

Reference Department Report

February 2024

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Reference/Information Desk

In February, we answered **442** 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: Bernard Cornwell, Nora Roberts, Stephen King, Kay Hooper, Jane Austen, Frances Burney, Patricia Cornwell, Mary Stone, Dr. Seuss, Roald Dahl, Mo Willems, Sister Soulja, Karen White, Barbara Michaels, Sara Ackerman, Rick Riordan, Blake Crouch, Mary Pope Osborne, Carlo Rovelli and James Patterson.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: nature magazines, tattoos, tax forms, nutrition, diabetes, Atlantis, NYS nondriver ID, aquariums, Code Blue help, women's rights, IUDs, women suffragettes, reading levels, otobay definition, alcoholism, narcotics recovery, local housing, Christian dating books, driving directions, Genesee Valley Canal, soughdough bread recipe, Supreme Court and Donald Trump, Buddhism, Hinduism, archaeology, animals, genetics, crafts, drawing, space, hydrocephalus, wrestlers, neurology, Myasthenia Gravis, Multiple Sclerosis, local craft shows, Dyslexia, homeopathy, eviction forms, literacy help, Navy seal training, financial planning, chemistry, ballroom dance, personality tests, World Trade Center, self-improvement, vampires, and fact check of benefits of illegal immigrants.

Local History/Genealogy

Our local history and genealogy resources continue to attract people to the Olean Public Library. Some travel from other states to use our resources. 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 February:

Olean Newspapers: 412 page views

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

SandPumpings: 87 page views

Olean City Directories: 520 page views

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

The **Ancestry Library Edition Database** was searched **24** times in February.

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 filling out online applications, using PowerPoint, activating phones and using email.

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.