

Aeon

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YUL Service Domain [Special Collections Circulation and Workflow Services](#) [1]

Short Description: Aeon is a circulation and workflow automation solution for special collections libraries developed by Atlas Systems.

Description

Aeon is a circulation and workflow automation solution for special collections libraries developed by Atlas Systems. The service is comprised of a local installation of Aeon and includes custom server add-ons that extend core functionality. Staff primarily interact with the service through a workstation installed client. The public interface is a web based service used by patrons to request materials. The core Aeon application is a fully supported vendor solution, custom add-ons and peripheral applications are fully supported by Library IT.

Visibility No visibility restrictions

Who is eligible to use this service offering? Anyone in the Yale community with an active and valid NetID
Students

Researchers

Affiliations that can use this service offering Staff

How do I get it?

Link: <https://web.library.yale.edu/committees/aeon> [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 Add, Install, Move, Modify

Enhancement

Inquiry

Outage

Performance Issue

Scheduling and Support

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]

Source URL: <https://web.library.yale.edu/lit/servicecatalog/164664>

Links

[1] <https://web.library.yale.edu/service-domains/special-collections-circulation-and-workflow-services> [2]

<https://web.library.yale.edu/committees/aeon> [3] <https://yale.box.com/s/5lwl7ilxbqvaogvc5yur83ikkll01iqv> [4]

<https://web.library.yale.edu/service-support-groups/client-services-it-operations>