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Citation managers

Template for a brief model report on the ethnographic study comments:

Part I: Brief overall statement on comments

In general our users do not know what resources we own. Many users asked for us to make available a citation manager. The comments in this section focus on the desire to have other citation managers available such as Endnote or ProCite. Most users who expressed a preference were interested in Endnote. This is a code that the library has very little control over, unless we would like to pursue the purchase of other products, which we assume in this economic environment is not feasible or realistic.

Part II: recommended changes to the RUL website

- Users do not seem to find Refworks on the home page. Since this is on our home page now, may be it needs to be identified differently like using the words Citation Manager instead of Refworks.
- Highlighting Citation Managers in general from the home page with a link to Refworks [and its tutorial?] and Zotero might be considered as a possible change.

Part III: other issues to consider in the future

- More instruction on the use of citation managers targeted to graduate students is called for.
- Users do not know there is an online tutorial available for Refworks
- Overall better marketing of Zotero and Refworks citation managers.
- We do have the opportunity to provide some feedback to Refworks. One user recommended that they would like the ability to add tags or keyword for searching in Refworks as a system enhancement.