Online Course Reserves (Ares)

Service Owner Patrick Stone
YUL Service Domain Resource Sharing Systems [1]
Short Description: Ares is a reserves management solution for both electronic and hard copy reserves, and includes copyright management functionality, along with support for integrations with learning management systems (LMS) such as Canvas.

Description

Ares is a reserves management solution for both electronic and hard copy reserves, and includes copyright management functionality, along with support for integrations with learning management systems (LMS) such as Canvas [2]. The service is comprised of a local installation of Ares and includes custom server and client 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 view and download materials on reserves directly through both LMS platforms in use today at Yale. The Ares 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? Faculty
Students
Staff
Affiliations that can use this service offering Faculty
Staff
Students
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/164665

Links
[1] https://web.library.yale.edu/service-domains/resource-sharing-systems [2] http://canvas.yale.edu/ [3] https://yale.box.com/s/kt6n3ap3zeh9paebk5noqv77oqox1z4y [4] https://web.library.yale.edu/service-support-groups/client-services-it-operations