

# Cobb Virtual Library

## Problem Report Form

### Patron Information

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Name: \_\_\_\_\_  Student  Teacher  Other \_\_\_\_\_

School: \_\_\_\_\_ Grade: \_\_\_\_ Room: \_\_\_\_\_

Teacher/Parent Name (if reporting on behalf of a student): \_\_\_\_\_

Contact Information (email preferred): \_\_\_\_\_

### Problem Information

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Date of Problem: \_\_\_\_\_ Time of Problem: \_\_\_\_\_

Location that Problem Occurred:  Home  School (Room # \_\_\_\_\_)

Name of Resource/Database: \_\_\_\_\_

Computer OS & Version (Windows XP, Mac 10.4, etc.) \_\_\_\_\_

Web Browser & Version (Internet Explorer 6, Firefox 3, etc.) \_\_\_\_\_

Internet Provider (School, Comcast, etc.) \_\_\_\_\_

Description of Problem:

Description of Troubleshooting Attempts: