



**The Ask a Librarian Quality Assurance Workgroup is pleased to announce the **September and October 2022 Exemplary Reference Award Winners!****

**Septemeber**

**Renee P. (AAL Virtual Reference Specialist)**

**October**

**Shan B. (USF Libraries)**

**Please join us in congratulating our winners as they set the bar for providing exemplary virtual reference services for Ask a Librarian!**

*As a reminder, with the change in chat transcript access rules to limit participating department-only viewing, the Quality Assurance Workgroup has adjusted the winning number of chats per month.*

## September

### Renee P. (AAL Virtual Reference Specialist)

Client Name: Patron

Initial Question:

Renee - AAL VRP: Hello, I'm Renee from North Florida and I'll be assisting you today.

Renee - AAL VRP: How can I help you?

Patron: Hello I would like a book about cats for my school project. 6th grade

Renee - AAL VRP: ok

Patron: It has to be a mischievous orange cat

Renee - AAL VRP: are you looking for a book that's available at a specific library location?

Patron: Not really just a recommendation

Renee - AAL VRP: ok

Patron: the report is due tomorrow and

Renee - AAL VRP: non-fiction? true stuff and facts

Renee - AAL VRP: or fiction? made up story

Patron: I didnt even start. My mom is so mad she said ask the library

Patron: fiction

Patron: my teacher said "you didnt even start did you" today and I said yes i did it's about a mischievous orange cat

Patron: but the truth is i made that up so now i have to keep up with a lie

Patron: I know i am so dumb

Renee - AAL VRP: let's see what we can find...

Renee - AAL VRP: it may take a few minutes while I'm looking around, but I'm still here

Patron: ok thank you Renee I am grounded anyway

Patron: i have to make a poster and everything I already printed pictures of orange cats

Renee - AAL VRP: not sure how mischievous he is, but here's a book about an orange cat!

Renee - AAL VRP: [The Five Lives of Our Cat Zook \(sirsi.net\)](http://sirsi.net)

Renee - AAL VRP: AND, it's an ebook

Patron: OMG this looks really good. How many pages do you know

Renee - AAL VRP: so you can probably check it out and start reading it now

Patron: do you think I can finish it tonight

Renee - AAL VRP: checkign

Renee - AAL VRP: hmm, 240 pages, but it's for grade level 3-7

Renee - AAL VRP: so it might be a faster read

Patron: I can read really fast so I think I will be ok. I will probably be up all night anyway I ran out of printer ink so I will have to draw a lot of stuff

Patron: Thank you librarian Renee I hope i get a good grade on this

Renee - AAL VRP: good luck!

Renee - AAL VRP: Can I help you with anything else this evening?

Patron: You are so nice and helpful

Patron: No thats it you really saved my butt

Renee - AAL VRP: You're welcome.

Renee - AAL VRP: Thank you for using Ask a Librarian, and we hope you come again.

## October

### Shan B. (USF Libraries)

Client Name: Patron

Initial Question: hesiods depictions of the greek gods and goddess

**Shan B USF Libraries:** Hi there, I'm not from your institution but I'll try my best to assist you. One moment please

**Shan B USF Libraries:** Hi there, how can I help?

**Patron:** i need to find hesiod's depictions of the greek gods and goddesses

**Shan B USF Libraries:** Sure, are you looking for articles about hesiod's depictions of them, hesiod himself's writing? or maybe both?

**Patron:** i dont know the assignment just asks to read his depictions

**Shan B USF Libraries:** Although we are not able to do your homework for you, we are very happy to help look for resources that will help you with your task. Is there any way you can send me what the prompt says?

**Patron:** read hesiods depictions of the greek gods and goddesses. use one word that describes both hesiods stories and the human codition

**Shan B USF Libraries:** Okay, Valencia has a couple of his works available, like The Theogony available here in print [https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC\\_VCC/9k2ef2/alma990008967990106601](https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC_VCC/9k2ef2/alma990008967990106601) and Works and Days [https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC\\_VCC/9k2ef2/alma990008967990106601](https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC_VCC/9k2ef2/alma990008967990106601) But unfortunately you'll have to go to the library and read these, unless you professor provided a text for you to read. There are a couple analyses of his depictions of the gods like this one on Artemis [https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC\\_VCC/27q245/cdi\\_oup\\_upso\\_upso\\_9780748637980\\_chapter\\_12](https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC_VCC/27q245/cdi_oup_upso_upso_9780748637980_chapter_12) and this one on Aphrodite [https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC\\_VCC/27q245/cdi\\_proquest\\_miscellaneous\\_1796671726](https://vcc-flvc.primo.exlibrisgroup.com/permalink/01FALSC_VCC/27q245/cdi_proquest_miscellaneous_1796671726) both of which are available online

**Patron:** she asked for any piece of his depictions

**Patron:** so thank you

**Patron:** are those full books or quick articles

**Shan B USF Libraries:** The first two are books, the last two are articles. Though I doubt you have to read the full book to see his depictions of the gods for your assignment

**Shan B USF Libraries:** Are you still with me? If you don't have any other questions, I'm going to close out of this chat so I can help other customers. Please log in again if you need more help.