

Reference Department Report

August 2024

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Reference/Information Desk

In August, we answered **366** 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: Kristin Hannah, Nikki Erlick, George R.R. Martin, Shelley Shepard Gray, Nora Ephron, Stephen Taylor, Blake Banner, Melissa Broder, Ann Martin, David Baldacci, Michael Connelly, John Grisham, Peter Abrahams, John Connolly, Linda Castillo, Liz Moore, Sara Nisha Adams, Tes Hilaire, Tara Westover, Louise Penny, Simone de Beauvoir, Erin Hunter, Tui T. Sutherland, Collen Hoover, Freida McFadden, Julia Cameron, Rick Riordan, Iris Johansen, Brad Lee, Stephen King, and Dorothy Gilman.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: weather forecasts, food pantry, WIC, student loan interest rates, mortgage interest rates, medical information, boat motor repair, plants, physics, New York Times book reviews, musicals, child endangerment laws, sports, anatomy, Carpal Tunnel Syndrome, learning Portuguese, cookbooks, welding, fishing, Magnitsky Act, obtaining old OBI course catalogs, magazine perfume samples, clothing assistance, job resources, GED classes, how to sell a car, biology, crypto investing, and bus schedules.

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 Olean High School yearbooks. They also asked when the Olean Center Mall opened and about the Flood of 1972.

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

In August:

Olean Newspapers: 738 page views

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

SandPumpings: 51 page views

Olean City Directories: 73 page views

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

The **Ancestry Library Edition Database** was searched **47** times in August.

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 changing passwords, logging in to websites, downloading apps and files, manipulating photos, converting files to another format, and using Kanopy.