

Reference Department Report

June 2025

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Reference/Information Desk

In June, we answered **391** 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: Dan Brown, Patrick McGee, Margaret Atwood, Michael Connelly, Fern Michaels, J.D. Robb, James Patterson, Dinesh D'Souza, Ann Coulter, Tony DiTerlizzi, J.K. Rowling, Loretta Ellsworth, Agatha Christie, Kristin Hannah, Jeff Kinney, Harper L. Woods, Ann Liang, Dean Koontz, Min Jin Lee, S.E. Hinton, Beth Wiseman, Sophie Cleverly, and Danielle Steel.

Reference Questions:

Patrons requested phone numbers and addresses for various businesses and organizations. They also inquired about a range of topics, including Dodge repair manuals, oysters, book repair, spelling, quotations, trees, Viking folklore, dragons, serial killers, Pennsylvania Lumber Museum, DMV fees, astrophysics, legal paperwork, medical procedures, bus schedules, Japanese mythology, World War II, feelings, parent's rights, postage stamps history, local cooling centers, and travel.

Local History/Genealogy

The Olean Public Library continues to attract visitors interested in local history and genealogy resources, with some traveling from other states to utilize our facilities. We frequently have patrons using the microfilm machines and receive requests for assistance finding obituaries, newspaper articles and city directories. Patrons also asked for information about old Olean street maps. We had out-of-town visitors looking for information about a relative who was murdered in Olean in the 1950s. Despite vague and incorrect information, we were able to find the article about the murder.

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

In June:

Olean Newspapers: 594 page views

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

SandPumpings: 4 page views

Olean City Directories: 241 page views

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

The **Ancestry Library Edition Database** was searched **24** times in June.

Technology Questions:

Patrons required assistance with various tasks, including photocopying, searching the OPAC, scanning, printing, and using computers, microfilm, and the Libby app. The library provides computers and Wi-Fi for public use. Library staff offer limited support for patrons with technology needs. We helped patrons with computers, tablets, and smartphones. Requests for assistance included email help, downloading apps, manipulating photos, using QR codes, and searching the Internet.