

Reference Department Report

September 2024

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Reference/Information Desk

In September, we answered **417** 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, David Baldacci, Kay Hooper, Amy Clipston, Collen Hoover, Lisa Wingate, Shelley Shepard Gray, Belle Calhoun, Kate Hewitt, Jan Karon, Erin Morgenstern, Dave Pilkey, Douglas Preston, Lincoln Childs, J.K. Rowling, Cornelia Funke, Mitch Albom, Janet Evanovich, and Dr. Seuss.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: cryptocurrency, radio station schedules, soap box derbies, baby registries, COVID tests, notary service, fishing, eye glass donation locations, Salem Witch Trials, Jack the Ripper, Brothers Grimm, toys, building a pergola, Western Union locations, voter registration, craft projects, D-Day, tenant's rights, retirement planning, Medusa, sewing, weaving, textile arts, job applications, England, calligraphy, mythology, fractures, medical facilities, crochet, baseball facts, ceramics, patent applications, Industrial Revolution, weather forecast, maps, nursery rhymes, squid, car batteries, milkshake recipes, Ireland, pregnancy, and unicorns.

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. We had a lot of requests for help finding obituaries and articles from the *Olean Times Herald*.

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

In September:

Olean Newspapers: 521 page views

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

SandPumpings: 23 page views

Olean City Directories: 189 page views

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

The **Ancestry Library Edition Database** was searched **17** times in September.

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, accessing email accounts, using Microsoft Word, manipulating photos, filling out job applications, online banking, phone updates, and using Facebook.