

A total of 14 messages exchanged.

22:32:19 Laura: Hi Penny, how can I help you find this form?

**22:32:41 Penny Patron:** I'm on my library's small business help page but am having trouble finding the form I need to request an EIN

22:32:54 Laura: Okay, I have the URL so let me head there, too, so we're on the same webpage

22:33:33 Laura: I'm seeing a link to the IRS Forms and Publications page that includes a link to request an EIN. Do you see that?

**22:33:45 Penny Patron:** I'm sorry but I don't

22:34:03 Laura: That's okay. Let me create a short video so you can see what I'm doing

22:36:01 Laura: Here's a link to the video: <https://www.screencast.com/t/3nOwRCveHfS>

22:37:22 Laura: Did that help?

**22:37:31 Penny Patron:** Yes, I'm there now. Thanks!

22:38:01 Laura: Can I assist you with anything else this evening?

**22:38:25 Penny Patron:** If I need to print this, what time does the library close tomorrow?

22:39:42 Laura: The library will close at 9pm according to this FAQ:

<https://springylib.libanswers.com/faq/14292>

**22:39:52 Penny Patron:** Great, thanks again

22:40:01 Laura: You're welcome! Have a nice night

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Name

Penny Patron

Contact

Visitor's Address

68.172.2.148

Browser

Chrome (79.0.3945.130)

Operating System

Macintosh

User Agent

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_14\_6) AppleWebKit/537.36 (KHTML, like Gecko)

Chrome/79.0.3945.130 Safari/537.36

Launched from

<https://springylib.libguides.com/az.php>

via Widget

Earth Button - Timed

Department

Answerer

Laura

Started Chatting

2020-02-19 22:31:59

Wait Time

5 seconds (5 sec)

Chatting Duration

462 seconds (7 min, 42 sec)

Internal Note

Client Rating

Client did not rate chat

Client Comment

Initial Question

I need help finding a tax form

Answered by Co-Op

Internal Testing Coop

Tags