University Libraries Faculty Scholarship   University Libraries

3-16-2022

What does innovation look like? System statuses in discovery

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Recommended Citation

SYSTEM STATUSES IN DISCOVERY

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IS _____ DOWN?

INSTITUTIONAL CONTEXT

- University at Albany, State University of New York
  - ~17,000 undergraduate & graduate students
  - Carnegie ranked R1 doctoral research university
  - Primarily on campus, in person classes & services
- University Libraries
  - 3 Libraries
  - ~350 database subscriptions
  - More than 1 million online resources including books, journals, streaming videos, and images

THEN…SPRING 2020

- Coronavirus Pandemic

  - Transitioned to a fully remote learning and support environment, including library & research support services

  - Increased need for online research sources

  - Budget constraints and increased costs lead to numerous cancellations and changes to subscription resources

- Procurement processes

  - Changes were delaying payments for our subscriptions resulting in access interruptions

THE BIG QUESTIONS

- Who needs to know?

    - Reference, Resource Sharing, students, faculty, other affiliated researchers, AskUS 24/7 co-op librarians, technical services troubleshooting team, etc.

- How can this information be shared?

    - Multitude of email lists, banners on the website, notes on entries in the Database A-Z list or in Primo VE

FOLKS, WE HAVE A PROBLEM

- No good way to communicate changes, access issues, or other important access information to all of our key constituents

  - Hard to keep track

  - Messages missed or forgotten

  - No history or record of updates and resolutions

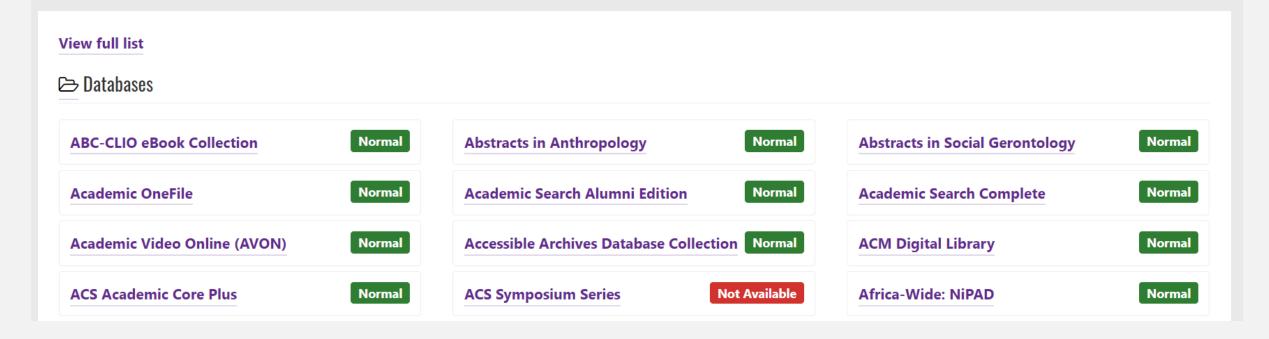 - Banners weren't meeting our needs

THE WISH LIST

- One-stop shop

- Visible to those affiliated with our campus and the public

- Easy to implement and maintain

- Capitalize on researchers' information seeking behavior

- Bonuses:

  - Visual, quick reference format

  - Ability to embed it where it is likely to be seen and at the point of need

THE SOLUTION: SYSTEM STATUS

- What is System Status?
  - A portal to display disruptions to systems and services
- How is it used in the real world?
  - Mostly seen in the Information Technology sector, System Status Portals are used to display upcoming or ongoing maintenance of online services.
- How does it apply to libraries?
  - A System Status Portal can be used as a central location to share maintenance issues with staff and patrons, but also used to communicate changes to online resource subscriptions and issues that may affect researchers' ability to access active resources.

SYSTEM STATUS IN PRACTICE (SCREENSHOTS)

Current status of library systems and apps

This page displays the current status of our library systems, applications, and online resources. For information about the general status of University ITS systems, please visit the **ITS homepage.**

View full list

🗁 Databases

ABC-CLIO eBook Collection	Normal	**Abstracts in Anthropology**	Normal	**Abstracts in Social Gerontology**	Normal
Academic OneFile	Normal	**Academic Search Alumni Edition**	Normal	**Academic Search Complete**	Normal
Academic Video Online (AVON)	Normal	**Accessible Archives Database Collection**	Normal	**ACM Digital Library**	Normal
ACS Academic Core Plus	Normal	**ACS Symposium Series**	Not Available	**Africa-Wide: NiPAD**	Normal

SYSTEM STATUS IN PRACTICE (SCREENSHOTS)

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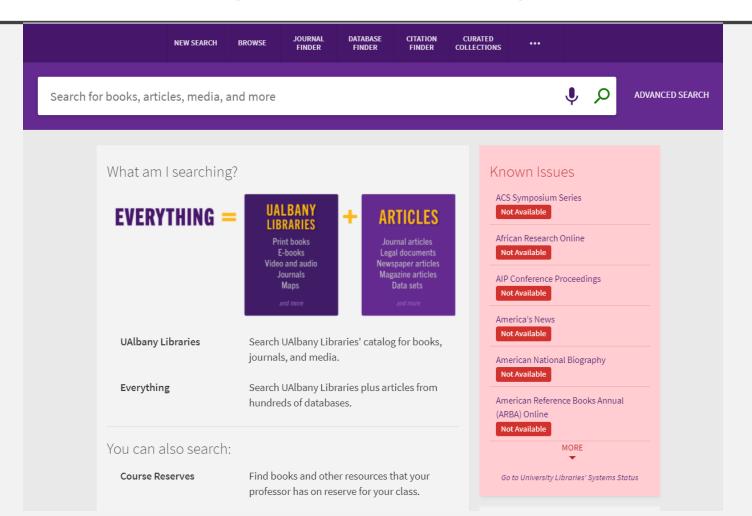
NO LIBANSWERS? NO PROBLEM!

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SEARCH 🔍   Issue Reported

ACS Symposium Series   Not Available

African Research Online   Not Available

AIP Conference Proceedings   Not Available

America's News   Not Available

American National Biography   Not Available

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

Systems Status Portal (Wiki Based)

Created by Lauren Puzier, last modified just a moment ago

This page displays the current status of our library systems, applications, and online resources. For information about the general status of University ITS systems, please visit the ITS homepage.
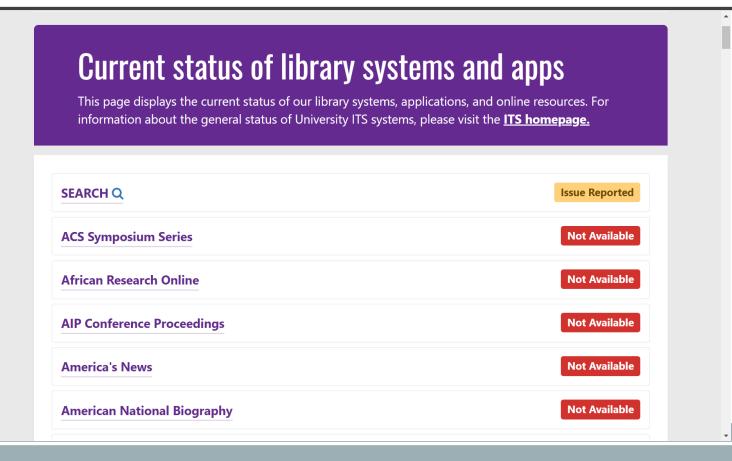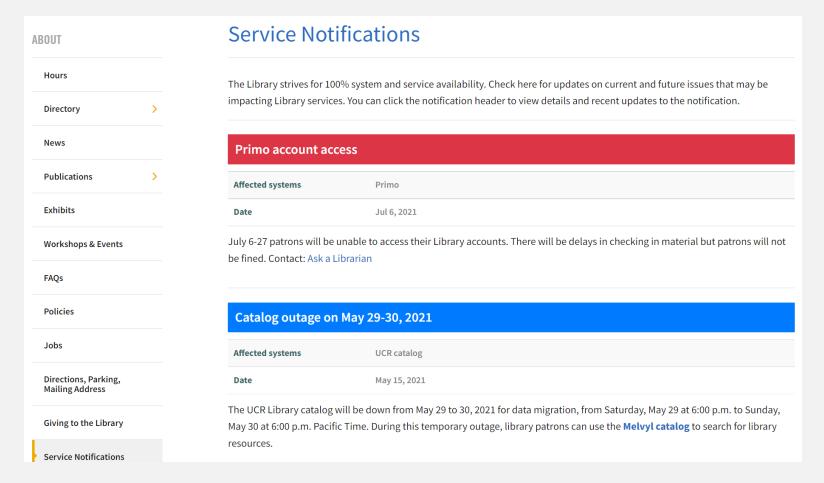
Systems Status Key

AVAILABLE	= Running	**MONITORING**	= Watching to assure availability
KNOWN ISSUE	= Issue has been reported	**OUTAGE**	= Down

Koha	OUTAGE	**Business Intelligence (OBIEE)**	AVAILABLE
Primo	AVAILABLE	**Mergent**	AVAILABLE
ArtNet	AVAILABLE	**ArtValue**	AVAILABLE
iModules	AVAILABLE	**Business Insights**	AVAILABLE
Microsoft Teams	AVAILABLE	**OverDrive**	KNOWN ISSUE
Invaluable	AVAILABLE	**ArtBNK**	AVAILABLE
Open Text RedDot	AVAILABLE	**OneDrive**	AVAILABLE
Alma	AVAILABLE	**Oxford Art Online**	AVAILABLE

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

University at Albany Libraries / LibGuides / System Status / Home

System Status: Home
Check the current status of resources and services

Search this Guide | Search

Check the current status of the Libraries' resources and services.

Experiencing a problem not listed below? Browse our FAQs or Ask Us!

☑ Scheduled Maintenance

Wiley Online Library | April 1, 2022

Wiley Online Library will be unavailable on April 15, 2022 due to scheduled maintenance.

ILLiad / Interlibrary Loan | April 28, 2022

We will be upgrading ILLiad at 7 am on April 28, 2022. During this upgrade, you will not be able to login to your ILLiad account, submit new Interlibrary Loan requests, or manage your Interlibrary Loan loans.

🐞 Issue Reported

Naxos Music Library

We are currently experiencing issues accessing Naxos Music Library both on and off campus. Thank you for your patience as we work to restore our access.

IEEE Xplore

Off campus access to IEEE Xplore is currently unavailable. For assistance in accessing this resource from off campus, please see this FAQ.

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

https://cachethq.io/

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

WHAT YOU SHOULD KNOW

BENEFITS

- One place to look
- Improved transparency and reference experience
- One interface to maintain
- Easy setup and maintenance
- History
- Visual, quick-reference interface

CONSIDERATIONS

- Time and attention needed to set up
- Changing habits, getting people used to checking the page
- Need for standardization of categories and language

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