

## Reference Department Report

January 2025

**Kim Mahar**

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

### **Reference/Information Desk**

In January, 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: Noam Chomsky, Kiersten Modglin, Mary Shelley, Michelle Haas, Lynsay Sands, Kerrelyn Sparks, ILona Andrews, Karen Whiddon, Cynthia Eden, Laurell K. Hamilton, Ann Liang, R.A. Salvatore, James Patterson, Colleen Hoover, Kristin Hannah, Robert Heilbroner, Lisa Jackson, Max Lerner, Michele Hauf, Heather Graham, Christina Dodd, Keri Arthur, Louis L'Amour, and Kelley Armstrong.

### **Reference Questions:**

Patrons requested phone numbers and addresses for various businesses and organizations. They also inquired about a range of topics, including: wills, the Buffalo Bills, Roblox, tax forms, contact information for Congressman Langworthy, bus schedules, psychology, leopards, moving abroad, U.S. Presidents, philosophical quotes, video doorbell reviews, converting U.S. dollars to Canadian dollars, philosophy, affordable Internet service providers, radio program schedules, jokes, finance, autism, World War II soldiers, poetry, the value of used cars, job applications, cataract surgery, travel, currency values, learning Arabic, soccer, jewelry, recipes, origami, tarot, and tax assistance.

### **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 and newspaper articles. Additionally, patrons have inquired about the Holland Land Grants, historical maps, and how to locate cemeteries.

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

### **In January:**

**Olean Newspapers:** 167 page views

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

**SandPumpings:** 39 page views

**Olean City Directories:** 99 page views

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

The **Ancestry Library Edition Database** was searched **5** times in January.

**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 troubleshooting device issues, setting up new devices, and performing updates. Patrons also asked for help with email and Etsy, as well as manipulating images in Word and uploading and downloading files.