Mendeley Customer Spotlight: Carnegie Mellon University

How Mendeley is Maximizing the Potential of the Library Collection

“My heart is in the work.”
Andrew Carnegie, Founder

www.cmu.edu
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In 2013, Carnegie Mellon University began supporting researchers and students in their adoption of Mendeley. Students and faculty alike have given the reference management tool positive reviews, noting its ability to assist them in their research both efficiently and effectively.

About Carnegie Mellon University

Founded in 1900, the esteemed Carnegie Mellon University (CMU) is recognized as a leading global research university. Home to more than 13,000 students and 500 faculty members, CMU aims to “pioneer solutions for the world” (http://www.cmu.edu/about/index.shtml). CMU consists of seven Colleges, including the College of Engineering and Tepper School of Business. Due to its world-class curriculum and innovative methods for collaboration, CMU has formed important industrial partnerships with global companies such as Uber, Google, and Disney.

The emphasis on collaboration extends to research as well, and the CMU Library strives to provide their users with expert reference support and innovative resources, providing a solid foundation for their research that allows them to more easily maximize their potential.

Ethan Pullman is the Senior Librarian and Library Instruction Coordinator. He is also the liaison for English, Modern Languages and Philosophy at Carnegie Mellon University. He has been an honor member of the Mendeley advisor group and campus advocate for many years.

Enhancing Research Effectiveness at CMU

In 2013 CMU adopted a new strategic plan focusing on research with a high value placed on open access and knowledge sharing. Mendeley, with its emphasis on open collaboration, is deemed to be a better alternative than what they currently use because of its simplicity and versatility. The library appreciated Mendeley’s unique and innovative features, including easy reference management, automated citation creation, reading and sharing documents and notes, and enhanced collaboration through both public and private groups.

What Users Like About Mendeley

Mendeley users at CMU now collect and manage all of their references and documents in one place, allowing them to be more organized. They can also make use of features such as note taking, annotating, highlighting, and sharing their articles, making their overall research and writing process more fluid and efficient.

In addition, research collaboration efforts at CMU are further encouraged as researchers may selectively join any of the 100,000+ public groups that match their interests, allowing them to gain insights and connections with millions of other Mendeley users. Sensitive research documents and notes can be shared via private groups with their collaborators as well.

Ethan Pullman is the senior librarian and library instruction coordinator. He emphasizes three important qualities that make Mendeley ideal for Carnegie Mellon University researchers:

1. Mendeley offers both collaborative and networking features for its users through private and public groups.

2. Mendeley offers users the largest amount of storage for free (2 GB).

3. Mendeley users can access their research everywhere. It is backed up in the cloud and can be
accessed any time via the Web Library or on a mobile device (Android and iOS).

“People didn't want to use a tool for every aspect of their research; they wanted a tool that could just do more than one aspect.”

Ethan Pullman, Senior Librarian and Library Instruction Coordinator at Carnegie Mellon University

Mendeley Rollout

CMU libraries decided to support Mendeley and were eager to launch a successful campaign. Having exercised various techniques, CMU librarians began to notice an increase in Mendeley membership.

CMU began offering around ten to fifteen 1-on-1 and group workshops for researchers each semester, allowing new users to familiarize themselves more with Mendeley. Marketing promotes Mendeley by driving user awareness through their library website, TV monitors, print displays, publications, and most importantly through word-of-mouth referrals.

A page on Carnegie Mellon University’s library website (www.library.cmu.edu/research/citation/start/mendeley) provides a quick run-down of Mendeley’s key functions and benefits.

Future plans for Mendeley at CMU

Earlier this year, Ethan organized informational sessions to help the other CMU librarians learn more about Mendeley’s capabilities and created more Mendeley advocates to educate everyone on its benefits. Going forward, Ethan hopes to work with the rest of the CMU librarians to better understand their faculty and researchers’ interest in, and knowledge of, new workflow tools such as Mendeley. CMU libraries are planning to host and facilitate additional workshops and educational sessions to show new users how to use Mendeley as well as survey them with a view to helping improve the product in the future. The additional insights and analytics available to CMU Libraries and its administration will be valuable input to providing better researcher services.
To learn more about how Mendeley facilitates Carnegie Mellon University researchers, please watch this webinar replay: [https://www.brighttalk.com/webcast/11355/157607](https://www.brighttalk.com/webcast/11355/157607)

**Other Mendeley Case Studies may be downloaded from:**
www.elsevier.com/solutions/mendeley/support

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Mendeley facilitates today’s research and sparks tomorrow’s new ideas. Discover how Mendeley can facilitate your research at [elsevier.com/Mendeley](http://elsevier.com/Mendeley).

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