

iCONN Technical & Application Support – Contacts for Public and School 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>
Auto- Graphics	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)
OCLC	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/
AccuNet	AP Images	apsupport@accuweather.com (800) 249.5389 Hours: 24 / 7	apsupport@accuweather.com (800) 249-5389 Hours: 24 / 7
Gale Group	Academic OneFile Biography & Genealogy Master Index Biography Resource Center Business & Company Resource Center Discovering Collection Educator's Reference Complete Expanded Academic ASAP General OneFile General Reference Center Gold Health & Wellness Resource Center ;Informe! Kids InfoBits / Junior & Student Editions 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 Listserv: http://www.gale.com/enewsletters/ http://www.gale.com/enewsletters/join_infotrac.htm
Ingram Digital	Downloadable audio books	milaudiosupport@mylibrary.com (866) 820-1624 Hours: 7:30 a.m-8:30 pm (CT)	http://connstatelib.mylibraryaudio.com/servlet/mw?t=help
ProQuest	iCONN Newsstand / National Newspapers Hartford Courant – Historical (1764-1922) HeritageQuest (Public only)	tsupport@il.proquest.com (800) 889-3358 opt 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; e-mail/voicemail 8 pm-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 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 5.0, Netscape 4.0, FireFox 1.0, etc.)

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