



Mendeley Customer Spotlight: ETH Zurich & ETH-Bibliothek

How ETH Zurich came to choose Mendeley (Institutional Edition) as a tool to enhance collaboration amongst – and contact with – researchers



“As a university library, it is our task to support the interlinking of knowledge and research.”

Rafael Ball, Director of ETH-Bibliothek Zurich

ETH Zürich
www.ethz.ch

ETH BIBLIOTHEK
www.library.ethz.ch

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ETH-Bibliothek, the main library of ETH Zurich, licensed Mendeley Institutional Edition (MIE) in 2013. ETH-Bibliothek had been looking at how to establish a greater online presence both as a way to support their researchers (and their work) as well as connect with them. ETH-Bibliothek chose MIE as one of many tools to meet this challenge and today, they have grown their Mendeley user-base to 2,800.

About ETH Zurich & ETH-Bibliothek

Located in the heart of Switzerland, Eidgenössische Technische Hochschule (ETH) Zürich - also known as the Swiss Federal Institute of Technology - is one of the world's leading universities for engineering, technology and the natural sciences. Founded in 1855, ETH Zurich is home to 21 Nobel Laureates, each having contributed significantly to research issues around the globe.

ETH-Bibliothek is ETH Zurich's main library and its 180+ staff are dedicated to supporting close to 19,000 students and 5,000 faculty to achieve research excellence. As the national centre for technical and scientific information and one of Europe's leading libraries, ETH-Bibliothek provides a wide selection of library resources covering the fields of ETH Zurich's 16 departments in the areas of architecture, civil engineering, natural sciences, mathematics, management and social sciences.



With a Masters Degree in Information Science, Deborah Kyburz is responsible for web and digital media at ETH-Bibliothek and is the product manager for Mendeley Institutional Edition (MIE). She is responsible for the monitoring of usage & promotion of MIE to all students and faculty across ETH Zurich.

Mendeley Supports ETH-Bibliothek's Goals

It is easy to see how Mendeley's three key values (to drive researcher productivity, enable collaboration, and create insight) are very much in line with the goals of ETH-Bibliothek – especially with regard to promoting research and discovery, encouraging openness, creativity and dynamic growth, and collaborating across boundaries (both geographic and disciplinary).

Mendeley is one of the tools ETH-Bibliothek has chosen in order to enhance the online presence of both their researchers and their work as well as gain a better overall understanding of the more global environment within which many researchers now work.

“Beyond user behaviour insights, we realized that the social aspect of Mendeley has become relevant. We can support our researchers with their work, their collaborative work and their sharing of documents.”

Deborah Kyburz, Product Manager for Mendeley Institutional Edition at ETH-Bibliothek

Evaluated alongside their existing tool EndNote, ETH-Bibliothek ultimately decided to add MIE for its ability to meet their two primary goals in a meaningful way: Be present on one of the most popular social networks for researchers and support their users with collaborative and web-based knowledge management.

The Rollout Experience at ETH Zurich and ETH-Bibliothek

Having decided to invest in MIE, ETH-Bibliothek was keen to deliver a successful launch and encourage widespread uptake. The library worked with the IT Department of the university to make sure all members of ETH Zurich could download the desktop version and they also liaised with subject specialists to design trainings suitable for students, researchers and faculty. A group profile was created on Mendeley so that new users could easily access their upgraded MIE account and more seasoned users were invited to join prior to the general launch in order to lend credibility to the wider community.



A page on their library website (<https://www.library.ethz.ch/en/Services/Publishing-registering-managing/Mendeley-Institutional-Edition>) continues to provide a description of Mendeley with a link to their institutional group and guidelines on how to share content within private groups. Today, researchers at ETH Zurich are actively collaborating with each other in 1000+ private groups.



Arlette Piguët, Head of Customer Services at ETH-Bibliothek, emphasizes the importance of enabling students to choose a tool for literature management that suits them best. With regard to this, Mendeley was a perfect addition to the other literature management tools (EndNote and Citavi) at ETH Zurich.

Now two years into their MIE licence, ETH-Bibliothek continues to offer regular trainings approximately four times a year. Overall, they feel the rollout and take-up of Mendeley has gone very smoothly.

Future plans for Mendeley at ETH Zurich

Since the implementation of MIE in 2013, ETH Zurich has seen a steady increase in the number of Mendeley users (600% increase over two years). While this still represents only a portion of overall users, Deborah is hopeful that with more outreach and demonstrations, the network of users will continue to grow.

Andreas Müller, Subject Specialist & responsible for the majority of Mendeley trainings at ETH Zurich, says users like Mendeley because it's:

“seen as very user-friendly and intuitive allowing users to access their library and communicate with each other from anywhere.”

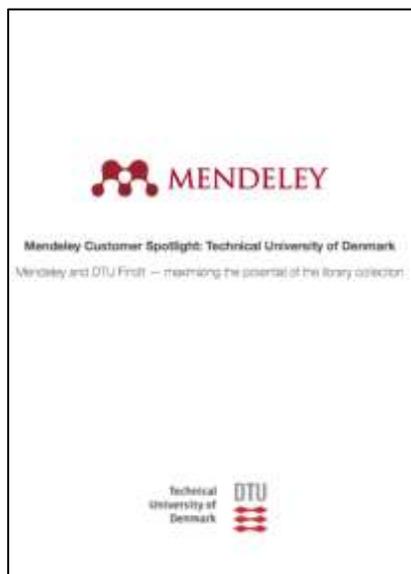
Deborah Kyburz agrees, citing three main qualities which she thinks makes Mendeley an ideal researcher tool for ETH Zurich:

- 1) Mendeley represents one of the most popular and widely used social networking tools amongst researchers.
- 2) Mendeley (more specifically, MIE) offers unlimited private groups for convenient collaborative effort.
- 3) Mendeley provides access to resources and collections anywhere via the Cloud.

Going forward, Deborah plans to attract a wider audience by looking at other ways to stimulate uptake of Mendeley, including the creation of tailor-made trainings for faculty members, as well as sending out regular invitations to join Mendeley to the wider user population.

To access a recording of Deborah Kyburz's webinar "Mendeley at ETH Zurich – looking back and ahead", please go to: www.brighttalk.com/webcast/11355/151413

Other Mendeley Case Studies may be downloaded from:
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