**Reference Department Report**

**November 2024**

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**Assistant Director/Head of Reference/Interlibrary Loan/Local History & Genealogy**

**Reference/Information Desk**

In November, we answered **352** 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: Jennie Jones, Lincoln Child, Agatha Christie, Colleen Hoover, Simone St. James, Nora Roberts, Jonathan Cahn, B.J. Daniels, Brian McClellan, TJ Klune, Sherrilyn Kenyon, Mary Kubica, Riley Sager, Linda Castillo, Kate Quinn, Lilith Saintcrow, Jodi Picoult, Natasha Preston, and Cassandra Clare.

**Reference Questions:**

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: crystals, sports, dinosaurs, Buffalo airport info, weather predictions, tax forms, driver training, estate planning, NYS Senators, architecture, sign language, origami, religion, Christianity, bus schedules, cooking, quotations, local landlords, school closings, family court, Section 8 housing, embroidery, psychology, monsters, legends, philosophy, HEAP applications, and conspiracy theories.

**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 requests for help finding obituaries, newspaper articles, and historical information about local businesses and organizations.

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

In November:

**Olean Newspapers**:  **490 page views**

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

**SandPumpings: 545 page views**

**Olean City Directories**:  **280 page views**

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

The **Ancestry Library Edition Database** was searched **74** times in November.

**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 transferring files, setting up a new phone, and using email and Microsoft Word.