

# User Support

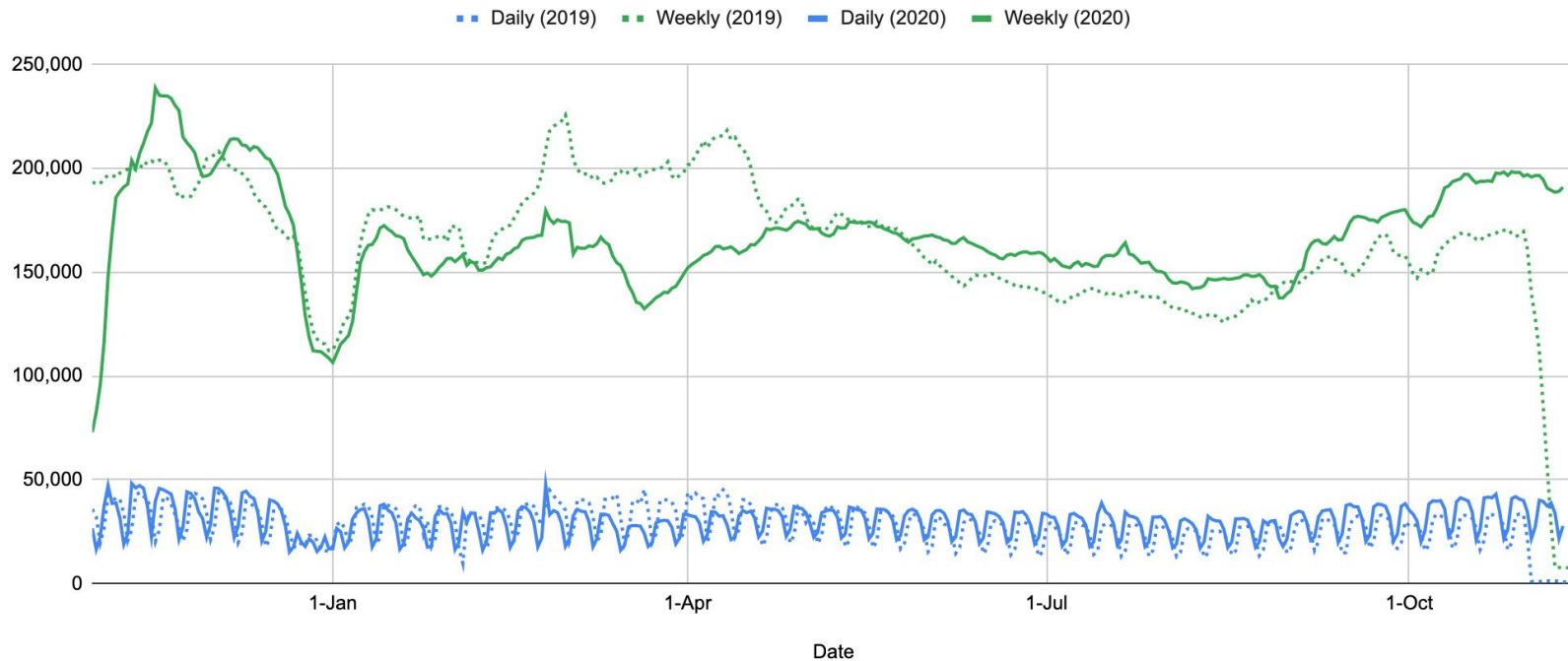
*Kelly Lockhart and the ADS Team*

ADS Users Group Meeting, 19-20 Nov. 2020



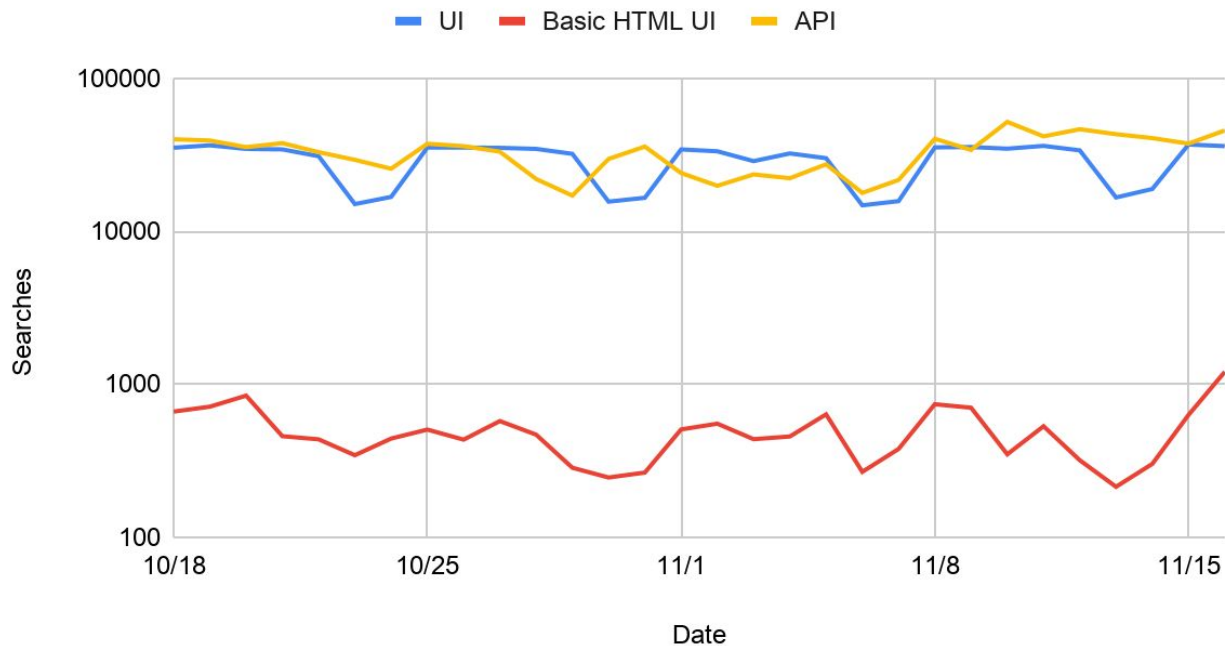
# Usage over the transition

## Unique Users: Classic (2019) vs. new ADS (2020)

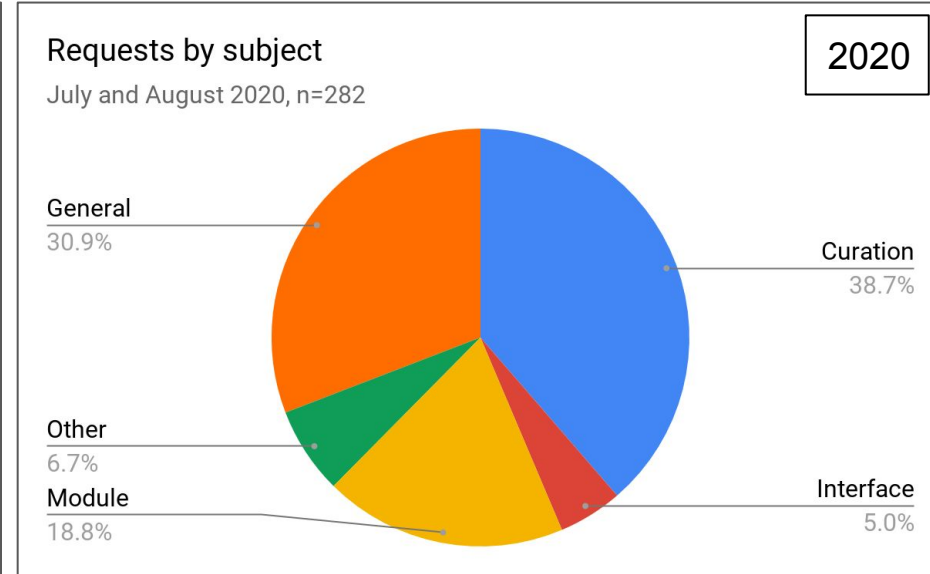
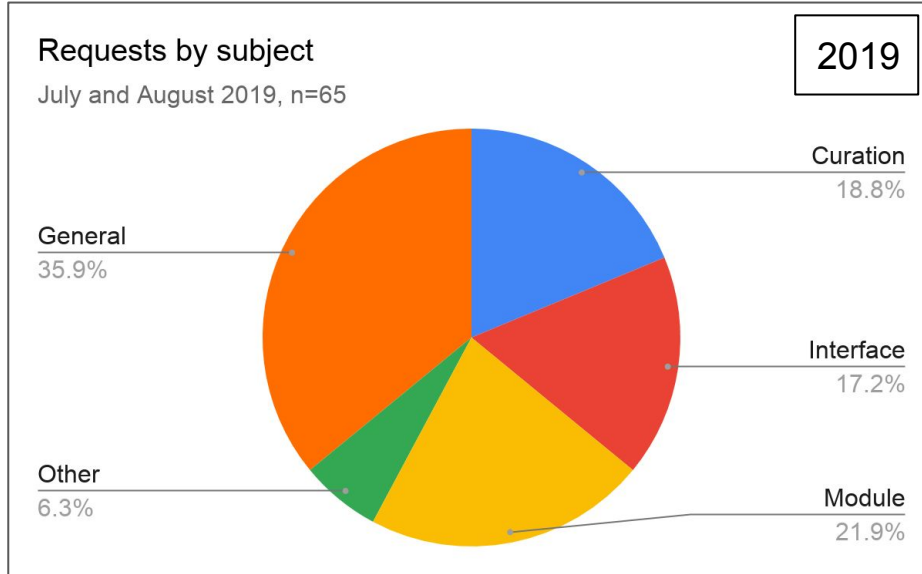


# Usage by interface

Search traffic, by interface

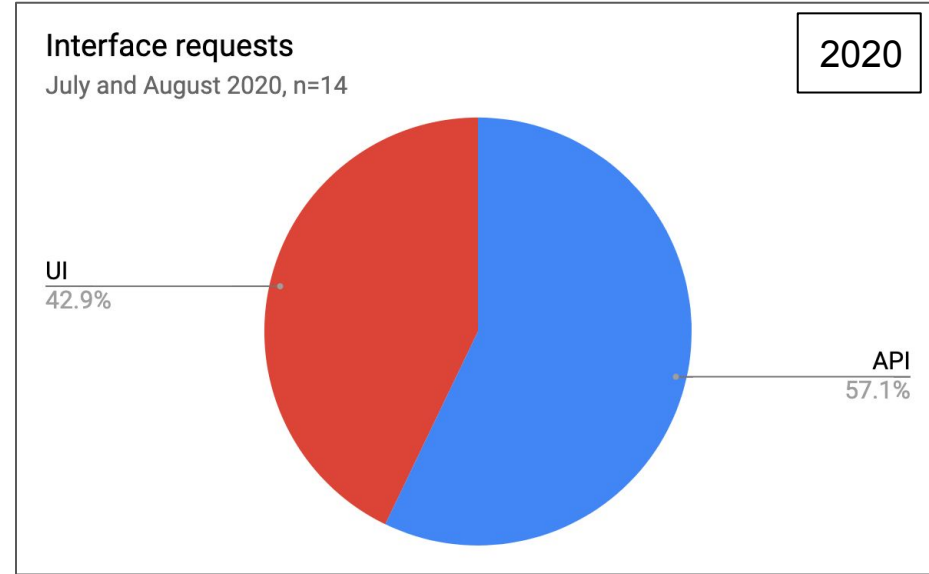
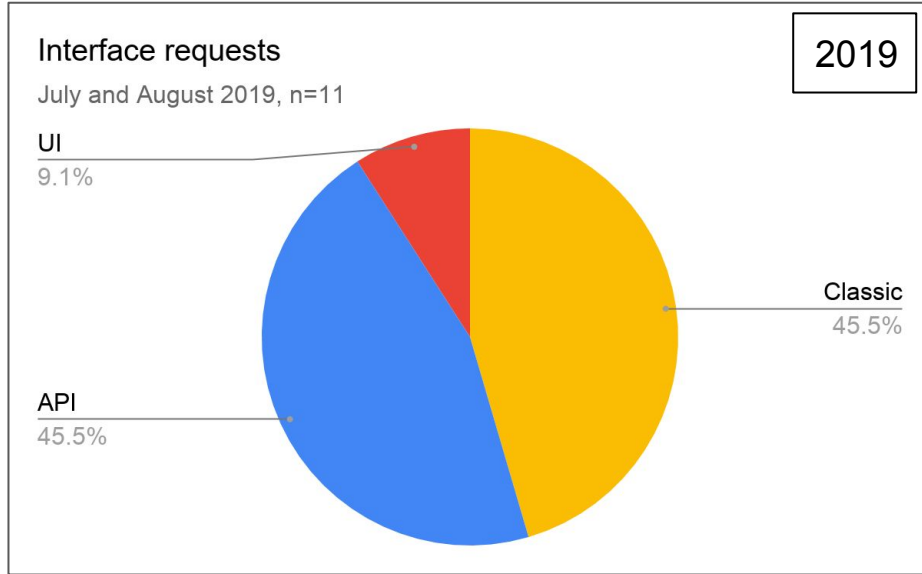


# User Support Emails, 2019 vs. 2020



- General: Bug reports, feature requests, general questions
- Interface: UI, API, or Classic-specific questions
- Module: export, library, ORCID, or other module questions

# User Support Emails: Interface

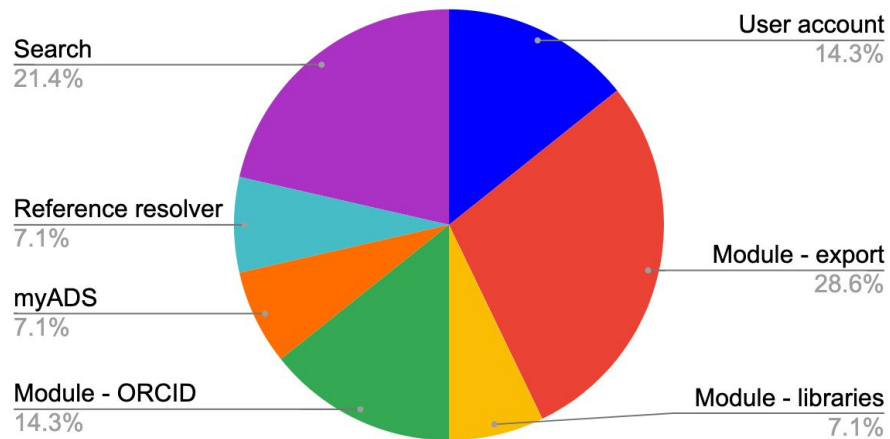


# User Support Emails: Module

## Requests per Module

July and August 2019, n=14

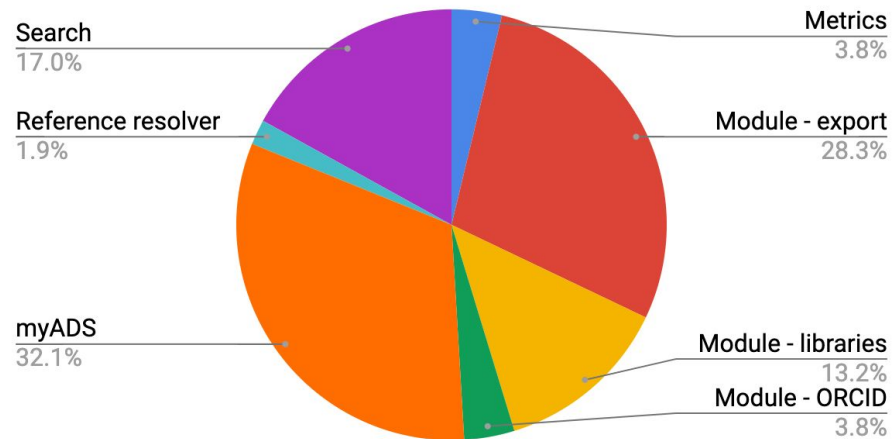
2019



## Requests per Module

July and August 2020, n=53

2020



# BAAS: Kurtz, Chyla, et al.

BAAS  
BULLETIN OF THE AAS

HOME COMMUNITY REPORTS NEWS & COMMENTARY MEETING ABSTRACTS OBITUARIES ABOUT AAS PUBLISHING ▾

Vol. 52, Issue 2 ▾

News & Commentary


Published on Sep 22, 2020

DOI 10.3847/25c2feb.8d12c399

## Second Order Operators in the NASA Astrophysics Data System

The ADS team has written a detailed tutorial on some of the ADS' more powerful commands and features. Dozens of examples are provided to kick your ADS skills up a notch.

by Michael J. Kurtz, Roman Chyla, and The ADS Team

 last released  
2 months ago

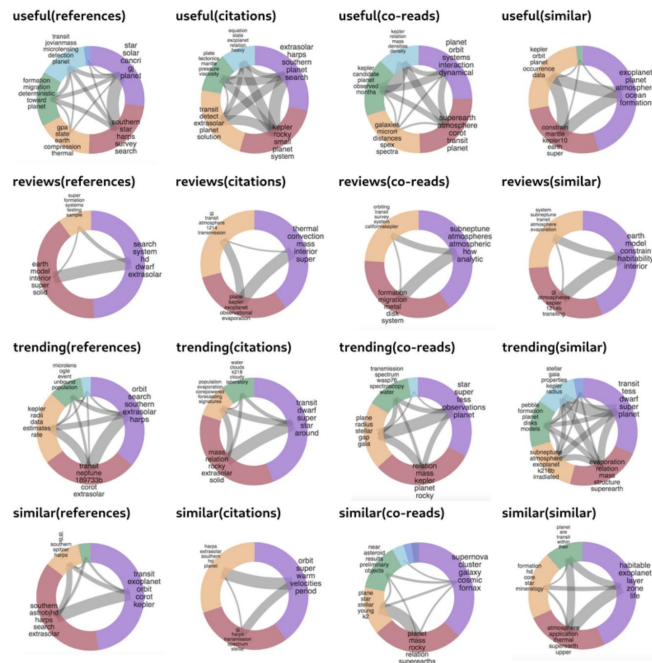
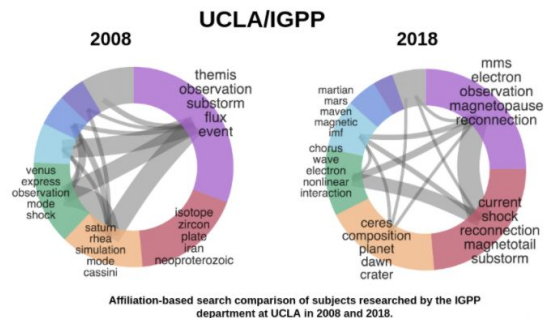


Figure 3: The four SOOs applied to each of the four lists associated with 2007ApJ...669.1279S (Seager et al., 2007). Click on the following links to run the queries yourself: [useful\(references\)](#), [useful\(citations\)](#), [useful\(co-reads\)](#), [useful\(similar papers\)](#), [reviews\(references\)](#), [reviews\(citations\)](#), [reviews\(co-reads\)](#), [reviews\(similar papers\)](#), [trending\(references\)](#), [trending\(citations\)](#), [trending\(co-reads\)](#), [trending\(similar papers\)](#), [similar\(references\)](#), [similar\(citations\)](#), [similar\(co-reads\)](#), [similar\(similar papers\)](#). We truncate these lists to the top 100 papers. Click on the "X" in the upper right to get the list result.

# On the blog



## Affiliation searches: the Why, What, and How of our Canonical Affiliation Feature

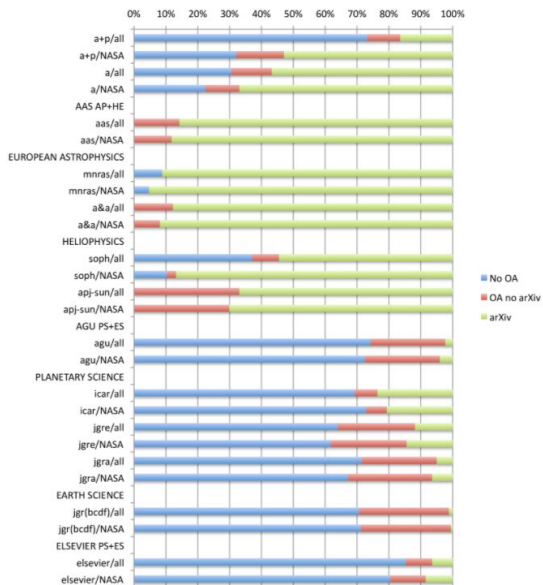
15 Jan 2020

One of the features new to ADS since the new interface has launched is search and organization by institutional affiliation. The 15 million publications in ADS have more than 35 million combined author affiliations. The ADS has long wanted to...

By Carolyn Stern Grant and Matt Templeton



# On the blog



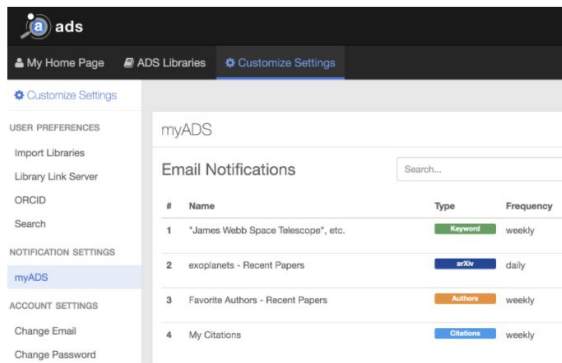
## NASA and Open Access Publishing

06 Apr 2020

Introduction NASA has long been a (some would say the) leader in providing open access to scientific data. This commitment continues with the recent whitepaper: NASA's Science Mission Directorate's Strategy for Data Management and Computing for Groundbreaking Science 2019-2024, by...

By Michael J. Kurtz

# On the blog



The screenshot shows the ADS website's user interface. At the top, there is a navigation bar with the ADS logo and links for 'My Home Page', 'ADS Libraries', and 'Customize Settings'. Below this, a sidebar on the left contains sections for 'USER PREFERENCES' (Import Libraries, Library Link Server, ORCID, Search), 'NOTIFICATION SETTINGS' (myADS), and 'ACCOUNT SETTINGS' (Change Email, Change Password). The main content area is titled 'myADS' and 'Email Notifications', featuring a search bar and a table of notification settings.

#	Name	Type	Frequency
1	"James Webb Space Telescope", etc.	Keyword	weekly
2	exoplanets - Recent Papers	arXiv	daily
3	Favorite Authors - Recent Papers	Authors	weekly
4	My Citations	Citations	weekly

## Updates to ADS: myADS Notifications, Library Collaborators, and More

29 May 2020

A number of changes have come to ADS over the past few months, some of which you may have missed. Read on for an overview of some of the bigger updates to the site. If you want to stay up...

By Kelly Lockhart

# On the blog (and AstroBetter)



myADS - Weekly email (July 06, 2020)

#### stellar, etc. - Most Popular

- 2007ApJ...671..872Z  
The Chemical Composition of an Extrasolar Minor Planet  
Zuckerman, B and 4 more
- 2016Natur.536..437A  
A terrestrial planet candidate in a temperate orbit around Proxima Centauri  
Anglada-Escudé, G and 30 more
- 2007Natur.447..113K  
A map of the day-night contrast of the extrasolar planet HD 189733b  
Knutson, H and 8 more
- 2009ApJ...709L..45C  
Detection of Planetary Transits Across a Sun-like Star  
Charbonneau, D and 3 more
- 2008ApJ...682..154M  
Direct Imaging of Multiple Planets Orbiting the Star HR 8799  
Marois, C and 7 more

#### Favorite Authors - Recent Papers

- 2020AAS...835A.117B  
Impact of tides on the transit-timing fits to the TRAPPIST-1 system  
Barnack, E and 7 more
- author:"Blanco-Cuaresma, Sergi" - Citations (Citations: 9204)
- 2020MNRAS...49...100P  
Dynamical Masses of Young Stars Inferred from Two Transitions of CO with ALMA  
Pimentel, P and 3 more
- 2020MNRAS...49...577V  
Coherent radio emission from a quiescent red dwarf indicative of star-planet interaction  
Vedanthan, H and 13 more
- 2020MNRAS...49...130M  
Predictions of Gaia's prime microtensing events are flawed  
McGill, P and 3 more

## Introducing the New myADS

10 Aug 2020

Sergi Blanco-Cuaresma is an astrophysicist and the Software Development & Operations Lead for the NASA Astrophysics Data System, based at the Harvard-Smithsonian Center for Astrophysics. The Astrophysics Data System (ADS) is pleased to introduce the new myADS email notification system!...

By Sergi Blanco-Cuaresma

# User support: 2019 ADSUG recommendation

“We encourage the ADS user group to consider deploying a public support forum to complement their current email support, and to replace their API support forum on Google Groups. Such a forum would make support discussions more useful over their life (questions already answered become a knowledge resource for other readers). A forum is also an excellent way for power users to share tips, such as sharing sophisticated queries or API usage.”

# User forum: email analysis

## Support emails appropriate for user forum

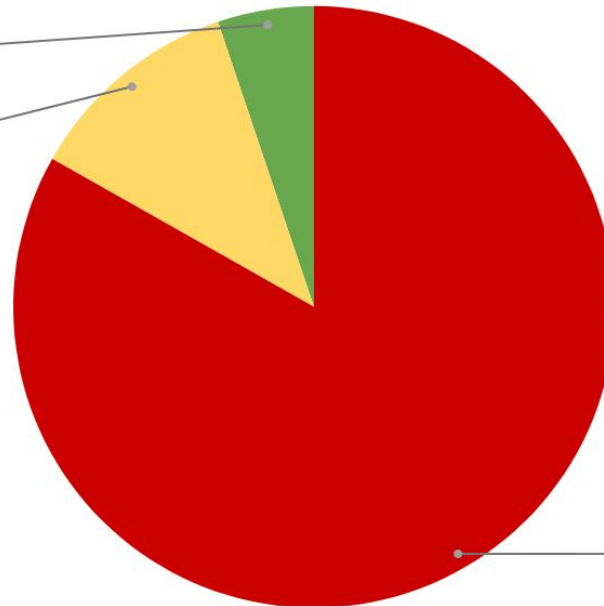
July and August 2020, n=232

Good for forum

5.2%

Maybe for forum

11.6%



Not for forum

83.2%

# Proposal: Pan-Archives User Forum

- **Pros:**
  - Single user account, lowers barrier to entry
  - Easier to build community
- **Cons:**
  - ADS may get lost in the shuffle
  - Who pays/maintains?
- In combination with other NASA archives or open more broadly
- **Platform:**
  - Forum-type: Discourse (e.g. LSST)
  - Chat-type: Slack (e.g. CfA), Discord, Rocket Chat, Matrix/Riot.IM, Mattermost