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 elegible to use this service offering? Anyone in the Yale community with an active and valid NetID
Affiliations that can use this service offering Active NetIDs
How do I get it?
Staff client documentation: https://guides.library.yale.edu/aeon_staff [2]

Public web interface documentation is integrated into the Using Special Collections [3] guide

Several work groups maintain locally specific documentation. Contact your supervisor to see if this exists in your area

How do I access it?
The staff client should be installed on your Library computer if you use Windows. If you work exclusively on a Mac or work with materials circulation at YCBA, speak to your local IT support contact, your supervisor, or contact Library IT for access to a virtual desktop with the staff client installed.

The public web interface is at https://aeon.library.yale.edu [4]

There is a testing web interface, only accessible on the Yale network or with VPN, at https://aeon-test.library.yale.edu [5]

Each environment (public and test) has an API, with summary documentation at https://aeon.library.yale.edu/api/swagger/ [6] and https://aeon-test.library.yale.edu/api/swagger/ [7]. Use of the API requires a token; contact library.helpdesk@yale.edu [8] to discuss your interest in using the API.

Does your service offering require a user to have specific system configurations?
For the staff client to run on a staff computer, that computer must run Windows. The web interface is platform-independent and reasonably mobile-friendly.

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. The Aeon service overview [9] can be accessed by anyone with Yale network credentials in an LIT fileshare.

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 [10]

Links
[1] https://web.library.yale.edu/service-domains/special-collections-circulation-and-workflow-services [2] https://guides.library.yale.edu/aeon_staff [3] https://library.yale.edu/find-request-and-use/use/using-special-collections [4] https://aeon.library.yale.edu [5] https://aeon-test.library.yale.edu [6] https://aeon.library.yale.edu/api/swagger/ [7] https://aeon-test.library.yale.edu/api/swagger/ [8] mailto:library.helpdesk@yale.edu [9] https://yaleedu.sharepoint.com/:w:/s/library.it.teams2/Ed02k9FBkkRNnJBe9bck7RwBTgWKq_VnRIEpFYbmju9BxA?e=3tdbxw [10] https://web.library.yale.edu/service-support-groups/client-services-it-operations