

Reference Department Report

November 2023

Kim Mahar

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

Reference/Information Desk

In November, we answered **430** 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: Stephen King, Sarah Moss, Kay Hooper, William Johnstone, Charles Dickens, George Orwell, Linda Castillo, Mark Greaney, C.J. Box, David Baldacci, Michael Connelly, Gary Paulsen, Julia Chapman, Caroline Dunford, Kristin Hannah, Kay Hooper, Joanna Fluke, Malcolm Gladwell and Colleen Hoover.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: local Thanksgiving dinners, holy grail, England, cryptids, pigeons, tennis, basketry, Buddy Holly, lymphopenia, ghosts, small engine repair, stained glass, calligraphy, labor unions, Muhammad Ali, narcissism, urgent care location, Sweden, puppy training, health and fitness, homelessness resources, Bear Grylls, bus schedules, local attorneys, paganism, house history, knitting, leaf identification, DMV forms, psychology, chess, Wicca, Spanish language and road maps of Cattaraugus County.

Local History/Genealogy

Our local history and genealogy resources continue to attract people to the Olean Public Library. Patrons asked for help searching Ancestry Library Edition and finding obituaries and articles.

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

In November:

Olean Newspapers: **435** page views

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

SandPumpings: **95** page views

Olean City Directories: **466** page views

Olean High School Yearbook 1922 **2** page views

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

The **Ancestry Library Edition Database** was searched **74** times in November. 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 using Facebook.