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UQ Staff and students: How to Obtain Referencing Software Help

Support is available from the Library to all UQ Staff and students only for licensed software such as EndNote, RefWorks and EndNote Web.

For support of other non-licensed software contact the IT help in your UQ Faculty.

It is expected that UQ Staff and students will have completed either a face to face session with a trainer or an online tutorial.

Note: For queries about referencing in general (e.g. how to reference, what to reference, how to set out your bibliography), first check if a standard style is used by your particular school or discipline or your lecturer. The Library has guides to major bibliographic styles available on the web site. Queries can also be directed to the Information Desk in any branch library, or use the Ask a Librarian service.

For queries about how to use referencing software packages (RefWorks, EndNote or EndNote Web), UQ Staff and students should:

1. Check the Library's website under "Referencing software" for FAQs and online guides and tutorials
2. In person: Go to one of the *Ask* I.T. help desks, or to the Information Desk in any branch library
3. Via phone: Contact the *Ask* I.T. help desk or the Information Desk in any branch library.
4. Via email - use the Ask a Librarian service or the *Ask* I.T. service.
5. Via Chat Online – use the Ask a Librarian Service.

NOTE: More complex queries will be passed on to the Library's Referencing Support Team who will endeavour to answer all queries relating to the **normal** use of the EndNote and RefWorks software.

- Telephone queries 9am-4.30pm: You should receive a response within the working day.
- Email queries: You should receive a response within **two** working days.

If necessary an appointment (St Lucia campus only) will be made to examine the problem in more detail. **Appointments will be a maximum of 30 minutes** in duration.

The Library's Referencing Support Team will need to know:

- The operating system you are using (e.g. Windows XP, Vista, Macintosh OS 10.4)
- The web browser you are using (e.g. Internet Explorer 7, Firefox 2)
- The Word processor you are using (e.g. Word XP, Word 2007, Word 2008 for Macintosh)
- How you are connecting to the web (e.g. computer in the Library, computer in a UQ school on campus, home computer with dial-up connection to UQ network, home computer with a commercial Internet service provider)
- For EndNote queries, which version of EndNote you are using (e.g. EndNote X.0.2, EndNote X1.0.1)

As EndNote is a very sophisticated product it can be **customised** extensively to meet individual needs. RefWorks also allows customisation of output styles. Although the Library's Referencing Support Team can give some guidance on the customisation of EndNote and RefWorks, it cannot **provide support** for users who have extensively modified reference types, output styles, etc. Customisation should only be undertaken by those who have the necessary IT skills and sufficient understanding of referencing conventions.

The Library's Referencing Support Team can only provide **very limited assistance with technical problems** resulting from hardware or software malfunction. Normally such problems must be referred to the manufacturers of the EndNote or RefWorks software.