**Reference Department Report**

**February 2025**

**Kim Mahar**

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

**Reference/Information Desk**

In February, we answered **446** 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: Kristin Hannah, Stephen King, James Patterson, Douglas Preston, Travis Baldree, Liz Alterman, Lisa Jewell, Riley Sager, Kate Quinn, Abby Jimenez, Jillian Tamaki, Astrid Lindgren, C.J. Box, John Connelly, David Baldacci, Laura Hillenbrand, Michele Hauf, Patricia Briggs, Keri Arthur, Kerrelyn Sparks, Karen Whiddon, Leigh Bardugo, Richelle Mead, Madelyn Alt, Donna Everhart, Nikki Erlick, Ariel Lawhon, Ronald H. Balson, Elsie Silver, Dathan Auerbach, Lanny Hunter, Warren Kimball, David McCullough, Maya Angelou, JD Vance, Freida McFadden, Jessica Roberts, Brandon Sanderson, Mary Shelley, Stephanie Meyer, E.B. White, Pam Jenoff, and William W. Johnstone.

**Reference Questions:**

Patrons requested phone numbers and addresses for various businesses and organizations. They also inquired about a range of topics, including tax forms, tax help, NYS boating regulations, military, medieval life, recipes, bread making, U.S. Presidents, boxing champions, Academy Award winners, dyslexia-friendly fonts, addiction, recovery, spelling help, Wicca, Canadian postal strike, Zippo, bus schedules, laws, current time, stimulus checks, body language, AA meetings, identifying a book by a character name, woodcarving, St. Valentine, fire in Wyoming, used car prices, coin collecting, inheritance legal issues, camping, state and national parks, drawing, dogs, government contracts, maps, directions, astronomy, astrology, project management, psychology, disc golf, cardiology, kidney health, social engineering attacks, finding a doctor, pancreas, religion, parapsychology, eviction legal forms, piano music, and indentured servitude.

**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. A patron also asked if there was a local connection to their ancestor’s name, “Lovilo”.

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

In February:

**Olean Newspapers**:  **108 page views**

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

**SandPumpings: 113 page views**

**Olean City Directories**:  **7 page views**

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

The **Ancestry Library Edition Database** was searched **21** times in February.

**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 formatting documents, using email, filling out online job applications, and downloading images and apps.