

## Reference Department Report

May 2024

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### **Reference/Information Desk**

In May, we answered **388** 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: Barbara Mertz, James Patterson, Danielle Steel, John Grisham, John Gould, Michael Cunningham, Paul Tremblay, Nat Cassidy, Christine Feehan, Kristin Hannah, Rosemary Wells, Joy McCullough, James Lee Burke, Stephenie Meyer, Alana Terry, Scott Westerfeld, Delia Owens, Jeffrey Archer, Lisa Regan and John Sandford.

### **Reference Questions:**

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: Christian schools, U.S. Constitution, Stroehmann Bakeries, apartments for rent, sex trafficking helplines, digestive health, driving directions, dinosaurs, applying for a NY Public library card, pediatricians, CL4 treatment, list of U.S. Presidents, the 50 states, local pro bono attorneys, religion, philosophy, space, GED, true crime, biographies, John Hopkins, immigration offices, manufacturers, Yellowstone National Park, bedding suppliers, migration, Copernicus, bus schedules, snails, Narcotics Anonymous meetings, pet care, Ubers/taxis, vital records, computer programming, epilepsy, limbic system, mindfulness, astrophysics, microbats, financial help to get eye glasses, bookbinders, worms, WWE matches, first amendment, Olean Oilers, riddles, and magic tricks.

### **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, old maps and city directories. One person also asked how to trace the history of a local house.

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

In May:

**Olean Newspapers: 516 page views**

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

**SandPumpings:** 195 page views

**Olean City Directories:** 271 page views

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

The **Ancestry Library Edition Database** was searched **3** times in May.

**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 installing apps, formatting documents, and using smart phones.