



The Ask a Librarian Quality Assurance Workgroup is
pleased to announce the
May and June 2023
Exemplary Reference Award Winners!

May

Mary Beth I. (PHSC)

June

Laura (State Library of Florida)

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.

May

Mary Beth I. (PHSC)

Client Name: Patron

Initial Question: What forms of transportation are available for low income adults to move around in Miami Dade County? 33157,33170, 33177, 33189, 33032?

Mary Beth I (PHSC): Hello, welcome to Ask a Librarian.

Mary Beth I (PHSC): It looks like Miami Dade Transit does offer several reduced or special fares. <https://www.miamidade.gov/global/transportation/transit-pass.page>

Mary Beth I (PHSC): There is an EASY card for residents whose incomes are less than \$21,870 per year which allows them to ride for free. https://www.miamidade.gov/global/service.page?Mduid_service=ser1520267208429976

Mary Beth I (PHSC): And veterans may also be eligible to ride for free. https://www.miamidade.gov/global/service.page?Mduid_service=ser1519415198506256

Patron: My students have to walk many blocks to the bus stop Is there any service to help them?

Mary Beth I (PHSC): I would check with the Miami Dade Human Services department. They may have some suggestions. Here is their contact info: <https://www.miamidade.gov/global/socialservices/contact.page>

Mary Beth I (PHSC): Or maybe there is someone in the school district?

Patron: No one seems to know Could you research this and tell us where to go?

Mary Beth I (PHSC): Here is a link to the City of Miami's On-Demand Transportation Service, which is available for low income seniors and disabled persons: <https://www.miamigov.com/Transportation-Roadways/Request-On-Demand-Transportation>

Mary Beth I (PHSC): The Florida Commission for the Transportation Disadvantaged has a helpline. Their number is 1-800-983-2435 or website <https://ctd.fdot.gov/>

Mary Beth I (PHSC): It looks like your school is part of the Miami Dade public school system. If your students cannot get to class because it is hard for them to get to school, this is an issue that your principal and assistant principals need to know about. Maybe they can help find a solution.

Mary Beth I (PHSC): Here is a link to the Miami-Dade Library's page for social services. <https://mdpls.org/social-services> They may know some other agencies who can help. You can call them at 786-988-6816 or email directly at

Mary Beth I (PHSC): Their email is socialservicesmail@mdpls.org

Mary Beth I (PHSC): I am going to transfer this chat to them and will ask someone to follow up with you. I'm happy to research things for you but my effectiveness is limited because I'm not from Miami and I don't know much about the agencies in your area. Thanks for using Ask a Librarian.

June

Laura (State Library of Florida)

Client Name: Patron

Initial Question: I am researching background material on the Snowqueen by J.D. Vinge. She says in her website - archived on the wayback site, that she uses an older version of the HCA Snow Queen. I am trying to find this older version but have had no luck with online sources such as your standard google and wiki searches.

Laura (State Library of Florida): Hello, my name is Laura and I am with the State Library of Florida. is there any indication what time period (decade or century) for the Snow Queen that Vinge used? If not, it may be necessary to try to identify how many editions/revisions of the story have been published.

Patron: Hello Laura, hang on and I will attempt a copy paste

Patron: I'm especially fond of "The Snow Queen" - not Hans Christian Andersen's work, but the original northern European myth about the seasons, in which the main characters are all female, and "Prince" is the victim needing to be rescued; peripheral male characters are all played by symbolic animals from ancient pagan religion.

Patron: This is what I have to go on

Laura (State Library of Florida): oh I see! She referenced a story predating HCA?

Laura (State Library of Florida): What he based it on?

Patron: It seems so.... but to be honest some of the HCA elements crept back into her novel

Laura (State Library of Florida): Thanks, I'll see if I can identify a similar legend/myth, or if someone else has connected one.

Patron: thank you very much. Is there any other information I can supply?

Laura (State Library of Florida): I remember reading one when I was a kid called "east of the sun and west of the moon" that had similar elements, but I've never compared the two.

Patron: Gosh, that one is ringing bells.....

Laura (State Library of Florida): I found a very interesting blog entry from someone with publisher tor.com!

Laura (State Library of Florida): <https://www.tor.com/2016/06/23/fairy-tale-subversion-hans-christian-andersens-the-snow-queen/>

Laura (State Library of Florida): It says he was inspired by 1001 nights and East of the sun, west of the moon, which is also related to cupid and psyche/beauty and the beast!

Patron: Interesting indeed. It's amazing how we retell these stories to meet our needs.

Laura (State Library of Florida): Definitely. I can't be certain without the author confirming it, but it sounds like East of the Sun is a contender.

Patron: I am remembering an index of folktales? could that be a way to track it down?

Laura (State Library of Florida): might be? There's definitely a lot of collections, I'll see if I can find something concrete

Laura (State Library of Florida): Yes! There is a catalog called the Aarne-Thompson-Uther index originally proposed in 1910 and it's used in tandem with the Motif-index of folk-literature published in 1932.

Laura (State Library of Florida): there's also a 2004 title that might interest you ...

Laura (State Library of Florida): It's " *The Types of International Folktales: A Classification and Bibliography*"

Patron: I don't suppose they are available online - that would be a surprise

Laura (State Library of Florida): I'm not sure how widely these are available, but your local library may be able to get the 2004 through inter-library loan

Laura (State Library of Florida): The 1932 might be somewhere like archive.org or project gutenber?

Laura (State Library of Florida): University of Missouri has links: <https://libraryguides.missouri.edu/c.php?g=651166>

Patron: Oh my stars! Types of International Folktales: A Classification and Bibliography is \$1,599.97 in a quick search in amazon

Laura (State Library of Florida): It looks like one is Hathi trust which likely needs a login,

Laura (State Library of Florida): yikes!

Laura (State Library of Florida): Internet archive has

us: <https://archive.org/details/ffcommunications0000unse/page/n5/mode/2up>

Laura (State Library of Florida): someone scanned a 1973

Laura (State Library of Florida): Internet Archive for the win!

Patron: flipping thru for seasons, or snow, or northern european

Laura (State Library of Florida): it looks like the text is also searchable

Laura (State Library of Florida): I just realized my shift on this desk is over and I need to log out; do you have enough to get started on your research?

Patron: Yes, thank you. Have a good day.

Laura (State Library of Florida): You too! and thank you for the interesting question!