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What does innovation look like? System statuses in discovery

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SYSTEM STATUSES IN DISCOVERY

Rebecca Nous, former Discovery Services Librarian, University at Albany, SUNY

Lauren Puzier, User Experience Librarian, University at Albany, SUNY

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)

Known Issues

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

American Reference Books Annual (ARBA) Online

Not Available

more 

[Go to University Libraries' Systems Status](#)

SYSTEM STATUS IN PRACTICE (SCREENSHOTS)

The screenshot displays the University Libraries Database Finder website. The header includes the University Libraries logo, the title 'Database Finder', and navigation links for 'SEARCH FOR BOOKS, ARTICLES, MEDIA AND MORE', 'JOURNAL FINDER', and 'ASK US!'. A green banner below the header announces 'University Libraries add over 20 new resources to collection' with a 'NEW RESOURCES' button. The main content area is divided into two sections: a search interface on the left and a 'Known Issues' list on the right.

University Libraries | Database Finder

SEARCH FOR BOOKS, ARTICLES, MEDIA AND MORE

JOURNAL FINDER

ASK US!

✦ University Libraries add over 20 new resources to collection **NEW RESOURCES**

Find a Database

Find a specific database by name or description **SEARCH**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [View All](#)

★ JSTOR ★ Nexis Uni ★ Worldcat ★ Academic Search Complete

Explore Databases

Known Issues

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
American Reference Books Annual (ARBA) Online	Not Available

[more](#) ▼

[Go to University Libraries' Systems Status](#)

SYSTEM STATUS IN PRACTICE (SCREENSHOTS)

The screenshot displays a library website interface with a purple header. The header contains navigation tabs: NEW SEARCH, BROWSE, JOURNAL FINDER, DATABASE FINDER, CITATION FINDER, CURATED COLLECTIONS, and a menu icon. Below the header is a search bar with the placeholder text "Search for books, articles, media, and more", a microphone icon, a magnifying glass icon, and a link to "ADVANCED SEARCH".

The main content area is divided into two columns. The left column features a section titled "What am I searching?" with a visual equation: **EVERYTHING = UALBANY LIBRARIES + ARTICLES**. The "UALBANY LIBRARIES" box lists: Print books, E-books, Video and audio, Journals, Maps, and *and more*. The "ARTICLES" box lists: Journal articles, Legal documents, Newspaper articles, Magazine articles, Data sets, and *and more*. Below this, two search options are listed: "UAlbany Libraries" (Search UAlbany Libraries' catalog for books, journals, and media.) and "Everything" (Search UAlbany Libraries plus articles from hundreds of databases.).

The right column features a section titled "Known Issues" with a list of items, each with a "Not Available" status: ACS Symposium Series, African Research Online, AIP Conference Proceedings, America's News, American National Biography, and American Reference Books Annual (ARBA) Online. A "MORE" link with a downward arrow is located below the list, followed by a link: "Go to University Libraries' Systems Status".

At the bottom of the left column, a section titled "You can also search:" includes "Course Reserves" (Find books and other resources that your professor has on reserve for your class.).

NO LIBANSWERS? NO PROBLEM!

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](#).

[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

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)

ABOUT

- Hours
- Directory >
- News
- Publications >
- Exhibits
- Workshops & Events
- FAQs
- Policies
- Jobs
- Directions, Parking, Mailing Address
- Giving to the Library
- Service Notifications**

Service Notifications

The Library strives for 100% system and service availability. Check here for updates on current and future issues that may be impacting Library services. You can click the notification header to view details and recent updates to the notification.

Primo account access

Affected systems	Primo
Date	Jul 6, 2021

July 6-27 patrons will be unable to access their Library accounts. There will be delays in checking in material but patrons will not be fined. Contact: [Ask a Librarian](#)

Catalog outage on May 29-30, 2021

Affected systems	UCR catalog
Date	May 15, 2021

The UCR Library catalog will be down from May 29 to 30, 2021 for data migration, from Saturday, May 29 at 6:00 p.m. to Sunday, May 30 at 6:00 p.m. Pacific Time. During this temporary outage, library patrons can use the [Melvyl catalog](#) to search for library resources.

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

All systems are operational

About This Site

This is the demo instance of Cachet. The open source status page system, for everyone. An Alt Three product.

⊖ Websites

Website

Operational

Documentation ⊖

Operational

⊕ Alt Three

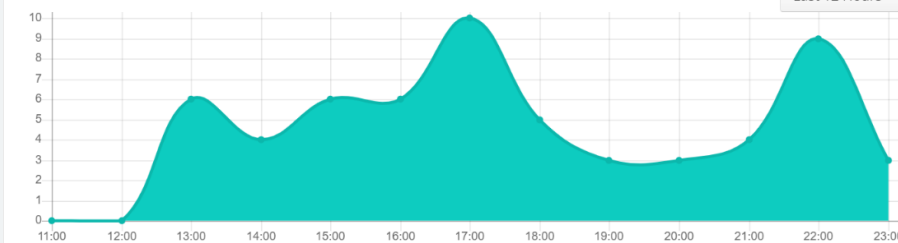
Other Components

API ⊖

Operational

Cups of coffee ⊖

Last 12 Hours ▾



<https://cachethq.io/>

SYSTEM STATUS ALTERNATIVE PLATFORMS (SCREENSHOTS)

Help Center Community [Status Page](#) [Subscribe To Updates](#)

System Status

All Systems Operational

Website	Operational
Desktop Application	Operational
Mobile Application	Operational
API	Operational

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

REFERENCES

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