

Chat started on 27 Oct 2016, 05:03 PM (GMT+0)

Visitor 49285340: Robyn Carr can't seem to search for any of her books....might be my internet service

Lesli: Hi! My name is Lesli. You are looking for Robyn Carr books?

Visitor 49285340: yes

Lesli: Yes, it looks as though we have many of her books in several different formats in our catalog. I'm not sure why they are not pulling up for you.

Visitor 49285340: thanks it says no results were found for your search

Lesli: Try again using "Robyn Carr."

Lesli: Her name is spelled in an atypical manner.

Lesli: Or you can follow this link:
http://calcasieulibrary.sirsi.net/client/en_US/default/search/results?qu=robbyn+carr&te=ILS

Visitor 49285340: ok tthanks

Lesli: You're welcome! Is there anything else I can help you with today?

Visitor 49285340: no thanks got my search

Lesli: Great! Have a wonderful day!

Lesli: Thanks for chatting with us. Have we resolved your question(s)?

Visitor 49285340: Yes

*** Visitor 49285340 left the chat ***

Chat started on 04 Nov 2016, 08:03 PM (GMT+0)

Visitor 88070985: why cant I log in?

Customer Support: Thanks for visiting the Library's website. My name is Kenneth.

Customer Support: Which parish are you a member of?

Visitor 88070985: Calcasieu

Customer Support: Thank you, what is happening when you try to sign on?

Visitor 88070985: It says my privilege is expired

Customer Support: Let me look, what is your name and library card number?

Visitor 88070985: I still have ebook checked out

Visitor 88070985: Casey Vernier 29201105605068

Customer Support: Thank you, one moment while I look up your card.

Customer Support: I was able to sign in to your account just fine. Are you asking about your online library account or another account?

Visitor 88070985: I tried to log on to the library overdrive app... and when I put in my card and pin. It says that my privilege is expired

Customer Support: When was the last time that you were able to log in?

Visitor 88070985: I just tried a couple of time but before that I'm not sure. Maybe a week ago

Customer Support: OK, one moment please

Customer Support: I see the error message, one moment please

Customer Support: I am trying to find the cause of the error message.

Customer Support: OK, I just found the problem

Customer Support: I am getting the instructions for you to resolve it.

Customer Support: Your card expired on 11-1-2016. To renew your card, you need to visit the library or you can renew it online by accessing the MY Account in the catalog: <http://www.calcasieulibrary.org/>

Customer Support: Do you have any additional questions?

*** Visitor 88070985 left the chat ***

Chat started on 05 Nov 2016, 01:27 AM (GMT+0)

Visitor 10918500: Trying to enable cookies on my kindle

Customer Support: I would be happy to help you with that. My name is Zack.

Customer Support: Is it a kindle fire?

Visitor 10918500: Yes

Customer Support: Okay there are a few steps you can follow to enable cookies.

Customer Support: 1.) Tap "Web" on your Kindle Fire's home screen menu. This opens the device's Silk browser.

Customer Support: 2.) Tap the "Menu" button on the bottom menu of the Silk screen -- the icon for this is three lines inside a square outline. This takes you to the Settings menu.

Customer Support: 3.) Scroll down through the options in the Settings menu to the Saved Data section. Tap the "Accept Cookies" box. The check in the box turns orange with a white background when you have enabled cookies.

*** Visitor 10918500 left the chat ***

Chat started on 07 Nov 2016, 11:06 PM (GMT+0)

Visitor 49122330: I'm getting the message user blocked. Why?

Lesli: Hi! My name is Lesli. May I please have your library card number?

Visitor 49122330: 930123474803

Lesli: Okay, it looks as though there is a balance of \$5.25 on your account. Any fee over \$5.00 will block you until it is paid down or off.

Visitor 49122330: Ok thank you

Lesli: You're welcome! Is there anything else I can assist you with today?

Visitor 49122330: No

Lesli: Have a great day!

*** Visitor 49122330 left the chat ***