



**ATLAS**  
SYSTEMS, INC.  
*Promoting Library Excellence  
Through Efficiency*



**Aeon**  
Managing Special Collections

## **Aeon Implementation Process: A Roadmap to Going Live**

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Atlas Systems offers a standard implementation service that is designed to get your new Aeon system up and running quickly and efficiently. The following roadmap will help you envision how Aeon can best be configured and customized for your needs and those of your patrons.

Our Atlas implementation and support team will guide you through the complete process and perform several of the steps for you while assisting your local IT staff to complete additional tasks. *From our experience, the technical tasks can be accomplished quickly once you have thought through how you want your new system to look and function as part of your overall service environment.*

An important part of the implementation process involves customizing the Aeon patron web interface to meet the specific needs of your institution to support

patron authentication and registration, structure request submissions and blend stylistically with your institutional website. The Aeon staff client is also highly customizable, and can be configured in numerous ways to meet your precise workflow needs.

As an online request management system, Aeon is designed to enable your patrons to automatically submit reading room requests and photocopy orders directly from your library catalog, EAD finding aids and other content management systems. Part of the Aeon implementation process involves configuring your local systems and the Aeon server to interface with one another. While Atlas will provide as much guidance as needed, successful integration with these system will require coordination and assistance from your local IT staff.

**Our Atlas service and support team have completed over 1,200 implementations of Atlas products. You will receive thorough guidance and step-by-step assistance through the complete implementation process so that you can start using Aeon quickly and take full advantage of its many features to improve patron service, increase staff efficiency and generate usage statistics. If you find that you would benefit from additional services beyond the scope of our standard implementation service, we will be happy to create a custom implementation package to meet your specific needs and budget. Further details are available in our web-based Aeon Documentation, which is freely accessible at <https://prometheus.atlas-sys.com/display/Aeon/Aeon+Implementation+Guide>.**

START

# Aeon Implementation Process:

## A Roadmap to Going Live

### Initial consultation

Your Atlas Service Representative provides advice on putting together your internal implementation team, planning your implementation schedule, establishing your "go live" and other important target dates, and identifying any aspects of your implementation that may require special customization or advanced technical support.

**Implementation Consulting.** Atlas and its network partners can provide customized consulting services to review your current workflow, reading room layout and a variety of other operational factors in order to maximize the benefits of your Aeon implementation.

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### Joining user community

Your Atlas Service Representative connects you with Aeon user community resources, including our electronic discussion list and users meetings at ALA and other conferences.

B

### Server setup and configuration

**Locally hosted server.** If you choose to host the Aeon database and patron web interface on a local server, Atlas guides your systems administrator through the process of downloading and running the Aeon server software installer and choosing appropriate installation options. Atlas also provides guidance on configuring network ports and security settings and establishing a backup schedule.

**Atlas-hosted server.** If you choose to have Atlas host your Aeon server, Atlas performs all Aeon server software installation and configuration tasks and establishes and maintains data backup services.

C

### Our Atlas implementation and support team works with your local IT staff to review and configure as needed a series of customizable settings, including:

#### Aeon staff client configuration

- Installation on local workstations
- Z39.50 connection
- SMTP configuration
- Print and email templates
- Client screen customizations

#### Aeon patron web interface customization

- Graphical styling
- Request forms modifications
- Authentication services
- Request links in library catalog
- OpenURL links in other content management systems
- Automated EAD finding aid requesting

#### Workflow customization

- Custom queues
- Automated routing rules
- Photoduplication order fees

D

E

### Staff training

Atlas provides a combination of onsite and online staff training and workflow consultation according to the unique needs of each customer. Web-based training focuses on how to perform routine tasks in Aeon, such as submitting and processing requests, clearing and managing users, creating and sharing events, and generating and customizing statistics. An onsite visit can be scheduled at any point during the implementation process to provide more concentrated or specialized training based on custom workflows. In addition, staff have full access to your locally configured Aeon system until the day you go live so that they can practice processing requests and performing other functions.

**Additional training.** If desired, Atlas can provide additional custom onsite and online training services. Your implementation coordinator will be glad to help design a package that meets your needs and budget.

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### Going live

**Promotion and branding.** To help you introduce your new Aeon requesting service to your user community, Atlas shares advice and examples from other institutions on ways to promote and brand your system so that your patrons will recognize and readily use it.

**Throw the switch, or take it in phases.** Some libraries and archives choose to replace their current requests processes with Aeon all at once, while others find it more convenient to introduce their new services in phases. For example, some institutions chose to implement automated requesting via the library catalog and EAD finding aids in successive stages, or introduce online photoduplication and digital imaging service requesting once patrons and staff have gained experience in using Aeon for reading room requests. Your Atlas Service Representative helps you formulate a plan for "going live" that best suits your situation.

GOING LIVE

### Ongoing support

**Service and enhancement requests.** Atlas provides email and toll-free telephone support for Aeon Monday through Friday during regular business hours. If your server is hosted by Atlas, you also have access to a 24-hour emergency contact number. All ongoing support requests are managed in our custom-designed Service Tracker system. Whether you have questions about how to use a product feature, would like to request additional customization assistance, or want to report a possible bug, all you need to do is contact our service and support team to receive prompt, knowledgeable, and courteous attention.

**Documentation.** Atlas provides complete and up-to-date online documentation for Aeon that includes step-by-step instructions with detailed screenshots showing how to configure and use its many features. Please refer to the Aeon documentation available at <https://prometheus.atlas-sys.com/display/Aeon> for further details on the implementation tasks outlined in this brochure, or contact us at [aeon@atlas-sys.com](mailto:aeon@atlas-sys.com).

# Aeon System Requirements

## Which configuration best meets your needs?

Following are the minimum requirements and optimum configurations for the Aeon server and client software. Sites that choose to host their own Aeon database and web server must furnish their own server hardware and software. Atlas Systems also offers complete Aeon server hosting services; inquire for details and pricing.

### Optimum System Configuration

#### Hardware

- ▼ Intel Xeon 3GHz or greater processor
- ▼ 4GB of RAM
- ▼ 72GB high-speed hard drive
- ▼ Ethernet connectivity to the internet/intranet
- ▼ Compatible backup device

#### Software

- ▼ Windows Server 2008 (Standard)
- ▼ Internet Information Server 7.0
- ▼ Microsoft SQL Server 2008 (Standard)
- ▼ External SMTP Server for sending emails

#### Client Hardware

- ▼ Intel Pentium 4 2GHz or greater processor
- ▼ 256MB of RAM
- ▼ 5GB of free hard drive space
- ▼ Display resolution of 1280x1025 or larger
- ▼ Ethernet connectivity to the Internet/Intranet
- ▼ Access to printer

#### Client Software

- ▼ Windows Vista
- ▼ Internet Explorer 6.0 or higher installed
- ▼ Microsoft Word 2007

### Minimum System Requirements

#### Hardware

- ▼ Intel Pentium 4 2GHz or greater processor
- ▼ 1GB of RAM minimum. More RAM will substantially increase system performance
- ▼ 36GB hard drive
- ▼ Ethernet connectivity to the internet/intranet
- ▼ Compatible backup device

#### Software

- ▼ Windows Server 2003 (Standard) using Internet Information Server 6.0 or Windows Server 2008 (Standard) using Internet Information Server 7.0
- ▼ Microsoft SQL Server 2005 (Standard) or Microsoft SQL Server 2008 (Standard)
- ▼ External SMTP Server for sending emails

#### Client Hardware

- ▼ Intel Pentium 4 2GHz or greater processor
- ▼ 128MB of RAM minimum. More RAM will increase system performance
- ▼ 5GB of free hard drive space
- ▼ Ethernet connectivity to the Internet/Intranet
- ▼ Access to printer.
- ▼ Minimum display resolution of 1024x768 required

#### Client Software

- ▼ Windows XP Professional or Windows Vista
- ▼ Internet Explorer 6.0 or higher installed
- ▼ Microsoft Word XP/2003/2007



For more information contact

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