

Reference Department Report

December 2024

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Reference/Information Desk

In December, we answered **307** 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: James Patterson, Emily Bronte, Kristin Cashore, Nora Roberts, J.K. Rowling, Brian Morton, Danielle Steel, Michael Swiger, Sophie Kinsella, R. J. Cregg, Kiersten White, Ilona Andrews, Kerrelyn Sparks, Harold Lee Friedman, Tara Westover, Mo Willems, Louise Penny, Norman Vincent Peale, Gregory Maguire, Stephen King, B.J. Daniels, Jonathan Cahn, Brian Andrews, Frieda McFadden, Laura Ingalls Wilder, Tony Horwitz, Charles Dickens, Mary Stone, Lisa Wingate, Noelle Salazar, Susan Brind Morrow, C.S. Lewis, and Beverly Watts.

Reference Questions:

Patrons asked for phone numbers and addresses for various businesses and organizations. They also asked about: anger management, phlebotomy, bus schedules, best screen play winners, cookbooks, positive thinking, fitness, trucks, NY disability laws, embroidery, cross stitch, Donald Trump, Jack the Ripper, birds, local Code Blue information, house plants, War of 1812, soap making, Japanese characters, writing letters, music, guitars, travel, and the Holocaust.

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 city directories.

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

In December:

Olean Newspapers: **376 page views**

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

SandPumpings: **37 page views**

Olean City Directories: **66 page views**

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

The **Ancestry Library Edition Database** was searched **0** times in December.

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 using email, transferring files, converting document formats, formatting documents, online shopping and using flash drives.