

Reference Department Report

December 2023

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Reference/Information Desk

In December, we answered **299** 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: Cornelia Funke, David McCullough, Angie Sage, George Orwell, R.A. Salvatore, Charles Dickens, J.K. Rowling, Diane Chamberlain, Jane Kirkpatrick and James Patterson.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: addiction centers, UFOs, coin collecting, writing music, Hitler, German Christmas traditions, real estate study books, St. Bonaventure University closing schedule, cars, cooking, World War II, small business administration, Nigeria, Australia, astrology, bus schedules, tax forms, driving directions, photography, recipes, poems, Titanic, Erie Canal, job searching, obtaining college transcripts, concentration camps, maps, HVAC repair and the continents.

Local History/Genealogy

Our local history and genealogy resources continue to attract people to the Olean Public Library. Patrons asked for obituaries and articles. We regularly have patrons using the microfilm machines.

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

In December:

Olean Newspapers: **419 page views**

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

SandPumpings: **127 page views**

Olean City Directories: **242 page views**

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

The **Ancestry Library Edition Database** was searched **45** times in December. 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 updating Zoom, using Great Courses and searching online book stores.