

Reference Department Report

July 2024

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Reference/Information Desk

In July, we answered **341** 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: Helen Perelman, Lucy Foley, Kristin Hannah, Patricia MacLachlan, Abraham Verghese, Lynne Hinton, John Sandford, Jennifer Rush, Liv Constantine, Sherrilyn Kenyon, James Patterson, Laurell K. Hamilton, Linda Castillo, Jojo Moyes, C.S. Lewis, Stephen King, Danielle Steel, James Dashner, William Kent Krueger, Beth Moore, Mary Kubica, Janet Evanovich, J.D. Vance, and Toni Morrison.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: local bookstores, poets, tax forms, car repairs, powerlifting, Hawaiian cookbooks, word spellings, crochet patterns, philosophy, travel books, driving directions, pill identification, boxing, local fair dates, toilet parts, self-improvement books, bestseller lists, eviction forms, Amazon drop-off locations, lawn mower repair, criminal justice, neuroscience, finding properties in Olean, and gardening.

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 articles, as well as help with Familysearch.org.

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

In July:

Olean Newspapers: **631 page views**

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

SandPumpings: **3 page views**

Olean City Directories: **86 page views**

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

The **Ancestry Library Edition Database** was searched **27** times in July.

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 creating SafeLink accounts, navigating websites, downloading apps, and filling out and printing online applications.