

Reference Department Report

October 2024

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Reference/Information Desk

In October, we answered **480** 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: Jack Whyte, Stuart Woods, Freida McFadden, Robert Knott, Paul Doiron, Walt Whitman, Rick Riordan, David Baldacci, Bill O'Reilly, Lisa Scottoline, B.J. Daniels, Raina Telgemeier, Kristin Hannah, Benjamin Graham, Louise Penny, Robert Crais, Jen Turano, Jill Shalvis, Suzanne Woods Fisher, Buck Turner, Noelle Salazar, Erin Sterling, Sister Soulja, and Lee Child.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: voter registration, voting dates, apartment applications, quilting, zip codes, meaning of emojis, farmers market applications, building a fort, gymnastics, meditation, cats, medications, embroidery, identity theft, boxers, Greek culture, cryptids, U.S. history, deer, baseball team information, camping, Buffalo Bills, QAnon, hotels, human brain, trauma, tax forms, algebra, drawing, driving directions, Reids Food Barn, psychology, family dynamics, religion, child custody, U.S. Constitution, teeth, recipes, mold, bankruptcy, games, Genesee Valley Canal, dress making, recycling, animals, nature, Christianity, and ESL services.

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, articles from the *Olean Times Herald*, and Olean High School yearbooks. We also had someone researching the 1974 Olean sniper incident.

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

In October:

Olean Newspapers: 504 page views

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

SandPumpings: 56 page views

Olean City Directories: 513 page views

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

The **Ancestry Library Edition Database** was searched **68** times in October.

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 attaching documents to email, resetting passwords, deleting emails, formatting screenshots, setting up email, and downloading apps.