

## Mendeley

Mendeley is a reference and citation manager available for free up to 2 GB of web storage (more storage is available for \$55 per year). Mendeley is available as a desktop app, mobile app, as well as online. An MS Word extension allows users to connect to and cite their references while writing. Mendeley allows users to add resources in three ways. First, one may upload a PDF to Mendeley. Mendeley stores the PDF and allows the user to comment on and write notes in the PDF. Users may also enter sources manually, in cases where no PDF is present. For this entry approach, a few templates are available for the most common resource types. Users may also use the web extension to download source information from the web. Once sources have been entered, users can then organize their sources in a variety of ways. The most prevalent use is through folders, which allow users to categorize sources by topic or project. However, users can also create tags for their files and sources so that they can search for keywords or topics that are important to them.

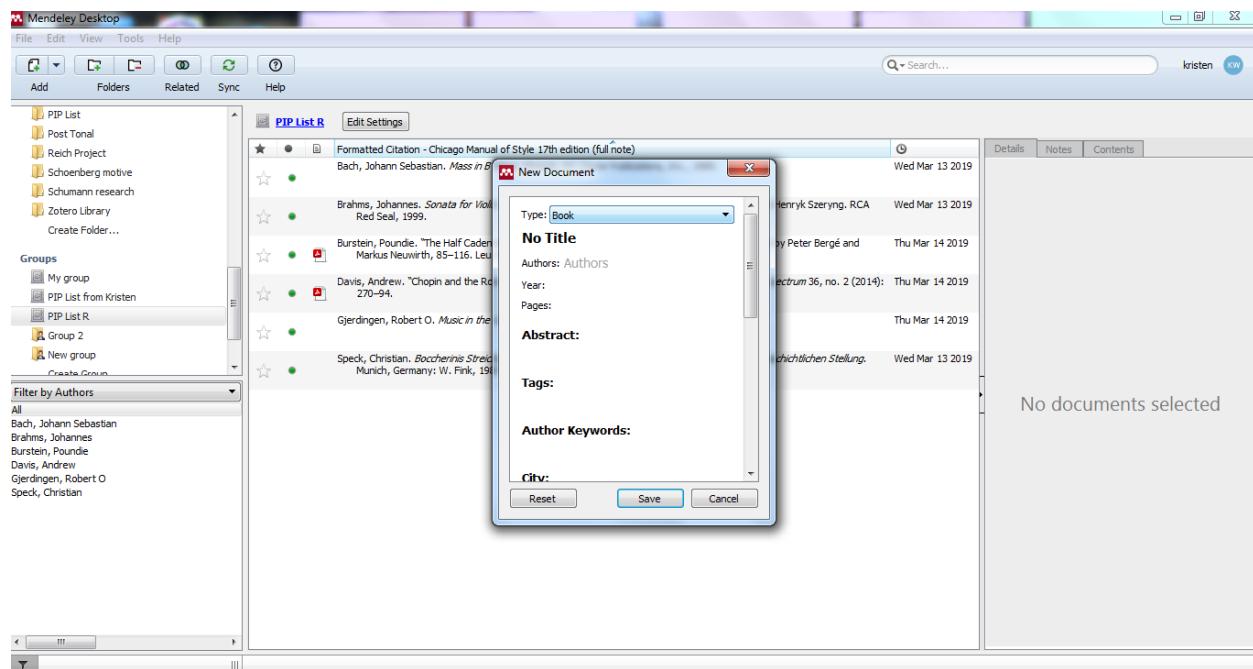
Points in favor:

- In-app PDF reader with commentary ability

Points against:

- Surprising lack of resource templates and information fields (e.g. no template for a conference paper or a book with translator).
- MS Word extension has bugs that cause it to crash.

Screenshots:



## Microsoft Word Citation Generator

Although we tested Microsoft Word primarily as a writing app, the program includes a citation generator which was tested for facility and accuracy alongside the other reference management apps.<sup>1</sup> Like other apps, MS Word has templates for common and uncommon resource types, including book, journal, and sound recording. Notably, however, “conference paper” is not contained within their set of templates, nor is there a suitable replacement. Similarly, MS Word is able to cite in a variety of different styles, but a few commonly used styles are absent. From the perspective of academic writing about music, the omission of Chicago Style with notes becomes a problem.

Like the other apps, MS Word’s citation manager stores entered sources in a master list, allowing the user to cite the same source in multiple documents. Unlike the other apps, however, the options for organizing the information on this master list is limited to the use of tags. That is, sub-listings of one’s materials are not possible.

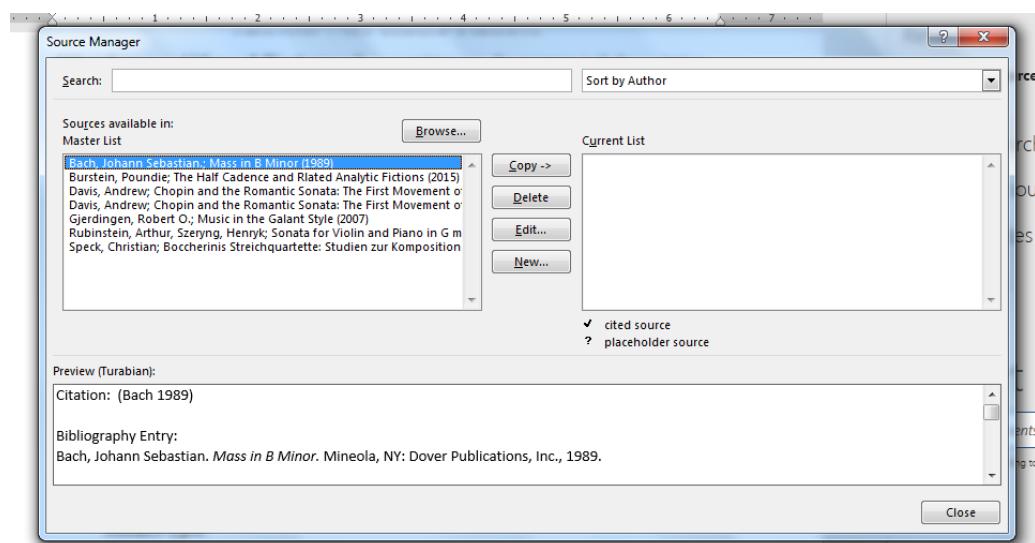
Points in favor:

- The application comes already installed on Microsoft Word
- The app contains citation templates for commonly used resources

Points against:

- No way to organize resources into lists by project, subject, etc.
- Limited number of available citation styles (e.g. no Chicago-note)
- Despite useful templates, still miss-cites things or doesn’t contain proper fields for some resource types.

Screenshots:



<sup>1</sup> It is not included in our list of reference management apps, however, because it does not include any of the collaborative features we tested in the other apps.

## Papers

Papers is a reference management and citation application. It is only available online. Like Qiqqa, another reference management application, Papers uses BibTeX fields for the organization and entering of reference information. Papers allows collaboration between users through shared resource lists. Items on these lists may be updated or commented on by any of the collaborators. Papers has a citation extension for MS Word that should be able to cite resources from a user's list. However, we were unable to get the citation extension to work in MS Word (even after several emails with tech support, who attributed the problem to our copies of MS Word being a part of Microsoft Office). Because MS Office is extremely common, we decided that Papers would fail its accuracy tests due to this problem.

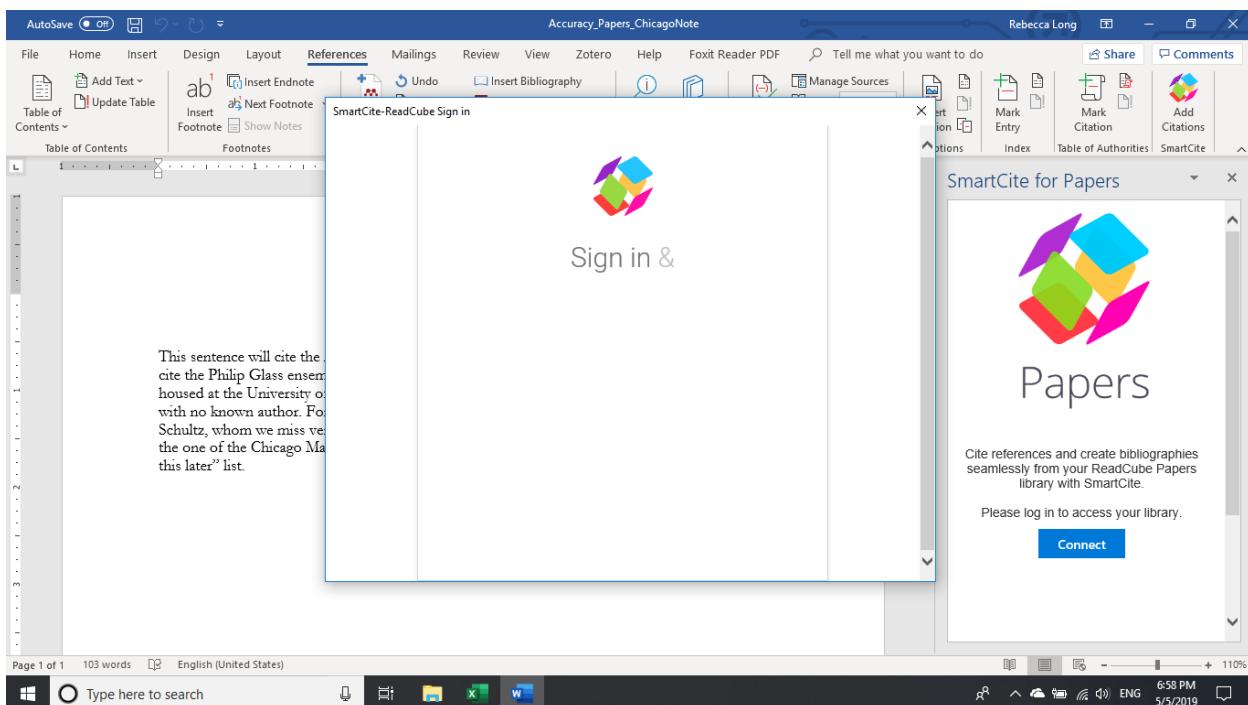
Points in favor:

- Quick response to customer concerns and problems

Points against:

- Steep methodological learning curve for users unfamiliar with BibTeX
- No obvious way to enter information for commonly used sources (e.g. recordings)
- Citation extension for MS Word exists, but does not work for versions of MS Word installed as part of MS Office Suite

Screenshots:



## Qiqqa

Qiqqa is a reference management and citation application. It is available online and as a desktop application, the latter of which is able to cite sources in MS Word. Like Papers, another reference management application, Qiqqa uses BibTeX fields for the organization and entering of reference information. Qiqqa allows collaboration between users through shared resource lists. Items on these lists may be updated or commented on by any of the collaborators. Qiqqa is also able to cite works in a variety of different styles, including Chicago-note, Chicago-author/date, and APA. Qiqqa has a variety of templates for various source types (e.g. book, article, etc.) but it should be mentioned that some fields commonly associated with these source types may not be available (e.g., “translator”). Qiqqa is currently available on PC and Mac for free. Their website claims to have a mobile app for android, but it does not appear in the Google Play Store.

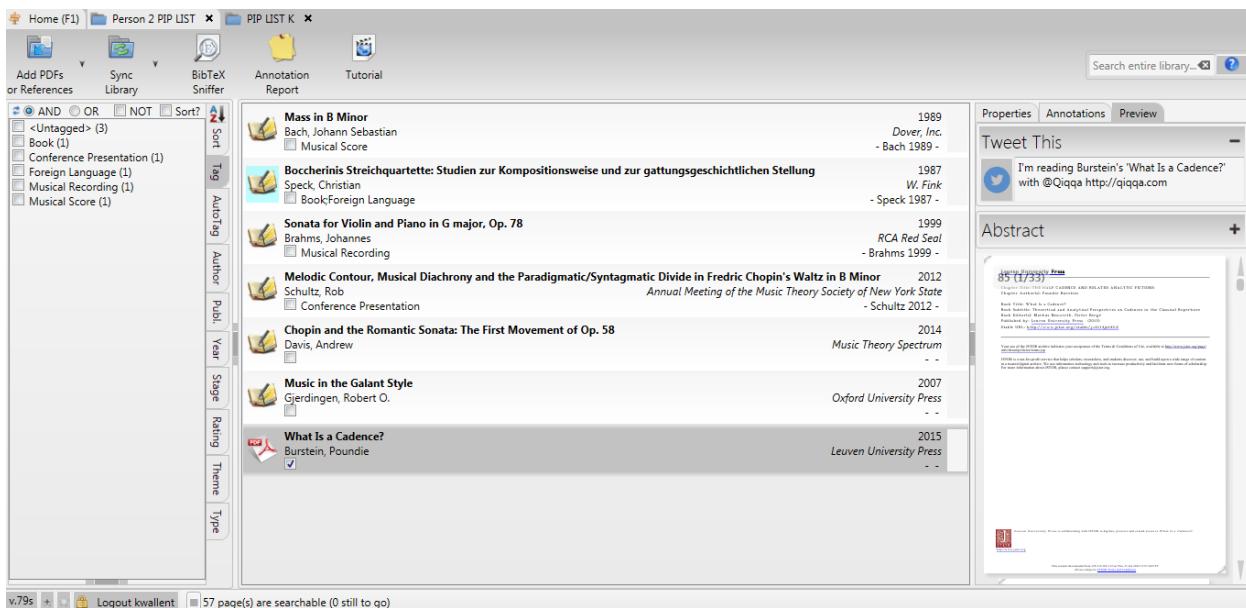
Points in favor:

- The ability to read, annotate, and create annotation reports for .pdf files in the app.

Points against:

- There is a steep learning curve for users unfamiliar with BibTeX
- The application appears unable to handle commonly used resources, including recordings and books with translators.

Screenshots:



## RefWorks

RefWorks is a reference and citation manager available for free at many universities (or, for \$100 per year for unaffiliated scholars). RefWorks is only available online and can be used to cite resources in MS Word. RefWorks allows users to capture citations from their university library, upload PDFs (metadata is automatically captured), or manually enter resources. For this latter entry approach, several templates are available for the most common resource types. Users can organize their resources by using folders and may collaborate with other RefWorks users both at their university and other institutions. Because of the prohibitive price, especially in comparison to other resource management apps, RefWorks is generally used by those who have institutional access.

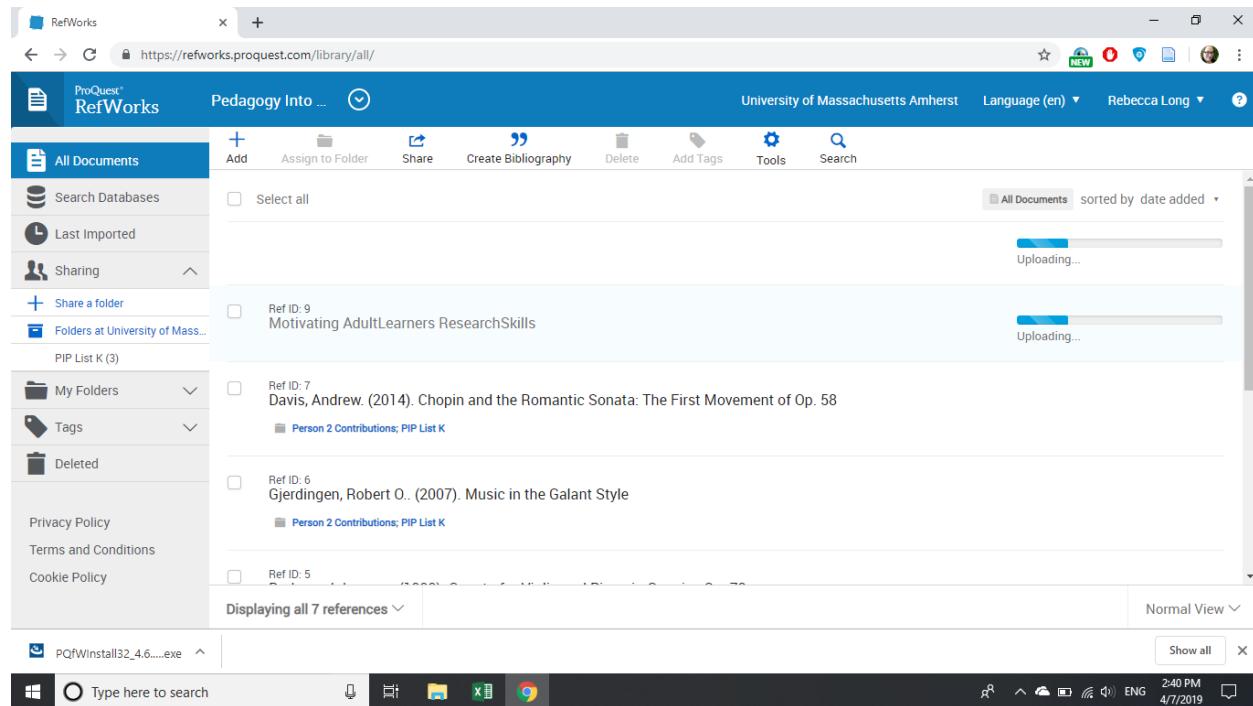
Points in favor:

- Templates for a wide variety of possible resources
- Able to connect with a university's library catalog

Points against:

- Online-only access
- Institutional access makes post-graduation access to citations tenuous and limits one's ability to share resources with others (who lack institutional access)
- Slow upload speeds at times

Screenshots:



## Zotero

Zotero is a reference and citation manager available for free up to 300 MB of web storage (more storage is available starting at \$20 per year). Zotero is available as a desktop app, mobile app, as well as online. An MS Word extension allows users to connect to and cite their references while writing. Zotero allows users to add resources in three ways. First, one may upload a PDF to Zotero. While the PDF is not stored, but metadata is automatically gathered. Users may also enter sources manually, in cases where no PDF is present. For this entry approach, several templates are available for the most common resource types. Users may also use the web extension to download source information from the web. Once sources have been entered, users can then then organize their sources in a variety of ways. The most prevalent use is through folders, which allow users to categorize sources by topic or project. However, users can also create tags for their files and sources so that they can search for keywords or topics that are important to them.

Points in favor:

- Most accurate citation software tested
- Templates for a wide variety of possible resources

Points against:

- Sharing resources requires a lot of steps and can be confusing at first
- No storage of PDFs means no sharing notes and summaries with collaborators

Screenshots:

