

Contacts for Library Electronic Resources

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by Kerry Keck — last modified Jul 20, 2011 04:27 PM — History

Note: The intended audience for this document is the Fondren Library staff.
The document is, however, available as a possible resource for other members of the Rice University community.

Abstracts & Indexes - Fulltext

Top 8 steps for "troubleshooting" problems with Fondren Library EResources:

1. Check the Fondren Library DigiServices Alerts for information about known problems (see also question #4).
2. Confirm that:
 - the problem is still occurring. Often problems are transitory or resolved by the publisher by the time you receive the error report.
 - the user is on a Rice computing account (if they are trying to access remotely via cable modem or DSL, they will need a Rice VPN account (preferred) account or a proxy

New: Fondren Library has been able to verify over 98% of our digital resources now have the proper IP ranges to permit access on campus to users of both the 'old' and 'new' Rice network. If they are having difficulty using resources on campus, please be sure to log a problem including the title and issue they're having difficulty accessing.

 - the resource they're trying to access is actually one for which we have permission (is it too old? is it still on order? etc. - see the links below (by publisher) and/or check in the online catalog (Webcat) or Ejournal Portal (for years of online journal coverage). Assistance with interpreting the order records in the online catalog is available from Acquisitions and Cataloging.)
 - if they are using the proxy system, the resource they are trying to access has been added to the proxy (the library's web listing includes the ON PROXY designation or - for ejournals - the Ejournal Portal note designates ON PROXY). Click here for additional issues related to the proxy of specific library resources.
 - neither the link from WebCat nor the link from the library web lists works. If a resource has changed location, this may have been "caught and fixed" in one place but not the other. Report problem links to eresources@rice.edu
3. Check to see if the resource works on another workstation and if other resources are working on the original workstation. If all online resources are very slow or non-responsive, the problem is probably here at Rice: contact library IT and/or the Consulting Center by phone or contact the Help Desk (see question #7 for information you should try to include in the problem report).
4. Consult this listing for information about the specific resource. Note that some vendors have their own "troubleshooting" sites, and even "status" pages that indicate if they are engaged in routine maintenance or know they have a problem - be sure to look at these links!
5. If they are being asked for a password for accessing a journal, check the journal entry in the Ejournal Portal ... a small handful of our journals DO require a password and the passwords are in the Ejournal Portal under the phrase "Please see 'Fondren Library resources passwords (Rice only)' ".
6. If the problem is with opening an PDF file, please be aware that there is an Adobe setting that may affect this, and a known software conflict with Norton Personal Firewall (NPF) and Norton Internet Security (NIS). Click here for information on "work arounds" for PDF problems.
7. If the problem remains unexplained, contact the vendor by phone or email ... or ask the user to do so. Be prepared to be specific about what you're experiencing (error message text, when [exactly] does the error occur, are they using a PC or a Mac, what flavor and version of browser are they using, etc.)
8. OPTIONAL: There are a number of quick technical "tricks" that you can try to resolve basic problems with the browser. Click here if you'd like to try to help the user with these.
9. If the problem continues and/or you are unable to contact the vendor, be sure to contact the Help Desk.

Abstracts & Indexes

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ABELL

1. Email Chadwyck-Healey at support@chadwyck.com or call them at 800-752-0515

ABSEES

1. Call ABSEES at 217-244-3899 or by email at pleonard@uiuc.edu

AccessUN

1. Call Newsbank/Readex at 800-243-7694 (Monday - Friday, 8:30 a.m. to 8:00 p.m. Eastern Time) or email them at CustService@newsbank.com

Agricola - see [FirstSearch](#)

America: History and Life

1. See <http://www.silcom.com/~abcstats/> for problem status and/or server maintenance statement
2. Send email to ABC-CLIO at webtech@abc-clio.com or call at 1-800-368-6868.

Anthropological Literature - see [Avery](#)

ArchivesUSA - see [Abell](#)

Art Index - see [FirstSearch](#)

Arts & Humanities Citation Index - see [Web of Science](#)

Avery Index to Architectural Periodicals

1. See their System Status page at http://www.rlg.org/en/page.php?Page_ID=6
2. Send mail to RLG at ric@notes.rlg.org or call them at 800-537-7546

Beilstein

1. Be sure to contact Library Technology (esp. Arnold Chee) re the problem first

Biological Abstracts

1. Call Silverplatter at 781-769-2599 or email them at support@silverplatter.com

Blackwell North America New Titles Online

1. Call Blackwell North America at 800-547-6426 and ask for Technical Support for NTO

Cambridge Scientific Abstracts databases

1. Contact CSA at 301-961-6757 or at support@csa.com

Compendex

1. Contact Engineering Information at 800-221-1044 or at eicustomersupport@elsevier.org

Current Contents

1. Call 800-336-4474, ext 1591 or use their online form at <http://www.isinet.com/cgi-bin/newsupportform.pl?product=Current%20Contents®ion=america>

eHRAF

1. Send detailed email to John Price Wilkin at jpwilkin@umich.edu
Note: Please be sure to copy eresources@rice.edu

Environmental Knowledgebase

1. Send detailed email to the EPB webmaster at epbwebmaster@pageworkscom.com
Note: Please be sure to copy eresources@rice.edu

FirstSearch

1. Check for a [System Alert](#) from OCLC.
2. Call OCLC (800-848-5800) or
3. Send them a message via their [support form](#) or
4. Send them email direct at support@oclc.org

Gale

1. Contact Gale 24 hours by phone at 1-800-877-4253, Option 4
2. Use their [web form](#) to report a problem

Georef - see [Cambridge Scientific Abstracts](#)

Global Books In Print

1. Contact Bowker at 888-269-5372 or on email at techsupport@bowker.com

Hispanic American Periodicals Index - see [Avery](#)

Historical Abstracts - [see America: History and Life](#)

History of Science and Technology - [see Avery](#)

Index to Current Urban Documents

1. See their [Troubleshooting page](#), with a FAQ and the ability to report problems by webform or
2. Call at 800-225-5800 ext.4387 or email at tech.support@greenwood.com

InfoTrac

1. See their Troubleshooting page, outlining common problems at <http://support.gale.com>
2. Contact Gale at 1-800-877-4253, Option 4, or use their reporting form at http://www.gale.com/contact_list.htm?type=technical

International Index to Music Periodicals - [see ABELL](#)

Inspec

1. Contact Engineering Information at 800-221-1044 or at eicustomersupport@elsevier.org

Legi-Slate

1. Call Legi-Slate at 800-877-6999 or email them at hotline@legislate.com

Marcive

1. Contact Marcive at 800-531-7678 or on email at custserv@marcive.com

MathSciNet

1. Contact the [Help Desk](#) - be sure to mention that we are the mirror site for AMS
2. Call the American Mathematical Society at 800-321-4267, ext. 4048 or
3. Send them email at msn-support@ams.org
Note: Be sure to mention that Rice is a MathSciNet mirror site (if we're having difficulties, all of their customers using our server are having difficulties).

Philosophers Index - [see Biological Abstracts](#)

PsycInfo

1. Contact CSA at 301-961-6757 or at support@csa.com

Policy Research Online File

1. Call Chadwyck-Healey at 800-752-0515 or email them at support@chadwyck.com

RLG/RLIN [see Avery](#)

Science Citation Index - [see Web of Science](#)

SciFinder Scholar

1. Be sure to check Fondren's [installation information page](#) and/or [SciFinder Scholar's Software Support page](#)
2. If your questions aren't answered, contact CAS Customer Care at 800-753-4227 or help@cas.org

Serials Solution

1. Email clients@serialssolutions.com
2. or call (866) 737-4257 ext. 4 M-F, 9am-8pm

Silverplatter - [see Biological Abstracts](#)

Social Sciences Citation Index - [see Web of Science](#)

Ulrich's

1. Call Bowker at 800-950-2035 or email to techsupport@bowker.com

Uncover

1. Call 800-787-7979.
Note: Remember we are not paying for Uncover access.

Web of Science

1. See their FAQ online at <http://scientific.thomson.com/support/faq/>
2. Call 800-336-4474 or use their online form at <http://scientific.thomson.com/forms/isi/amhelp/>

Women's Resources International

1. Send detailed email to support@nisc.com
Note: Please be sure to copy eresources@rice.edu

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ABI INFORM - see [Proquest](#)

Academic Press journals - see [Elsevier](#)

Academic Universe - see [Lexis-Nexis](#)

American Chemical Society journals

1. Check <http://pubs.acs.org/service/techdesk.html> for basic problems.
2. Send email to pubwebmaster@acs.org if the suggestions on the webpage don't solve the problem.

American Institute of Physics journals

1. Call 800-874-6383 or email pinetplus@aip.org

American Physical Society journals

1. Email webmaster@aps.org or call 301-209-3200

AMICO

1. Contact RLG at 1-800-537-7546 or email at bl.ric@rlg.org
2. *Note: AMICO does not appear to perform well with Microsoft Explorer on a Macintosh platform. Suggest the user switch to Netscape, if possible.*

ARTFL

1. Send email to mark@gide.uchicago.edu

Association for Computing Machinery

1. Contact ACM at support@acm.org or 212-626-0500

Britannica Online

1. Call Encyclopaedia Britannica at 800-432-0756, and ask for Technical Support for EB Online

Chadwyck-Healey literature/drama databases (NOT the LION access - see Abell)

1. Send detailed email to John Price Wilkin at jpwilkin@umich.edu
Note: Please be sure to copy eresources@rice.edu
2. For LION, see [ABELL](#)

CIAO

1. Contact CIAO technical support at 212-666-1000 ext.7170 or at ciaofeed@columbia.edu

Congressional Quarterly

1. Send an e-mail to Webhelp at webhelp@cq.com or phone 1-800-638-1710 and select option 4 for web help.

Congressional Universe - see [Lexis-Nexis](#)

Dictionary of Art

1. Contact Grove technical support at 1-800-378-6713
2. or grovesupport@romnet.com
3. or use their online form at http://www.groveart.com/grove-owned/art/technical_support.html

Digital Dissertations - see [Proquest](#)

EbscoHost databases

1. Ebsco may have difficulty displaying the PDF images to users - especially if using Explorer on the Mac (they get a blank Adobe window). Suggest two approaches:
 - Try the 'other' browser - i.e. Netscape
 - Download the PDF to the user's hard-drive (if they click AND HOLD on the PDF link, a dialog menu offers the option to download). Then if they double-click on the icon for the PDF file, Adobe opens the PDF directly (without involvement from the browser). This usually works - if not, have them log a Problem.

2. Contact Ebsco at 800-758-5995 or eptech@epnet.com.

Elsevier journals

1. Remember that we have access only to the contents we have purchased - indicated by the "green box" icon next to each purchased issue. Non-purchased issues/titles have a "clear box" next to the issue/title. There is substantial content available through ScienceDirect for which we do not own access.
2. Contact ScienceDirect at +1 888 615 4500 (toll free) or usinfo@sciencedirect.com

Grolier databases

1. Contact Grolier at 888-326-6546 or on email at eaonline@grolier.com

Global Newsbank - see AccessUN

Groves - see Dictionary of Art

IDEAL Academic Press Journals see Elsevier

Institute of Electrical and Electronics Engineers (IEEE) journals (fulltext)

1. Remember that Rice has 15 simultaneous users for all IEEE/IEE resources. **Unfortunately**, the IEEE system can display an error message indicating that the user needs to subscribe when (in fact) Rice simply has all simultaneous users engaged. Our subscription includes: IEEE journals, IEEE conference proceedings, IEE journals, IEE conference proceedings, current IEEE standards; all access goes back to 1988.
2. Call 1-800-701-4333 or email onlinesupport@ieee.org

Institute of Physics journals (fulltext)

1. Point your browser at the [IOP diagnosis page \(http://www.iop.org/EJ/checkup\)](http://www.iop.org/EJ/checkup) and note the information given
2. Call IOP at 215-627-0880 or email them at custserv@iopublishing.co.uk

International Index to Music Periodicals (fulltext) - see Policy Research Online File

JSTOR journals

1. Call JSTOR, in Michigan, at 888-388-3574 or email at support@jstor.org

Lexis-Nexis

1. Call Lexis-Nexis at 800-543-6862

LION - see Abell

Major Authors Online

1. Send detailed email to support@psmedia.com or call 800-444-0799.

Merriam-Webster's Collegiate Dictionary - see Britannica Online

Nature

1. Check <http://status.nature.com/> to see of known service problems, and http://www.nature.com/libraries/site_licenses/licensed_content.html to verify that our license permits access to the section in question.
2. Contact customer service at +1 888 331 6288 or institutions@natureny.com

NetLibrary

1. This resource **only** may be accessed via Internet Explorer, Netscape or Mozilla. Other browsers (Safari, Firefox, etc.) may **not** be used.

Oxford English Dictionary

1. Contact Oxford University Press at support@oed.com

Past Masters

1. Check [here](#) to check the company's server status.
2. Email webmaster@nlx.com

Periodical Abstracts - see UMI Proquest Direct

Pest CABWeb

1. Email cabi@cabi.org

Poiesis (Philosophy journals online)

1. Check [here](#) to check the company's server status.
2. Email webmaster@nlx.com

Project Muse

1. Call Johns Hopkins Press at 410-516-6900 or email esubs@jhupress.jhu.edu

Proquest

1. Email them using their technical support form at <http://www.umi.com/techsupport/tech-contact.shtml> or
2. Call them at 800-889-3358

PsycArticles

1. Contact American Psychological Association at developer@apa.org or 800-374-2721.

Rice Alumni Digital Library

1. Access to the RADL is available to all members of the Rice Alumni Association; anyone graduating from Rice is a member of the RAA (there are no membership dues).
2. The RADL collection includes (5/05): Proquest's ABI-INFORM and Science Periodicals fulltexts databases (both of which are also available to the Rice community), and ebrary's Academic Complete ebook collection (available only via the RADL).
3. Rice alumni **must** access these resources **via the Alumni Association's online services page** in order to log in and authenticate through the separate Alumni proxy. They **cannot** access these resources through the library's primary resources listings or Webcat, since these methods will not identify them to the publishers as Rice alumnae.

SIAM journals

1. Send detailed email to epsupport@siam.org

Science

1. Check <http://www.sciencemag.org/subscriptions/access-chart.dtl> to verify that our license permits access to the section in question.
2. Contact Highwire Press by email at contact@highwire.stanford.edu

ScienceDirect see [Elsevier](#)

Serials Solution

1. Be sure to check the Ejournal Portal Help documentation for information on how to find passwords, see if a journal is on the proxy server, etc.

Statistical Universe - see [Lexis-Nexis](#)

Texas Newsfile - see [AccessUN](#)

Westlaw Campus

1. Call 1-800-937-8529 or email west.support@thomson.com

Wiley Interscience

1. Use the webform at <http://www3.interscience.wiley.com/customersupport.html> to report problems

Women Writer's Project

1. Contact technical support at WWP_support@brown.edu