

# 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)**

