

A total of 20 messages exchanged.

16:59:24 Laura: Hi Stewart, how can I help you?

16:59:42 Stewart Student: I'm having trouble accessing an article from the PsycDatabase. This has happened before

16:59:56 Laura: I'm sorry to hear that. Can you tell us where you're having problems?

17:00:06 Stewart Student: When I click to download the article, I'm seeing an error

17:00:20 Laura: Hmm have you tried clearing Firefox's cache or downloading from another browser?

17:00:27 Stewart Student: Yes, Chrome didn't work either

17:00:49 Laura: Okay, please send me the article's details. I'll take another look.

17:01:15 Stewart Student: attached a file: https://cooptesting-us.libanswers.com/chat_file.php?i=2263&f=102724

17:01:24 Stewart Student: Here's a screenshot of my screen

17:01:40 Laura: Thanks, I'm logging into PsycDatabase and will be back with you shortly.

17:05:17 Laura: Thanks for your patience. I was able to download the article on my end.

17:05:29 Laura: Attached a file: https://cooptesting-us.libanswers.com/chat_file.php?i=2263&f=102725

17:06:00 Laura: Were you able to view it?

17:06:08 Stewart Student: Yes, thanks!

17:07:04 Laura: Wonderful! Would you like a Springy University librarian to follow up with you to investigate your issue with downloading directly from PsycDatabase?

17:07:09 Stewart Student: Yes, that'd be great

17:07:20 Laura: Please send me your email address, and someone will be back with you soon.

17:07:22 System: Contact information requested

17:07:30 System: Contact information updated by patron.

17:07:39 Laura: Great, can I help you with anything else?

17:07:45 Stewart Student: Nope, that's it. Thanks again!

17:07:52 Laura: 😊

Name

Stewart Student

Contact

sstudent@springylib.edu

Visitor's Address

68.172.2.148

Browser

Firefox

Operating System

Macintosh

Launched from

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

via Widget

Earth - Embed - Timed

Department

Answerer

Laura

Wait Time

16 seconds (16 sec)

Chatting Duration

508 seconds (8 min, 28 sec)

Internal Note

Client Rating

4/4

Client Comment

Answered by Co-Op

Internal Testing Coop

Tags