

11-4-2010

Implementing Reference Management Software: Ref Works Three Years Later

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Recommended Citation

Hollandsworth, Bobby, "Implementing Reference Management Software: Ref Works Three Years Later" (2010). *Presentations*. 79.
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Implementing Reference Management Software: RefWorks Three Years Later

Bobby Hollandsworth
Business Reference Librarian
Clemson University Libraries



Background

- Clemson University, Clemson, SC
 - 19,453 FT/PT
 - 15,459 undergraduate students
 - 3,994 graduate students
 - 1,514 faculty
 - 3,011 staff
- August 2006 – no campus wide bibliographic management solution

Finding a Solution

- Looked at RefWorks and EndNote
- RefWorks visited our library in early 2007
- Rep demonstrated the product to the librarians
- Signed a contract with RefWorks in April 2007
- Our IT department paid the first year
- Summer 2007 started to train the librarians

Promotion

- Posters
- Tent cards
- Flyers
- Handouts
- “Drop in” demonstration
- Mentioned in library classes

Outreach

- Email graduate coordinators
- Librarians email their faculty
- Word of mouth

Classes & Workshops

- Range from English 103 to graduate classes
- The regulars every semester
- Signup through the library
- Graduate boot camp
- Office of Teaching Effectiveness and Innovation (OTEI)

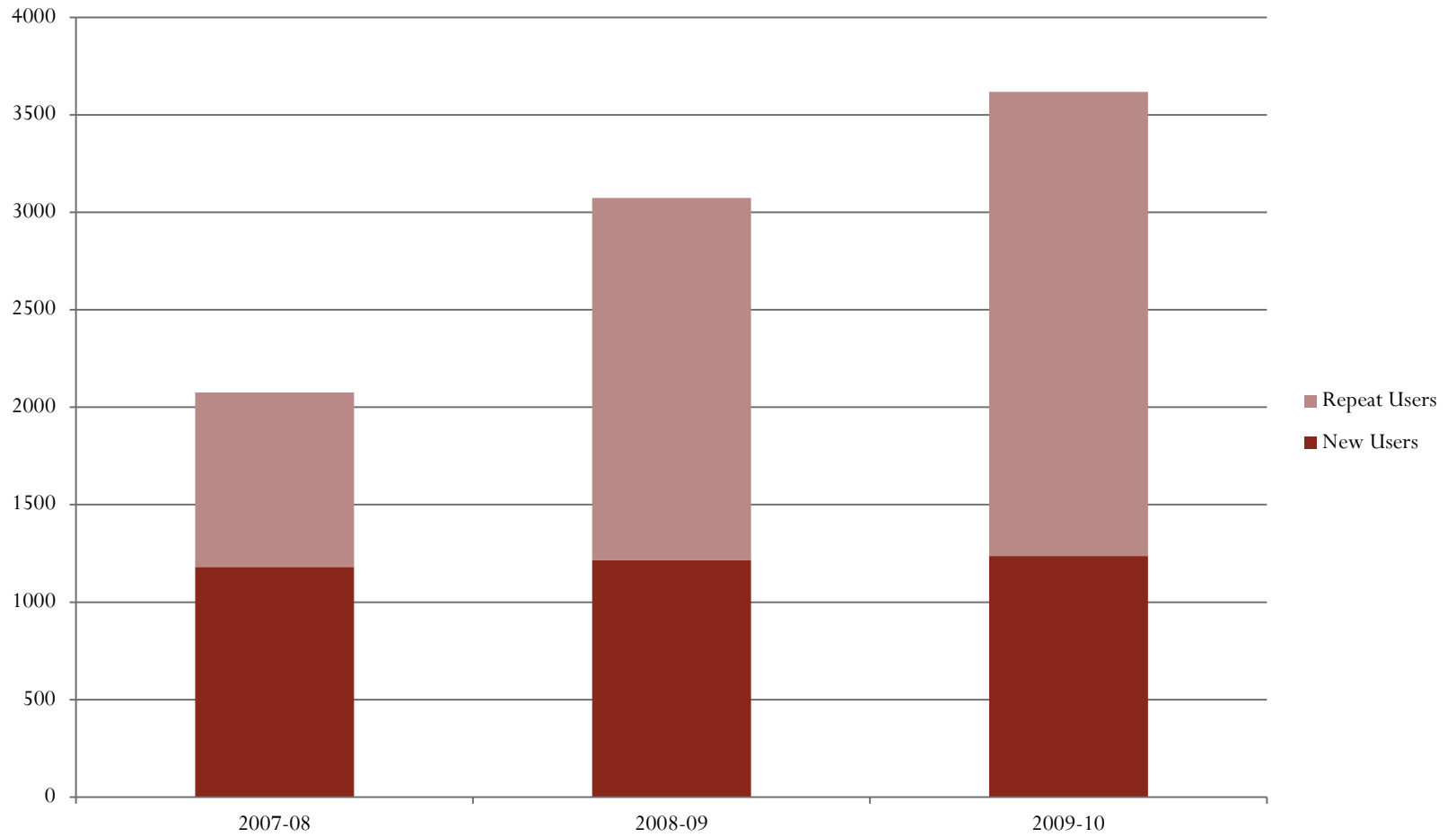
Support

- Library RefWorks reference page
- Quick start guide
- Online tutorial
- Video tutorial
- Handle issues, problems, and troubleshooting
- Communicate with RefWorks support
 - new output styles
 - database filters

Usage

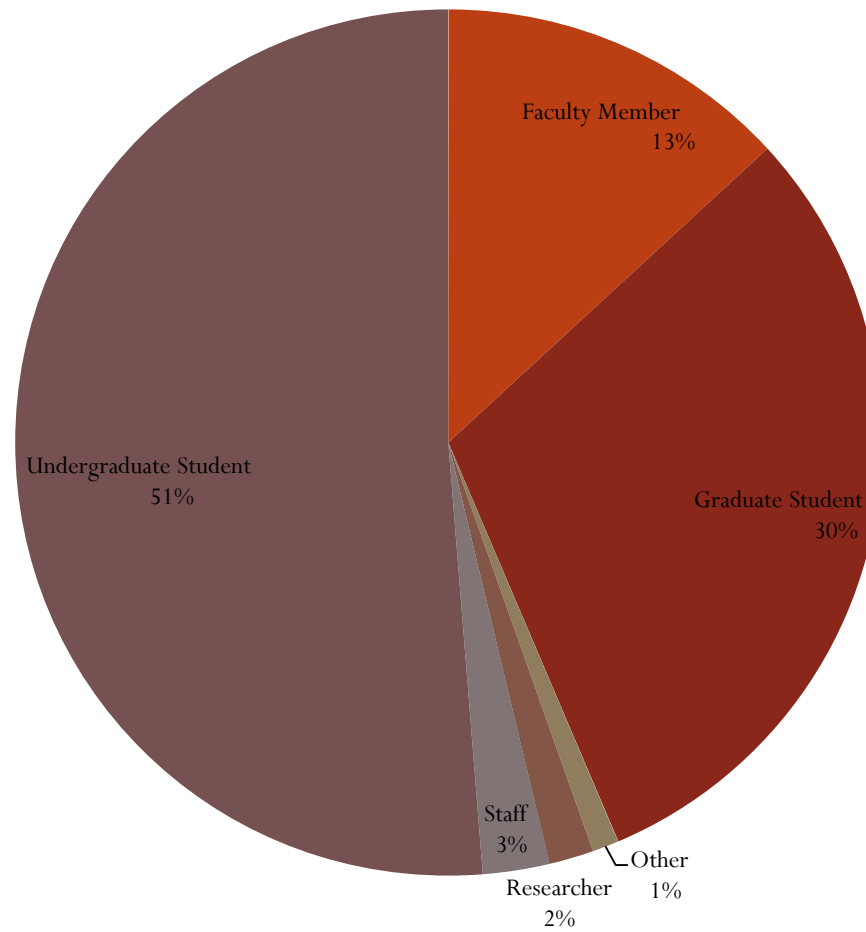
- Total accounts (3 ½ years) – 4,271
- Total use by year
 - 2007/08 – 2075
 - 2008/09 – 3073
 - 2009/10 – 3617
 - 2010/11 - 1401

Usage



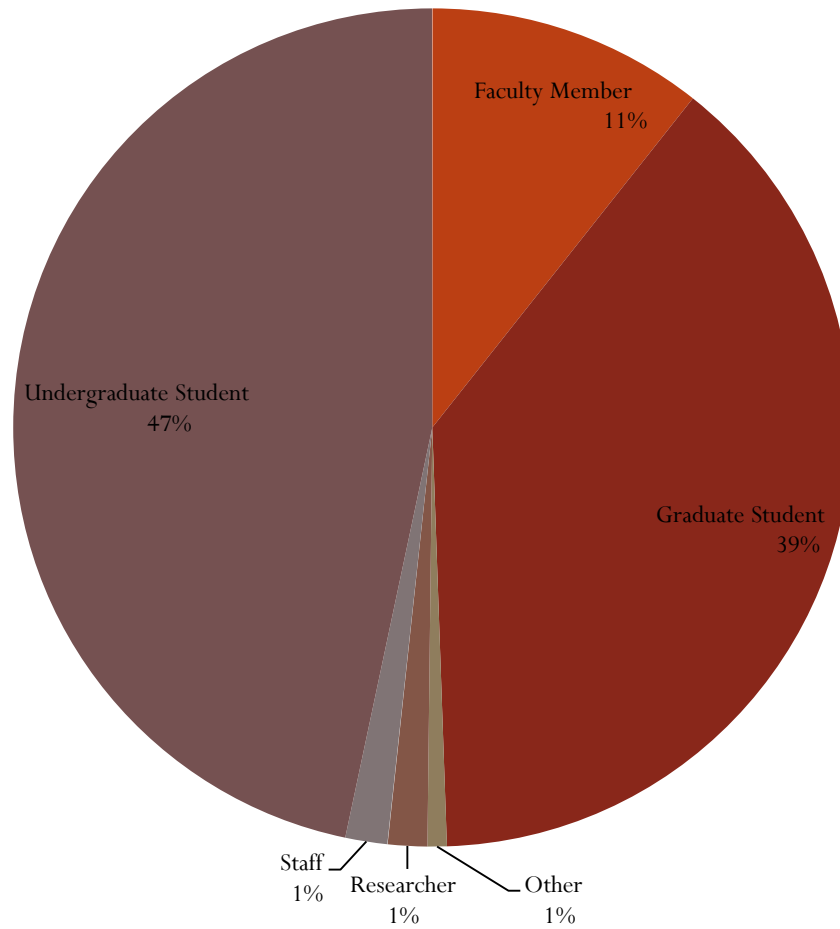
Usage

2007-08



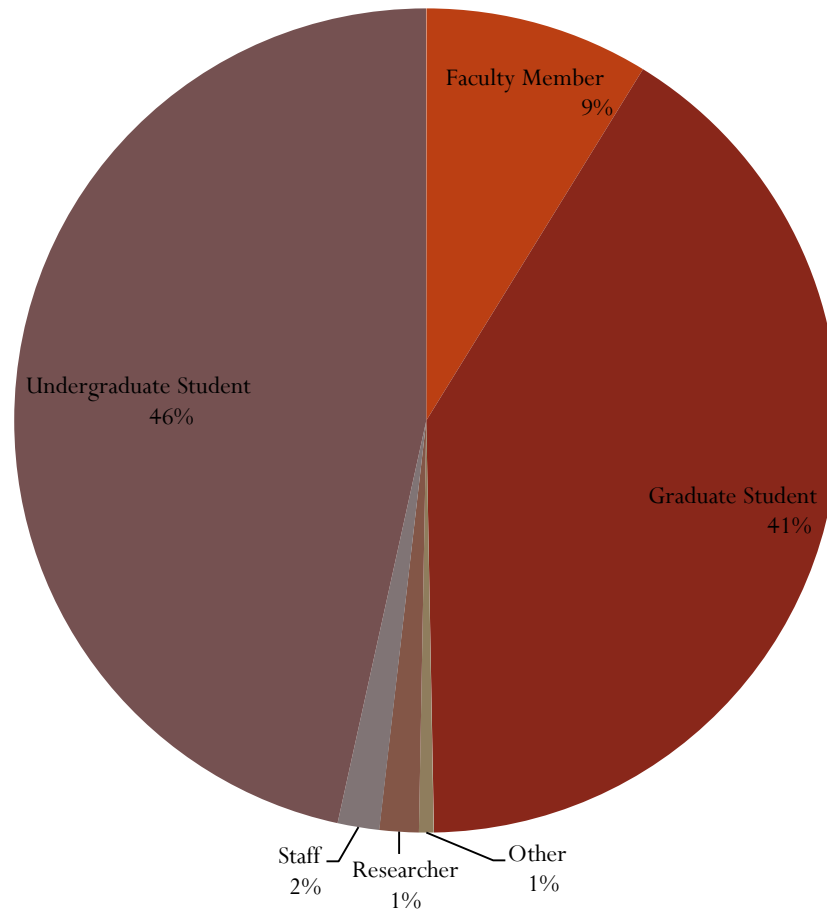
Usage

2008-09



Usage

2009-10



What's Next?

- Keep growing (more promotion, classes)
- Target undergraduates
- Use and advertise RefShare
- Try to delegate

Discussion

- Open source vs. subscription (free vs. fee)
- Other forms of promotion, what works?
- Questions?