Multilingual Researchers and Reference Management Habits
non-English sources & Reference Management Software

There are many studies on RMS – none address citing non-English sources.

What challenges do Multilingual Researchers (MLRs) face when citing their sources? How do they feel about RMS?

• 172 Valid Responses
• 69 Languages – Avg. Participant Speaks 3
• 82 Roman Language Speakers*
• 90 Non-Roman Language Speakers*

Expectations for how to cite non-English Sources:

Challenges for MLRs and RMS:
• Non-Use is extremely high among MLRs – 65%
• Almost no awareness or use of Juris-M; the only RMS that addresses Multilingual Citations
• Historical inability of software to render non-Roman characters contributes to perceptions of ineffectiveness of adopting RMS.
• Researchers do not apply research methods, ask questions, nor seek answers when they confront challenges with software.
• RMS has poor usability design, coupled with a difficult learning curve, which is a more fundamental issue than managing non-English resources.
• RMS, with the exception of Juris-M, is fundamentally incapable of representing non-English sources in English speaking/publishing world.
• Supporting MLRs use of RMS by librarians is further complicated because their needs have not been recognized during the software development cycle.

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