities, Gaza, maps, pregnancy, angel numbers, Titanic, veteran's benefits, witchcraft, Civil War, DMV road tests and resources for homeless people.

Local History/Genealogy

Our local history and genealogy resources continue to attract people to the Olean Public Library. Patrons asked for help finding obituaries, articles and Sanborn maps. They also asked for information about the history of Allegany County.

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

In October:

Olean Newspapers: **411** page views

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

SandPumpings: **176** page views

Olean City Directories: **441** page views

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

The **Ancestry Library Edition Database** was searched **68** times in October. 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 checking online accounts, accessing Facebook and enlarging documents.