

Reference Department Report

January 2024

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Reference/Information Desk

In January, we answered **394** 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: Kay Hooper, Freida McFadden, Heather Graham, Michelle Obama, Tess Gerritsen, Max Brooks, Danielle Steel, Tea Cooper, Rick Riordan, Paul Doiron, Barb Han, Stephen King, Jeff Lindsay, Emily Thomas, Harlan Hubbard, Bill Runner, Scott Blade, Iain Reid, William Johnstone, Agatha Christie and Nicholas Sparks.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: ghosts, goblins, haunted houses, personal finance, Yeti, living trust forms, Consumer Reports reviews, NYS Disability Advocates, driving directions to Jamestown, school librarianship, VA benefits, Civil Service exam study guides, teeth, bed bugs, economics, IRS forms, UPS drop off sites, psychology, My Pillow owner, growing mushrooms, Colonial America, boxers, Autism, vampires, meal planning, pyramids, World War II, eviction forms, Nikola Tesla, birds, resources for homeless people, female pop singers, therapy dogs, cookbooks, drugs, calcium rich foods, copyright law, tax forms, jobs in Olean, cover letters, tiny homes, lemon laws, insects, Andersonville and travel.

Local History/Genealogy

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

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

In January:

Olean Newspapers: **457 page views**

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

SandPumpings: **373 page views**

Olean City Directories: **210 page views**

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

The **Ancestry Library Edition Database** was searched **5** times in January. 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 identifying online scams, buying books online, filling out online forms, deleting emails, using Google ,and finding free online tax help.

Tax Forms:

The Olean Public Library participates in the TFOP (Tax Form Outlet Program). Some federal and NYS tax forms are shipped to the library and we make them available to the public for free. Many patrons still rely on paper tax forms, so many people visit the library during tax season to get forms.