

## iCONN Technical & Application Support – Contacts for Public and School Librarians

Vendor	Databases	Technical Support	Application Support
<a href="#"><u>Auto-Graphics</u></a>	iCONN Home Page ( <a href="http://www.iconn.org">www.iconn.org</a> ) reQuest Statewide Library Catalog	<i>For problems in connecting to the databases</i> If you can't access the iCONN homepage: <a href="mailto:helpdesk@auto-graphics.com">helpdesk@auto-graphics.com</a> (preferred) (800) 852-8686 Hours: M–F, 8am–8pm (ET) System Status: <a href="http://www4.auto-graphics.com/agus/system_status.html">www4.auto-graphics.com/agus/system_status.html</a>	<i>For assistance in how to use or search the databases</i> For iCONN homepage – N/A (contact iCONN staff) For reQuest Statewide Catalog: <a href="mailto:helpdesk@auto-graphics.com">helpdesk@auto-graphics.com</a> (800) 852-8686 Hours: M–F, 8am–8pm (ET)
<a href="#"><u>OCLC</u></a>	CatExpress Cataloging Service – for reQuest participants subscribing to this service	<a href="mailto:support@oclc.org">support@oclc.org</a> (800) 848-5800, opt 3 Hours: M–F 7am–9pm (ET) System Alerts: <a href="http://www.oclc.org/support/systemalerts/default.asp">www.oclc.org/support/systemalerts/default.asp</a>	<a href="mailto:support@oclc.org">support@oclc.org</a> (800) 848-5800 Hours: M–F 7am–9pm (ET) Listserv: <a href="https://www3.oclc.org/app/listserv/">https://www3.oclc.org/app/listserv/</a>
<a href="#"><u>Gale Group</u></a>	Academic OneFile Biography & Genealogy Master Index Biography In Context Business & Company Resource Center Discovering Collection Educator's Reference Complete General OneFile General Reference Center Gold Health & Wellness Resource Center ;Informe! Kids InfoBits / Junior & Student Editions Power Search Science In Context U.S. History In Context Virtual Reference Library (e-Books) World History In Context	<a href="mailto:Gale.TechnicalSupport@cengage.com">Gale.TechnicalSupport@cengage.com</a> (800) 877-4253, option 4 Hours: 24 / 7	<a href="mailto:Gale.ContentQA@cengage.com">Gale.ContentQA@cengage.com</a> (800) 877-4253, option 5 Hours: M– F, 8:30am – 5pm (EST) <a href="http://www.gale.com/contact_list.htm?type=search">http://www.gale.com/contact_list.htm?type=search</a>  Listserv: <a href="http://www.gale.com/enewsletters/">http://www.gale.com/enewsletters/</a> <a href="http://www.gale.com/enewsletters/join_infotrac.htm">http://www.gale.com/enewsletters/join_infotrac.htm</a>
<a href="#"><u>ProQuest</u></a>	Christian Science Monitor (1997 - ) Hartford Courant (1992 - ) Hartford Courant – Historical (1764-1922) HeritageQuest (Public only) 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 - )	<a href="mailto:tsupport@proquest.com">tsupport@proquest.com</a> (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) <a href="http://www.il.proquest.com/techsupport/liveassist.shtml">http://www.il.proquest.com/techsupport/liveassist.shtml</a> Listserv: <a href="http://www.il.proquest.com/maillinglist/">http://www.il.proquest.com/maillinglist/</a>	<a href="mailto:tsupport@proquest.com">tsupport@proquest.com</a> (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) <a href="http://www.il.proquest.com/techsupport/liveassist.shtml">http://www.il.proquest.com/techsupport/liveassist.shtml</a> Listserv: <a href="http://www.il.proquest.com/maillinglist/">http://www.il.proquest.com/maillinglist/</a>
<a href="#"><u>Recorded Books</u></a>	OneClickDigital Downloadable Audio Books	<a href="mailto:support@oneclickdigital.com">support@oneclickdigital.com</a>	<a href="http://www.cslib.org/iconnsitemap/staff/AudioBooksNews.aspx">http://www.cslib.org/iconnsitemap/staff/AudioBooksNews.aspx</a>

**Note:** Patrons needing technical or application support are advised to contact their local 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 5.0, Chrome 12.0, etc.)

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