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

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| **Auto-Graphics** | iCONN Home Page ([www.iconn.org](http://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](http://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 1  
3 Hours: M–F 7am–9pm (ET)  
System Alerts: [www.oclc.org/support/systemalerts/default.asp](http://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/](http://www3.oclc.org/app/listserv/) |
| **EBSCO**    | Academic Search Premier  
Biography Reference Bank (H.W. Wilson)  
Biography Reference Center  
EBSCOhost  
ERIC (Educational Resources Information Center)  
GreenFILE (Environmental)  
History Reference Center  
iCONN OneSearch (using EBSCO Discovery Service platform)*  
Kids Search (grades 3-8) (search interface)  
Legal Information Reference Center  
LISTA (Library, Information Science & Technology Abstracts)  
MainFile (multi-disciplinary)  
MAS Ultra: School Edition (high schools)  
MasterFILE Premier (includes Consumer Reports)  
Middle Search Plus (middle schools)  
Newspaper Source Plus  
Nonfiction Book Collection – High Schools (2,700 titles)  
Nonfiction Book Collection – Middle Schools (3,200 titles)  
Nonfiction Book Collection – Elementary Schools (1,300 titles)  
Primary Search (elementary schools)  
Professional Development Collection  
Referencia Latina  
Science Reference Center  
Searchasaurus (grades K-3) (search interface)  
Student Research Center (grades 6-12) (search interface)  
Teacher Reference Center  
TOPICSearch | Support@ebSCOhost.com  
(800) 758-5995  
24 hours S & S, 9am–5pm (ET) | Support@ebSCOhost.com  
(800) 758-5995  
24 hours S & S, 9am–5pm (ET) |
| **ProQuest** | Christian Science Monitor (1997 -)  
Hartford Courant (1992 -)  
Hartford Courant – Historical (1764-1922)  
HeritageQuest (Public only)  
iCONN Newsstand  
Los Angeles Times (1985 -)  
New York Times (1985- )  
Wall Street Journal (1984 -)  
Washington Post (1987 -) | Customer_service@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](http://www.il.proquest.com/techsupport/liveassist.shtml) | Customer_service@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)  
| Recorded Books | OneClickdigital Downloadable Audio Books & eBooks | support@oneclickdigital.com (877) 77-AUDIO (877-772-8346) Hours: M-F 7:30am-6pm (ET) | http://iconnect.oneclickdigital.com/Help/Help.aspx |

**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.)

*updated January 2015*