Institutions strive to maximize research productivity, and to make it easier for scholars to concentrate on writing faster, better, more accurate papers. RefWorks supports this mission with its easy-to-use tool that simplifies the process of research, collaboration, data organization, and writing.

RefWorks:
- **Access** your account from any device, no syncing required
- **Import** references and attachments in multiple formats
- **Collaborate** with peers within or outside your institution
- **Benefit** from integration with today’s top writing tools
- **Contact** enterprise-grade customer support, also via chat

Plus, library admins have administrative controls and analytics that support the ROI of a full RefWorks subscription.

### 2020 Activities - Highlights

#### New Resources:
- Tutorial videos, including…
  - Admin features and resources
  - End user training
  - Welcome to RCM - Overview
  - Panel discussion
- **Top FAQs**
- User survey blog
- Customer Stories
  - United States, University of Illinois at Chicago: [Sharing Healthcare Resources Via RefWorks Folders](#)
  - United Kingdom, Middlesex University: [Putting the Focus on Writing Rather Than Formatting](#)
  - Korea: Video Testimonials (with English subtitles)
    - Kyung Hee University
    - Soongsil University
    - Chung-Ang University

#### Ways to stay connected:
- [Release Notes](#) - Monthly release information
- Quarterly webinar recordings and slides
- [Ways to contact our support team](#)
RefWorks

2020 Product Focus

- **Enhancing** the user workflow
- **Broadening** citation style and writing features
- **Expanding** the admin settings

2021 Product Focus

- **Supporting** advanced user workflows
- **Enhancing** writing tool add-ons
- **Simplifying** the upgrade from legacy RefWorks to (new) RefWorks

2020 Product Activities Highlights

**Workflow:**

- **Designating a Folder when Importing References:** When you import references to RefWorks you can assign them to a folder(s) as part of the import workflow, in addition to changing the project.
- **Hide Reference Tags and Folders:** You can hide reference tags and folders in the reference list to provide an uncluttered view and to display more references per page, using the **Customize** option available in Normal View and in Full View.
- **Updated Decision Export Screen:** To make decision making easier for users we updated the Export Decision Screen by making the "Don’t ask me again" checkbox more visible.

**Citation Style and Writing:**

- **RefWorks Citation Manager (RCM) for Hangul:** RCM - Hangul is a plugin for Hangul that lets you run a simplified version of RefWorks inside Hangul. It is a newer, more modern version of Write-N-Cite and supports Hangul 2014, 2018 and 2020.
- **Updated RefWorks Citation Manager (RCM):** This version has several features and interface improvements that simplify your workflow and make it easier to manage your references; it supports Word 2016, 2019 and Online for both Windows and macOS. [See how it works!]
- **Defining Duplicate Surname Display Format (Author Disambiguation):** When creating citations and a bibliography containing several instances of the same surname, you can set the surname display format.
- **Simplify Citation Style Selection:** You can easily find the style you want by selecting it from one of the sub-menus. When searching for a style, check the CSL Styles checkbox to include CSL styles in the search.
- **Favorite Citation Styles:** This function allows you to mark citation styles as favorites in order to easily locate them in the Favorites sub-menu.

**Admin Settings:**

- **Accessibility Enhancement:** The elements on the Admin Settings page have greater color contrast and distance between them to assist administrators with impaired vision.
- **Hide Search Databases from Left Toolbar:** You can hide the Search Databases option from the left toolbar so that it does not appear for users at your institution. This requires users to perform database searches outside the RefWorks interface, for example, directly in the institution's discovery system.
- **Improved Text Explaining Recent Styles for My Institution:** On the Admin page, the text explaining the functionality of Recent Styles for My Institution was improved and the distinction between them and Institutional Styles was clarified. We also published two Knowledge Articles about this topic: [Recent Styles and Institutional Styles](#) & [Adding Institutional Styles](#)