

Reference Department Report

June 2024

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Reference/Information Desk

In June, we answered **304** 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: James Patterson, Janet Evanovich, Holly Black, Colleen Hoover, Nora Roberts, Mary Stone, Linda Castillo, Robin Carr, Calvin Baker, Raina Telgemeier, Robert McCloskey, E.L. James, David Poyer, George Lakoff, Judy Blume and Rick Riordan.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: paganism, weed wacker parts, cell phone diodes, court forms, hypnosis, investing, architecture, medical loan closet, free eye exams, car dealerships, robotics, engineering, narcissism, voter registration forms, meditation, psychology, War Vet's park, citing articles, travel, driving directions, crochet, alcoholism, metal detecting, tax forms, dinosaurs, Cornplanter, floods, trucks, welding, Bible references, WNY plants, and self-healing.

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, OHS yearbooks, articles and wedding announcements.

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

In June:

Olean Newspapers: **202 page views**

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

SandPumpings: **565 page views**

Olean City Directories: **100 page views**

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

The **Ancestry Library Edition Database** was searched **89** times in June.

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 setting up a phone, changing passwords, and enlarging, printing and saving documents.