2019 in review

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:

- **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
- **Access** your account from any device, no syncing required

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

2019 Activities - Highlights

**New Resources:**

- **Key Resources**
- **Onboarding materials**
- Promotional videos **Overview of RefWorks**
- **12 tutorial videos, including...**
  - RefWorks Administration - Inviting Users
  - Collaboration Through Sharing in RefWorks
  - Organizing References with Projects in RefWorks
  - Writing with RefWorks
- **Customer Knowledge Center updates**
- **Projects blog**
- **Top 10 Reasons To Choose RefWorks**
- **Faculty resources:**
  - **Datasheet**
  - **Video: How you can benefit from RefWorks**

**Ways to stay connected:**

- **RefWorks Administrator Community:** a site dedicated to RefWorks admins, providing you with the latest news, updates and tips about everything RefWorks.
- **Release Notes** - Monthly release information
- **Quaterly webinar recordings and slides**
- **Ways to contact our support team**
2019 Product Focus

In 2019 the RefWorks team focused on:

- **Streamlining** the user workflow
- **Facilitating** collaboration among RefWorks users
- **Increasing** user engagement
- **Developing** admin resources and features

2020 Product Focus

- **Enhancing** the user workflow
- **Allowing** users to easily find and access items related to their area of interest
- **Simplifying** the upgrade from the legacy version to RefWorks
- **Expanding** the admin settings

Click here for the full 2020 roadmap, and click here to listen to the webinar describing each of the planned features.

2019 Product Activities Recap

Workflow:

- **Project selection on import**: choose a project when importing to avoid having to move references later
- **Updated reference view controls**: adjust your view preferences from the top of the screen
- **Alphabetical folder sorting**: sort your folders alphabetically to easily locate the folder you need
- **Export to RefWorks**: easily select if to export to RefWorks or legacy, and save your selection

Collaboration:

- **Project sharing**: projects allow you to manage separate reference collections. Share a project with other RefWorks users for easy collaboration, for systematic reviews, and for collaborative writing with RCM.
  - Read our projects blog that will take you behind the scenes of developing this feature
- **Public folder sharing using a public URL**: Share folders with people who do not have RefWorks

User Engagement:

- **Chat support**: contact support via chat with a support representative for quick issue resolution
- **In-app release notes**: learn about the monthly features releases without leaving the RefWorks interface
- **Upgrade link**: easily upgrade your legacy account by clicking the upgrade button and referring to the upgrade user guide (requires institution to enable user upgrade)

Admin Features:

- **User data export**: use excel to analyze usage at your institution by exporting the data from RefWorks
- **User information**: include a custom field in the account creation screen to get additional user info
- **Institutional message**: include a message to new users creating an account
- **Consistent terminology**: account creation wording now suitable for users in all types of institutions