

1. The Patron opens the Ask A Librarian application. He is treated to the main chat window, where he is greeted by a welcome message, instructions on how to interact with the application, and a randomly generated name.

The screenshot shows a web browser window titled "Ask A Librarian". The address bar displays "http://Patr" followed by a search icon. The main content area has the heading "Ask A Librarian" and a message: "Thanks for using Ask A Librarian. Please let us know how we can help you today." Below this is a large text input field. Underneath the input field is a label "Type here, press 'Enter' to send". Below that is a label "Your name" followed by a text input field containing the name "velociraptor". At the bottom right of the interface, there is a double-slash icon (//).

2. The Patron enters a message into the input box of the application

The screenshot shows a mobile application interface titled "Ask A Librarian". At the top, there is a header bar with the title "Ask A Librarian" and a navigation bar containing a back arrow, a forward arrow, a close 'X' button, a home icon, a text input field with "http://Patr", and a search icon. Below the header, the main content area has the title "Ask A Librarian" and a message: "Thanks for using Ask A Librarian. Please let us know how we can help you today." Below this message is a large empty text input box. Underneath the input box is a text field containing "...cannot find The Twilight Saga: Breaking Dawn". Below that is a label "Your name" followed by a text input field containing "velociraptor". At the bottom of the screen is a grey bar with a double-slash icon.

3. The Patron submits the message he just typed. This submission causes the Patron to connect to an outside chat server, login anonymously, and invite an automated bot to chat.

The screenshot shows a web browser window titled "Ask A Librarian". The address bar contains "http://Patr" and a search icon. The main content area has the heading "Ask A Librarian" and a message: "Thanks for using Ask A Librarian. Please let us know how we can help you today." Below this is a text input field containing "<velociraptor> Hi, I cannot find The Twilight Saga: Breaking Down, can you help me checkout that book?". Underneath the input field is a label "Your name" followed by a text input field containing "velociraptor". The bottom of the window has a grey bar with a double-slash icon.

4. The automated bot connects to the Patron and issues an automated message that he will be assisted shortly. The bot then places the Patron's conversation into a queue, where a librarian will respond to it.

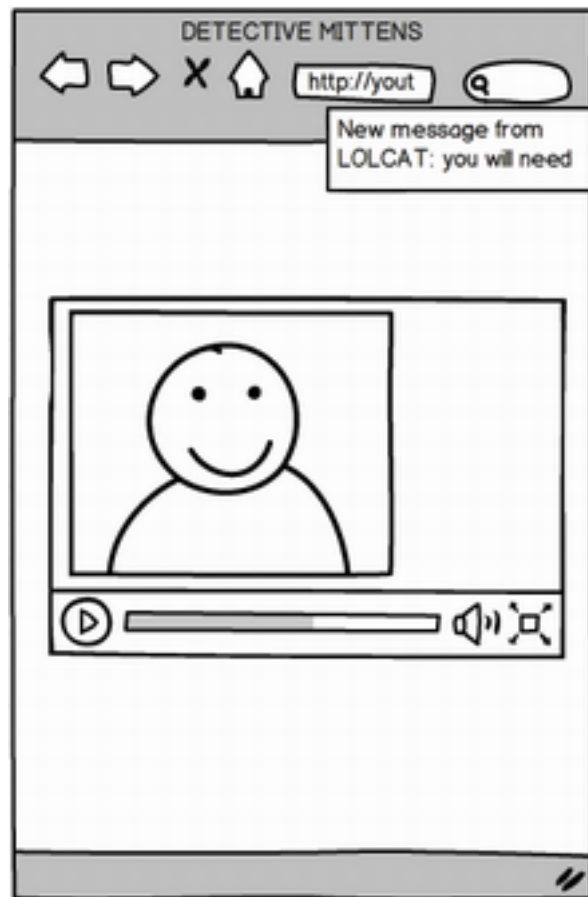
The screenshot shows a web browser window with the title 'Ask A Librarian'. The address bar contains 'http://Patr' and a search icon. The main content area has a heading 'Ask A Librarian' and a message: 'Thanks for using Ask A Librarian. Please let us know how we can help you today.' Below this, a user message is shown: '<velociraptor> Hi, I cannot find The Twilight Saga: Breaking Dawn, can you help me checkout that book?'. A system message follows: 'askillinois: Thank you for contacting the University of Illinois Library, someone will be with you shortly.' Another system message says: 'askillinois: LOLCAT has joined this chat'. At the bottom, there is a text input field with the placeholder 'Your name' and the value 'velociraptor'. A small icon is visible in the bottom right corner of the chat area.



6. Here, the conversation overtakes the window, so a scroll bar automatically appears, rather than stretching the app to make room.



7. If the patron does not have the application in the active window, it will post a non-intrusive notification to inform the Patron of a new message. This is so the Patron can continue work on his very important project.



Thank you for scrolling down this far! Here, have a cat.

