

APA Style   
Quick Reference

JUICE FOR WRITING

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For more help and details on APA style formatting, try one of these helpful online guides:

* [Purdue OWL—APA In-text Citations: The Basics](https://owl.english.purdue.edu/owl/resource/560/02/)
* [Purdue OWL—APA Reference List: Basic Rules](https://owl.english.purdue.edu/owl/resource/560/05/)

# IN-TEXT CITATIONS

## GENERAL RULES FOR CITATIONS



 Citation examples appear with yellow highlighting for demonstration purposes only. Your own citations should always appear in regular text.

### Summary or paraphrase

Include the author’s last name and the year of publication in parentheses. Separate them with a comma, and place the parentheses at the end of the last sentence in the summary or paraphrase and before the period.

Stefan and Anna Kuchar arrived at Ellis Island in the winter of 1898 (Kuchar, 2000).

### Direct quotation

Include the author’s last name, year of publication, AND a page number in parentheses at the end of the last sentence in the summary or paraphrase and before the period.

To us, it may seem amazing to think of a middle school-aged person taking on such a solitary and dangerous job, but, in fact, this was very common. “It wasn't unusual for teenagers as young as 14 to be hired. One man named ‘Bronco’ Charlie Miller claimed he was only 11 years old when he first joined the Pony Express” (Andrews, 2016, p. 21).

* What if there is no page number?

>Use the paragraph number instead. Count the paragraphs from the beginning to find the number of the one you are citing.

“The introduction of non-native species to the welcoming biome represented in southwest Florida poses a real danger to native flora and fauna” (Rivas, 2016, para. 4).

### Direct quotations longer than 40 words

* Introduce the quotation with a signal phrase.
* Omit the quotation marks.
* Indent the quotation a half-inch from the left margin.
* Place the period before the parentheses that contain the page or paragraph number.

Horticulturalist Ellen Rivas (2016), a native of southwest Florida, explains the complex issue of just how dangerous the introduction of non-native species into an environment can be:

The introduction of non-native species to the welcoming biome represented in southwest Florida poses a real danger to native flora and fauna. When a transplanted species is placed in its new environment, growth may go unchecked in the absence of insect enemies or meteorological factors that previously kept the growth of the species in balance. (para. 4)

### Signal phrase

Include the year of publication after your first mention of the author. If you are using a direct quotation, include the page or paragraph number in parentheses at the end of the quotation.

#### Paraphrase or summary:

Baker (2013) believes that there will never again be a team of workers as dedicated as were the men of the Pony Express.

#### Direct quotation:

Baker (2013) tells of the extreme conditions under which the Pony Express riders worked, “sometimes traveling through dust storms, thunderstorms, and snow” (p. 3).

## MORE THAN ONE AUTHOR

### Two authors

Include the last names both authors. Join last names with an ampersand (&).

Progressive labor laws and an increased attention to worker well-being meant that people were beginning to have more free time than they did during previous generations (Scott & Brown, 2011).

### Co-authors with the same last name

Use each author’s first initial in front of his or her last name.

The post-war industrial boom made family cars and homes more affordable, and relocating to different parts of the country was easier than ever (C. Klein & L. Klein, 2002).

### Three to five authors

List the last names of all the authors separated by a comma. Include an ampersand (&) before the last author’s name.

The march had many goals, but some of the main ones were to compel the government to pass meaningful civil rights legislation, eliminate the segregation of schools, and prohibit racial discrimination in hiring (Jackson, Munroe, & Cunniff, 2015).

### Six or more authors

List the first author followed by “et al.”

The demonstration concluded with Martin Luther King, Jr., delivering his famous “I Have a Dream” speech and is credited with helping to propel the Civil Rights Act into law a year later (Johnson et al., 2008).

### Same author last names from two different sources

Use the author’s first initial in front of each last name.

#### Citation for first author:

Many riders for the Pony Express went on to become government workers (D. Jones, 2012).

#### Citation for second author:

Patrick Walsh told his family stories of fighting fires using fire engines drawn by a team of horses. (A. Jones, 2014).

## ORGANIZATION AS AUTHOR

Sometimes, an organization serves as the author. The organization is a group of individuals working for a common cause. Some examples are a university, a society, or a group that raises awareness about an issue.

List the complete organization name followed by its acronym in brackets the first time it is cited. When citing an organization for the second time, use the acronym.

#### End-of-sentence citation:

In fact, Hiram used his knowledge of the local environment to contribute to some of the *Audubon Field Guides*—a very popular series of nature books that have sold more than 18 million copies (North American Publishers’ Union [NAPU], 2014).

#### Signal phrase:

According to the North American Publishers’ Union (2014), this is a very popular series of nature books that has sold more than 18 million copies.

## AUTHOR UNKNOWN

If the work does not have an author and was not written by an organization, then use a shortened version of the title or the full title, if it is short:

* Capitalize all key words in the title.
* If the title is of an article, then place it inside quotation marks.
* If the title is of a book, then *italicize* it.

Pony Express riders even were subjected to attacks by the Paiute Indian tribe in Nevada during the Paiute War of 1860 (“Pony Express Basic Facts,” 2016).

* My title is too long, how should I shorten it?

>Remove words from the end of the title.

#### Original title:

The Pony Express, Transcontinental Railroad, and Other Ventures That Transformed Our Lives

#### Shortened title:

The Pony Express, Transcontinental Railroad

## DATE UNKNOWN

If the work does not have a publication date, then use the abbreviation n.d. in place of the year of publication.

#### End-of-sentence citation:

Marchers traveled to the capital by all manner of transportation—some journeyed hundreds of miles from cities like Milwaukee and St. Louis (Porter, n.d.).

#### Signal phrase:

Bill Porter (n.d.) wrote in his blog that marchers traveled to the capital by all manner of transportation—some journeyed hundreds of miles from cities like Milwaukee and St. Louis.

## VIDEOS

Cite videos as you would cite other types of sources. In this case, the author is the person who created the work, and the year of publication is the year the video was created.

Patrick Walsh told his family stories of fighting fires using fire engines drawn by a team of horses. (Jones, 2014).

## IMAGES, PHOTOGRAPHS, AND ARTWORK

Images and artwork such as photographs or drawings are considered to be **figures**.  When you use figures in your work, you must include a **caption** beneath the figure:

1. Start with the word **Figure followed by a number** that shows the order of the image in your work.
2. Follow this with the **figure title**. Capitalize only the first word and proper nouns in the title.
3. After the title, include a **brief explanation** of the figure.
4. End with an **in-text citation** that includes the creator’s **last name and year of publication** in parentheses.



Figure 1. Lake Stone picnic area. Our family has been meeting here for the past 70 years (Gorski, 2016).

### Image without an author



If your image does not have an author, make sure that the caption includes the image title. Include only the year of publication in parentheses.



Figure 3. Lake house at sunset. This photograph shows the author’s house at the time of the ant invasion (2013).

### Image without a title and/or date



* If the image does not have a title, then create one using “Untitled” followed by the medium followed by a brief description.
* If the image does not have a date, then use the abbreviation n.d. in place of the year of publication.



Figure 2. Untitled photograph of the Bakersfield church. This shows Stefan and Anna Kuchar’s final resting place (n.d.).

## PERSONAL COMMUNICATIONS

If your information comes from another person, then include the name of the person, the words “personal communication,” and the date of the communication in parentheses.

Grandpa Walsh told stories of bringing my mother and her brothers on weekend excursions to Coney Island in the 1930s. They escaped the oppressive August heat of Brooklyn for a chance to enjoy the surf as well as to ride the roller coaster and other attractions (P. Walsh, personal communication, December 25, 1972).

# 

 REFERENCE LIST ENTRIES

GENERAL RULES FOR REFERENCE LIST ENTRIES



* Every in-text citation should have an entry in the list of references, unless it is a personal communication.
* Every entry in the list of references should reference one or more in-text citations in the document.
* If you read sources but do not include any information from those sources, do not include them on your list of references.
* The list of references begins on a separate page.
* Use the title, References, centered at the top of the page.
* Alphabetize entries by the first word in the entry. Ignore *a*, *an*, and *the*.
* Each entry should be double-spaced and formatted with a hanging indent (first line of entry is not indented, but all the rest are indented).

BOOKS



Creating a reference list entry



1. Start the entry with the author's last name and first initial.
2. Next, include the **year of publication** in parentheses.
3. Then, include the **title of the book** in italics. Capitalize only the first word and any proper nouns in the title.
4. Finally, include the **city and state of publication** followed by a colon and the **publisher**.
5. End the entry with a period.

* Format:



Author last name, First initial. (Year of publication*). Title in italics with only the first word and proper nouns capitalized*. Publication city, State: Publisher name.

* Example:



Jones, D. (2012). A history of the Pony Express. Boston, MA: Boston Books.

Corresponding in-text citation:

Many riders for the Pony Express went on to become government workers (Jones, 2012).

* What if I read the book online?

>Do not include the publisher. Instead add the DOI if it is available or the website URL. If you use the URL, precede it with “Retrieved from” if the book can be read online. If it must be purchased, use “Available from” instead.:

Jones, D. (2012).  A history of the Pony Express. Available from https://www.amazinghistorybooks.com?bookid=12345

* What if my book is not a first edition?

>Add the edition number after the title:

Jones, D. (2012).  A history of the Pony Express (7th ed.). Available from https://www.amazinghistorybooks.com?bookid=12345

PRINTED ARTICLES FROM NEWSPAPERS, MAGAZINES, OR JOURNALS



**Newspapers**, **magazines**, and **journals** are examples of **periodicals** or publications that are published regularly.

Their reference list entries follow the same format with the following differences:

|  |  |  |
| --- | --- | --- |
| **Source type** | **Date of publication information** | **Volume, issue, page numbers included?** |
| Newspapers | Year, month, day | No |
| Magazines—intended for a popular audience | Year, month | Yes |
| Journals—intended for a scholarly audience, focusing on a special interest such as health or education | Year | Yes |

Creating a reference list entry



1. Start the entry with the author's last name and first initial.
2. Next, include the **date of publication** information. This is **different** for each source type. (See the table above.)
3. Then, include the **title of the article**. Capitalize only the first word and any proper nouns in the title.
4. Follow this with the **title of the publication**. Italicize it.
5. For **magazines and journals**, include the **volume, issue, and page numbers**. This is NOT required for newspapers.
6. End the entry with a period.

* C:\Users\e.burr\Documents\Content\Writing\JCS100 Citations\Graphics\ifactory\contenttype-icons\print.png Format:

Author last name, First initial. (Year, Month of publication*).* Title of article with only the first word and proper nouns capitalized. *Title of publication in italics exactly as it appears*, *Volume number in italics* (issue number), pages.

* Example for a magazine:



Petersen, B. (2015, May). Enemies among us. *Florida Nature Magazine, 5*(1), 35-48.

Corresponding in-text citation:

A naturally aggressive plant may be especially invasive when it is introduced to a habitat that supports growth (Petersen, 2015).

ONLINE ARTICLES FROM NEWSPAPERS, MAGAZINES, OR JOURNALS



**Newspapers**, **magazines**, and **journals** are examples of **periodicals** or publications that are published regularly.

Their reference list entries follow the same format with the following differences:

| **Source type** | **Date of publication information** | **Volume, issue, page numbers included?** |
| --- | --- | --- |
| Newspapers | Year, month, day | No |
| Magazines—intended for a popular audience | Year, month | Yes |
| Journals— intended for a scholarly audience, focusing on a special interest such as health or education | Year | Yes |

Creating a reference list entry



1. Start the entry with the **author’s last name and first initial**. Many Internet sources have an author!
2. Next, include the **date of publication** information. This is **different** for each source type. (See the table above.)
3. Then, include the **title of the article**. Capitalize only the first word and any proper nouns in the title.
4. Follow this with the **title of the publication**. Italicize it.
5. For **magazines and journals**, include the **volume, issue,** and **page numbers** if available. This information is not required for newspapers.
6. If the page numbers do NOT follow a volume and issue number, enclose them in parentheses and include “p.” for a single page or “pp.” for multiple pages so that the reader knows they are page numbers: (pp. 94-96).
7. Finally, include the **DOI**.
8. If there is no **DOI**, then use the **URL** preceded by the words “Retrieved from”.
9. Do not include a period after the DOI or URL.

* What is a DOI?

>DOI stands for digital object identifier. It is a string of characters often used to identify a digital source such as a website or an online journal article. Always use the DOI if provided by the website.

* When would an online journal or magazine article have a page number?

>When you download an article, the downloaded version will most likely have page numbers. If you are reading the article online, it will most likely not have page numbers.

* Do you use paragraph numbers if there are no page numbers?

>You do not use paragraph numbers in reference list entries. You only use them in in-text citations for direct quotations if there are no page numbers.

Online journal article



* Format:



Author last name, First initial. (Year of publication*).* Title of article with only the first word and proper nouns capitalized. *Title of journal in italics exactly as it appears*, *Volume number in italics* (issue number), pages if available. DOI or “Retrieved from” URL

* Example—DOI provided by website:



West, K. (2011). Unsung heroes. Journal of Firefighting, *12*(1), 130-142.  
doi:10.1234/5678-9123.4.5.6

Corresponding in-text citation:

A firefighter in New York City in the 1920s spent nine of 10 days on the job. Day number 10 was for catching up with family, friends, and neighbors (West, 2011).

*  Example—article only available online—no page numbers:

Jackson, D., Munroe, J., & Cunniff, J. (2015). The march that changed our lives. *Journal of Our Times, 12*(1). Retrieved from http://www.jot.com/ae2f1d271

Corresponding in-text citation:

The march had many goals, but some of the main ones were to compel the government to pass meaningful civil rights legislation, eliminate the segregation of schools, and prohibit racial discrimination in hiring (Jackson, Munroe, & Cunniff, 2015).

*  Example—page numbers, but no volume or issue number:

Klein, C., & Klein, L. (2002). Working conditions and the American middle class. *Exploring Society* (pp. 94 – 96). Retrieved from http://www.exploringsociety.com/20021003

Corresponding in-text citation:

The post-war industrial boom made family cars and homes more affordable, and relocating to different parts of the country was easier than ever (C. Klein & L. Klein, 2002).

C:\Users\e.burr\Documents\Content\Writing\JCS100 Citations\Graphics\ifactory\contenttype-icons\online.png Online magazine article example

*  Format:

Author last name, First initial. (Year, Month of publication*).* Title of article with only the first word and proper nouns capitalized. *Title of magazine in italics exactly as it appears*, *Volume number in italics* (issue number), pages. DOI or “Retrieved from” URL

* Example--no DOI available:



Baker, P. (2013, November). History of the Pony Express. US News, 11(1), 1-5. Retrieved from  
http://www.usnews.com/opinion/articles/2013/11/04/history-of-pony-express

Corresponding in-text citation:

A typical rider for the Pony Express was less than 21 years old and did not have a family (Baker, 2013).

C:\Users\e.burr\Documents\Content\Writing\JCS100 Citations\Graphics\ifactory\contenttype-icons\online.png Online newspaper article

* Format:



Author last name, First initial. (Year, Month day of publication*).* Title of article with only the first word and proper nouns capitalized. *Title of newspaper in italics exactly as it appears*. DOI or “Retrieved from” URL

*  Example--no DOI available:

Marlowe, G. (1911, March 26). Deadly fire draws attention to factory conditions. *The Brooklyn Banner.* Retrieved from http://brooklynbanner.com/archives/2011/03/26/shirtwaistfire

Corresponding in-text citation:

The fire raised a number of questions about factory conditions (Marlowe, 1911).

ONLINE ARTICLES FROM WEBSITES



You might find an article on a website that is not a newspaper, magazine, or journal.

Creating a reference list entry



1. Start the entry with the **author’s last name and first initial**. Many Internet sources have an author!
2. Next, include the **year of publication**.
3. Then, include the **title of the article** and italicize it. Capitalize only the first word and any proper nouns in the title.
4. Finally, include the **DOI**.
5. If there is no **DOI**, then use the website **URL** preceded by the words “**Retrieved from**.”
6. Do not include a period after the DOI or URL.

* What is a DOI?

>DOI stands for digital object identifier. It is a string of characters often used to identify a digital source such as a website or an online journal article. Always use the DOI if provided by the website.

*  Format:

Author last name, First initial. (Year of publication). Title of article in italics with only the first word and proper nouns capitalized. DOI or “Retrieved from” URL

*  Example—no DOI available:

Rivas, E. (2016). *Florida fauna and flora: The future is bleak*. Retrieved from http://www.southfloridagardens.org

Corresponding in-text citation:

“The introduction of non-native species to the welcoming biome represented in southwest Florida poses a real danger to native flora and fauna” (Rivas, 2016, para. 4).

MORE THAN ONE AUTHOR



Two authors

* Include the last names of both authors.
* Join their last names with an ampersand (&).
* Example:

Scott, B., & Brown, Q. (2011). The origin of leisure time. *Journal of Sociology*, *4*(1), 94-96. Retrieved from http://www.journalofsociology.com/20110401

Corresponding in-text citation:

Progressive labor laws and an increased attention to worker well-being meant that people were beginning to have more free time than they did during previous generations (Scott & Brown, 2011).

Co-authors with the same last name

Use the author’s first initial in front of their last names.

* Example:

Klein, C., & Klein, L. (2002). Working conditions and the American middle class. *Exploring Society* (pp. 94 – 96). Retrieved from http://www.exploringsociety.com/20021003

Corresponding in-text citation:

The post-war industrial boom made family cars and homes more affordable, and relocating to different parts of the country was easier than ever (C. Klein & L. Klein, 2002).

Three to five authors

* List the last names of all the authors, separated by a comma.
* Include an ampersand (&) before the last author‘s name.
* Example:

Jackson, D., Munroe, J., & Cunniff, J. (2015). The march that changed our lives. *Journal of Our Times, 12*(1). Retrieved from http://www.jot.com/ae2f1d271

Corresponding in-text citation:

The march had many goals, but some of the main ones were to compel the government to pass meaningful civil rights legislation, eliminate the segregation of schools, and prohibit racial discrimination in hiring (Jackson, Munroe, & Cunniff, 2015).

Six or more authors

* List the first six authors
* Put an ellipse ( . . .) after the sixth author’s name.
* Follow this with the last author’s name.
* Example:

Johnson, K., Lewis, M., Green, J., Walker, C., Hill, W., Colman, D., . . . Davis, R., (2008). Civil rights and the American dream*. Journal of Our Times, 2*(4).Retrieved from http://www.jot.com/ac5b4f712hc4

Corresponding in-text citation:

The demonstration concluded with Martin Luther King, Jr., delivering his famous “I have a dream” speech and is credited with helping to propel the Civil Rights Act into law a year later (Johnson et al., 2008).

ORGANIZATION AS AUTHOR



Sometimes, an organization serves as the author. The organization is a group of individuals working for a common cause. Some examples are a university, a society, or a group that raises awareness about an issue.

* List the complete organization name as the author.
* If the organization has a well-known abbreviation, then include it in the in-text citation the first time you cite it.
* Example:

North American Publishers’ Union. (2014). *Top sellers of our times*. Retrieved from http://www.napu.org/topsellers/3219203

Corresponding in-text citation:

In fact, Hiram used his knowledge of the local environment to contribute to some of the *Audubon Field Guides*—a very popular series of nature books that have sold more than 18 million copies (North American Publishers’ Union [NAPU], 2014).

AUTHOR UNKNOWN



If the work does not have an author and was not written by an organization, use a shortened version of the title, or the full title if it is short:

* Capitalize the first word in the title.
* If the title is for a book, then italicize it. Otherwise, do not italicize it.
* Example for an online journal article:



The recipe that changed the world. (2004). American Journal of Cooking, 13(1), 12-13. Retrieved from http://www.americanjournalofcooking.com

Corresponding in-text citation:

Magda’s relatives brought countless other recipes from Poland, adding their traditional baking to the cultural tapestry of their new home (“The Recipe That Changed the World,” 2004).

* C:\Users\e.burr\Documents\Content\Writing\JCS100 Citations\Graphics\ifactory\contenttype-icons\image-close cropped.png Example for image:

Lake house at sunset [Photograph]*.* (2013). Retrieved from https://www.gorksiblogspot.com

Corresponding in-text citation:



Figure 3. Lake house at sunset. This photograph shows the author’s house at the time of the ant invasion (2013).

DATE UNKNOWN



If the work does not have a publication date, use the abbreviation n.d. in place of the year of publication.

* Example for an online article with no date:



Porter, B. (n.d.). *1963 March on Washington for jobs and freedom* [Blog post]. Retrieved from http://www.historyblog.org./1963marchonwashington

Corresponding in-text citation:

Marchers traveled to the capital by all manner of transportation—some covering hundreds of miles to make it from cities like Milwaukee and St. Louis (Porter, n.d.).

* Example for image with no title or date:



[Untitled photograph of the Bakersfield church]. (n.d.). Retrieved from https://www.gorskiblogspot.com

Corresponding in-text citation:



Figure 2. Untitled photograph of the Bakersfield church. This shows Stefan and Anna Kuchar’s final resting place (n.d.).

VIDEOS



Creating a reference list entry



1. Start the entry with the **last name and first initial** of the creator of the video.
2. Next, include the **screen name** for the creator (if any) in square brackets.
3. Then, include the **date of publication** in parentheses, followed by a period. In this case, the date format is different from other reference list entries. It includes the **year, followed by the month and day**.
4. Follow this with the **title** in italics. Capitalize only the first word and any proper nouns in the title.
5. Include the words “**Video file**” in square brackets, followed by a period.
6. Finally, include the **DOI**.
7. If there is no **DOI**, use the **URL** instead, preceded by the words “**Retrieved from**”
8. Do not include a period after the DOI or URL.

* What is the screen name?

>The screen name is the name the creator uses online for his or her YouTube or other social media account.

* What is a DOI?

>DOI stands for digital object identifier, which is a string of characters often used to identify a digital source such as a website or an online journal article. Always use the DOI if one is provided by the website.

* Format:



Author last name, First initial. [screen name] (Year, Month day of publication*). Title of video in italics with only the first word and proper nouns capitalized*. [Video file]. DOI or “Retrieved from” URL

* Example:



Jones, A. [youtubeman]. (2014, September 12). *Up in smoke* [Video file]. Retrieved from https://www.youtube.com/12345

Corresponding in-text citation:

Patrick Walsh told his family stories of fighting fires using fire engines drawn by a team of horses. (Jones, 2014).

IMAGES, PHOTOGRAPHS, AND ARTWORK



Creating a reference list entry



When you use images in your work, include them on your list of references as you would other types of sources.

1. Begin the reference list entry with the **artist or creator's name**.
2. Next, include the **year the work was published** or created.
3. Then, name the title of the work in italics.
4. Follow this with the **medium of the work** in square brackets.
5. Finally, include the **DOI**.
6. If there is no **DOI**, then use the **URL** instead, preceded by the words “**Retrieved from**”.
7. Do not include a period after the DOI or URL.

* What is the medium?

>The ****medium**** is the material or method used to present the artwork's subject matter.   Some possibilities include photograph, painting, map, table, or chart.

* What is a DOI?

>DOI stands for digital object identifier, which is a string of characters often used to identify a digital source such as a website or an online journal article. Always use the DOI if provided by the website.

* Format:



Author last name, First initial. (Year of publication*). Title of image in italics with only the first word and proper nouns capitalized*. [Medium]. DOI or “Retrieved from” URL

* Example:



Gorski, T. (2016). *Lake Stone picnic area* [Photograph]. Retrieved from https://www.gorksiblogspot.com

Corresponding in-text citation:



Figure 1. Lake Stone picnic area. Our family has been meeting here for the past 70 years (Gorski, 2016).

Image without an author



Begin the reference list entry with the title instead of the author.

*  Format:

Title of image with only the first word and proper nouns capitalized [Medium]. (Year of publication*).*  [Medium]. DOI or “Retrieved from” URL

* Example:



Lake house at sunset [Photograph]*.* (2013). Retrieved from https://www.gorksiblogspot.com

Corresponding in-text citation:



Figure 3. Lake house at sunset. This photograph shows the author’s house at the time of the ant invasion (2013).

Image with no title and/or date



* If the image does not have a title, then create one using “Untitled” followed by the medium and a brief description. In this case, do not include the medium in square brackets in the reference.
* If the image does not have a date, then use the abbreviation n.d. in place of the year of publication.
*  Format:

[Made up title in square brackets]. (n.d.). DOI or “Retrieved from” URL

* Example:



[Untitled photograph of the Bakersfield church]. (n.d.). Retrieved from https://www.gorskiblogspot.com

Corresponding in-text citation:



Figure 2. Untitled photograph of the Bakersfield church. This shows Stefan and Anna Kuchar’s final resting place (n.d.).

COMPLETE REFERENCE LIST EXAMPLE



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# About JUICE

JUICE is a new learning platform and approach to providing just-in-time academic skills support. The JUICE project was funded by a US Department of Education, First in the World, grant to Southern New Hampshire University’s College for America program.