

iCONN Technical & Application Support - Contacts for Academic Librarians

Vendor	Databases	Technical Support	Application Support
		<i>For problems in connecting to the databases</i>	<i>For assistance in how to use or search the databases</i>
<u>Auto- Graphics</u>	iCONN Home Page (www.iconn.org) reQuest Statewide Library Catalog	If you can't access the iCONN homepage: helpdesk@auto-graphics.com (preferred) (800) 852-8686 Hours: M–F, 8am–8pm (ET) System Status: www4.auto-graphics.com/agus/system_status.html	For iCONN homepage – N/A (contact iCONN staff) For reQuest Statewide Catalog: helpdesk@auto-graphics.com (800) 852-8686 Hours: M–F, 8am–8pm (ET)
<u>OCLC</u>	CatExpress Cataloging Service – for reQuest participants subscribing to this service	support@oclc.org (800) 848-5800, opt 3 Hours: M–F, 7am–9pm (ET) System Alerts: www.oclc.org/support/systemalerts/default.asp	support@oclc.org (800) 848-5800 Hours: M–F, 7am–9pm (ET) Listserv: https://www3.oclc.org/app/listserv/
<u>EBSCO</u>	CINAHL with Full Text PsycINFO	support@ebSCOhost.com (800) 758-5995 Hours: M–F, 24 hours S & S, 9am–5pm (ET)	support@ebSCOhost.com (800) 758-5995 Hours: M–F, 24 hours S & S, 9am–5pm (ET)
<u>Gale Group</u>	Academic OneFile Books & Authors Business & Company Resource Center Educator's Reference Complete Expanded Academic ASAP General (InfoTrac) OneFile General Reference Center Gold Health & Wellness Resource Center ¡Informe! (Revistas en Español) Science In Context Student/ Junior/ Kids Editions U.S. History In Context Virtual Reference Library (e-Books) World History In Context	Gale.TechnicalSupport@cengage.com (800) 877-4253, option 4 Hours: 24 / 7	Gale.ContentQA@cengage.com (800) 877-4253, option 5 Hours: M–F, 8:30am – 5pm (EST) http://www.gale.com/contact_list.htm?type=search Listservs: http://www.gale.com/enewsletters/ http://www.gale.com/enewsletters/join_infotrac.htm
<u>ProQuest</u>	ABI/Inform Complete Christian Science Monitor (1997 -) Hartford Courant (1992 -) Hartford Courant - Historical (1764-1922) iCONN Newsstand Los Angeles Times (1985 -) New York Times (1985-) Wall Street Journal (1984 -) Washington Post (1987 -)	tsupport@proquest.com (800) 889-3358 opt 1 Hours: M-F 24/7 (starts Sunday night ends at Friday at midnight EST); Sat-Sun, 8am-12 midnight (EST) http://www.il.proquest.com/techsupport/liveassist.shtml Listserv: http://www.il.proquest.com/maillinglist/	tsupport@proquest.com (800) 889-3358 option 1 Hours: M-F 24/7 (starts Sunday night ends at Friday at midnight EST); Sat-Sun, 8am-12 midnight (EST) http://www.il.proquest.com/techsupport/liveassist.shtml Listserv: http://www.il.proquest.com/maillinglist/
<u>Recorded Books</u>	OneClickDigital Downloadable Audio Books	support@oneclickdigital.com	http://www.cslib.org/iconnsitemap/staff/AudioBooksNews.aspx

Note: Patrons needing technical or application support are advised to contact their college library.

When you contact the vendor for technical support, provide as much information as possible about your question or problem, including:

- A statement of your question or problem
- A description of the steps you took to access a particular database, including where you started the process
- The URLs displayed or links visited, and the complete error message, if any, that you were given
- The date and time of the problem
- The browser version you are using (Internet Explorer 8.0, FireFox 4.0, Chrome 12.0, etc.)

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