



## Contacts and Services

Since 1974, The Library Corporation has dedicated itself to serving the needs of libraries. Along with that comes an unwavering commitment to customer service and support.

### Direct Assistance

The Support Department at TLC's headquarters in Inwood, W.Va., is staffed from 6:30 a.m. to 9 p.m. Eastern time Monday through Friday, so customers talk to a person, not an answering machine. After-hours emergency support is available 24 hours a day, seven days a week.

- **Technical Support:** 800.852.4911 or 304.229.0100
- **Emergency After-Hours Support:** 800.852.4911

### Online Assistance

Service requests may be submitted at any time through TLC's Online Support Center. Customers also have the option of e-mailing or faxing TLC's Support Department.

- **Online Support Center:** [www.TLCdelivers.com/helpdesk](http://www.TLCdelivers.com/helpdesk) (login required)
- **E-mail:** [support@TLCdelivers.com](mailto:support@TLCdelivers.com)
- **Fax:** 304.229.0295



### Knowledge Base

The TLC Knowledge Base is an online repository of information that facilitates communication between you, TLC, and other users of TLC products. This important tool offers up-to-date information and announcements, and serves as a gateway for participation in the TLC community.

- **Knowledge Base:** <http://kbase.TLCdelivers.com> (login required)

### CARL Support

Users of TLC's CARL products have a dedicated support team in Denver that is available from 6 a.m. to 6 p.m. Mountain time Monday through Friday. Emergency support and online assistance are available 24 hours a day, seven days a week.

- **TLC Denver Support:** 888.HEY.CARL (888.439.2275) or 303.758.3030
- **Emergency After-Hours Support:** Call 877.694.1452 and choose Option 3, or e-mail [urgent@TLCdelivers.com](mailto:urgent@TLCdelivers.com) to alert staff with an emergency pager
- **Online Support Center:** [www.TLCdelivers.com/helpdesk](http://www.TLCdelivers.com/helpdesk) (login required)
- **CARL Users Forum:** <http://carlusers.tlcdelivers.com> (login required)
- **Knowledge Base:** <http://kbase.TLCdelivers.com> (login required)

