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### Exploring the Value of Citation Management Tools in the Academic Library

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# Exploring the Value of Citation Management Tools in the Academic Library

Julia Glauberman  
Binghamton University Libraries  
ACRL/NY Annual Symposium  
December 1, 2017



# The Survey

- Institutional info (FTE, Carnegie Classification)
- Purchase or subscription costs for paid tools
- Library support for paid tools
- Library support for free tools
- Communication with vendors
- Satisfaction with tools
- Comments (open-ended)







# The Respondents (364)

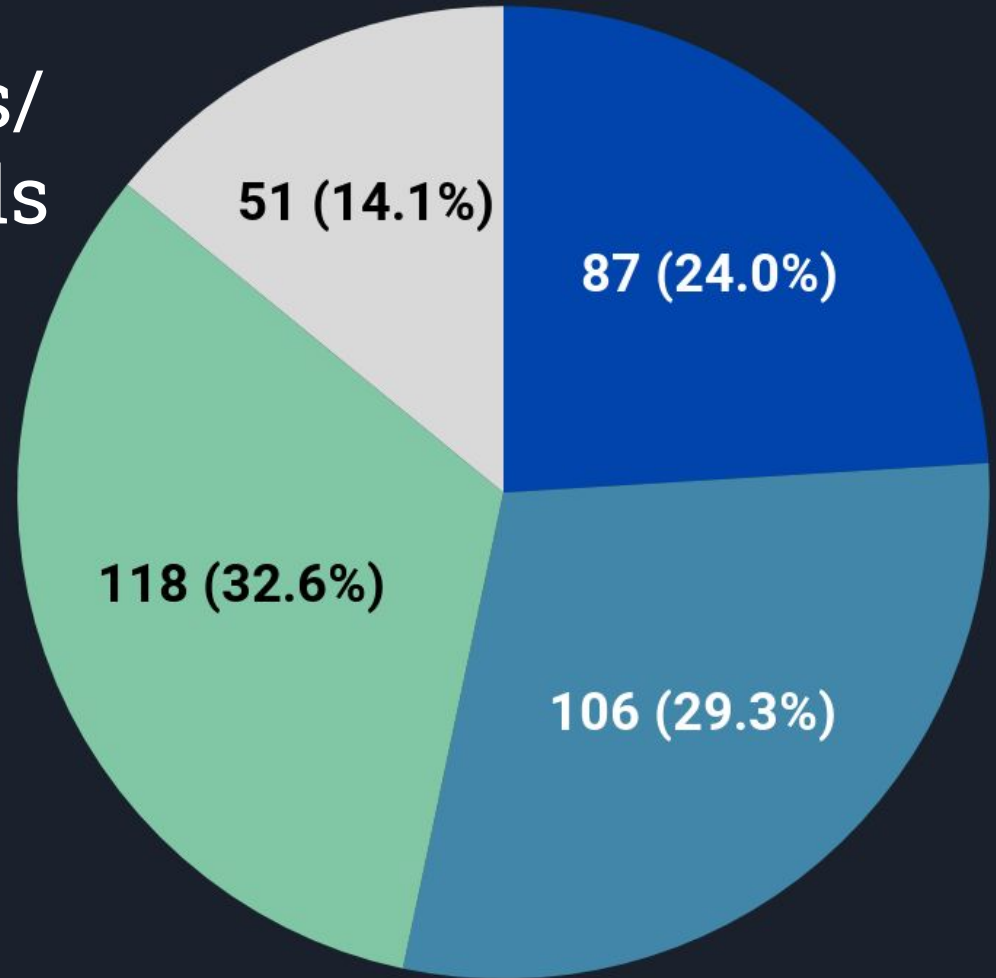
Affiliation	
Public	208
Private, not-for-profit	145
Private, for-profit	4
[no answer]	5

FTE	
<2,000	56
2,000–4,999	79
5,000–9,999	67
10,000–19,999	62
20,000–29,999	34
30,000+	60
[no answer]	4

Carnegie Classification	
Associate's Colleges	36
Baccalaureate Colleges	65
Master's Colleges/ Universities	97
Doctoral Universities	146
Special Focus Institutions	10
Tribal Colleges	0
[no answer]	8

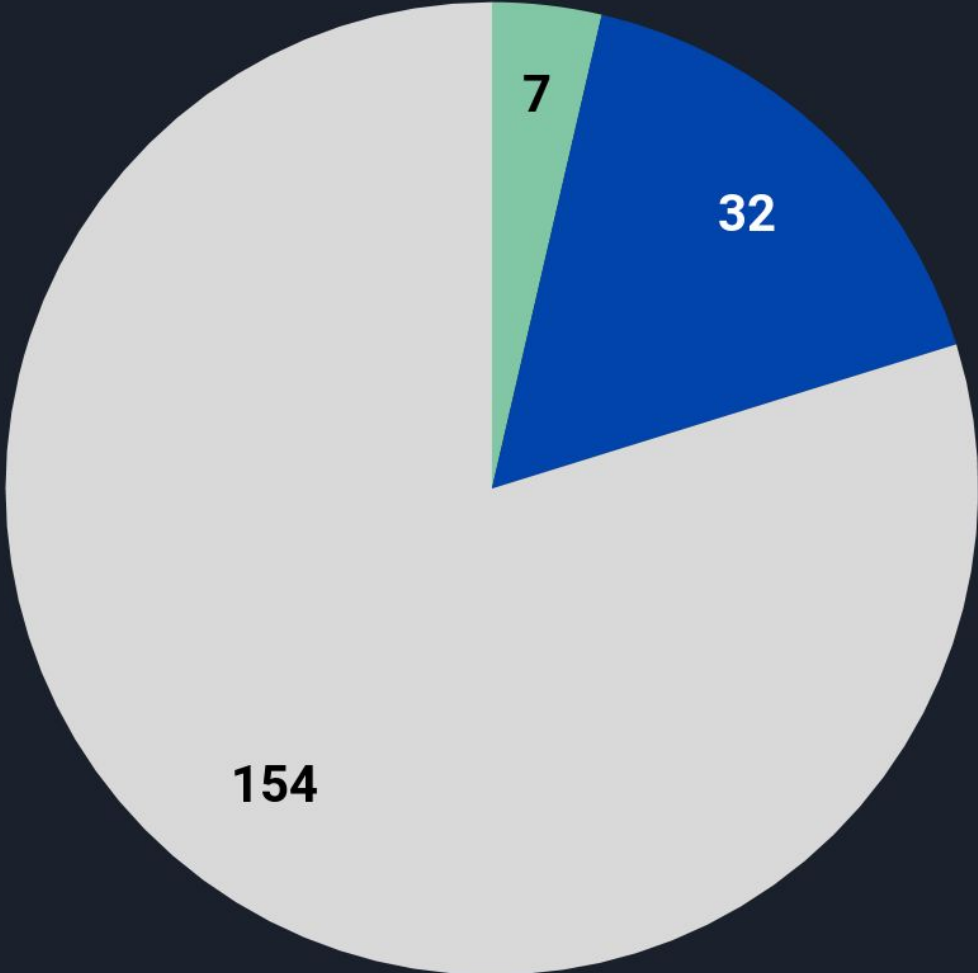
# Access to paid tools/ support for free tools

-  Paid tools only
-  Paid and free tools
-  Free tools only
-  No tools



Are you legally allowed to disclose the price your institution pays for this tool?

- Yes
- No
- I'm not sure





## Pricing (according to those 7 people)

\$24,000/year

“but I don't know what we paid”

\$23,000/year

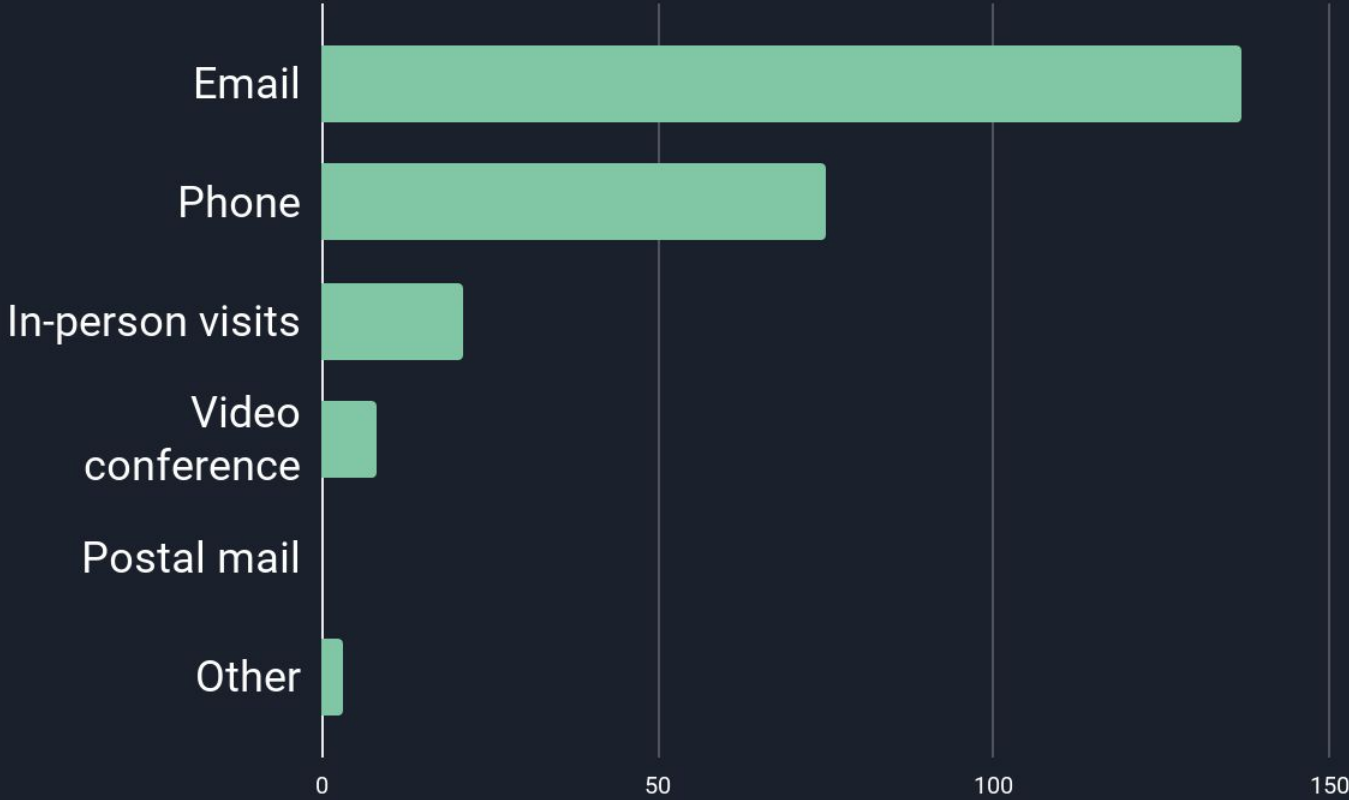
“beats me”

\$5,310/year

“?”

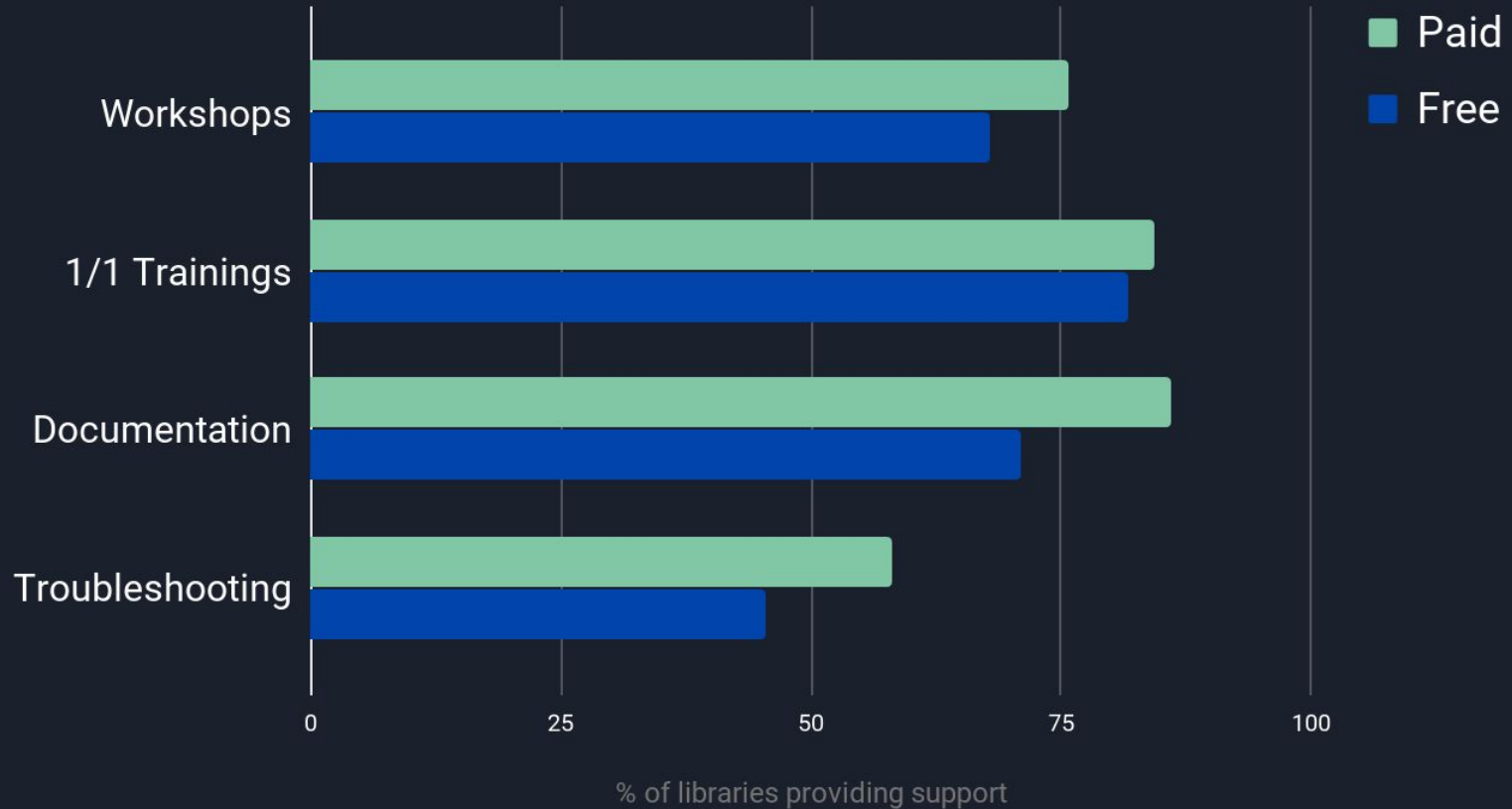
\$360

# Communication w/ vendors





# Types of support





# Satisfaction

- Usability
- Accuracy of citations produced
- Integration with other research tools
- Integration with word processors
- Clarity of privacy policy and/or terms of service agreement



# Satisfaction (paid tools)

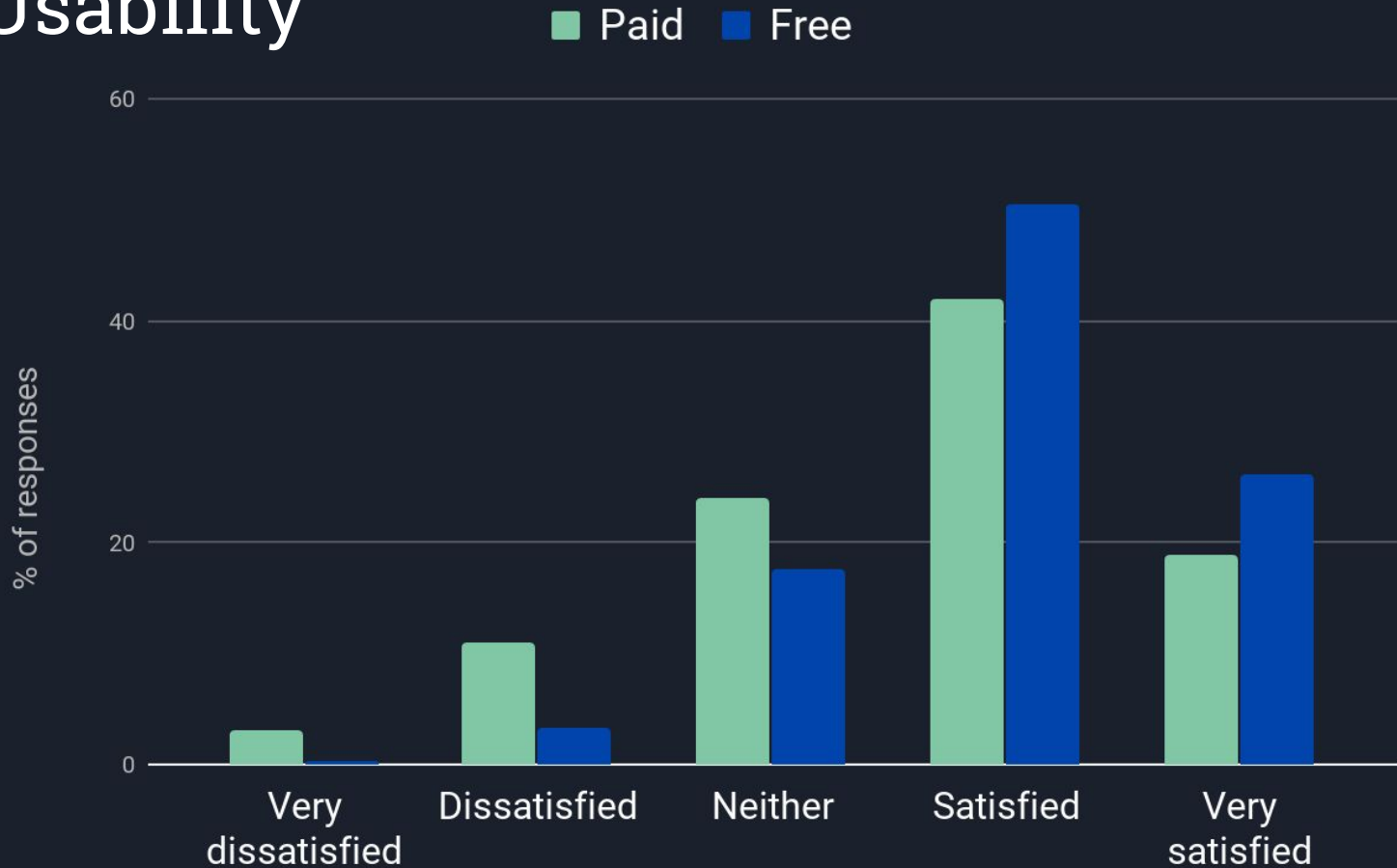
- Usability
- Accuracy of citations produced
- Integration with other research tools
- Integration with word processors
- Clarity of privacy policy and/or terms of service agreement
- **Vendor support for technical troubleshooting**
- **Vendor response to feature requests**
- **Vendor transparency regarding product development**
- **Vendor-provided training materials**
- **Vendor-provided promotional materials**
- **Price**



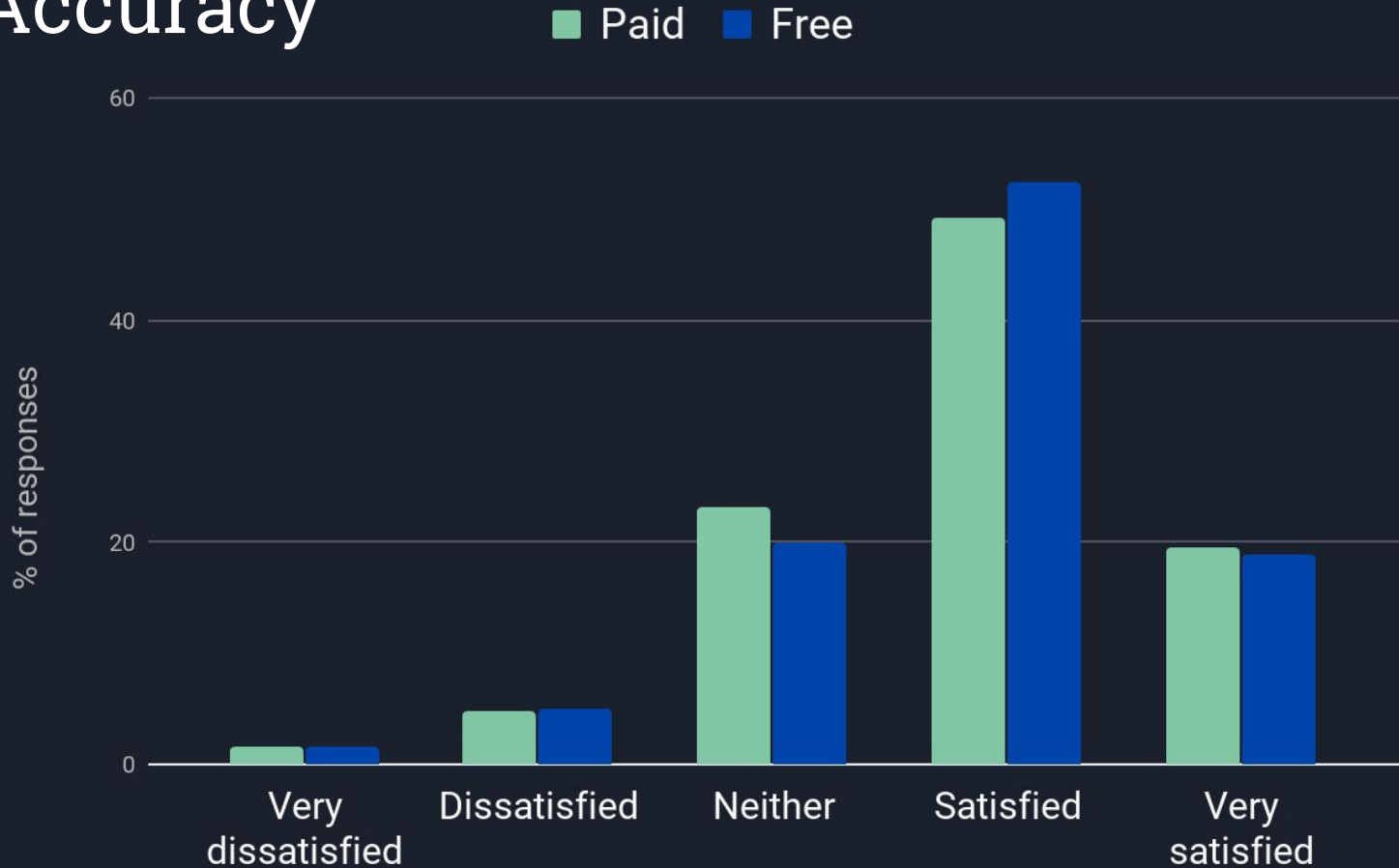
# Satisfaction (free tools)

- Usability
- Accuracy of citations produced
- Integration with other research tools
- Integration with word processors
- Clarity of privacy policy and/or terms of service agreement
- **Existing technical documentation (excludes documentation produced at your institution)**

# Usability



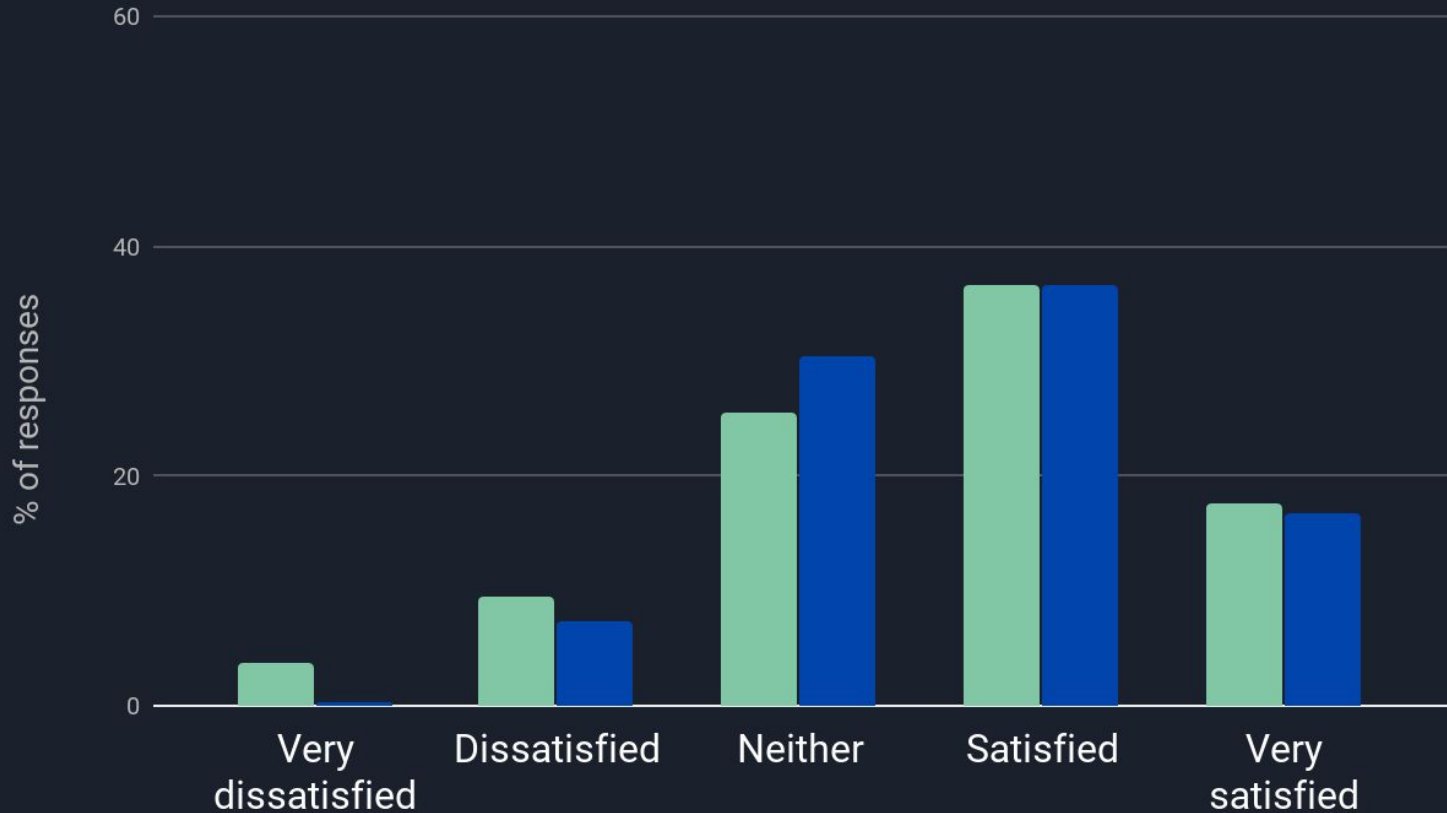
# Accuracy



# Integration

w/ other research tools

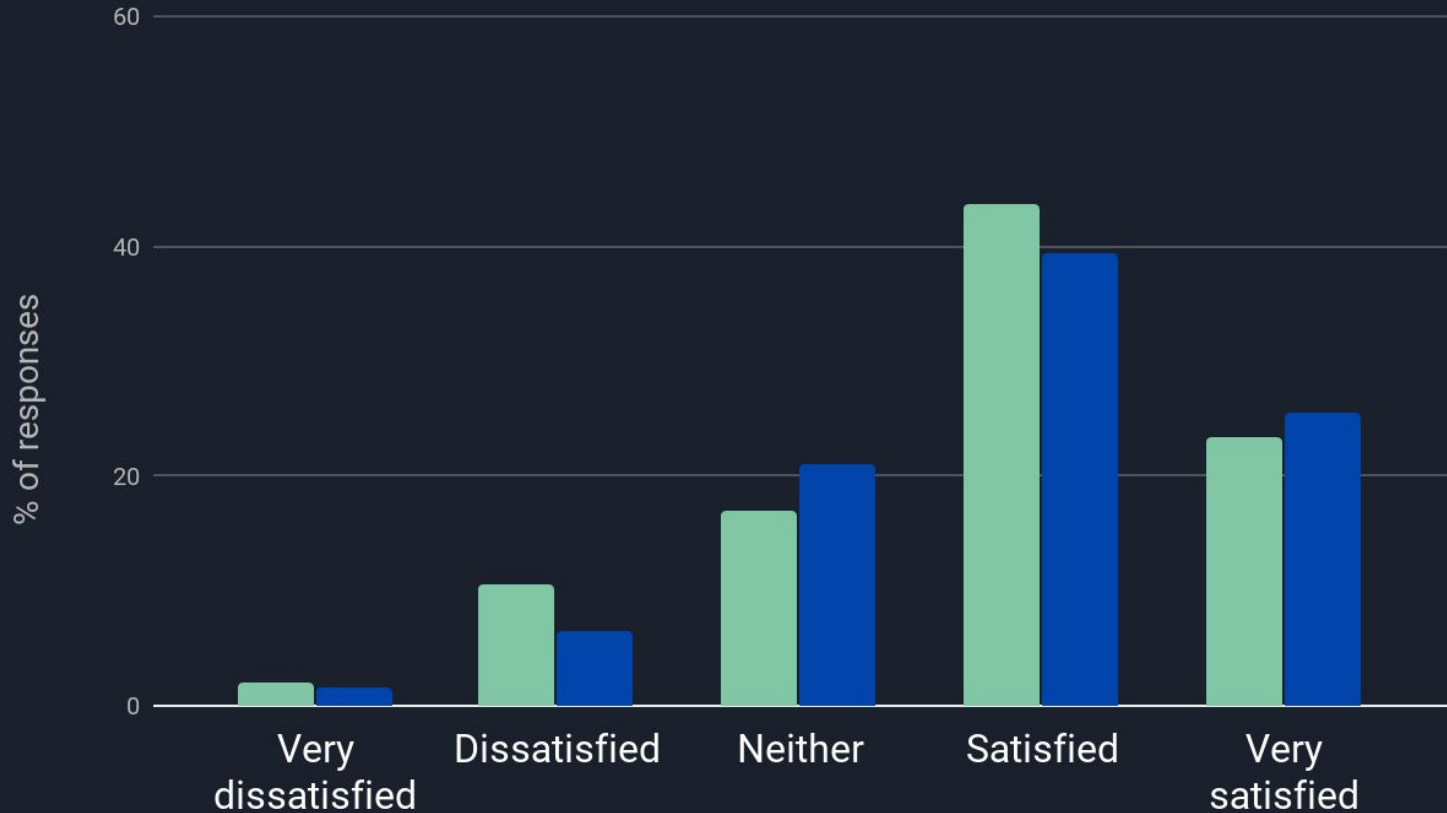
■ Paid ■ Free



# Integration

w/ word processors

■ Paid ■ Free



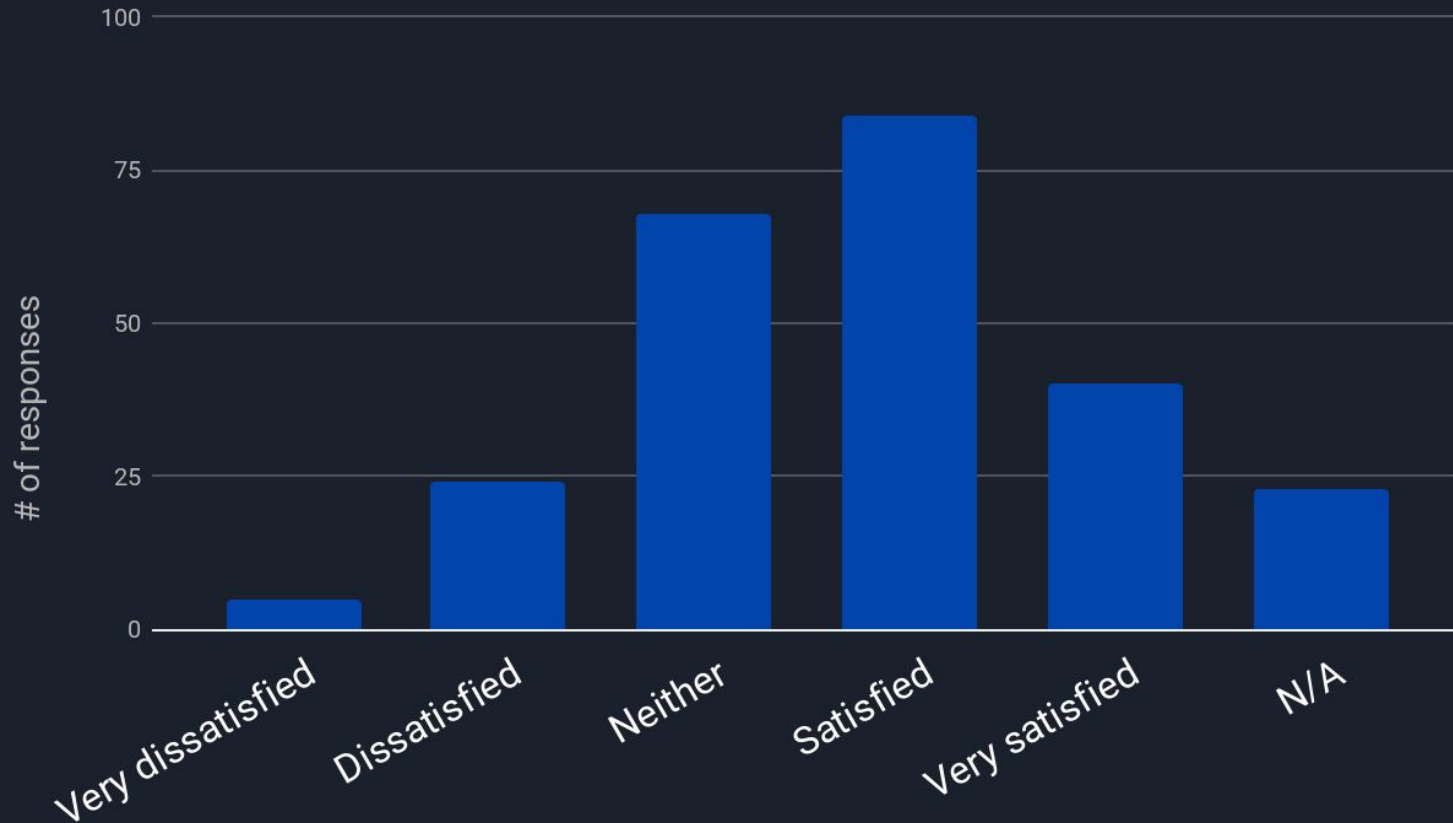


# Privacy/ToS

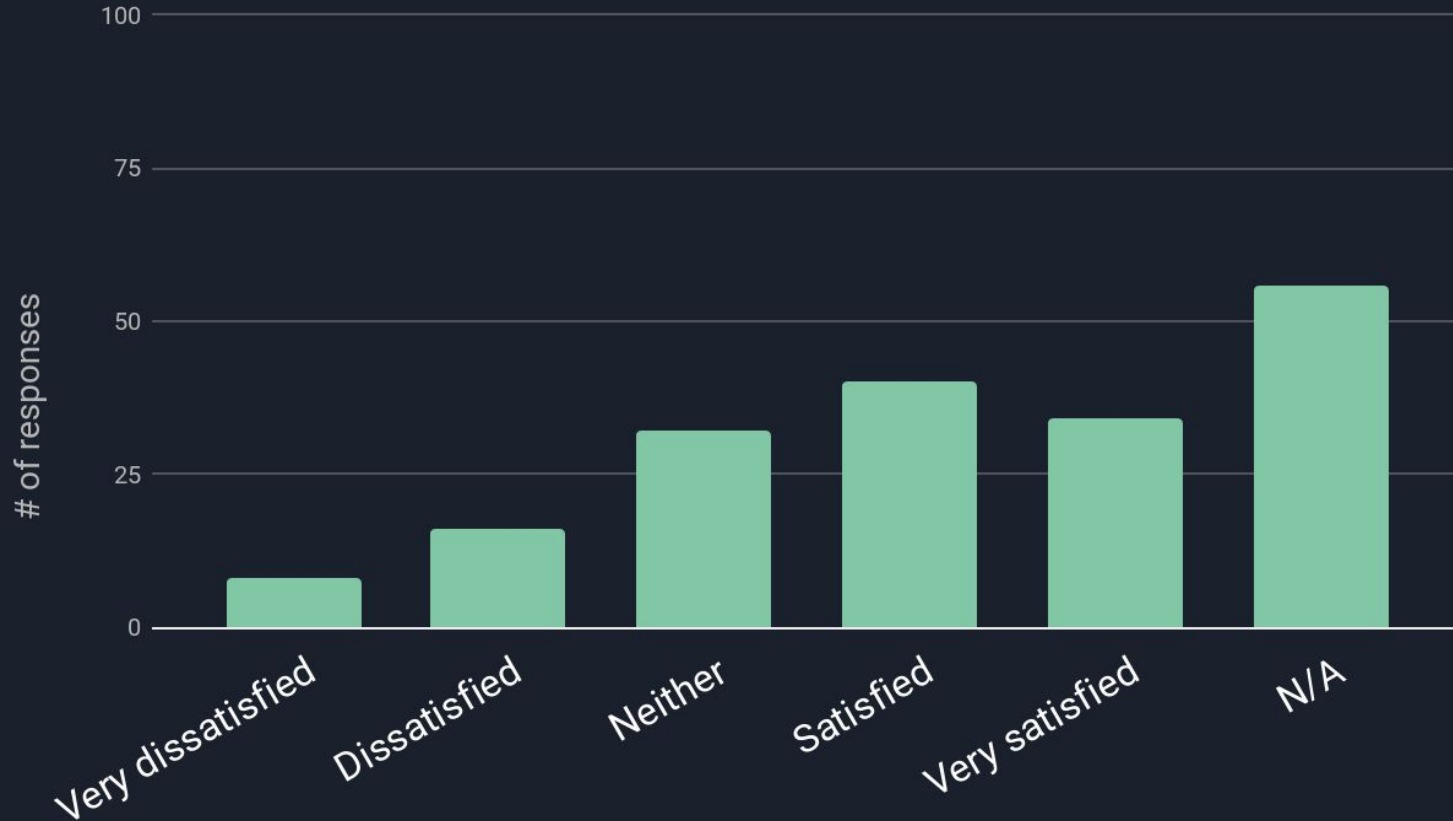
■ Paid ■ Free



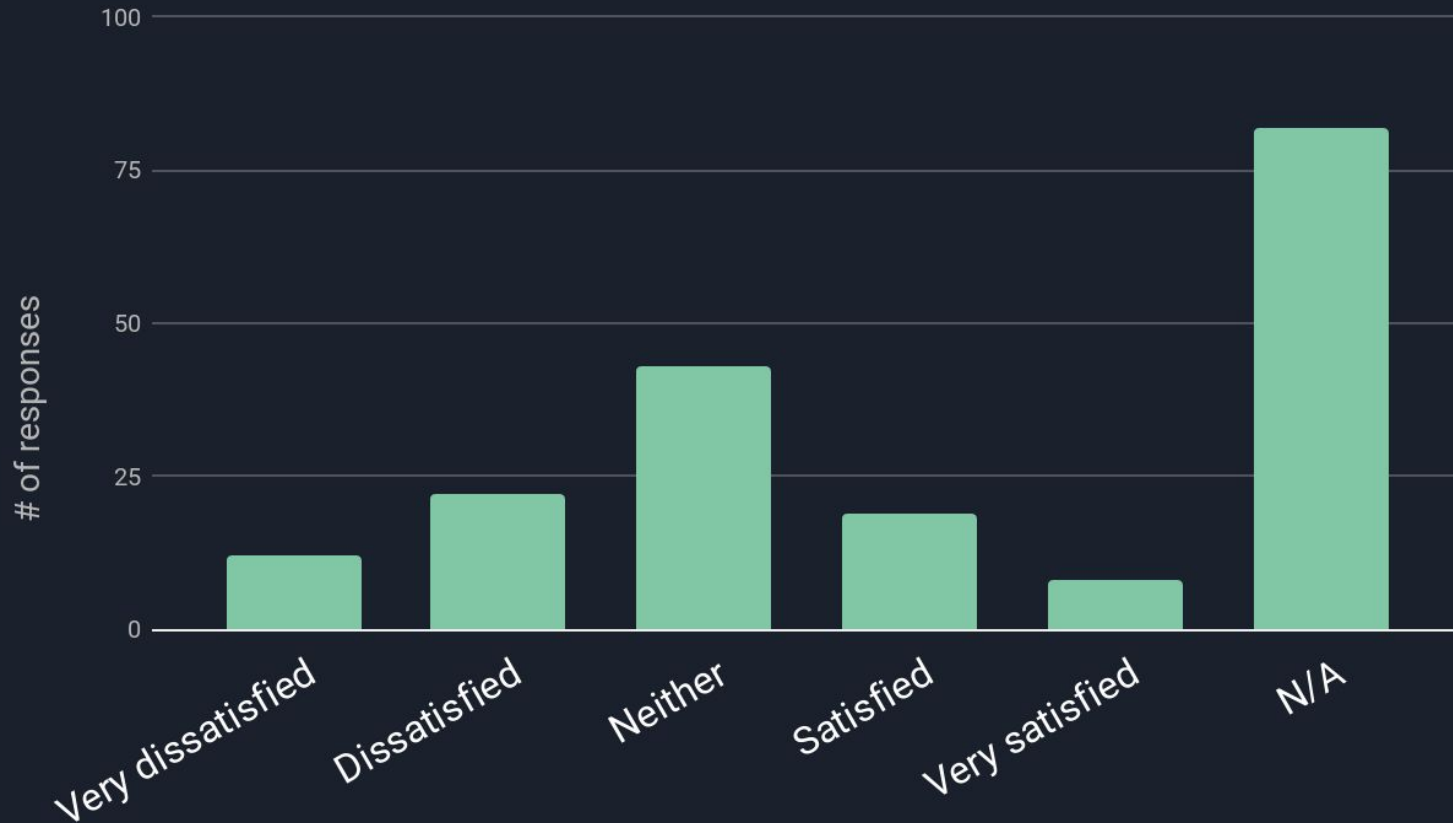
# Existing documentation



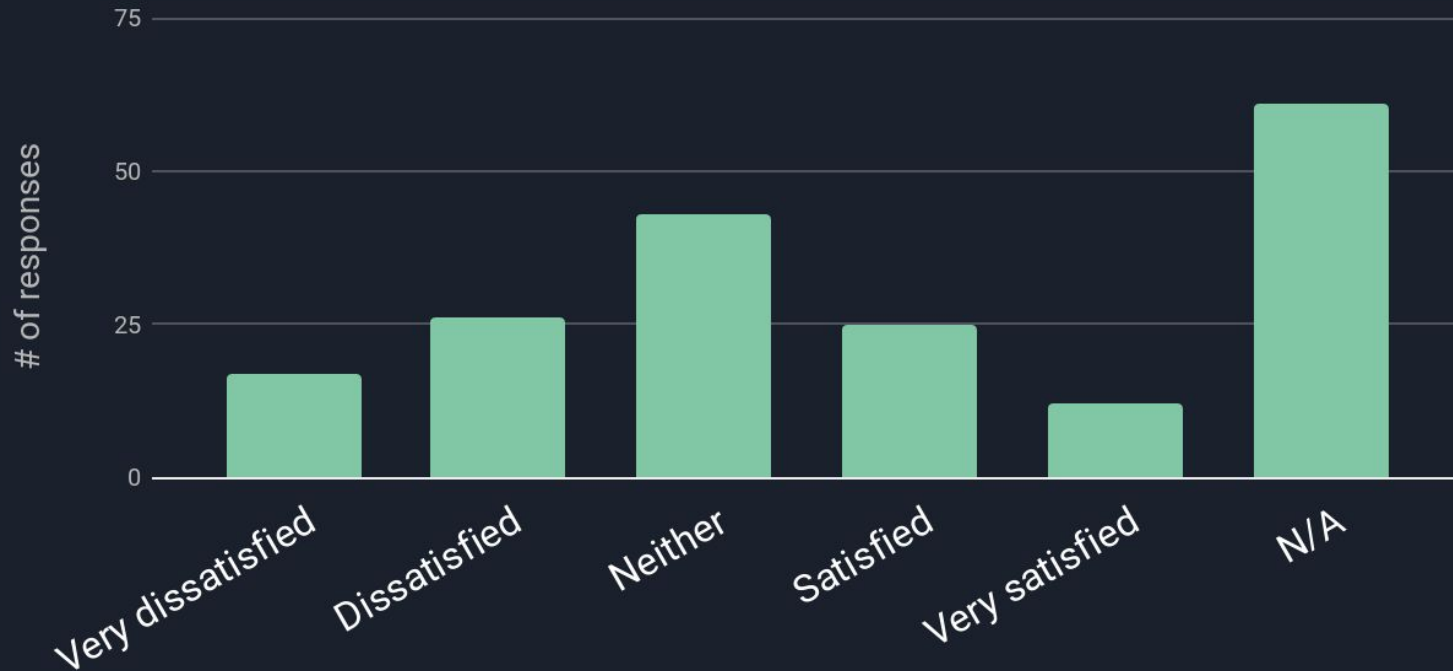
# Vendor support for troubleshooting



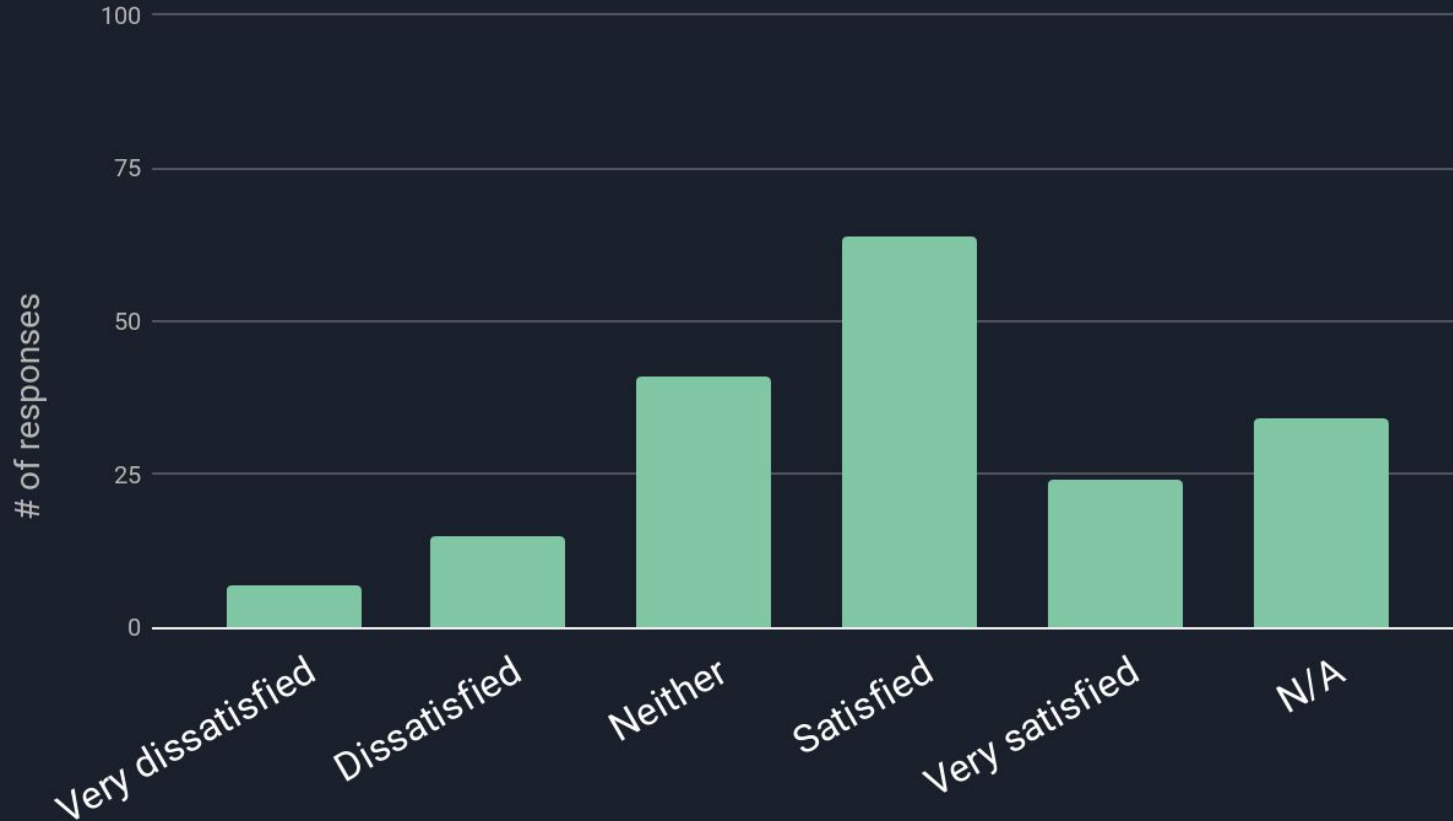
# Vendor response to feature requests



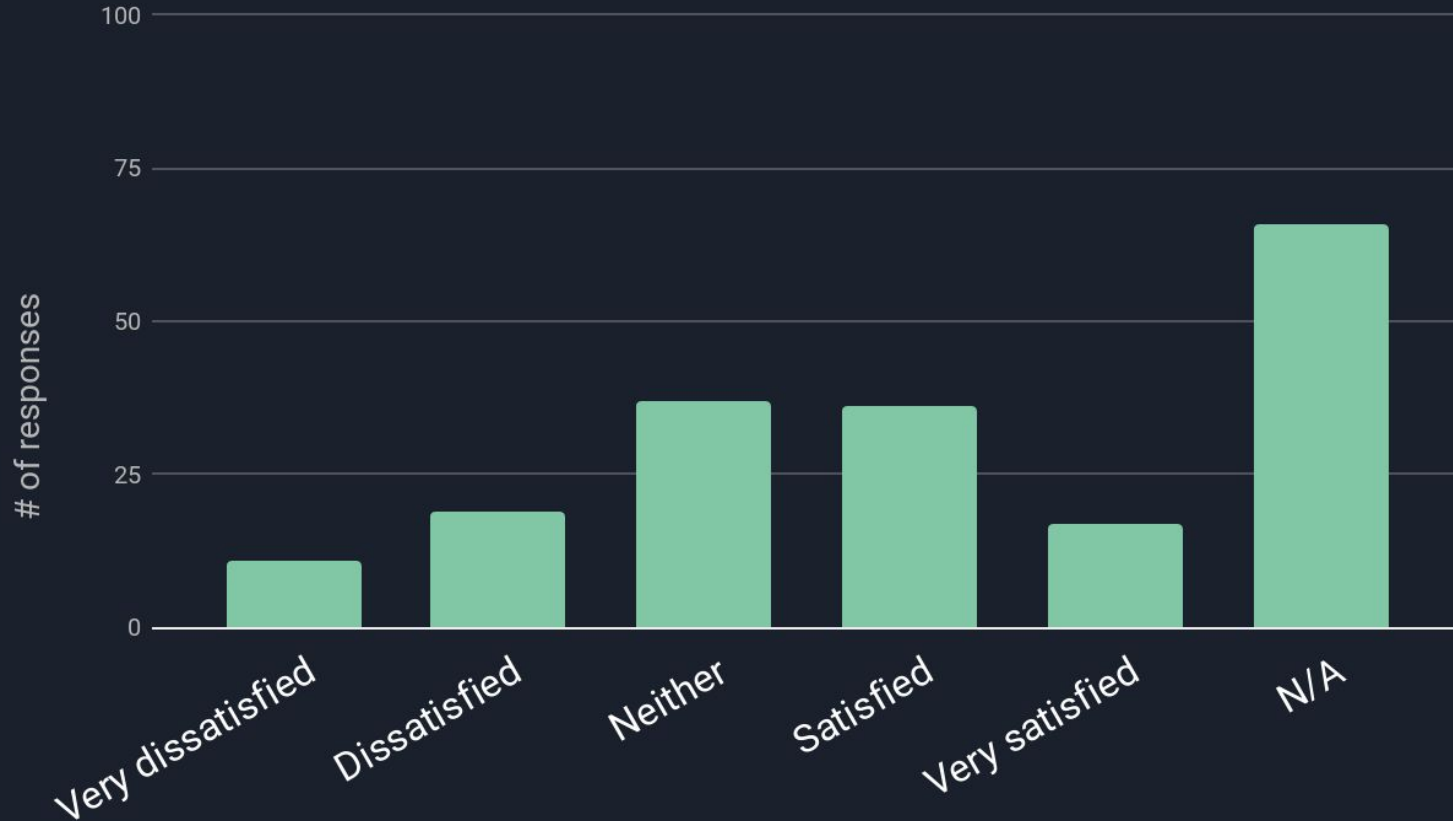
# Vendor transparency regarding product development



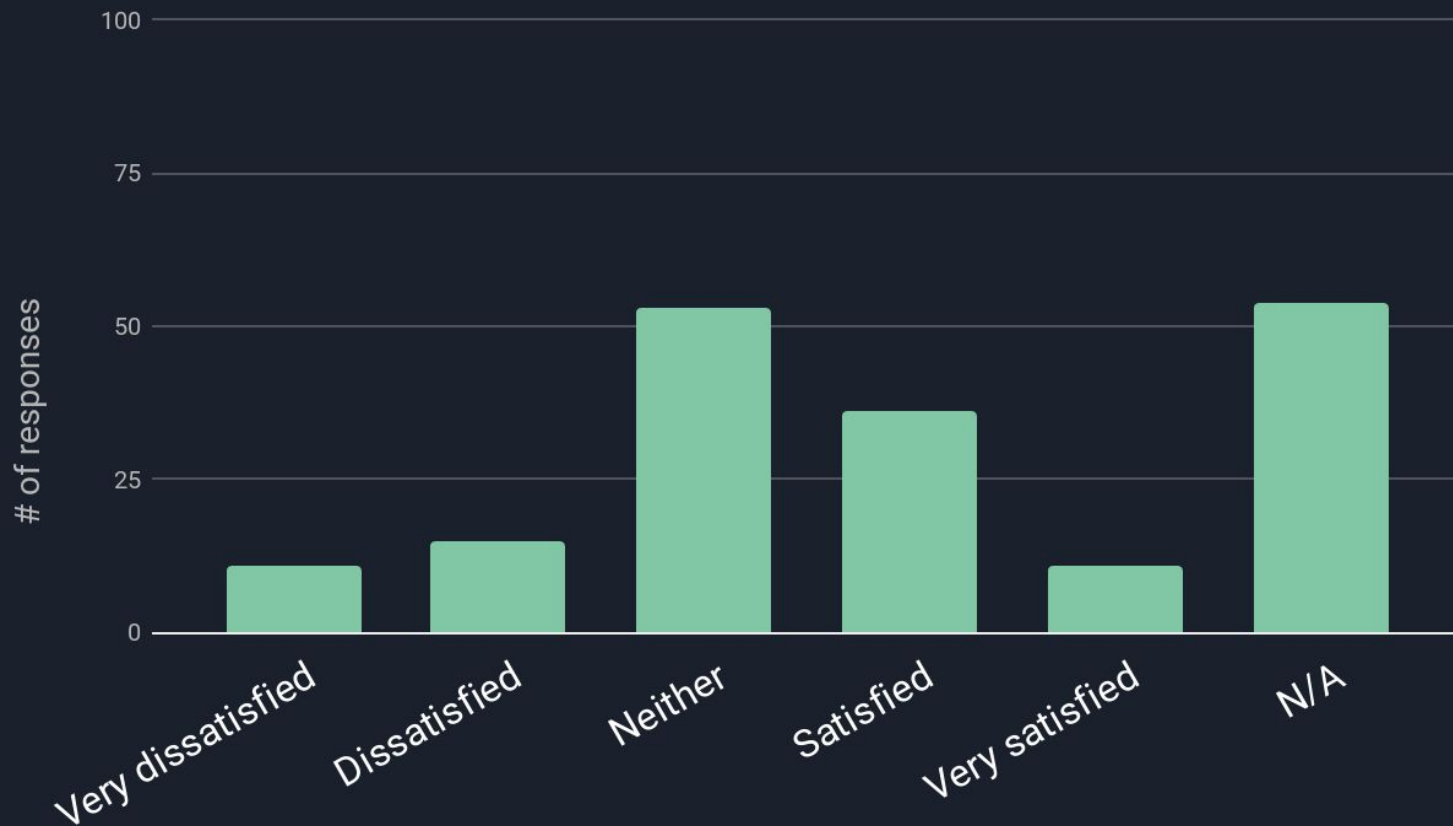
# Vendor-provided training materials



# Vendor-provided promotional materials



# Price







# Open-ended comments

- Insufficient time, staffing, budget
- Library “values” (OA)
- User choice (disciplinary influence)
- Usefulness/accuracy



# Acquisitions of free tools

RefWorks → **ProQuest**

Mendeley → **Elsevier**

Papers → **Springer Nature**

Papers [Springer] → **ReadCube (Digital Science)**

Imagine Easy (EasyBib, Citation Machine, BibMe, Cite This For Me) → **Chegg**



# So what?

- Connections between tools and educational/research goals
- Reevaluation of librarian expectations of vendors
- Transparency in pricing (public disclosure rules)
- Consortial support for citation tools