Inventory Management Systems Support

Service Owner Steelsen Smith
YUL Service Domain [Integrated Library System Services](#) [1]
Alias Library Shelving Facility, LSF, GFA LAS, Generation Fifth Applications, Library Archival Software
Short Description: The inventory management systems support service enables the Yale University Library Collection Services department to provide client-facing archival, retrieval, and inventory management services for library collections located in off-site storage facilities.
Description
This service allows the Library Collection Services (LCS) department to request changes to the infrastructure that underpins LCS operations. This includes GFA LAS application configuration and support, authentication and authorization, integrations, and infrastructure (systems, storage, databases, PDT barcode scanners, printers for barcode replication and tray barcode creation).

Visibility No visibility restrictions
Who is elegible to use this service offering? Anyone in the Yale community with an active and valid NetID
Affiliations that can use this service offering Staff
How do I get it?
Link: https://web.library.yale.edu/departments/lcs/administration [2]

Link Text: Inquire about Library Collection Services

Is there a specific area that your user can go to for help?
https://web.library.yale.edu/departments/lcs/administration [2]

Are there any specific policies and procedures outlined for your service offering?
An operating agreement, known locally as a service overview, is available for this service. A service overview is a document that defines expectations and resources required to provide ongoing operational support for the service. [You can view it here.](#) [3]

Are there Rates & Charges Associated to this Service Offering? No
Categories Access
Add, Install, Move, Modify
Enhancement
Inquiry
Outage
Performance Issue
Something Broken
Tier 1 Support YUL Support Group (listed above)
Sub-category needed? No
Generic Request? No
Can users request access to your service offering? Yes
Support Group [Client Services & IT Operations](#) [4]