

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>AccuNet</u>	Associated Press Photo Archive	apsupport@accuweather.com (800) 249-5389 Hours: 24 / 7	apsupport@accuweather.com (800) 249-5389 Hours: 24 / 7
<u>EBSCO</u>	CINAHL/ Pre-CINAHL PsycINFO	eptech@epnet.com (800) 758-5995 Hours: M–F, 8am–8:30pm; S & S, 9am–5pm (ET)	eptech@epnet.com (800) 758-5995 Hours: M–F, 8am–8:30pm; S & S, 9am–5pm (ET) Listserv: http://support.ebsco.com/contact/mailling_list.php
<u>Gale Group</u>	Academic OneFile 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) Student/ Junior/ Kids Editions What Do I Read Next? Virtual Reference Library (e-Books)	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>Ingram Digital</u>	Downloadable audio books	miudiosupport@mylibrary.com Support email hours: 9 a.m. and 6 p.m. (ET) 7 days per week. (866) 820-1624 Telephone support hours: 8:30 a.m. to 9:30 p.m. (ET) 7 days per week	http://connstatelib.mylibraryaudio.com/servlet/mw?t=help
<u>Thomson Reuters</u>	Westlaw Campus Research	west.support@thomson.com (800) 440-9378 Hours: M–F, 8am–8pm (ET)	west.referenceattorneys@thomson.com (800) 733-2889 (Westlaw Reference Attorneys) Hours: 24 / 7
<u>ProQuest</u>	ABI/Inform Complete iCONN Newsstand Hartford Courant - Historical (1764-1922)	tsupport@il.proquest.com (800) 889-3358 option 1 Hours: M– Sun, 8am–12 midnight (ET) http://www.il.proquest.com/techsupport/liveassist.shtml	tsupport@il.proquest.com (800) 889-3358 option 2 Hours: M–F, 8am –8pm ; voicemail/e-mail 8pm-midnight (ET) http://www.il.proquest.com/techsupport/liveassist.shtml Listserv: http://www.il.proquest.com/maillinglist/

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 5.0, Netscape 4.0, FireFox 1.0, etc.)

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