Reference list entries, bibliographies and in-text citations

A quick reference guide

for SoC students

by

Hazel Hall

VERSION 1.3

7 February 2005

Based on material held at:

http://www.dcs.napier.ac.uk/~hazelh/index.htm#skills

PREFACE

The base material for this handout was originally composed in one HTML file as a quick reference guide. Over time it was expanded to incorporate answers to the more detailed questions that students were asking me about referencing. As more material was added, the original file became difficult to navigate. It was then split into four separate files. These are currently held online at:

http://www.dcs.napier.ac.uk/~hazelh/index.htm#skills

This handout has been devised to pull the web material together for off-line use. If you are working online, you are likely to find it more convenient to check the online versions to help with quick queries. However, please bear in mind that the pdf version of this file (or the yellow booklet hard copy) contains the most up to date information.

These materials are not meant to be comprehensive (and were never intended to be so – they grew to this size in response to student requests). For full details of APA referencing you should consult the APA guide:

> American Psychological Association (2001). *Publication manual of the American Psychological Association* (5th ed.). Washington DC: American Psychological Association.

Napier students will find the guide in the library at Merchiston 808.06615AME.

If you find a mistake or inconsistencies in any of the files, please let me know so that I can update future versions. I can be contacted at h.hall@napier.ac.uk.

Hazel Hall
Senior Lecturer – School of Computing
Napier University, Edinburgh
7th February 2005

CONTENTS

1   WHY USE STANDARDISED REFERENCING TECHNIQUES?

1.1   Use standardised referencing techniques to improve the quality of your work

When you submit work that is well referenced you are rewarded because you:

- provide clear evidence that you have researched your topic;
- demonstrate that you have skills in research, having managed to find sources that are at an appropriate level and relevant to the subject area without missing the key ones;
- illuminate, support and justify statements made in your work by citing published experts;
- relate previous work to points of particular interest in your own work;
- give a meaningful analysis of the range of sources used, revealing the main trends and different approaches to the subject under discussion.

This is particularly important when writing up research projects (Orna, 1995, p. 174). It has been acknowledged that "referencing has an intimate relationship with structuring and argument and is far from being a 'technical' issue" (Mutch, 2003, p. 30).

1.2   Use standardised referencing techniques to facilitate the comprehension of your work by the people who assess it

Work that is well referenced is easier to follow. This facilitates the work of the people evaluating the work that you have submitted. Markers are not distracted into providing corrective feedback. They are able to focus on the *content* of what you have written, rather than the *form*.

1.3   Use standardised referencing techniques to provide pointers to the original sources

If someone would like to find the sources from which you have built your arguments, it is possible for them to do so easily when you provide exact citations. This is particularly important for your project and dissertation work.

1.4   Use standardised referencing techniques to guard against academic misconduct, including plagiarism

You should be careful not to commit academic misconduct, for example through plagiarising the work of others, whether intentionally or unintentionally. Intentional misconduct refers to practices such as deliberate cheating. Unintentional misconduct may result from failing to acknowledge sources used to complete an assignment: *nevertheless, this would still be counted as plagiarism*.

The following are all forms of academic misconduct:

- paraphrasing the words of another person without providing a citation to that person's work;
- including in your work the exact words of another person without placing quotation marks around those words, and failing to provide a citation to that person's work;
- submitting work under your name when it has actually been written for you by someone else, for example a former student, a current student, a friend or a relative;
- submitting work that has been acquired from elsewhere, for example a web research paper service;
- submitting joint work for an individual assessment;
- submitting work copied from another student (current or past), whether or not the other student knows that you have copied his or her work;
- allowing another student to copy your work;
- cheating in exams.

Several students have failed recent assessments set by the School of Computing because they have been found to have plagiarised their work. Cases have included students who have failed to acknowledge their sources and others who have submitted material downloaded from web pages as their own.

2   APA STYLE

"APA style" refers to rules for publication recommended by the American Psychological Association in its publication manual (American Psychological Association, 2001). These rules provide advice on various issues related to the production of publications. This includes advice on grammar, layout of text and reduction of bias in the use of language.

The APA rules on referencing form just part of the style guide. These rules are not just used by psychologists, but by hundreds of publishers in many different subject areas. You are advised to follow the APA standard for referencing since it is one of the most commonly used referencing styles.

You are not expected to know the rules off by heart. Rather, you should use the information on this booklet as you prepare your written work. The information in the booklet is also available online at: http://www.dcs.napier.ac.uk/~hazelh/index.htm#skills.

3 REFERENCE AND BIBLIOGRAPHY LIST ENTRIES FOLLOWING APA STANDARDS

3.1 Purpose of these instructions

The schemes below are instructions on how to present references in reference lists and bibliographies. (If you don't know the difference between a reference list and a bibliography, please see h) on page 21.) You are expected to use the material supplied here simply as a reference source. You are not expected to memorise its contents!

The instructions cover the formats of material commonly consulted by students. They are based on the APA style. If you need to reference other formats of material, or if you would like to see fuller details on referencing, please consult the *APA publication manual*, held at Merchiston 808.06615AME. The full reference to this work is:

American Psychological Association (2001). *Publication manual of the American Psychological Association* (5th ed.). Washington DC: American Psychological Association.

3.2 General forms

The key information that a reference or bibliography entry should contain is:

1. the author(s) of the work (a person, people or a corporate body)
2. the year of publication
3. the title
4. publishing data

With this information another person is able to retrieve the source cited.

The general forms are given in 3.2.1, 3.2.2, 3.2.3 and 3.2.4 below.

3.2.1 *Book material and other non-periodical publications*

e.g. reports, brochures, manuals, proceedings of conference that are not part of a series

Author surname, A.A. (year). *Title of book*. Location: Publisher.

3.2.2 *Section of a book and sections of other non-periodical publications*

e.g. essays within books, conference papers in proceedings of conferences that are not part of a series

Author surname, A.A., & author surname, B.B. (year). Title of section. In A. editor 1 surname, A. editor 2 surname, & A. editor 3 surname (Eds.). *Title of non-periodical* (pp. xxx-xxx). Location: Publisher.

3.2.3 Periodical material

i.e. material that is published in serial form such as journals, conference proceedings for conferences which take place on a regular basis

Author 1 surname, A.A., author 2 surname, A.A., & author 3 surname, A.A. (year). Title of article. Title of periodical, *xx*(x), xxx-xxx.

3.2.4 Online source

e.g. web page, news group item, discussion group posting

Author surname, A.A. (year). *Title of work.* Retrieved month, day, year from source.

4   EXAMPLES OF GENERAL FORMS IN PRACTICE

The material which follows below provides examples to illustrate how the general forms are used in practice. They are presented in boxes here so that the examples stand out from the instructions. Please do not use boxes in your listings.

4.1   Book material

4.1.1   Book with one author

Author surname, A. (date). *Title.* Place of publication: Publisher.

Barnett, V. (1991).   *Sample survey principles and methods.* London: Edward Arnold.

4.1.2   Book with two authors

Author 1 surname, A., & author 2 surname, A. (date). *Title.* Place of publication: Publisher.

Bawden, D., & Blakeman, K. (1990).   *IT strategies for information management.* London: Butterworth.

4.1.3   Book with more than two authors

Author 1 surname, A., author 2 surname, A., & author surname 3, A. (date). *Title.* Place of publication: Publisher.

Hall, H.J.R., Davenport, E., & Horton, K. (2005).   *How to write an exciting hand-out.* Edinburgh: Napier Press.

4.1.4   Book that has been reissued (i.e. in an edition other than first)

Author surname, A. (date). *Title* (Nth ed.). Place of publication: Publisher.

Babbie, E. (1991).   *The practice of social research* (6th ed.). San Francisco, CA: Wadsworth.

Note that the abbreviation "ed" is not capitalised for the word "edition".

4.1.5 Edited book with one editor

Editor surname, A. (Ed.), (date). *Title*. Place of publication: Publisher.

Cronin, B. (Ed.), (1995). *Information management: form strategies to action.* London: Aslib.

Note that the abbreviation "Ed" <u>is</u> capitalised for the word "Editor".

4.1.6 Edited book with more than one editor

Editor 1 surname, A. & editor 2 surname, A. (Eds.), (date). *Title*. Place of publication: Publisher.

Child, J. & Mann, I. (Eds.), (2005). *Handbook of life.* Oxford: Oxford University Press.

4.1.7 Essay within an edited book

Essay author surname, A. (date). Essay title. In A. editor surname (Ed.), *Book title* (pp. xxx-xxx). Place of publication: Publisher.

Byrne, U. (1989). Information for strategic planning. In C. Oppenheim (Ed.), *Perspectives in information management* (pp. 339-351). London: Butterworth.

4.2 Periodical (journal) articles

4.2.1 Periodical (journal) article with one author

Author surname, A. (date). Article title. *Periodical title*, *Z*(y), xxx-xxx.

"Z" represents the volume number and "y" the issue number. Note that the volume number is *italicised*.

Bates, I. (1990). Strategic planning for information technology. *Canadian Library Journal, 47*(5), 315-318.

Where the periodical (journal) does not use volume and/or issue numbers you should use the information given to copy the "official" style as closely as possible. For example, you can use seasons as issue number substitutes.

Scott, J.K. (2003). What is information? *Sloan Management Review*, (Winter), 29-38.

Strictly speaking, issue numbers should only be used if each issue of a periodical begins on page 1. They should not be used for periodicals that use one sequence of pages numbers throughout a year's volume of issues. Since this practice is not always obvious, this rule is sometimes ignored.

4.2.2 Periodical (journal) article with two authors

Author 1 surname, A., & Author 2 surname, A. (date). Article title. *Periodical title*, *Z*(y), xxx-xxx.

Adriaans, W., & Hoogakker, J.T. (1989). Planning an information system at Netherlands Gas. *Long Range Planning* (UK), *22*(3), 64-74.

4.2.3 Periodical (journal) article with more than two authors

Author 1 surname, A., author 2 surname, A., & author 3 surname, A. (date). Article title. *Periodical title*, *Z*(y), xxx-xxx.

Rosman, G., van der Meer, K., & Sol, H.G. (1996). The design of document information systems. *Journal of Information Science*, *22*(4), 287-297.

4.2.4 Periodical (journal) article without a named author

(Year). Article title. *Periodical title*, *Z*(y), xxx-xxx.

 (1992). Spotlight on Scotland. *Textile horizons, 12*(1), 14-16.

In the listing(s) the article is alphabetised according to the first significant word in the title.

4.2.5 Magazine and newspaper articles

Author surname, A. (year, month, date). Title of article. *Title of newspaper/magazine*, p.x.

Rawsthorn, A. (1990, December 24). Conditions tougher for textile industry. *Financial Times*, p.5.

4.2.6 Conference papers and proceedings

The following advice is adapted in part from pages 259 and 260 of the APA manual (American Psychological Association, 2001).

Treat a conference that publishes its proceedings regularly as a periodical (journal). A paper published at such a conference can be treated like a periodical (journal) article.

Davenport, E. & Hall, H. (2001). New knowledge and micro-level online organization: 'communities of practice' as a development framework. *Proceedings of the Annual Hawaii International Conference on System Sciences*, USA, 34, 675-680.

Treat contributions to a "one-off" conference as essay contributions in a book.

Taylor, K. (2002). Communities of practice in tourism. In K. Spindle (Ed.), *Scottish Tourism Symposium* (pp. 25-37). Edinburgh: Edinburgh University Press.

For unpublished conference papers ensure that conferences and place of conference details are given.

Author, A. (date, month of conference). Title of conference paper. Paper presented at *Title of conference*, Place of conference, Country.

Barrington, S. (2002, May). Patterns of summer employment in Edinburgh. Paper presented at *Capital city employment*, University of Edinburgh, Scotland.

4.2.7   Electronic sources

The following advice is adapted in part from Page 231 of the APA manual (American Psychological Association, 2001).

Like other citations, where possible, references to electronic sources should give details of author, date of publication, source title and source location. In this case the source location is the name and/or address of the source. In addition, the date that the information was retrieved is required.

4.2.7.1   Web page

Author surname, A. (year, month, date as given on web page). *Title of web page.* Retrieved month date, year from URL.

Hall, H. (2004, September 26). *Hazel Hall's lecture archive*. Retrieved October 14, 2004 from http://www.dcs.napier.ac.uk/~hazelh/lec_archive/lec_list.htm.

4.2.7.2   Article accessed from a web page

Author surname (year). Title of article. *Title of journal, volume number*(issue number), xxx-xxx [Electronic version]. Retrieved month date, year from URL.

Hall, H. (2001). Input friendly intranets. *Journal of Information Science, 27*(3), 139-146 [Electronic version]. Retrieved March 21, 2004 from http://knowledgeboard.com.

4.2.7.3   Article accessed from a database

Author surname, A. (date). Title of article. *Title of journal, volume number*(issue number), xxx-xxx. Retrieved month date, year from database name.

Sanders, A. (2003). Finance management in retail. *Academy of Management Review*, *23*(2), 242-266. Retrieved October 4, 2003 from the InfoTrac database.

5 ORDERING THE REFERENCES IN THE LISTS AT THE END OF YOUR WORK

If all the material provided as examples above were to appear in the same listing, they would be ordered as shown below.

Note that the work is presented in alphabetical order by author (or author equivalent). Where there is not an author, the alphabetical order is taken from the first *significant* word of the title of the publication. The reason why the material is presented in alphabetical order is to help the reader of the work quickly match up the citation pointers in the main text with the full bibliographic details of each publication that you cite.

Note also that you should not use bullets points, nor numbers, for the references in your list.

Adriaans, W., & Hoogakker, J.T. (1989). Planning an information system at Netherlands Gas. *Long Range Planning* (UK), *22*(3), 64-74.

Babbie, E. (1991). *The practice of social research* (6th ed.). San Francisco, CA: Wadsworth.

Barnett, V. (1991). *Sample survey principles and methods.* London: Edward Arnold.

Barrington, S. (2002, May). Patterns of summer employment in Edinburgh. Paper presented at *Capital city employment*, University of Edinburgh, Scotland.

Bates, I. (1990). Strategic planning for information technology. *Canadian Library Journal, 47*(5), 315-318.

Bawden, D., & Blakeman, K. (1990). *IT strategies for information management.* London: Butterworth.

Byrne, U. (1989). Information for strategic planning. In C. Oppenheim (Ed.), *Perspectives in information management* (pp. 339-351). London: Butterworth.

Child, J. & Mann, I. (Eds.), (2005). *Handbook of life.* Oxford: Oxford University Press.

Cronin, B. (Ed.), (1995). *Information management: form strategies to action.* London: Aslib.

Davenport, E. & Hall, H. (2001). New knowledge and micro-level online organization: 'communities of practice' as a development framework. *Proceedings of the Annual Hawaii International Conference on System Sciences*, USA, 34, 675-680.

Hall, H. (2001). Input friendly intranets. *Journal of Information Science, 27*(3), 139-146 [Electronic version]. Retrieved March 21, 2004 from http://knowledgeboard.com.

Hall, H. (2004, September 26). *Hazel Hall's lecture archive.* Retrieved October 14, 2004 from http://www.dcs.napier.ac.uk/~hazelh/lec_archive/lec_list.htm.

Hall, H.J.R., Davenport, E., & Horton, K. (2005). *How to write an exciting hand-out.* Edinburgh: Napier Press.

Rawsthorn, A. (1990, December 24). Conditions tougher for textile industry. *Financial Times*, p.5

Rosman, G., van der Meer, K., & Sol, H.G. (1996). The design of document information systems. *Journal of Information Science*, *22*(4), 287-297.

Sanders, A. (2003). Finance management in retail. *Academy of Management Review, 23*(2), 242-266. Retrieved October 4, 2003 from the InfoTrac database.

Scott, J.K. (2003). What is information? *Sloan Management Review*, (Winter), 29-38.

(1992). Spotlight on Scotland. *Textile horizons, 12*(1), 14-16.

Taylor, K. (2002). Communities of practice in tourism. In K. Spindle (Ed.), *Scottish Tourism Symposium* (pp. 25-37). Edinburgh: Edinburgh University Press.

6 HOW TO USE REFERENCES WITHIN THE TEXT OF YOUR WORK (IN-TEXT CITATIONS)

6.1 The purpose of in-text citations

You are expected to use in-text citations to give a short-hand identification of the source of material used in the main body of written work. You provide the full citation in the reference list at the end of the work. The in-text citation is a pointer to the full details of the source as given in the list(s) at the end of your work.

If you do not provide in-text citations to the sources that you have used in your work, you can be accused of plagiarising the work of others.

6.2 Information to be provided with in-text citations

At any point in the work where information derives from another writer, you must give the name of the author (or author equivalent) and date (or date equivalent) of that work. This is known as the "author-date" or "Harvard" system.

Read and Hall (1996) provide details of the development of Java.

If you indirectly summarise, paraphrase, or if you directly quote, the work of anyone else you must also include the page number (or the paragraph number in the case of web page material, using the abbreviation "para") of the source.

Java was developed from another project known as Oak (Read & Hall, 1996, p. 49).

6.3 How to organise quotations

Short quotations should be run in with your own text and placed in quotation marks.

It is explained that "Java was born as Oak, a programming language to be used for the development of user interfaces for consumer electronic devices such as video recorders, telephones and products of Video on Demand (VOD)" (Read & Hall, 1996, p. 49).

Longer "block" quotations do not require quotation marks, but should be indented from the left hand margin, and be separated from the your work as a separate paragraph.

It is explained that:

> Java was born as Oak, a programming language to be used for the development of user interfaces for consumer electronic devices such as video recorders, telephones and products of Video on Demand (VOD). Whilst anticipated growth of the VOD market has been slow to materialise, interest in the Internet has surged. Oak became Java and, with little active marketing, software developers rushed to adopt it to write their intra/Internet applications.
>
> (Read & Hall, 1996, p.49.)

6.4   The use of "and" and "&" with author names

You should join the names of multiple authors in the running text with the word "and". When used in parentheses (and in list entries) you should use "&". Check this in the illustrations given above.

6.5   Publications by three or more authors

When you cite a piece of work written by three or more authors you should give all the names the first time that you refer to the work. In subsequent instances you should use the phrase "et al." with the first author surname only. (The phrase "et al." is short for the Latin "et alii". "Et alii" means "and others".)

Research by Constant, Kiesler and Sproull (1994) refers explicitly to social exchange theory. They advocate support for an expressive theory of information sharing (Constant et al., 1994).

6.6   Publications without authors

If the publication that you are using does not have an author, you need to give enough information that will allow the reader to make the connection from an in-text citation to the list(s) at the end of your work. Check whether there is an organisation responsible for the source. If there is, you can use this as a corporate author.

This work is outlined in detail in an official report (Department of Trade and Industry, 2004).

When the work appears to have no identifiable author you should use the first few words of the title of the work where you would normally put the author name. You use the title because the title will appear at the beginning of this work's entry in the list(s) at the end of your work. See 4.2.4 on page 12.

Some UK academics put an inordinate amount of effort into teaching students how to reference properly (*Overworked lecturers*, 2004, para 7).

This is the technique that you should employ when citing material from electronic sources that do not have obvious authors in the main text of your work. (It is incorrect to use the URL in the text. By giving the first few words of the title of the electronic source you are pointing the reader to the full reference, which includes the URL, in the listing(s) at the end of your work.)

The server software has been described as "deplorable" (*101 reasons not to…*, 2005, para 2).

NB Unless the source that you are using is actually signed anonymous (and this is highly unlikely to be the case if you are a student in the School of Computing) you should <u>not</u> use the word "anonymous" as the author equivalent.

6.7   Publications without dates

For publications that are undated you should use the abbreviation "n.d." as the date equivalent. "n.d." is short for "no date".

The University offers a huge variety of courses (Napier University, n.d.).

If you would like to cite source that you know has been accepted for publication, but has not yet been published, you should use the wording "in press" as the date equivalent.

A recent study has examined this issue (Foster, in press).

6.8   Citing material cited by others

Sometimes you may like to cite work that you have not actually seen yourself. If this is the case, you should ensure that it is clear to the reader that you are actually citing someone citing someone else.

Generally individuals are motivated to perform when it is easy to do so, and they can see the benefit of doing so (Snowden, 2000, p. 10 cited by Hall, 2001, p. 140).

A citation to Hall (2001) should appear in your list(s). You should not include a full citation to Snowden (2000) in your list(s). Readers will have to go to Hall (2001) to get the full Snowden (2000) citation. Putting Snowdon in the lists would count as form of plagiarism. This is because you would give the wrong impression that you actually consulted Snowden's work personally.

6.9   References to non-retrievable sources

Non-retrievable sources are unique sources that you were able to use to write your work, but which the reader of your work could not retrieve. The most common non-retrievable sources include any interview data that you collect and personal e-mail communications. Only retrievable sources appear in the list(s) at the end of your work. "Full" references to non-retrievable sources should therefore be given in the main text of your work. You should give the initials as well as the surname of the communicator, the "format" of the source and the date of the communication.

This process was described as being "extremely unwieldy" (M. Fowler, personal communication, September 20, 2004).

Six methods of evaluation have been identified (F. R. Gardner, interview, October 9, 2004).

6.10 Positioning of the citation pointers

You should always remember that the in-text citation details are given as *pointers* to the full citations in the list(s) at the end of your work. As such, you should take care to position them sensibly in the main text of your work. Normally it is the *content* of what you are saying that is of most interest to readers. The references are also important, but not so important that they are allowed to interfere with the flow of your arguments. When you proof-read your work check where you have positioned each of your citation pointers. In general, it is easier on the eye to place them at the end of sentences. You should take care, however, that they are positioned close enough to the information that they support. Otherwise readers of your work may have problems working out which source provided the evidence for your arguments.

Consider the examples below. The positioning of the citations in the second example interrupts the sentence.

This work builds on earlier studies of knowledge sharing over computer networks (e.g., Faraj & Wasko, 2001; Jacoby Petersen, & Poulfelt, 2002; Newell, Scarbrough, Swan, & Hislop, 1999; Newell, Scarbrough, & Swan, 2001; Pedersen & Larsen, 2001; Scott & Kaindl, 2000).

This work builds on earlier studies (e.g., Faraj & Wasko, 2001; Jacoby Petersen, & Poulfelt, 2002; Newell, Scarbrough, Swan, & Hislop, 1999; Newell, Scarbrough, & Swan, 2001; Pedersen & Larsen, 2001; Scott & Kaindl, 2000) of knowledge sharing over computer networks.

When you need to provide pointers to several references at the same time you organise the citations in alphabetical order by first author surname.

6.11 Other methods of linking material in the main body of written work to reference lists

The other main method of linking material from work to reference lists is to use a numbering system, where each source is numbered in sequence. This is known as the "Vancouver" system. You will notice this in some publications. This, however, is not APA practice and you are therefore advised to use author-date (Harvard) system as described in this hand-out.

7   REFERENCING FAQS

7.1   Questions about individual citations

a)   *How do I treat a reference that doesn't have an author?*

See 6.6 on page 17.

b)   *How do I use an organisation's name as an author?*

See 6.6 on page 17.

c)   *How do I treat a reference that doesn't have a date?*

See 6.7 on page 17.

d)   *How do I give a date to a piece of work that has not yet been published?*

See 6.7 on page 17.

e)   *How do I write a reference for an interview, personal communication or guest speaker presentation?*

See 6.9 on page 18.

f)   *How do I write a reference list entry for a web page?*

See 4.2.7.1 on page 13.

g)   *How do I write a reference for a full text article that I downloaded from a database?*

See 4.2.7.3 on page 13.

7.2   Questions about listings

h)   What's the difference between a reference list and a bibliography?

- The purpose of a <u>reference list</u> is to provide readers with full details of retrievable sources of information referred to in the body of your work. It supports a single particular piece of work.
- The purpose of a <u>bibliography</u> is to cite work for background information, or to present the reader with other sources of reading. A bibliography may be annotated for the readership.

The purpose of each in student work can be illustrated by considering the role of the two types of listing in final year project or dissertation work.

- A reference list may be given at the end of each chapter of work in progress to support the material presented in that particular section of the work.
- The bibliography lists together all material that was useful in the preparation of the work as a whole, including the references given in the earlier chapters.

i)   What are retrievable and non-retrievable sources?

- Retrievable sources are those that the readers of your work are able to find on their own (provided that you have given adequate bibliographic details in your list(s)).

- Non-retrievable sources are unique sources that you are able to use to write your work, but which the readers of your work cannot retrieve.

The most common non-retrievable sources include any interview data that you collect and personal e-mail communications. Non-retrievable items do not appear in the reference list, nor do they appear in the bibliography. Instead, you should provide citations for them in the main text of your work. See 6.9 on page 18.

j)   How do I order the citations in the list?

You should order the citations alphabetically by author surname (or author surname equivalent). For instances where citations have no author see 6.6 on page 17.

k)   How do I order more than one citation to sources by the same author in a list?

You should arrange them by date of publication putting the earliest one first.

l)   How do I order more than one citation to sources by the same author in a list when more than one is published in the same year?

First, organise the citations alphabetically by title. Then add to the dates the letters a, b, c etc. This notation should also be reflected in the in-text references.

Hall, H. (1994a). The first destination job: the potential of personal skills. *Managing Information, 1*(2), 22-24.

Hall, H. (1994b). Information strategy: a new item for the textile industry's agenda. *Journal of the Textile Institute, 85*(4), 533-541.

m) Should I use bullet points or numbers for my references in the list(s)?

You should <u>not</u> use bullet points, nor should you use numbers, for the references in your list.

References

American Psychological Association (2001). *Publication manual of the American Psychological Association* (5th ed.). Washington DC: American Psychological Association.

Mutch, A. (2003). Exploring feedback practice to students. *Active learning in higher education*, *4*(1), 24-38.

Orna, E. (1995). *Managing information for research*. Buckingham: Open University Press.