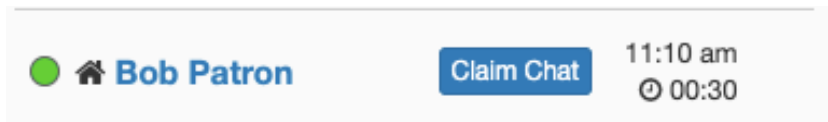


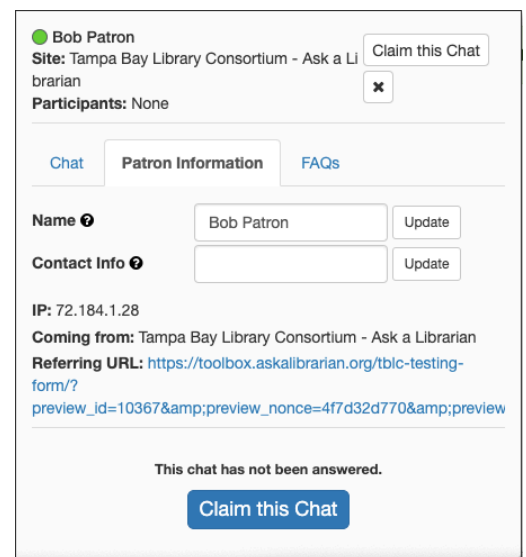
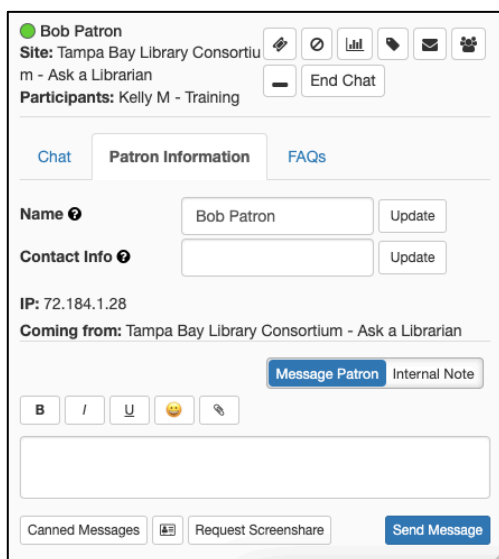
What library do they belong to? CHAT

Before and during a chat, you are able to see where the patron's question originated. This gives you an idea of which library they identify as their preferred location

1. When a chat comes in on the Chat Dashboard, you can either view their information before or after claiming the chat.
2. Before claiming the chat, select their hyperlinked name



3. This will open the Patron Information tab
4. After claiming a chat, you still have access to this tab throughout your conversation



IP: 72.184.1.28

Coming from: Tampa Bay Library Consortium - Ask a Librarian

Referring URL: https://toolbox.askalibrarian.org/tblc-testing-form/?preview_id=10367&preview_nonce=4f7d32d770&preview=true

Widget: TBLC-Support

Browser: Chrome (90.0.4430.93) Macintosh

Previous Chats with this Patron

No chats found.

Previous Tickets with this Patron

No tickets found.

Question: If an initial question is submitted via the widget, it will show here for quick reference.

IP: We track IP addresses. This can help narrow where the patron's accessing the website.

Coming From: What Springshare system the question originated (this is usually be TBLC since we administer the AAL service).

Referring URL: The site on which the widget is embedded. This can be helpful to know what page they're on and what library they use.

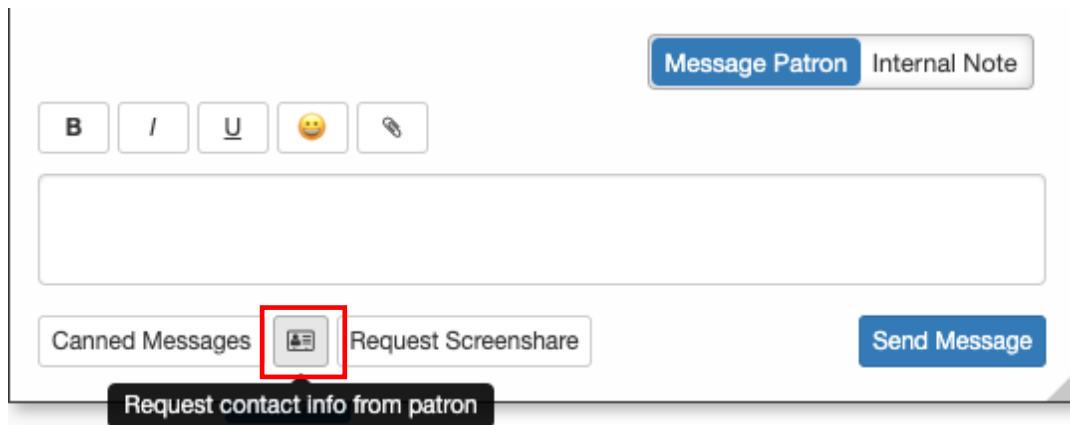
Widget: Widgets are named by library and this can give another indication of where a patron originates.

Browser: What internet browser the patron is using, which may be helpful when troubleshooting issues.

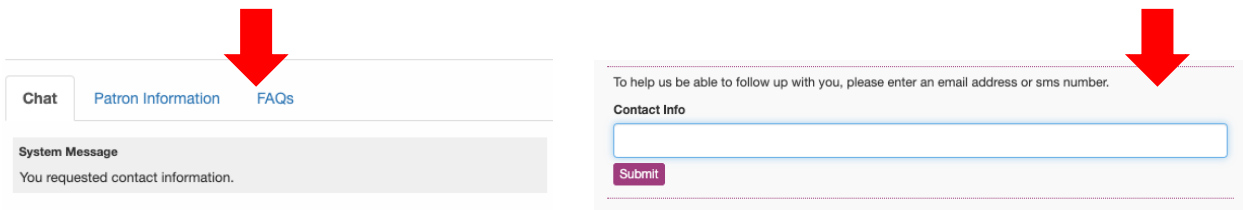
The system will also show any associated chats or tickets with the patron's email address.

You also have the option to request more information from the patron:

1. When in the chat, select the Request Contact Info icon near the text window



2. This sends a message to the patron with a box to input contact information



3. Once they submit the information, Springshare updates this new contact info within the system.

