

| | Refworks Legacy | RefWorks New | Citavi Free | Cite This For Me (formerly RefME) | EndNote (basic) | EndNote (via Web of Science) | Mendeley (free) | References tab in Word | Zotero |
|---|--|---|---|--|--|---|---|---|--|
| Company | ProQuest | ProQuest | Swiss Academic Software | Imagine Easy Solutions | Clarivate Analytics | Clarivate Analytics | Elsevier | Microsoft Office | Center for History and New Media at GMU |
| URL | www.refworks.com/ | https://refworks.proquest.com/ | www.citavi.com | www.citethisforme.com | www.myendnoteweb.com | Log in via WoS | www.mendeley.com/ | References tab in Word | www.zotero.org |
| Student price | Free (University License) | Free (University License) | Free | Free - saves work for 7 days | Free | Free (University License) | Free | Free with Word | Free |
| web-based | Yes | Yes | No - web version being developed | Yes | Yes | Yes | Desktop & web application | references stored in computer's hard disk | No |
| No. of styles | > 3,700 | Thousands - list @ www.refworks.com/content/products/output_style.asp | 9,000 | 1,000 incl OSCOLA | 21 | 6,000 | 7,000 see https://www.library.yorku.ca/web/research-learn/citations/zotero-vs-mendeley-comparison/ | 14 | 9,000 |
| No. of references | Unlimited | Unlimited | 100 per database | Information not available | 50,000 | 50,000 | Unlimited | Limited | Unlimited |
| Stand-alone bibliography | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Compatible with databases | 63 | Many | Many | No - has in-built search facility for finding and citing resources | Clarivate, EBSCO | Clarivate, EBSCO | Very few databases offer direct export option | No | Various - export of references in .RIS format |
| Full-text storage | Initially 100MB but increased when required | Yes, but actual figure is not yet available | Fair use policy of 5GB per cloud project | No | 2GB | 2GB | 2GB | Information not available | 300MB |
| Ease of adding references | Direct export from databases and manual import | Direct export from databases and manual import | Import of files in .RIS/BibTeX format | Manual import of bibliographic information | Direct export from databases and manual import | Direct export from databases and manual import | Export references in .RIS format then import by clicking 'Add in Mendeley library', also able to add from other ref man software. Can also use the Web Importer plugin | Manual | Export in .RIS format and use of Zotero Connector for adding references from Primo, websites etc |
| Multiple export | Yes | Yes | Yes | No | Yes | Yes | Yes | N/A | Yes |
| Import from online catalogues | Yes | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| Downloading websites (capturing bibliographic info from the internet) | RefGrab-It | Yes | Citavi Picker | Yes | Web Catcher | Web Catcher | Web Importer | No | Zotero Connector |
| PDF metadata (extracting bibliographic information from PDF) | No | Yes ('Save To Refworks' browser plugin available in the 'Tools' section - some feedback reports not reliable) | Yes https://www1.citavi.com/sub/manual/6/en/index.html?new_in_citavi_6.html | Yes (plugin required) | No | No | Yes | No | Yes (when you drag and drop PDFs or folders, Zotero will extract metadata) Info @ www.zotero.org/support/adding_items_to_zotero * |
| Sharing references | Yes-RefShare | Yes | Yes | Yes | Yes | Yes | Yes & useful feature: Research NetWork | No | Yes |
| Removal of duplicate records | Yes | Yes | Yes | No | Yes | Yes | Yes | No | Yes |
| Software downloads | Write-N-Cite | Write-N-Cite/RefWorks Citation Manager | Citavi Word Add-In | Web Citer | Cite While You Write | Cite While You Write | Mendeley Word plugin, Web Importer | No downloads | Zotero Word Processor Plugin - not straight forward |
| Word processor compatibility | MS Word | MS Word, Google Docs | MS Word, LaTeX | MS Word | MS Word | MS Word | MS Word, LibreOffice | MS Word | MS Word, Google Docs, OpenOffice |
| Reference management software compatibility | EndNote, ProCite, Reference Manager, Papyrus, Bibloscape | EndNote, Mendeley, Zotero | EndNote, Mendeley, ProCite, RefWorks, Zotero | BiBTeX (requires premium account), RefWorks | EndNote, RefMan, ProCite | EndNote, RefMan, ProCite | EndNote, RefWorks, Zotero | References can be converted and stored in EndNote | F1000Workspace, Endnote, Mendeley |
| Backup | Yes | Yes | Yes | No | Manually - create a compressed EndNote Desktop Library. Info @ https://rmit.libguides.com/endnote/backup | Manually - create a compressed file for your Library and save to Google Drive | Yes - cloud but also manual backup option available | Stores previously used references but unable to determine how long this is retained | Yes |
| In-text citation software | Write-N-Cite (Word 13 for Macs) | Write-N-Cite/RefWorks Citation Manager/Cite in Google Docs | Citavi Word Add-In | No | Cite While You Write | Cite While You Write | Mendeley Word plugin (Cite As You Write) But need to have desktop version installed - in tab References | Insert Citation button | Zotero Word Processor Plugin |
| Bibliography | Tab in MS Word | Tab in MS Word | Toolbar in MS Word | No | Toolbar in MS Word, EndNote account | Toolbar in MS Word, EndNote account | "Insert Bibliography" button in toolbar (Word) | Bibliography button in References tab | Zotero plug-in tab |
| Change citation style | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes | Yes |
| Operating system | Windows, Mac | Windows, Mac | Windows | N/A | Windows, Mac | Windows, Mac | Windows, Mac, Linux | Windows, Mac | Windows, Mac, Linux |
| User support - University of Aberdeen | Yes - Information Consultants and Information Adviser | Yes -when UoA transfers to this product. Information Consultants and Information Adviser | No | No | No | No | No | No | No |

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|----------------------------------|--|---|---|--|---|---|---|---|---|
| User support - online | RefWorks online guides and YouTube videos, RefWorks Help File. UoA Library staff - Information Consultants and Information Adviser | YouTube channel. When UoA transfers to this product Information Consultants and Information Adviser will provide support | Citavi manual 6 @ https://www1.citavi.com/sub/manual6/en/index.html , videos, forum | Not high level of support; interesting blog @ www.citethisforme.com/blog , support page at: http://support.citethisforme.com/?Website=External | Online guides, YouTube videos | Online guides, YouTube videos | Mendeley guides, videos, tutorials & forum | Useful document @ https://support.office.com/en-gb/article/add-citations-in-a-word-document-ab9322bba8d3-47f4-80c8-63c06779f128 | Online guides |
| Notes/Comments | Looks old-fashioned next to Zotero and Mendeley but as a cloud-based product it allows access to your stored reference details from any computer with an internet connection. Has good functionality. A lot of support from Library staff, bookable workshops and Library guides available | New refWorks is not yet supported by UoA as it does not contain all required features. Large number of citation styles and allows for sharing references with groups. Reference details can be accessed from any computer with an internet connection | Easy to use. It has a function for highlighting text in PDFs and adding comments/a title to the highlighted text - this can serve as a short summary of an article. On the negative side it is only available for Windows and only stores a certain amount of references per project (per database) | Not ideal for substantial pieces of work; more suitable for secondary school level. Easy to use but manual input of bibliographic information to create references is time-consuming. Another downside: doesn't store references unless you sign up for a paid-for account | Free to use and easy to add references to your account. However, it supports a limited number of styles and doesn't extract bibliographic information from PDFs | Supports thousands of styles and can import from Scopus in .RIS format. Compatible with various word processors. Picks up on missing information from references and helps complete them. Can search records by field rather than searching the whole record. A lot of online support available | Social networking and sharing functions are a plus. Easy to use and friendly interface but doesn't offer a direct export option for many databases and syncing of desktop application to web account is not automatic | Not a lot of support. Referencing option within Word is easy to use but limited | The 'Zotero Connector' plugin is a very useful feature that helps save references directly from websites and Primo but errors have been noted when exporting references from some databases, e.g. EBSCO |
| Useful links | | | | | | | | | |
| RefWorks: | | | | | | | | | |
| | https://proquest.libguides.com/newrefworks/quikbib | | | | | | | | |
| Citavi: | | | | | | | | | |
| | Citavi manual: https://www1.citavi.com/sub/manual6/en/index.html | | | | | | | | |
| | Citavi versions comparison: https://www.citavi.com/en/products | | | | | | | | |
| Cite This For Me: | | | | | | | | | |
| | www.citethisforme.com/uk/referencing-generator | | | | | | | | |
| | https://blogs.salford.ac.uk/digital-literacy-skills/tag/research/ | | | | | | | | |
| Mendeley: | | | | | | | | | |
| | https://resources.library.lemoyne.edu/ld.php?content_id=35820972 | | | | | | | | |
| 'References' tab in Word: | | | | | | | | | |
| | https://www.microsoftpressstore.com/articles/article.aspx?p=2224367&seqNum=2 | | | | | | | | |
| | https://www.reading.ac.uk/web/files/its/refs2013.pdf | | | | | | | | |
| | https://library.gmit.ie/wp-content/uploads/2017/08/gmitreferencingmsword.pdf | | | | | | | | |
| Zotero: | | | | | | | | | |
| | https://www.zotero.org/support/quick_start_guide | | | | | | | | |
| | https://www.zotero.org/static/download/zotero_user_guide.pdf | | | | | | | | |