Aeon

Aeon is a special collections circulation and management system created by Atlas Systems. The Harvard Library has licensed an Aeon instance, which is hosted and maintained by Atlas. Aeon itself is not supported by LTS, but LTS does support its interactions with other LTS systems.

### Aeon Topics

#### Support

**Emergency Issues:**

If you are having trouble accessing the web pages, the client, or the reporting platform, contact Atlas support as soon as possible. Before doing so, send a message to aeon-users@calists.harvard.edu to determine if this is an isolated issue, or a system-wide problem.

Atlas Support Contacts:

- M-F 8am-5pm: Contact Atlas at 1-800-567-7401 x1 or support@atlas-sys.com.
- After-hours + Weekends: email emergency@atlas-sys.com, which sends a text message to all Atlas support staff.

**Non-Emergency Issues:**

For non-emergency issues, such as troubleshooting and help with using, please email aeon-users@calists.harvard.edu.

For most issues, Atlas needs to see the Debug Log to be able to resolve them. To set up Debug Logging on Aeon, see the Atlas instructions.

**Desktop Support**

Please contact your local desktop support for issues relating to access to or downloading of the client.

**Login Requests/Password Resets**

For new staff accounts, account updates, or password resets, please contact LTS.

### System Summary

| Users          | Aeon Desktop Client: Special collections staff at selected libraries, Imaging Services, Privileges Office
|               | Aeon Web Interface: Public |
| Discovery      | **HOLLIS** is configured to direct "View In Library" links to Aeon, based on combinations of library, holdings location, and item policy. To request any changes or additions to this configuration, submit a Footprint. |
| Systems       | **Aeon / Alma-Primo Addon**: This tool was developed by Atlas.  
| Related        | **Aeon / ArchivesSpace Addon**  
| Systems       | **Harvard Special Collections & Archives Class Request Tool**: This tool was developed as a Library Lab project. |

### Useful Links

- Aeon Production Server
- Aeon Test Server
- Atlas Aeon Documentation
- Atlas Aeon Community Forum
- Patron User Documentation
- Alma Codes for Aeon Requestable Items

- System Support and Administration
- Training and Documentation
- Aeon Client - Installation Instructions

### Further Aeon Documentation

- System Support and Administration
- Training and Documentation
- Aeon Client - Installation Instructions