User Support and Feedback

Donna Thompson and the ADS Team

ADS Users Group Meeting, 20-21 Nov. 2019

User Support

- Direct emails to the team
  - ads@cfa.harvard.edu
  - adshelp@cfa.harvard.edu

Using Hiver to streamline

Smithsonian Research Online and ADS Help

'Hutchinson, Alvin' via ADS Help — Jul 10, 2019, 11:26 AM
Hello, I run the Smithsonian Research Online program in Washington where we collect research outputs of Smithsonian staff. Previously we collected pubs from ADS

Thompson, Donna — Jul 10, 2019, 11:37 AM
Alvin, Just wanted to check in with you to find out if you've contacted Katie Frey in the library about this. She may have already done this work. If not, we'll

'Hutchinson, Alvin' via ADS Help — Jul 10, 2019, 11:39 AM
Yes, Katie and I have talked about this a few weeks ago and she didn't seem to think that she could solve the problem. She suggested ADS help. Anything you can

Thompson, Donna — Jul 10, 2019, 2:45 PM
Alvin, I'm working on this and will consult with one of my colleagues and get back to you to see if we can come up with something better for you. The reason for

Thompson, Donna — Jul 11, 2019, 11:54 AM
Alvin, We had a discussion in the curators group meeting this morning and we think it would best for us to work with the Wolbach staff on curating the CfA list

'Hutchinson, Alvin' via ADS Help — Jul 11, 2019, 12:15 PM
Thanks for your help on this and for working on a long term solution. I should say that the SRO program struggles with affiliation with a lot of units (not just

'Hutchinson, Alvin' via ADS Help — Sep 23, 2019, 8:39 AM
Hello again, Donna, Alberto and ADS Help. I know the Old ADS shut off is looming and I wonder if you have thought about a solution to our problem here in Washin

Thompson, Donna — Sep 25, 2019, 10:46 AM
Alvin, Alberto, Edwin and I have discussed this again now and we think the easiest way would be for you to split the list into two shorter lists and run the que

'Hutchinson, Alvin' via ADS Help — Sep 25, 2019, 11:57 AM
Donna, That sounds like the best we can do. I would only point out that: - The names will have to be split into probably 5-6 lists since the max for a query see

Accomazzi, Alberto — Sep 26, 2019, 4:51 AM
Hi Daina, The conversation below with Alvin led to some head-scratching on our end... We (or at least I) have been assuming that the Library is maintaining a Cf

Henneken, Edwin — Sep 26, 2019, 5:02 AM
Dear Alvin With regards to the points you raised: 1. Indeed, you will need to split the list into a number of batches. It's hard to give an exact number of batc

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ADS Help

Assigned to
Donna Thompso... ▾

Status
Open ▾

Librarian   Question
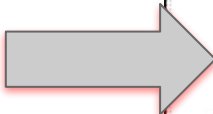
Only notes (9) ▾

+ Add a note...

Sep 25, 2019

Sorry, sometimes these appear...
10:42 AM

You
@Donna in my comment earlier...
10:31 AM

Donna
@Alberto Yes, I was referring...
10:23 AM

You
It would have been nice if we...
4:09 AM

Alberto replied to **Donna**
Hi @Donna I assume you are referring to an increase of rate limits, but I don't see in the email chain Alvin asking for one. If that's what he needs, then great, let's do that. If this is regarding the issue of creating a search with all 500 names then it's not something that we can at least easily do at the moment. @Edwin do you have thoughts?
4:04 AM

- Feedback forms
  - General feedback
  - New abstract
  - Abstract correction
  - Associated article
  - Missing references

How may we help you?

Missing/Incorrect Record

Submit a missing record or correct an existing record.

Missing References

Submit missing references to an existing ADS record.
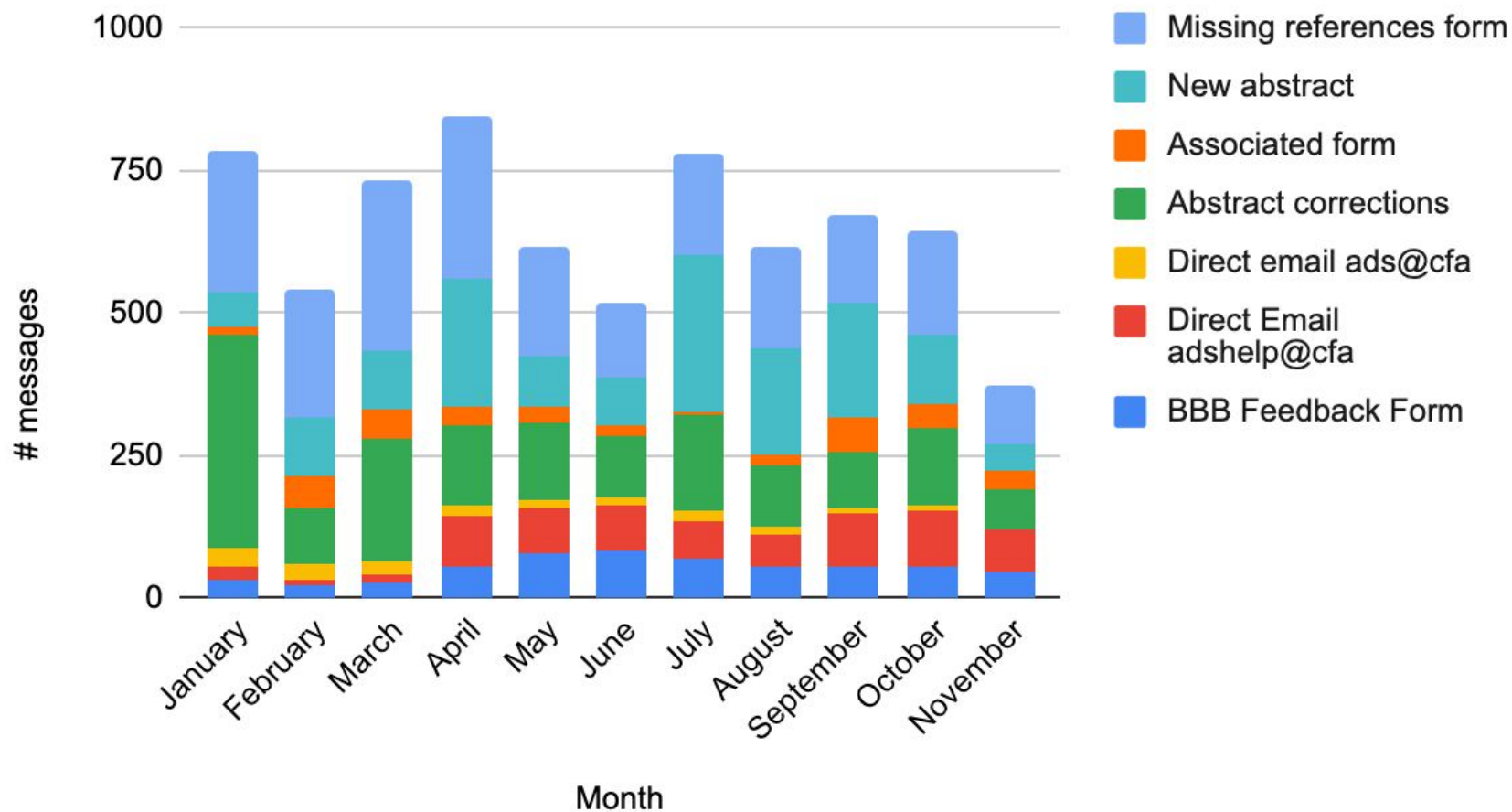
Associated Articles

Submit associated articles to an existing record (e.g. arXiv / published paper).

General Feedback

Send your comments and suggestions for improvements.

Close without submitting

User Feedback (emails) 2019

And also . . .

- Each of us has direct contact with some number of users on a regular basis and these statistics are not included in this report.