

How to report problems

Anyone can report a problem with Reserves, but it should be done through the right channels so that the problem can be isolated and identified.

1. The first place to start in reporting the problem is to post a message to circadmin-l@cornell.edu with a clear description of the problem.

Assuming the problem isn't resolved by others on the list, one or more of the CUL Reserves contacts who are subscribed to the list:

- **Wendy Wilcox** (ww83@cornell.edu; 254-6241)
- **Michael Cook** (mnc2@cornell.edu; 255-7959)

will check to see if the course in question appears in the feed coming from Mann (comprised of the Ares feed + Voyager information) at <http://mannservices.mannlib.cornell.edu/LibServices/showCourseReserveList.do?library=ALL>

2. If that page is *not* working it may indicate that the feed from Ares is down. One of the CUL Reserves contacts will then contact Atlas Systems (service@atlas-sys.com; phone number 1-800-567-7401 ext. 1). *Note: if for some reason none of CUL's contact people are available at the same time, anyone from CUL can contact Atlas to report the problem if we're certain the issue is on their end and not ours.*

3. If the course reserves appear in this list, then the problem is probably on Cornell's end. (Courses that do not appear in the [CU Course Roster](#) often do not also show up on the [CUL Course Reserves](#) page). An email will go to the CUL Library Systems list (cul-libsys-l@cornell.edu) so that systems staff (Matt Connolly, Adam Smith, etc.) can investigate further.