

Ares F.A.Q.

Q. How many weeks before the beginning of a semester should I try and get my class items to the Reserve Department?

A. It is generally a good idea to have your class items requested in Ares at least a month in advance of the semester in which they will be used. This gives the reserve staff time to request permission if necessary as well as time to recall books that may be checked out. Also, reserve requests submitted are processed in the order they are received, so it is best to get your requests in early.

Q. Am I able to have my Ares requests processed the day that I submit them?

A. There are instances when Ares requests may be processed on the same day, however this is not guaranteed. You should submit all Ares requests at least a month in advance of the semester in which they will be used. This is due to the fact that there are several different scenarios that can arise when processing Ares requests including;

- The need to request copyright permission
- The need to obtain the book or the excerpt
- Staff limitations

Q. How can I accommodate my Departmental Secretary/Teaching Assistant so that they can go into Ares and set up more classes and/or add more items? Should I give them my login information?

A. You should never give anyone your login information.

There is an option in Ares to add a “proxy” user to your class or to your account. Anyone who has “proxy” status to one of your classes can edit, delete, or add an item to that class. Anyone who has “proxy” status to your account can edit, delete, or add an item or class to your account. In order to set up a proxy, simply go into your account and choose “Full Proxy User” or “Class Proxy” under the Instructor Tools menu in Ares.

Q. What is the Copyright Clearance Center (CCC) and why do my items need to be sent there?

A. The CCC makes it easy for the library to purchase instant permission to use content for electronic course material requested by professors. If you have had items on class reserve in the past, in compliance with copyright law, it is necessary for the reserve staff to ask for permission to re-use them electronically. Electronically posting a class item more than once, without permission, does NOT fall into the realm of Fair Use.

Q. How long does it take to obtain permission to use my class item?

A. Generally, the CCC website is rather quick about returning our permission requests and often, these requests are approved. There are instances, however, when the reserve staff will need to contact an author or publisher directly. These instances may take substantially longer. There are also instances when the author

or publisher will deny the copyright permission request. In these instances the Reserve Staff will not be able to make the article available electronically.

Q. Why can't I keep my items on permanent reserve any longer?

A. Due to copyright law, and because it is legal for publishers to impose a copyright loyalty, an electronically formatted item must be granted permission for each semester it is used. This is due to the easily transmissible format of an electronic item as well as the number of students, each semester, who view the document. Therefore, by copyright law, the reserve department is responsible for de-activating these documents after each semester until we regain permission to post them electronically.

Q. Why do I need to assign a class password for my class? What purpose does the class password serve?

A. All Ares material is password protected so that only students registered for your class can see your Ares material. This is to ensure that the Reserve Department at Marquette is adhering to copyright law. In order to use class reserve items in Ares, the student must enter the class password when initially accessing your class

Q. Why can't I/my students connect to Ares links from off campus?

A. Faculty and students will need to download the VPN (Virtual Private Network) client in order to access certain MARQCAT links. The VPN verifies that those connecting to links from off campus are, indeed, Marquette University faculty or students. The VPN can be found on the Marquette ITS website at <http://www.marquette.edu/its/help/vpn/vpn.shtml>

For questions or problems with downloading or accessing the VPN, contact ITS directly at (414) 288-7799 or via email at helpdesk@marquette.edu

Q. Can I clone another professor's class? We are teaching the same class and using the same material...

A. Yes, the professor who already has entered this information into their Ares account will need to make you a "proxy" user of that class. They then will need to go into their account and "clone" the class. When cloning the class, they must change the "Instructor" field to reflect your name.

Q. why isn't the class that I had just created for an upcoming semester listed under my account in Ares? If I don't see it, should I try creating it again?

A. Ares is designed to make certain information available only at pre-determined dates. When creating your course, if it is intended for an upcoming semester, you must click on "upcoming classes" in the left-hand menu in your Ares account in order to see it. Likewise, to see courses from past semesters, you must click on the option "previous classes" in the same left-hand column.