

## Schools and Public Libraries: How to get usage reports for the iCONN databases

Gale: *InfoTrac OneFile, Expanded Academic, Kids InfoBits, Health & Wellness, Business & Company, U.S History in Context, Science in Context etc.*

**On January 1, 2011, Gale moved to a new statistics reporting system. If you have not done so already, you will have to contact Gale Technical Support [[Gale.Technicalsupport@cengage.com](mailto:Gale.Technicalsupport@cengage.com) or phone: 800-877-4253 / option 4] to get a new password.**

**For those who have a UserID and new password for the site:**

Go to: <http://www.gale.cengage.com/usage/>

Click the "Login" button that appears just below the "Gale Usage Website" label.

Enter your UserID and Password.

There are online 'Guided Tutorials' for the new interface at:

<http://www.gale.cengage.com/guidedtour/index.htm> under "Gale Usage Website"

If you need assistance, contact Gale Technical Support at:

[Gale.Technicalsupport@cengage.com](mailto:Gale.Technicalsupport@cengage.com) or phone: 800-877-4253 / option 4. (Hours: 24/7)

**ProQuest: *Hartford Courant (current and historical).***

For usage reports before your library moves to the new platform (through Spring 2011):

Go to <http://lad.proquest.com/lad>

Enter your ProQuest LAD Account ID and password. (Contact Proquest Customer Service to set these up.)

Click on Usage Reports >> Specify the report criteria >> View or email the report.

**For stats on new ProQuest platform (Spring 2011 - after your library moves to the new platform):**

Go to <http://admin.proquest.com/login> (Your ProQuest LAD Account ID and Password will work. If you have problems accessing your account or to set up a new account, contact Proquest Customer Service.)

Click Login >> Click Usage Reports >> Click Request Usage Reports >> Specify the report Criteria

Click Create Report

*Automatic monthly reports:* After you login, click on Scheduled Usage Reports >> Schedule a new Report and follow instructions.

If you need assistance, contact ProQuest Customer Service at:

[tsupport@il.proquest.com](mailto:tsupport@il.proquest.com) or phone: (800) 889-3358 opt 1 (Hours: M–Sun, 8am–12 midnight)

<http://www.il.proquest.com/techsupport/liveassist.shtml>

**ProQuest: *HeritageQuest (Public Libraries Only)***

Go to <http://persi.heritagequestonline.com/hqoreports>

Reports are **IP-authenticated** and must be run from a PC in the library.

Click on the tab "Create a Usage Report".

Specify and then display, download or email your report.

*Automatic monthly reports:* Click on the tab "Schedule Reports" and follow screen instructions.

Contact HeritageQuest Tech Support to register your computer's IP number or for assistance with the report.

Go to <http://www.whatismyip.com> to determine your computer's IP.

If you need assistance, contact ProQuest Technical Support at:

[tsupport@il.proquest.com](mailto:tsupport@il.proquest.com) or phone: (800) 889-3358 opt 1 (Hours: M–Sun, 8am–12 midnight)

<http://www.il.proquest.com/techsupport/liveassist.shtml>

\* **Library-specific info that is bolded and marked with an asterisk:** is available from the vendors' Technical Support or Stephen Cauffman, [scauffman@cslib.org](mailto:scauffman@cslib.org) or 1-860-704-2223.