

RefWorks, Mendeley or EndNote?
Results of a bibliographic software survey

Frank Parry and Emma Walton

University Library

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Executive Summary

Since the University first purchased a licence for RefWorks in 2002, the bibliographic software landscape has changed significantly. In 2014 an online survey of academic staff was undertaken to examine the use which is made of bibliographic software used across campus. The following insights were provided by the study:

- Choice of system and ease of use: of the three major systems – RefWorks, EndNote and Mendeley – Mendeley was the most frequently used, followed by RefWorks and EndNote. Mendeley was also the easiest system to use, followed again by EndNote with RefWorks a long way behind.
- Functionality: there was some dissatisfaction with RefWorks' poor reliability history and functionality and a general feeling that this system has not kept pace with changes elsewhere. Although there were some criticisms of Mendeley, most respondents appreciated the extra functionality which this system offers. For those who have purchased an individual licence to EndNote, the extra features and functionality mark this system out as the academic system of choice.
- Help and advice: a majority knew where to get help or had attended training but there is a clear need for further training.
- Change of system: although there was considerable support for the University to purchase an institutional licence for either EndNote or Mendeley, there was also a wariness of changing subscriptions or dropping one service for another and recognition that any change must be made gradually with plenty of warning.

The survey concluded with a series of recommendations for further work to be undertaken in 2014/15.

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1 Introduction

Background

In 2002 the Library and IT services conducted a review of the University's bibliographic software requirements and in the following year decided to purchase a licence for RefWorks.

At present, the Library supports RefWorks and Mendeley through training sessions on a regular basis to both staff and students and online guides on Learn. RefWorks is a web-based service with an optional add-on called 'Write-N-Cite' which is used to help compile bibliographies. IT Services are able to provide version 3 of the 'Write-N-Cite' software across campus although a newer version is available to those who wish to download it on personal computers or laptops. The free version of the desktop service, Mendeley, is networked to computer labs across campus by IT Services, though it is not possible to automatically download the desktop software to staff computers. In addition to these services, the Library provides access to EndNote Basic (also called EndNote Web) which is the free web version of the full desktop EndNote service. EndNote Basic has a 'Write While You Cite' facility available which can only be downloaded to personal computers or laptops.

RefWorks has proved to be a very popular academic tool for staff, researchers and students. However, the Library is aware that in the years since the licence was first purchased there have been many new entrants – notably Zotero and Mendeley – who have used developments in innovative new technology to challenge the main players in the market, RefWorks and EndNote.

Aims

The purpose of this survey was to gauge use and satisfaction with the bibliographic tools provided across campus among university staff and researchers*. There were four major areas of concern:

- Which system offers the best functionality and best fit with the University's IT infrastructure now and in the future?
- Which system offers the best return on investment and best value?
- Which system is the easiest to use?
- What would be the reaction to changing systems?

* Students are encouraged to respond to questions about the service in the monthly PC Clinic surveys

2 Methodology

2.1

The Library conducted a survey using BOSS (Bristol Online Survey Software) which was conducted between 15th April 2014 and 31st July 2014. The following channels were used:

- Email from the Graduate School
- Notice on the Library's RefWorks and Bibliographic Software page
- Notice on the Staff Noticeboard
- Email request via departmental Library Liaison Officers
- Article in the Library's blog – Adlib
- Library Tweet

The survey received 225 submissions from an approximate total of 2000 academic staff and researchers.

2.2

In addition to the internal questionnaire we surveyed a small group of senior academic library managers via an email list. This provided an opportunity to gain some insight as to what other HE institutions offered their users with regard to bibliographic tools and their satisfaction with the tools.

The email group was asked to answer the following questions:

- *Do you have an institutional licence to a bibliographic tool and if so which one?*
- *Are you happy with it, in terms of development and functionality?*
- *For which, if any, do you provide support and training?*

Of a possible 26 responses, 10 were received from a wide range of University Libraries. The questions were designed to allow for discussion of the issues, inviting open comment responses.

3 Results and discussion

The full results to questions 1-5 and 7-8 are listed in appendix 1 and the free text results to questions 6 and 9 are arranged in subject sequence in appendix 2. Not all participants completed every question.

Question 1: “Which of the following bibliographic tools do you use most often?”

Mendeley is the most heavily used on campus with 96 participants out of a total of 204 who replied claiming to use it frequently. The bibliographic facility within Word came second with 57 participants from a total of 188. RefWorks came third with 53 from 199, EndNote fourth with 49 from 198 followed by 11 from 182 using Zotero, 8 from 179 using EndNote Basic and 22 from 152 using another system not listed in the original survey.

The results are significant in that it shows that there is a proliferation of bibliographic systems being used in the University despite not always being easily available to set-up within the University’s IT infrastructure. Being a web based service, RefWorks is the easiest system to set up and use from both an IT perspective and for easy access by participants. However, a high number of participants have made the decision to use Mendeley or EndNote. Mendeley has to be installed on researcher and staff machines (it is only networked in labs) as does full EndNote which also requires the purchase of a licence.

Not many people use the free, cut-down web-version of EndNote. This may be because it is not given much publicity and participants need to have the ‘Write While You Cite’ component installed by administrators on all machines to use it fully or because it is difficult (see question 2).

Zotero is very similar to Mendeley and like Mendeley needs to be installed by an administrator. From anecdotal evidence before this survey, Zotero was quite popular in the University but has tailed off with the availability of Mendeley and only one person in the free text who replied to question 9 argues strongly for this system.

There are quite a number who use unspecified other systems. This is not surprising as there are many new systems coming onto the market such as RefMe and Docear. Rather like Mendeley, many of these new systems have both a free and paid-for component. Systems such as these mean that there are inevitably pressures on the University to provide access to the full services and competition for the system which provides best value for money.

Question 2: “How easy do you find the following bibliographic tools to use?”

While 84 from 146 participants found RefWorks either easy or relatively easy a significant number did not. It is clear that RefWorks is not regarded as the easiest system to use and is beginning to show its age. RefWorks has developed a new

system called Flow, so it is not clear how much more development will take place with RefWorks.

Mendeley was found to be by far the easiest system to use with 120 out of 146 participants finding it easy or relatively easy. This tallies with some of the free text replies in questions 6 and 9 where participants say that the system is more intuitive. It should be balanced, however, by concerns by some that Mendeley appears to be less reliable in gleaning bibliographic details, particularly from the facility to gather data from PDFs.

Reaction to EndNote was also positive with 85 out of 107 responses considering EndNote to be easy or relatively easy. EndNote has often been considered to be the market leader among researchers and staff with some of the most advanced features available, so its ease of use is worth considering in any review of future bibliographic system provision. By contrast, responses to EndNote Basic were divided roughly half and half between easy and difficult. This may be the result of fewer features as compared to the full version.

Zotero received fewer positive replies than negative, which is a little surprising in view of the similarities between Mendeley and Zotero.

Question 3: “Do you use a bibliographic tool in all your academic outputs?”

The vast majority of participants do use a bibliographic tool. Since many researchers write for academic journals or publishers who have very specific bibliographic requirements and house styles, it is important to consider the number of styles available in each bibliographic system and the ability to edit to a certain standard. All of the tools mentioned in this survey, with the exception of Word, have a wide range of styles. Mendeley, Zotero and EndNote have the most styles while RefWorks is the easiest to edit.

Question 4: “To what extent do you agree with the following statement – The University should change its subscription from RefWorks to Mendeley?”

This question drew the most responses and was broadly neutral. While more agreed than disagreed, there is still a fairly high percentage that would need to be convinced that the trouble of moving systems and all the work this may entail would be worth it. However, in hindsight it may have been better had the question included more systems than just Mendeley. As can be seen from the free text results from questions 6 and 9, EndNote appears to be a very strong contender to take the place of RefWorks as the University subscribed service.

Question 5: “Do you know where to find support for your choice of bibliographic software?”

128 out of 208 respondents were aware of where to find help though a still high 79 did not. This indicates that there is still some more work to do to make sure the

Library advertises its expertise and that this help is made more visible on the Library web page and through liaison with researchers and staff.

Questions 7 and 8: “Do you use RefWorks Write-n-Cite?” and “If yes, which version, 3 (the one provided on University machines) or 4?”

Of those participants who use RefWorks regularly 44 used Write-n-Cite. This additional piece of software which needs to be networked has proved to be unreliable and cumbersome to use. There is a later version which needs to be downloaded into Word and which has not been made available on University machines because of networking problems. Just 6 participants have used the latest version, presumably on their own machines or who have had an administrator install it for them. There are many unfavourable free-text replies from question 9 which echo the view that this may prove to be an issue when considering the future of bibliographic tools. There are other, more easy to use options of formatting documents in RefWorks which do not rely on installing additional software.

The Mendeley Word plug-in can be installed without administrator permission whereas the EndNote plug-in would need to be networked by IT Services.

Questions 6 and 9: “Is there anything the Library can do to assist you with bibliographic software?” and “If you have any further comments about bibliographic software please list them below”

The responses for questions 6 and 9 showed some similar concerns, so these have been grouped together into 6 themes.

1. Training and Support
2. Issues with the bibliographic tool
3. Functionality
4. Write-N-Cite
5. Referencing styles
6. Issues concerning change-over to a new system

Training and Support

Several participants asked for training sessions to be run more frequently and suggested that students should be made aware of bibliographic tools and assistance available from the start of their university careers. Scheduling courses, especially for new researchers, has been difficult as there are usually no set dates for researchers and staff to start. Arranging the best, most effective time for courses for students and postgraduates – who do usually start at the same time each year - also needs careful consideration.

More help for EndNote users was also requested although this may prove problematic as the Library does not hold any licences for the full desktop version of EndNote.

There were several requests for more written documentation which suggests that the publicity for the material on Learn needs to be improved. In response to a few participants who have asked for printed leaflets it should be noted that this is not an option likely to be taken up as the guidance changes frequently throughout the year and often runs to several pages. However, a new introductory leaflet which also points to the extensive help available is worth considering.

Issues with the bibliographic tool

Participants expressed a strong preference for EndNote with others also keen on Mendeley. Those who liked Mendeley also requested that the software could be downloaded on all machines across campus, not just labs. The preference for EndNote may well reflect the high regard that this tool has among researchers and academic staff and may well differ from the more everyday needs of undergraduates and taught postgraduates.

There is considerable dissatisfaction with the reliability and performance of RefWorks which helps explain the readiness to try other systems.

A few participants found bibliographic tools difficult or impossible to work with LaTeX – a typesetting programme used by some engineers, scientists and mathematicians. This has been addressed with links to expert help placed on the training page on Learn.

Functionality

There are considerable differences of opinion about the functionality of the various tools. The previous section mentions the dissatisfaction with RefWorks. There were also criticisms of Mendeley. Some of the functionality issues are complaints about the software not working in an optimum fashion or not at all. Some participants are not fully aware of system capabilities, which may be a failing of the system to make functionality more comprehensible or the Library in explaining sufficiently clearly.

Several mentioned the need for greater space for PDFs. The storage of these tools differs with subscription versions offering a greater capacity. A subscription to the institutional version of Mendeley would increase storage. RefWorks, the subscribed service, has an even larger storage capacity with the added ability to create multiple accounts for still extra storage.

Although Mendeley has proved popular among researchers and staff, some participants were not happy with the poor data retrieval from PDFs – although paradoxically the ability to import PDFs and scrape data is considered to be a major benefit by the suppliers. Participants were also critical of the other ways in which Mendeley can retrieve reference data from popular databases. EndNote received some positive comments in this regard.

The quality of data output was also questioned with some participants particularly not happy with the ability of RefWorks to process large documents or for the software to do ‘what it said on the tin’.

A few participants mentioned that they would like to have a tool which could help them work collaboratively with others. This is possible with RefWorks in the Group Account facility and in a limited fashion in the free version of Mendeley – the institutional version would offer greater scope in this regard as would the full version of EndNote.

Some participants also mentioned that, unlike Mendeley, RefWorks does not operate particularly well with Macs, which is a concern which needs to be investigated and addressed.

Write-N-Cite

Many participants found Write-N-Cite to be unreliable, clunky and dated with better output functionality available on Mendeley or EndNote. This is not surprising since the version installed is now one below the current version due to technical installation problems. This will need to be addressed as a matter of some urgency in the coming year.

Referencing styles

There were a few participants calling for a standard style to be made available. This is difficult as there is no designated standard style at Loughborough to which all departments agree. Whilst RefWorks allows for standard styles to be made available across campus, decisions would need to be made at an institutional level.

From the replies on functionality and elsewhere, several participants are not completely satisfied with referencing style output, though they may be unaware of the ability to edit styles, which is quite easy in RefWorks though less so in Mendeley. It may be that more support about this aspect of the tool needs to be made available

or promoted more widely to enable participants to take full advantage of their bibliographic tool of choice.

Concerns about changing

Several participants would consider using an alternative tool but are concerned about the processes involved. A long lead-in time and comprehensive assistance is required in the event of a change from one provider to another.

Additional survey of Higher Education Library Managers

A small selection of H.E Library Managers were asked a number of questions about bibliographic software tools via an email list responses were received from 10 members of the list.

Results

Question 1: Do you have an institutional licence to a bibliographic tool? if so which one?

RefWorks	EndNote	No Institutional licence
4	5	2

- 8 did have institutional licences, 2 did not.
- Both institutions without an institutional licence cited lack of use and therefore cost justifications as being the primary reason with one institutional also stating IT upgrading as being problematic
- One institution held licences to both RefWorks and EndNote.

Question 2: Are you happy with it, in terms of development and functionality?

There was some indication that some respondents felt that functionality of other tools was perhaps more intuitive than the tool to which they subscribed. Others stated that users were asking for other tools or that they received lots of queries about using the tool and that this perhaps was an indicator that the functionality could be improved. One respondent stated clearly that they were happy with it and another that usage had increased which might show that its functionality worked or as a result of a “concerted promotional effort”.

Question 3: For which, if any, do you provide support and training?

Two respondents did not directly answer this question. Of the 8 that did, all provided support for bibliographic tools, these respondents included those University Libraries that no longer had institutional licence rather they supported freely available tools. Of the other 6 respondents, with an institutional licence, all supported the tool(s) to which they subscribed with only three actively supporting alternative tools.

Other comments

As the questions were aimed at provoking discussion coupled with the fact that several of the targeted group made their comments available to all on the list an additional topic became the primary discussion point. This was the need to review these services/tools in light of user comments, new developments and the necessity to justify costs.

Of the respondents taking part in this additional discussion, 2 had completed a review, 2 were planning a review and 2 were in the process of review. Others did not comment. Another had done a review of training rather than on the tool itself.

Other comments of note concerned the lack of use of any tools, issues with IT infrastructure and the need for careful planning if a change of tool was being considered.

Issues related to functionality did not feature highly compared to those relating to training and support and use. This is indicative of the nature of the respondents i.e. Library Managers as opposed to users. However, the results of this small scale survey will add to the body of information gained for this stage of the review.

4 Conclusion

The surveys discussed above aimed to provide the Library with information that could inform further planning and discussion in the provision of bibliographic software for Loughborough University.

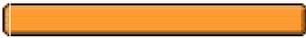
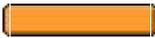
Results have provided some indicators of issues we need to explore further and have given a steer to the future direction of this project. Therefore rather than concluding with recommendations outlined below is a set of issues to explore.

We are also aware that the “audience” reached by both surveys (academic staff, researchers, library managers) is limited and that further work will need to be carried out with our students.

- We will investigate EndNote, looking at costs and functionality.
- We will work more closely with IT Services to ensure there is a planned and collaborative approach to bibliographic software.
- If a change is seen as the most efficient and productive way forward then this needs a long lead time and careful planning.
- We will review and monitor training in terms of scheduling, content and effectiveness and will look at further promotion.
- We will need to engage with our student population to ensure any decisions are made with evidence from a wider range of stakeholder groups.

The Library wishes to thank all those who responded to the survey and provided so much valuable data which can help us to continue to improve our bibliographic services provision.

Appendix 1 Data from questions 1-5, 7-8

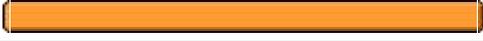
1. Which of the following bibliographic tools do you use most often?			
1.a. • RefWorks			
Often:		26.6%	53
Rarely:		23.1%	46
Never:		50.3%	100
1.b. • Mendeley			
Often:		47.1%	96
Rarely:		14.2%	29
Never:		38.7	79
1.c. • EndNote			
Often:		24.8%	49
Rarely:		11.1%	22
Never:		64.1%	127
1.d. • EndNote Basic			
Often:		4.5%	8
Rarely:		6.7%	12
Never:		88.8%	159
1.e. • Zotero			
Often:		6.1%	11
Rarely:		4.9%	9
Never:		89%	162
1.f. • Word			
Often:		30.3%	57
Rarely:		20.2%	38
Never:		49.5%	93
1.g. • Another			
Often:		14.4%	22
Rarely:		2%	3
Never:		83.6%	127

2. How easy do you find the following bibliographic tools to use?			
2.a. RefWorks			
Very Easy:		9%	13
Easy:		19.1%	28
Quite Easy:		29.5%	43
Difficult:		30.8%	45
Very Difficult:		11.6%	17
2.b. Mendeley			
Very Easy:		39%	57
Easy:		23.3%	34
Quite Easy:		19.8%	29
Difficult:		11%	16
Very Difficult:		6.9%	10
2.c. EndNote			
Very Easy:		29%	31
Easy:		29.9%	32
Quite Easy:		19.6%	21
Difficult:		14%	15
Very Difficult:		7.5%	8
2.d. EndNote Basic			
Very Easy:		10.7%	6
Easy:		14.3%	8
Quite Easy:		26.8%	15
Difficult:		23.2%	13
Very Difficult:		25%	14
2.e. Zotero			
Very Easy:		10.9%	7
Easy:		9.4%	6
Quite Easy:		23.4%	15
Difficult:		32.8%	21
Very Difficult:		23.5%	15
2.f. Word			
Very Easy:		15.7%	17
Easy:		26.8%	29
Quite Easy:		19.5%	21
Difficult:		19.5%	21
Very Difficult:		18.5%	20

3. Do you use a bibliographic tool in all your academic outputs?			
Yes:		78.9%	172
No:		21.1%	46

4. To what extent do you agree with the following statement? The University should change its subscription from RefWorks to Mendeley			
Strongly agree:		29.6%	63
Agree:		15.0%	32
Neutral:		35.2%	75
Disagree:		10.8%	23
Strongly Disagree:		9.4%	20

5. Do you know where to find support for your choice of bibliographic software?			
Yes:		61.8%	128
No:		38.2%	79

7. Do you use RefWorks Write n Cite?			
Yes:		21.1%	44
No:		78.9%	165

8. If Yes, which version, 3 (the one provided on University machines) or 4?			
Version 3 (the one provided on University machines):		85.7%	36
Version 4:		14.3%	6

Appendix 2 – Free text comments from questions 6 and 9

6. Is there anything the Library can do to assist you with bibliographic software?

9. If you have any further comments about bibliographic software please list them below.

Free text comments have been divided into 6 categories, some appearing in more than one:

- 1 Training and Support - 29 comments
- 2 Issues with the bibliographic tool – 68 comments
- 3 Functionality – 31 comments
- 4 Write-N-Cite – 9 comments
- 5 Referencing styles – 1 comment
- 6 Issues concerning change-over to a new system – 6

Category 1 Training and Support

A course on 'getting the best from Mendeley' or similar. I use the features I know about and need, but I imagine there are many other capabilities I would find useful.
A mendeley specific training course
A workshop for new student can help them to familiar the bibliographic software quicker
Assist with Mendeley!
continue to supply training. Refresher courses for new versions
create support for endnote; it has the best integration with word allowing for seamless referencing
FAQs for whichever is the Uni supported version. e.g. how to create a list for use in a paper. Possible methods for producing a bibliography. Constructing an output style for a particular journal.
I have not been in any training for EndNote and Zotero, Maybe, a session will do
Make it easier to find out how to use the software. If possible, make it easier to transfer bibliographic information from one program to another.
more mac awareness
More tutorial & information available in the library website
More option to Open source application. Make courses to cover all operating system Windows, Mac and more. Support for different text editors, such as Word, Pages (Mac OS), Lyx.
No, bibliographic software is straightforward to use. However, too few students are aware that such software exists.
Not at this moment. But others might benefit from being told how and where to adjust styles manually to their specifications.
Pls do not keep changing it as learning one takes time. I used to use EndNote.
Produce a leaflet on how to use with with brief instructions
Provide advanced hands on crash course

Provide endnote support
Provide full access or subscriptions to one of the desktop software based referencing systems that allows storage of PDFs.
Run more courses on how to use it
Short sessions on use specifically for Mendeley only
The key issue I have is with finding somewhere to store lots of pdfs of articles I have downloaded or people have sent me. It would be great to store those with the bib software
Training
Yes, the library can run a few sessions on introducing how to use the software at basic and advanced levels.
After I have shown them how to use Mendeley with their final year projects students have said to me that they wish they had known about Mendeley at the start of their degrees.
I don't find them particularly easy or straightforward to use, although that's probably because I don't use them very often so I forget how to use them each time I need to do so!
I would prefer a stronger support to EndNote users
if i had more understanding i'm sure i'd use RefWorks to a more fuller extent
References management software is an essential part of any academic work. All PhD students should be encouraged and trained to use one from day 1. Clearer guidance on the tools available at the university, and how to use Refworks and Write n Cite should be given to all students.
The option of switching between different citations style. Support for more than text editors and OS. Courses covers the process from Basic to Advance.

Category 2 Issues concerning bibliographic tools

Access to endnote
Access to EndNote would be useful
Become fully aware of LaTeX / BibTeX, since this is format of most science journals.
Consider Endnote as an alternative subscription to REFworks
create support for endnote; it has the best integration with word allowing for seamless referencing
Do we have EndNote available? I'd like that. Is it possible to download to my laptop?
Does the library support Mendeley? I thought they only supported Refworks
Endnote license
Get a site license for endnote, which is what they have at Nottingham Uni, a far superior product & used by most senior academics I know at Lboro, just that at the moment we're buying individual licenses which is probably not cost effective.
get a subscription for Mendeley and teach supervisors how to use it so we can collaborate
Get Mendeley
Have Mendeley downloaded on all computers
help when I have queries, and they always have
I always email the library staff if I have issues with RefWorks. I have always received a response, which is great.
I disagree with the choices in Q4 - The library should consider a site license for Endnote
I find the integration into LaTeX (BibTeX) quite complicated, in the cases where I still use LaTeX.
I use Reference Manager and much prefer this to anything else
I use Reference Manager as the university provided options are very poor

I wasn't aware that we had institutional access to Endnote Basic - I'd like to know more about that as I use an ancient version of Endnote that I bought myself and its age is causing me a few problems.
It would be great if the Library could provide us with Endnote. It is the only Ref. Man. Software, with the option to select several types of word in text references. It is clearly the most complete and one of the easiest to work with.
Library can have more than one software e.g. Refworks + Endnote
More option to Open source application. Make courses to cover all operating system Windows, Mac and more. Support for different text editors, such as Word, Pages (Mac OS), Lyx.
OF COURSE, STRONGLY RECOMMEND ENDNOTE NOT REWORK OR MENDELEY!!!
Pls do not keep changing it as learning one takes time. I used to use EndNote.
purchase a license!
Remember latex and bibtex
Subscribe EndNote
Subscribe to Papers instead — papersapp.com
Suggest IT to pre-install Mendeley to computers, as PhD students have no admin rights to their PC's and they call IT eventually
supply endnote!
Supporting BibTeX for LaTeX users
Switch to EndNote full version or Zotero
The university should change its subscription from RefWorks to EndNote.
We should subscribe Endnote - Mendeley gives too many problems.
After I have shown them how to use Mendeley with their final year projects students have said to me that they wish they had known about Mendeley at the start if their degrees.
Endnote would be my personal preference for bibliographic software.
Get a site license for endnote, which is what they have at Nottingham Uni, a far superior product & used by most senior academics I know at Lboro, just that at the moment we're buying individual licenses which is probably not cost effective.
I confess that i have not devoted attention to rework because i came to use Mendeley first. From my part this seems an easy and pratical tool for my research area. I believe that the university would benefit from this service and they could provide more storage (different plan for mendeley) for the researchers bibliography.
I feel that i have a choice between Mendeley and Refworks during a training session that i attended. It was good.
I feel the Write n Cite is limited in Refworks as you are restricted to how the reference appears in the text. If there is software with a better citation function I would consider switching.
I find endnote excellent and compatible with external partners,
I find the Endnote is most useful in that I can import refereces from wok.mimas.ac.uk and then in a couple of clicks Endnote will search for and download journal pdfs (including those available via the Loughborough library subserptions - you just need to provide the library catalogue weblink). As most of the papers ar written by my students I do not tend to use the write and cite facility as this just gets too complicated when collaborating.
I have always used EndNote and believe that the university should provide us the option to use EndNote and not restrict us in using RefWorks. I am personally not keen on the web-based version and i would like to be provided with the actual software.
I have been told Mendeley is good but have not found the energy to change

I have used EndNote for many years and have been happy with this. If alternative software is available I would be happy to try this, and assume there is a way of porting my current reference libraries over to a new format.

I immediately rejected the notion of using RefWorks, because it was a very inconvenient notion that I would need to be online when using it. Secondly, the cost of continuing to use RefWorks after graduation was ridiculous. Investing in my own copy of Reference Manager that I could upload on my own laptop was a much cheaper and wiser idea. And I haven't regretted it.

I think Endnoteweb which I believe is Endnote basic is much easier to use. One can edit all the sources online and then the plugin for Word automatically finds the sources and enters it into the text and creates a formatted bibliography at the end of the text. It will also format the references in the style required. Ease of use is great. I believe the service is free and it would be great if IT made the plugin for msword available so that one can install it on the work computers. I will definitely use this service rather than the other ones that are available. It is definitely easier than the RefWorks Write n Cite.

I use JabRef - free and more portable than the others IMHO

I use MS 'One Note in conjunction with word/Refworks. I find the three things compliment each other very well

I use RefWorks too but it is not as user friendly as Reference Manager, plus I understand not all students get on with RefWorks to well - perhaps because they don't know it that well

I used it and then decided to convert my entire bibliography to Mendeley as it is easier to add and manage entries.

I want to use EndNote. I'm using Mendeley only because it's free.

I would far rather use Endnote over RefWorks. I use RefWorks as I am forced to do so on my university machine.

I would like to change from RefWorks to Mendeley, but currently there is not an easy way to copy all references, information and attachments over.

I'd suggest having a choice between Refworks and Mendeley - as many databases still allow for direct export of refs to Refworks but not yet Mendeley (even if the latter is getting increasingly popular).

In my experience with several tools Zotero has been the best one for several years.

Many projects involve researchers from several universities. In my experience (Bath, Oxford, Newcastle, Surrey) they wanted to use Endnote so this meant using it here too in order to share references. This may have been the preference of individuals rather than the policy of their respective universities, but having the use of Endnote has been important for my work.

Mendeley is more modern than RefWorks, and could be better suited to most students/researchers. Mendeley is almost the same as Zotero so the choice is not significant.

Not sure what you mean by 'Word' in this context? Microsoft Word? I also find it difficult to collaborate on writing a paper with colleagues and both trying to add references.

Papers, by Mekentosj, is the software I use

Preference is to use Adobe Acrobat Advanced Search option.

Previously used Refworks, but found errors and anomalies in bibliography so have switched to Mendeley.

RefWorks is just not good, because it is not a desktop software. Further write-n-cite does not work good on Macs and causes more problems. Mendeley is way better and easier, especially for Apple products.

RefWorks Write n Cite never worked properly for me. Every time I tried to use it I got a message saying it couldn't find some of the references even though I could find them if I searched for them. This is why I switched to using EndNote, which I've never had a problem with.

Supporting BibTeX for LaTeX users

The library should consider a site license for Endnote and forget the other inferior products

there are some minor bugs in Mendeley (my main frustration is limited styles and some strange output in the Word plugin) , as a university subscriber we might have some more ability to pressure for improvements.

Why not use MS word and its supporting reference manager as default? It is free and it is build in for Word users

You need to invest in decent software. The current options are very poor. Reference Manager or Endnote provide the best support in my opinion.

Category 3 Functionality

bibtex format output of ref lists

Just a little thing. In the catalogue, some of the names of authors also contain their year of birth (and death). Or when a book is edited, the names of the editors are sometimes in the same line as the title. This is then also imported into refworks. I know you have to check the reference anyway, but if the way they import into refworks could be taken into account for new entries that would be great!

more mac awareness

More option to Open source application. Make courses to cover all operating system Windows, Mac and more. Support for different text editors, such as Word, Pages (Mac OS), Lyx.

offer a better mobile interface to the library

syphon money from the fund - we need more 1970's Dr Who inspired areas in the library. The main reception is a good start, but more needs to be done to make the whole place look cheap and tacky. The website as a whole is barely usable - this is too usable for Loughborough, it needs to be more maze like, i want to spend hours navigating it - not just a single hour. When i order a new books through my department i want it to take a full year, not the month or two it currently takes - more rigid and poor quality supply contacts are required. Theres too few passwords for too few library services, i want to have have to use a vault containing miles of paper listing my various passwords.

The key issue I have is with finding somewhere to store lots of pdfs of articles I have downloaded or people have sent me. It would be great to store those with the bib software

The refworks write n cite is a bit complicated because you have a different window open and have to continously switch between word and the program. Have stopped using it. One should at least have an option that one can use the program that one is most comfortable with.

Yes, especially when the newly updated software is not comparable with the document that generated using previous version.

1. The bibliographic element of the software is not enough. It needs integrating with content analysis but NVIVO is over kill for articles. 2. Mendeley focusses too much on collaboration/article sharing. Academics do not work like this! Waste of time. 3. Mendeley's content analysis is weak. Poor searching for purposeful coding. 4. Menedeley is good for searching - fast indexing database. Better than adobe acrobat. However marking up is proprietary and should use the adobe standard.

Any web-based system is slow because of the Uni network being slow. Refworks is not intuitive and is limited in its capability e.g. if putting together a list for a paper, it only exists for that session, and disappears when you log out.

Anything used must have good bibtex output.

Bibliographic software has in the past been incompatible with collaborative working across different service packs, versions of word etc. If you can support collaborative authorship then that would be great.

Concerns about accuracy of refworks and mendeley reference output. Time consuming to input references into database.

For my case, using Refworks directly has been easier and more consistent than Write-N-Cite.

I did start to use Write N Cite but the way it manages references / footnotes (i.e. in form fields in a Word Doc) totally put me off. Word docs can be cranky at the best of times, and adding a whole load of form fields to a document often makes it a lot worse.

I feel the Write n Cite is limited in Refworks as you are restricted to how the reference appears in the text. If there is software with a better citation function I would consider switching.

I find that the RefWorks is more useful than Mendeley, because after Mendeley extracts info from papers, many strange codes would appear for papers published in early years, and so I have to edit those info manually, which is time-consuming. Also, some search engines like Google scholar do not have export links to Mendeley.

I find the Endnote is most useful in that I can import refereces from wok.mimas.ac.uk and then in a couple of clicks Endnote will search for and download journal pdfs (including those available via the Loughborough library subscriptions - you just need to provide the library catalogue weblink). As most of the papers ar written by my students I do not tend to use the write and cite facility as this just gets too complicated when collaborating.

I found Refworks to be a pain, especially as I work a lot from home and found I couldn't configure citation presentation and references to a journal requirements. Now switched to mendelay although not tried using it to cite yet. But so much easier to manage resources/pdfs.

I had to stop using ref works with word for citations in the document for my PhD when working on a mac. As it consistently crashed...but found it useful for collecting references.

I switched to write n cite 4 at one point, and belatedly found it was a really dodgy bit of software. I switched back but had already written half of my PhD thesis. It took me about 6 hours to fix some bizarre formatting references that refworks introduced at a very late stage.

i think Refworks is a bit dated. I very much like that in Mendeley you can import the pdf of the document to the library and it strips the metadata from the pdf itself with no fuss (it tends to take the information from the DOI which is very easy to use). There is no downloading separate files from ISI which i find tedious. Its much more compact and user friendly. It does have a few bugs, but in my opinion it is a much better way of handling references and your papers.

I would like to change from RefWorks to Mendeley, but currently there is not an easy easy to copy all references, information and attachments over.

It is hard to set up citation preferences in Mendeley

Mendeley is excellent in general, but the reference importing is less reliable than that in RefWorks. It seems to operate by picking up data by 'reading' the page, and sometimes gets this wrong.

My experience shows that the larger the size of the Word document (e.g.thesis) the more likely the RefWorks online database became harder to access. Also converting from Word 2007/2010 down to 2003 makes the RefWorks online database more likely to crash (i.e inaccessible or can't be read)

None of the above bibliographic software fulfills the main requirements of managing research literature which is content management.

Previously used Refworks, but found errors and anomalies in bibliography so have switched to Mendeley.

RefWorks is just not good, because it is not a desktop software. Further write-n-cite does not work good on Macs and causes more problems. Mendeley is way better and easier, especially for Apple products.

soft needs to work online as well as offline and should be able to import endnote libraries (inc pdf collections)

Category 4 Write N Cite

Write n cite does not look so appealing and should be made more user-friendly.

RefWorks Write n Cite never worked properly for me. Every time I tried to use it I got a message saying it couldn't find some of the references even though I could find them if I searched for them. This is why I switched to using EndNote, which I've never had a problem with.

RefWorks is just not good, because it is not a desktop software. Further write-n-cite does not work good on Macs and causes more problems. Mendeley is way better and easier, especially for Apple products.

I did start to use Write N Cite but the way it manages references / footnotes (i.e. in form fields in a Word Doc) totally put me off. Word docs can be cranky at the best of times, and adding a whole load of form fields to a document often makes it a lot worse.

I feel the Write n Cite is limited in Refworks as you are restricted to how the reference appears in the text. If there is software with a better citation function I would consider switching.

I find Refworks write n cite not as user friendly as Mendeley

I find the Endnote is most useful in that I can import refereces from wok.mimas.ac.uk and then in a couple of clicks Endnote will search for and download journal pdfs (including those available via the Loughborough library subscriptions - you just need to provide the library catalogue weblink). As most of the papers ar written by my students I do not tend to use the write and cite facility as this just gets too complicated when collaborating.

I think Endnoteweb which I believe is Endnote basic is much easier to use. One can edit all the sources online and then the plugin for Word automatically finds the sources and enters it into the text and creates a formatted bibliography at the end of the text. It will also format the references in the style required. Ease of use is great. I believe the service is free and it would be great if IT made the plugin for msword available so that one can install it on the work computers. I will definitely use this service rather than the other ones that are available. It is definitely easier than the RefWorks Write n Cite.

RefWorks is just not good, because it is not a desktop software. Further write-n-cite does not work good on Macs and causes more problems. Mendeley is way better and easier, especially for Apple products.

Category 5 Referencing style

A standard Loughborough University Harvard referencing should be made within Mendeley for everyone to use. SO that the correct style of bibliography and in text references are produced.

Would be useful if we could have a Loughborough British Harvard bibliography output style we could download into Mendelay. As at the moment we are forced to use output styles from other libraries.

Category 6 Concerns about changing

If you do end up changing then please give ample notice time as well as explanations as to how we can transfer what we have in Refworks into Mendeley.

Changing from one referancing software to another in a big commitment of time and effort. can the university please have a long term commitment (10 years +) to one or the other.

I use Write'n'Cite III on my own computer so again, if you are thinking of swapping please do let people know in plenty of time as well as how to adjust/transfer over (if applicable)

My major concerns is the database set up in the current software will not be able to be transferred to new software.