

User Support During the Transition

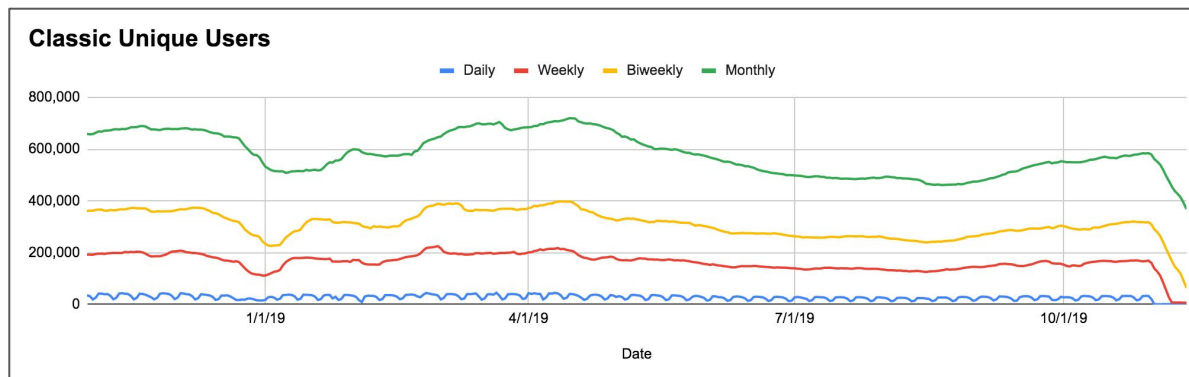
Kelly Lockhart and the ADS Team

ADS Users Group Meeting, 20-21 Nov. 2019

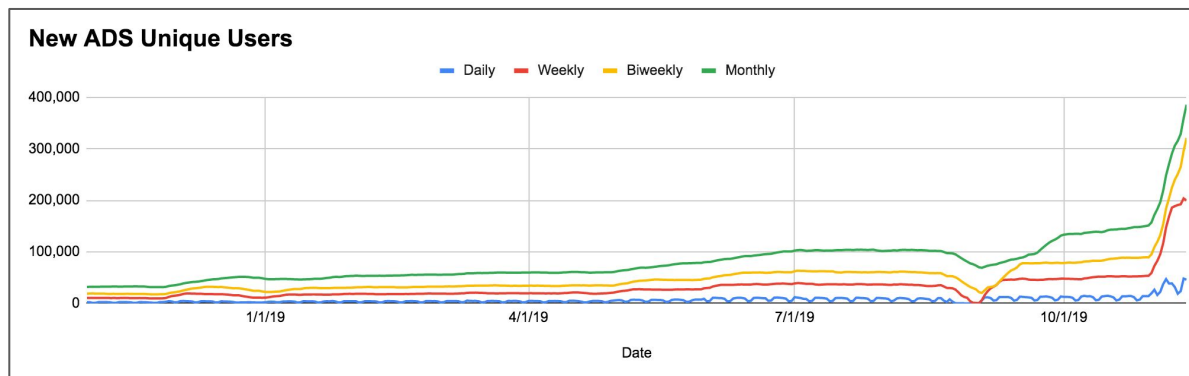


New ADS adoption rates

- Classic:



- New ADS:



Common user issues

- Initial page loading speed (real or perceived), lack of JavaScript compatibility
- Missing features (real or perceived)
- Search syntax questions

Common user issues - resolutions

- Initial page loading speed (real or perceived), lack of JavaScript compatibility
 - Development of Basic HTML UI
- Missing features (real or perceived)
 - Combination of UI improvements and training
- Search syntax questions
 - Individual and large-scale user training

Social media commentary



Faculty switching to the new [@adsabs](#)



Social media commentary: change is hard

- “That's the worst news I've heard today” (re: Classic's retirement)
- “Sad times. I'll be switching to http://adsabs.net/abstract_service.html. Although it doesn't have all the features of the official new ADS, it's much faster and better laid out.” (note: uses our API)
- “There was a nice feature on the old ADS, where you could type in 00 for the year of a paper, and it would smart-complete it to 2000. Does anyone know if the new interface supports this on one of the tools, or if it might come soon? I know 2 extra keystrokes per search is a small burden, but it's become a habit for me to have this feature.”
 - Comment: “Y2K bug... I am nostalgic for the 90's too”

Social media commentary: change is good/fine

- “In astronomy we have this awesome tool @adsabs, that provides access to astronomical papers, full text searches as well as citation information. I suspect the same exercise is significantly more complicated for other science domains.”
- “Not personally understanding why people don't like the new ADS? You can even use the classic-style form if you prefer.”
- “If you managed to move from FORTRAN, C, IDL, Supermongo, perl, tcl/tk, IRAF, figaro, MIDAS, etc to @astropy then surely you will cope with the new @adsabs”
 - “The next generation of astro-people will not know that this once existed, so nobody will care in the future.”
 - “I'm 55, code in FORTRAN when it is for me or for speed. I use python only if I absolutely have to. I did C, C++, tcl/tk when I needed to. I predate @adsabs and the new one is not nicer nor what I am used to. But we will all cope. 😊”

Supports for new users

- ADS Office Hours (talks + drop-in sessions, in person and online)
- Emails to Classic users
- Help pages
- Blog posts
- Social media posts
- What's New page and newsletters

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The image shows a YouTube video player interface. The video title is "Intro to the new ADS (ADS Office Hours, September 12, 2019)". The video content features a vibrant, colorful nebula background. The main text on the screen reads "ADS Office Hours" in large white letters, followed by "Monthly talks + drop-in hours" in smaller white text. Below this, there is a call to action: "Come learn more about the new ADS or drop in with questions". The video is hosted by the NASA Astrophysics Data System. The video player shows the video is 41:43 long and has 73 views. The video was streamed live on September 12, 2019. The video player includes standard YouTube controls such as play/pause, volume, and full screen buttons. The video content includes the following text:

Thursday, Sept. 12th
10am (US Eastern)/16:00 (CEST):
Talk - "Intro to the new ADS"
<http://www.youtube.com/nasaads>
10:30am-12:00pm (US Eastern)/16:30-18:00 (CEST):
Drop-in hours - drop in with questions or for a demo, online at:
http://bit.ly/ADS_Office_Hours
Held in the Wolbach Library Collaboration Space

Intro to the new ADS (ADS Office Hours, September 12, 2019)
73 views · Streamed live on Sep 12, 2019

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What's New

This page is updated monthly with a list of new (**[new]**) and improved (**[improved]**) features and bug fixes (**[fixed]**) to our website, API, data pipelines, and data holdings. We also list operations issues and improvements of note (**[ops]**).

To receive this listing via monthly email newsletter, along with announcements and new blog posts, [sign up here](#).

October 2019

- Website and API
 - **[new]** Basic, HTML version of ADS now available; links are shown in the splash screen and footer
 - **[new]** “[A Final Farewell to ADS Classic](#),” a blog post with more information about the retirement of Classic
 - **[new]** Added information on data curation and availability, formerly available in ADS Classic, to a new [Legacy menu](#) in the help pages
 - **[new]** Added handling for myADS queries linked in Classic-generated myADS emails
 - **[improved]** Updates to the Paper Form, including addition of the reference resolver and styling updates