Duquesne University Gumberg Library
University Library Committee
November 18, 2013

Present:  Dr. Suhail Abboussi, School of Business, x6678, abboussi@duq.edu
          Mr. Ted Bergfelt, Library, x5351, bergfeltt@duq.edu
          Mrs. Bridget Euliano, Gumberg Library, x5260, eulianob@duq.edu
          Mr. Zachary Hudak, SGA, x6617, hudakz@duq.edu
          Dr. Pam Koerner, School of Pharmacy, x6372, koerner@duq.edu
          Dr. Stuart Kurland, Faculty Senate, x6424, kurland@duq.edu
          Dr. Darius Prier, School of Education, x4470, prierd@duq.edu
          Ms. Cheryl Read, GPSC, readc@duq.edu
          Dr. Luann Richardson, Nursing, x 6459, richardson@duq.edu
          Dr. Laverna Saunders, Gumberg Library, x6138, lsanders@duq.edu
          Dr. James Ulrich, SLPA, x1640, ulrich@duq.edu
          Dr. Diane Williams, School of Health Sciences, x4217, williamsd2139@duq.edu
          Mrs. Kathryn Liermann – recorder

Excused:  Dr. Benjamin Binder, School of Music, x4355, binderb@duq.edu
          Dr. Therese Bonin, McAnulty College, x6504, bonin@duq.edu
          Dr. Bogdan Bucur, McAnulty College, x1598, bucurb@duq.edu
          Dr. Michael Seaman, BSNES, x4597, seamanm@duq.edu

Guests and Visitors:

Hot Topic: RefWorks Decision and Citation Software Options

Ted Bergfelt, Gumberg Library

- Recommendation has been made by Diana Saso, Director of Information Services, Gumberg Library, to discontinue subscription to RefWorks as of June 30, 2013.
- Price of RefWorks was $9,495 per year, paid from the library materials budget, but this past year, because of the problems, we cut a deal to just pay $4937. (Because only half the product works reliably.)
- We’ve been thinking about this for about a year now
- Proposal has not yet been accepted by Dr. Saunders. She is seeking advice from this committee as to what to do.
- Provost and Academic Council will also weigh in on this. Diana will address the AC on Dec. 16.
- Proposal:
  o Discontinue subscription to RefWorks as of June 30, 2013.
- Would hope to have decision in December, because we need to begin planning to assist users to transition to the citation management software of their choice.
- Library would provide training on Zotero and EndNote (two products most likely to be used in place of RefWorks, according to a survey) – There are many EndNote users on campus now, a number in Nursing.
- Proposal suggests consideration of purchasing a campus license for EndNote and seeking funding for this from the university. Citation management software should no longer be purchased with funds from the library’s collection budget as was the case with RefWorks. Survey results suggest that citation management software should be provided at no cost to the user.
- A campus license for EndNote would cost $7,500 annually for a three-year contract.
- Individual EndNote licenses are available from the campus computer store for about $100. Zotero is free (however, even “free” products have hidden costs for a three-year contract). The library does not believe the new RefWorks product, Flow, is something we would like to pursue. Based on past performance, we are not sure we trust RefWorks to deliver reliable products. For those who would like to continue with RefWorks, an individual account can be purchased for about $100 a year.
- The Provost wants to first consider the proposal to drop RefWorks, and then separately would like to deal with the idea of purchasing a campus license for another product such as EndNote, and how that would be funded.

- While we know this will be an inconvenience for many, and a nightmare for some, this has been proposed for a number of reasons

- Reasons:
  - (Before going on, there are two parts to RefWorks: 1) account which permits you to create a web-based database of citations, to which you can add and from which you generate bibliographies- works pretty well; 2)Write-N-Cite, a piece of software you download to an individual computer, which is used for in-text citations - most of the problems are with this)
  - On-going problems with installing Write-N-Cite software on student and campus computers
  - Frequent changes/instability of the RefWorks system
  - Frequent changes to Write-N-Cite make it difficult to keep the software up to date in campus labs and on other computers
  - Fewer styles included, compared to EndNote
  - Incorrect handling of URLs (a known problem that RefWorks cannot fix is that it inserts our authentication string into URLs, which results in incorrect citations)
  - If your on-campus computer has a 32 bit system, you will not be able to use Write-N-Cite because of an incompatibility with the Kaspersky security software, though this resolves if you have a 64 bit system.
  - RefWorks does not correctly render APA 6th edition style for journal article citations (43.8% of faculty respondents to our March survey us RefWorks for
APA citations, and 52.4% of grad students use it for APA. Problems as well with AMA citations.

- Different ways to export citations from different databases. Requires we have and maintain a number of different guides.

- Because of problems with Write-N-Cite, the library stopped supporting that portion of RefWorks and asked faculty not to require their students to use it.

- Some technical problems have been fixed, but the product remains unreliable

- RefWorks use has declined since 2007
  - Total accounts: 10,408
  - Inactive: 8164 (not used in the last 2 years) 78.4% (some of that could be accounted for by graduation and faculty moving to other jobs, but that could not account for all, especially with record classes coming to the university
  - Active: 2244 (meaning used in the last 2 years) 21.5% have been used in the last two years
  - Active and New: 1458 (created and used in the last 2 years) 65% of the active have been created in the last two years. How long before they would drop RefWorks because of difficulties?

- What Dr. Saunders would like is input from ULC members to help her decide whether to sign this proposal or not.
  - What styles do your departments/schools use?
  - Which citation managers do your students and faculty use?
  - Feedback can be sent to Dr. Saunders or Diana Sasso
  - Music does not use RefWorks – would not affect them at all
  - Will affect Nursing greatly
  - The library needs to know what different user groups need
  - The answer to the problem will be a product or products that meet user needs and that are reliable and relatively easy to use
  - To quote Diana: “What we pay for has to work. We can get software that doesn’t work for free.”

Conversation Summary: Bridget Euliano

- After Ted’s presentation, members discussed the proposal to cancel RefWorks. The School of Pharmacy reported that it seems that very few in the School are currently using RefWorks. The Pharmaceutical side seems to be using EndNote. Therefore, it did not seem that dropping RefWorks would have a huge impact for Pharmacy. The representative for Faculty Senate said that it seems like the library has made a good case for dropping RefWorks. The School of Business reported that their use of the software is limited. The representative from the School of Business also thought that it made sense to discontinue RefWorks. He thought that perhaps it would make sense to pick whichever new product we could transition into most effectively with a minimum loss for current clients. The School of Education reported that it did not seem that the cancellation would have a major impact there, either. Several members mentioned that
they have heard very good things about EndNote. The representative for the Graduate & Professional Student Council inquired as to whether students would be able to still access their research after they graduate, if they are relying on a university account. That led to the suggestion that maybe one of these providers should have a provision in which one could keep their account for a two year period after they graduate. Perhaps a new graduate rate could be offered?

- There was a question about the feasibility of transferring your citations to a new product. The library has learned that RefWorks would assist in transferring data to another product. There was a suggestion that perhaps the library could find out from RefWorks which Schools are the heaviest users of RefWorks so that the library could receive targeted feedback from those users. Bridget mentioned that a representative from the School of Nursing (a School that heavily uses RefWorks) has been very involved in trying to resolve issues with RefWorks, including participation in conference calls with RefWorks staff.

- Bridget reported that the quote for EndNote obtained by the Computer Store was less expensive ($7,500 a year for 3 years) than the quote she obtained for Gumberg Library ($10,000 a year for 3 years).

- The representative from the School of Leadership & Professional Advancement suggested that it might be ideal to have an overlap of time in which we still had RefWorks and had access to the new product. Bridget mentioned that we have sometimes been able to arrange this when we cancel one database and start providing access to a new database for an overlapping time period to ease the transition.

- The committee agreed that there was consensus among the members that cancelling RefWorks as of June 30, 2014 was a good idea.

- Dr. Saunders said that the proposal to cancel RefWorks will be discussed at Academic Council in December and that there would be a good deal of communication as we move forward.

Announcements:

**Dr. Who 50th Anniversary Celebration at Gumberg:** Celebrate 50 years of the Doctor with Gumberg Library, Duquesne’s English Department, and the Red Masquers! Watch clips from classic episodes and join the discussion led by Dr. Anthony Adams. Come dressed as your favorite Doctor or Companion and you could win tickets to the 3D simulcast of *Day of the Doctor* on Nov. 25. Follow @GumbergLibrary on Facebook and Twitter for updates. #DUTorWho

**Wednesday, November 20, 8-10 p.m., 5th floor Gumberg Library**

Due to Duquesne University’s planned electrical outage, Gumberg Library will be closed Saturday and Sunday, November 23-24, and reopen at 7 a.m. on Monday, November 25. Books and other items should be checked out by 5 p.m. on Friday November 22. Using Multipass access Gumberg’s online resources at: [http://www.du.edu/library](http://www.du.edu/library). Research assistance is also available at [http://ask.library.duq.edu](http://ask.library.duq.edu/).
Change of Gumberg Library Hours: Plan Ahead for Thanksgiving Break!

November 23-24    Closed for planned electrical outage.
November 25-27    7 a.m. – 6 p.m.
November 28-29    Closed
November 30    10 a.m.-6 p.m.
December 1    1 p.m.-1 a.m.

Fall 2013 Finals Hours

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<tr>
<th>Date</th>
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<tr>
<td>Monday, December 9 - Tuesday December 17, 2013</td>
<td>OPEN AT 7 A.M. ON DECEMBER 9 AND STAY OPEN 24 HOURS/DAY THROUGH TUESDAY, DECEMBER 17 CLOSE AT 9 P.M. ON WEDNESDAY, DECEMBER 18</td>
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<td>Thursday, December 19, 2013</td>
<td>7 a.m. to 6 p.m.</td>
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<td>Friday, December 20, 2013</td>
<td>7 a.m. to 4 p.m.</td>
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<td>Saturday-Sunday, December 21-22, 2013</td>
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Christmas Break

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<td>Monday, December 23, 2013- Wednesday, January 1, 2014</td>
<td>CLOSED</td>
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<td>Thursday, January 2, 2014</td>
<td>CLOSED (Staff In-Service)</td>
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<td>Friday, January 3, 2014</td>
<td>7 a.m. to 6 p.m.</td>
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<td>Saturday, January 4, 2014 - Sunday, January 5, 2014</td>
<td>CLOSED</td>
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<td>January 6, 2014</td>
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<td>January 7, 2014</td>
<td>7 a.m. - 10 p.m.</td>
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<td>Wednesday, January 8, 2014</td>
<td>Resume Regular Hours 7 a.m. - 1 a.m.</td>
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Documents posted to ULC campus guide (http://guides.library.duq.edu/ulc)
Proposal for RefWorks citation management software to cancel

Respectfully submitted,
Kathy Liermann
11/21/19