What does innovation look like? System statuses in discovery

Lauren Puzier  
*University at Albany, State University of New York*, lpuzier@albany.edu

Rebecca A. Nous  
*SUNY Libraries Consortium*, rebecca.nous@suny.edu

The University at Albany community has made this article openly available.  
Please share how this access benefits you.

Follow this and additional works at: [https://scholarsarchive.library.albany.edu/ulib_fac_scholar](https://scholarsarchive.library.albany.edu/ulib_fac_scholar)  
Part of the [Library and Information Science Commons](https://scholarsarchive.library.albany.edu/ulib_fac_scholar)

**Recommended Citation**

[https://scholarsarchive.library.albany.edu/ulib_fac_scholar/184](https://scholarsarchive.library.albany.edu/ulib_fac_scholar/184)

This work is licensed under a [Creative Commons Attribution-NonCommercial-Share Alike 4.0 International License](https://creativecommons.org/licenses/by-nc-sa/4.0/).

This Presentation is brought to you for free and open access by the University Libraries at Scholars Archive. It has been accepted for inclusion in University Libraries Faculty Scholarship by an authorized administrator of Scholars Archive.  
Please see [Terms of Use](https://scholarsarchive.library.albany.edu/terms_of_use). For more information, please contact scholarsarchive@albany.edu.
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?
• 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](https://its homepage).

<table>
<thead>
<tr>
<th>Databases</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC-CLIO eBook Collection</td>
<td>Normal</td>
</tr>
<tr>
<td>Academic OneFile</td>
<td>Normal</td>
</tr>
<tr>
<td>Academic Video Online (AVON)</td>
<td>Normal</td>
</tr>
<tr>
<td>ACS Academic Core Plus</td>
<td>Normal</td>
</tr>
<tr>
<td>Abstracts in Anthropology</td>
<td>Normal</td>
</tr>
<tr>
<td>Academic Search Alumni Edition</td>
<td>Normal</td>
</tr>
<tr>
<td>Accessible Archives Database Collection</td>
<td>Normal</td>
</tr>
<tr>
<td>ACS Symposium Series</td>
<td>Not Available</td>
</tr>
<tr>
<td>Abstracts in Social Gerontology</td>
<td>Normal</td>
</tr>
<tr>
<td>Academic Search Complete</td>
<td>Normal</td>
</tr>
<tr>
<td>ACM Digital Library</td>
<td>Normal</td>
</tr>
<tr>
<td>Africa-Wide: NiPAD</td>
<td>Normal</td>
</tr>
</tbody>
</table>
### Known Issues

<table>
<thead>
<tr>
<th>Service</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACS Symposium Series</td>
<td>Not Available</td>
</tr>
<tr>
<td>African Research Online</td>
<td>Not Available</td>
</tr>
<tr>
<td>AIP Conference Proceedings</td>
<td>Not Available</td>
</tr>
<tr>
<td>America's News</td>
<td>Not Available</td>
</tr>
<tr>
<td>American National Biography</td>
<td>Not Available</td>
</tr>
<tr>
<td>American Reference Books Annual (ARBA) Online</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

[Go to University Libraries' Systems Status](#)
SYSTEM STATUS IN PRACTICE
(SCREENSHOTS)
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.

<table>
<thead>
<tr>
<th>System</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEARCH Q</td>
<td>Issue Reported</td>
</tr>
<tr>
<td>ACS Symposium Series</td>
<td>Not Available</td>
</tr>
<tr>
<td>African Research Online</td>
<td>Not Available</td>
</tr>
<tr>
<td>AIP Conference Proceedings</td>
<td>Not Available</td>
</tr>
<tr>
<td>America's News</td>
<td>Not Available</td>
</tr>
<tr>
<td>American National Biography</td>
<td>Not Available</td>
</tr>
</tbody>
</table>
# System Status Alternative Platforms (Screenshots)

## Systems Status Portal (Wiki Based)

Created by Lauren Putz, 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

<table>
<thead>
<tr>
<th>System</th>
<th>Status</th>
<th>System</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Koha</td>
<td>Outage</td>
<td>Business Intelligence (OBIEE)</td>
<td>Available</td>
</tr>
<tr>
<td>Primo</td>
<td>Available</td>
<td>Mergent</td>
<td>Available</td>
</tr>
<tr>
<td>ArtNet</td>
<td>Available</td>
<td>ArtValue</td>
<td>Available</td>
</tr>
<tr>
<td>iModules</td>
<td>Available</td>
<td>Business Insights</td>
<td>Available</td>
</tr>
<tr>
<td>Microsoft Teams</td>
<td>Available</td>
<td>OverDrive</td>
<td>Known Issue</td>
</tr>
<tr>
<td>Invaluable</td>
<td>Available</td>
<td>ArtBNK</td>
<td>Available</td>
</tr>
<tr>
<td>Open Text RedDot</td>
<td>Available</td>
<td>OneDrive</td>
<td>Available</td>
</tr>
<tr>
<td>Alma</td>
<td>Available</td>
<td>Oxford Art Online</td>
<td>Available</td>
</tr>
</tbody>
</table>
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)

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 **Melyfi 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 chart][1]

[https://cachethq.io/](https://cachethq.io/)
System Status

All Systems Operational

<table>
<thead>
<tr>
<th>Platform</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>Operational</td>
</tr>
<tr>
<td>Desktop Application</td>
<td>Operational</td>
</tr>
<tr>
<td>Mobile Application</td>
<td>Operational</td>
</tr>
<tr>
<td>API</td>
<td>Operational</td>
</tr>
</tbody>
</table>
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


Rebecca Nous, former Discovery Services Librarian, University at Albany, SUNY
Rebecca.nous@suny.edu

Lauren Puzier, User Experience Librarian, University at Albany, SUNY
Lpuzier@albany.edu