

Reference Department Report

March 2024

Kim Mahar

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

Reference/Information Desk

In March, we answered **381** 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:

Yun Ko-eun, J.K. Rowling, Lisa Wingate, James Patterson, Sarah J. Maas, Mitch Albom, Danielle Steel, Collen Hoover, Prince Harry, Ernst Rottger, Kay Sheppard, Beverly Lewis, Kristin Hannah, Patrick K. O'Donnell, Linda Castillo, Bella Forrest, Stuart Woods, William Johnstone, Paul Theroux, Ruth Rendell, and Lisa Jewell.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: directions to local places, Delta airline policies, bus stops, used car values, solar eclipse, kidney disease, disabilities, Roe v. Wade, bisexuality, family court, stained glass, local fishing spots, medicines, St. Patrick's Day history, Irish religion, renters rebate form, powerlifting records, role playing, nutrition, cooking, Dry Dam Lake, Solanus Casey, petition template, medicinal herbs, word definitions, prisons, early voting locations, Native Americans, tree identification, sewing, baking, tax forms, whales, and amphibians.

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. We regularly have patrons using the microfilm machines. Patrons asked for obituaries and articles, as well as for help using Ancestry Library Edition and finding death dates.

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

In March:

Olean Newspapers: 391 page views

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

SandPumpings: 113 page views

Olean City Directories: 507 page views

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

The **Ancestry Library Edition Database** was searched **319** times in March.

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 help setting up an email account, attaching documents to email, using the Foundation Directory, and fixing iPhone issues.

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.