

Reference Department Report

April 2024

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Reference/Information Desk

In April, we answered **499** 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: Danielle Steel, Emily Thomas, Ann Napolitano, Lindsay Harris, Amy Clipson, Mary Stone, James Patterson, Shelley Shepard Gray, Elizabeth Mehren, Tori Amos, Stuart Woods, James McBride, Wanda Brunstetter, Stephenie Meyer, and Bella Forrest.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: Saint Gregory, medicines for improving memory, candy recipes, tax forms, panda bears, Wicca, psychology, drawing, RFK Jr, heart disease, cooking, quilting, foreign currency, bird nests, travel, polling places, maps of Olean, local restaurants, tree identification, animals, defunding police, Vietnam War, local apartments for rent, resumes, antique furniture, birth control, Nazis, copyright law, Austro-Hungarian Empire, trivia, U.S. Presidents, fake books, business, ESOL classes, accounting, marketing, classic books, math, planting tulips, eviction forms, presidential immunity, fly fishing, GED programs, and sewing.

The library was inundated with people asking for eclipse glasses. We did have a limited supply to give out free to the public.

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, articles, cemetery listings, OHS yearbooks and city directory lookups. They also asked for information about the old Cloud 9 Amusement Park.

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

In April:

Olean Newspapers: 422 page views

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

SandPumpings: 70 page views

Olean City Directories: 397 page views

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

The **Ancestry Library Edition Database** was searched **51** times in April.

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 assisted patrons with uploading and downloading documents, as well as resetting an Apple ID and using email.