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

Date

Searches

UI
Basic HTML UI
API
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

**2019**
- General: 35.9%
- Interface: 17.2%
- Module: 21.9%
- Curation: 18.8%

**2020**
- General: 30.9%
- Interface: 5.0%
- Module: 18.8%
- Curation: 38.7%
- Other: 6.7%
User Support Emails: Interface

**2019**
- **Interface requests**
  - July and August 2019, n=11
  - **UI**: 9.1%
  - **API**: 45.5%
  - **Classic**: 45.5%

**2020**
- **Interface requests**
  - July and August 2020, n=14
  - **UI**: 42.9%
  - **API**: 57.1%
User Support Emails: Module

Requests per Module
July and August 2019, n=14

- Search: 21.4%
- Reference resolver: 7.1%
- myADS: 7.1%
- Module - ORCID: 14.3%
- Module - export: 28.6%
- Module - libraries: 7.1%
- User account: 14.3%

Requests per Module
July and August 2020, n=53

- Search: 17.0%
- Reference resolver: 0.0%
- myADS: 32.1%
- Module - libraries: 13.2%
- Module - ORCID: 3.8%
- Module - export: 28.3%
- Metrics: 3.8%
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

Figure 2: The four SDOs applied to each of the four lists associated with 2007ApJ...669.1223S (Seager et al., 2007). Click on the following links to run the queries yourself: useful(references), useful(citations), useful(co-reads), useful(similar).
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
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

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)

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