

Database Access Troubleshooting Guide

If you are having trouble accessing the databases provided by the State Library of Louisiana, follow these basic steps.

1. Notify Riley Bordelon or Sara Taffae at the State Library of Louisiana.
Phone: (225) 342-3389 (Riley); (225) 219-4647
E-mail: rbordelo@state.lib.la.us; staffae@state.lib.la.us
2. Notify the database vendor. The vendor's number is usually available at their main website.

When you call the vendor, please have this information ready:

- Your name and contact information
- Your library's name
- The account holder: The State Library of Louisiana
- The consortium name: Louisiana Library Connection Consortium
- The nature of the problem
- They may also ask you for your IP range.

My IP range is: _____ to _____.

For additional information, please refer to the longer troubleshooting guide.

Revised 08/2004

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