To the Molloy College Community:

Effective July 1, 2020 the JET Library will no longer subscribe to RefWorks, one of the citation managers that we currently provide for the college. The decision to cancel the subscription is based largely on repeated outages, loss of faculty and student data, as well as numerous other technical issues within RefWorks that remain unresolved.

The JET Library has subscribed to RefWorks since 2010; in 2016, technical problems within the product began to occur on a regular basis and continue to the present day. In 2019 alone, there have been reported issues with folders, off-campus access, direct exporting from databases, incorrect citation information, and loss of data. These technical issues arise frequently and repeatedly. If issues do get resolved, the time period for resolution is unacceptable; little has been done by RefWorks to remedy the situation.

We are not the only institution that has noticed these patterns and problems. Harvard University, Pacific University, the University of North Dakota Libraries, and the University of Manitoba have all ceased their RefWorks subscriptions within the last year.

We sincerely understand that students and faculty might be concerned over the scope of this transition and about their personal data currently held in RefWorks. In order to allow time for users to transition, the current RefWorks subscription will last until the end of the fiscal year. This period will allow ample time for users to migrate their data to a different citation manager, described in detail below.

As alternative options to RefWorks, the JET Library will continue to support and promote the use of Academic Writer and Zotero. Academic Writer (formerly APA Style Central) is a product of the APA (American Psychological Association); the library has had a subscription since 2016. Zotero is a robust, open-source platform with a strong community of support around it. The aforementioned institutions have offered such alternatives in their migrations, as such, we’re confident these will not only be good, but superior and more stable replacement options.

Any users who have not migrated by June 30, 2020, will see their accounts automatically transition to RefWorks LITE (which provides limited functionality). It is strongly recommended that users migrate their data before June 1, 2020, and then delete their RefWorks account. LibGuides have been created and librarians will be on hand to assist during any stage should users encounter difficulties at any point in this transition.

Our goal is to ensure minimal disruption for faculty and students’ research, scholarship, and writing activities. We apologize for any inconvenience the transition may cause but believe in the long run, it will ultimately provide a more stable and sustainable solution.

If you have any questions or concerns, please don’t hesitate to contact me.

Sincerely,
Tabitha Ochterta
Electronic Resources Librarian
DigitalCommons@Molloy Curator
tochtera@molloy.edu