

Referencing and developing a Bibliography using the Harvard Method

What is Referencing?

When you write your assignment or dissertation you are required to refer to the work of other authors. Each time you do so, it is necessary to identify their work by making reference to your written work. This practice of acknowledging authors is known as 'referencing'.

References must be provided whenever you use someone else's opinions, theories, data or organisation of material. You need to reference information from books, articles, videos, web sites, images, computers and any other print or electronic sources. A reference is required if you:

- Paraphrase (use someone else's ideas in your own words)
- Summarise (use a brief account of someone else's ideas)
- Quote (use someone else's exact words)
- Copy (use someone else's figures, tables or structure)

Referencing shows the breadth of your research, and strengthens your academic argument. Referencing also allows the reader to consult your sources and verify your data.

Plagiarism

Always remember to use referencing because if you use someone else's work and don't reference it correctly, it is plagiarism, which is a serious offence of academic misconduct.

Plagiarism occurs when a student misrepresents, as his/her own work, the work, written or otherwise, of any other person (including another student) or of any institution. Examples of forms of plagiarism include:

- The verbatim (word for word) **copying** of another's work without appropriate and correctly presented acknowledgement;
- The close **paraphrasing** of another's work by simply changing a few words or altering the order of presentation, without appropriate and correctly presented acknowledgement;
- **Unacknowledged quotation** of phrases from another's work;
- The deliberate and detailed presentation of another's concept **as one's own**.
- You will typically be expected to submit your written work through a

plagiarism detection system in the Blackboard learning environment.

Referencing Software (for managing your references)

You can use Refworks and other citation software for managing your references and developing your Bibliography.

Referencing Guides

You should confirm with your instructors which referencing format you need to use in your academic writing.

The main referencing formats supported by the Library are:

- **Harvard** - Most programmes will be required to use the Harvard referencing format, please see the following sections of this guideline for detailed information and examples using Harvard.
- **OSCOLA** - Law Students will likely be required to use the OSCOLA referencing format (Oxford Standard for Citation of Legal Authorities).
- **APA** - Psychology, Education and related subjects may be required to use the APA (American Psychological Association) referencing format.
- **Vancouver** - Medical Science and related subjects may be required to use this format.

If you have any difficulties using any of the reference schemes mentioned above, or any other referencing format which you have been asked to use by your instructors, please contact your Librarian.

Note on use of Encyclopaedias (including Wikipedia)

Use and referencing of an encyclopaedia (Wikipedia or any other) is accepted as an initial stimulus that serves the student to get acquainted with the subject. But it must be followed with further research from authoritative scholarly sources and cannot be accepted as the sole reference.

All encyclopaedias are "digested content" which has been summed up by contributors and thus, unless in very specific cases, cannot be accepted as research fitting the requirements of certain University's post graduate programme.

How to reference using the Harvard System

The Harvard system is an established method of referencing and has advantages of flexibility, simplicity, clarity and ease of use both for author and reader.

There are two parts to referencing using the Harvard System:

- **Citing** in the text of your work - this means acknowledging, within your text, the sources that you have used.
- Your **Bibliography** (containing bibliographic citations) - these are the details of the sources you have used. You list them in alphabetical order at the end of your work. This is your reference list. *You can see instructions for developing your bibliography later in this guideline.*

When you refer to another document you must acknowledge this within the text of your work, by citing the author's surname and the date of publication, and where appropriate and available, the page number. Note - in the case of texts without page numbers, such as Kindle books, you should use alternative details such as chapter, section or location, e.g. (Jones, 2010, Ch 2, Location 345-349) or (Smith, 2011, Location 263).

You must include the page number when you:

- Use a direct quotation from an original source
- Summarise an idea from a particular page
- Copy tables or figures
- Provide particular details, such as a date

However, when your sentence summarises the main view expressed in an article/book etc. and this does not come from a particular page you are not required to use page numbers, e.g.

Artificial intelligence (AI) may be defined as the branch of computer science that is concerned with the automation of intelligent behaviour (Lugar, 2001).

Put short quotations (around twenty words or less) in inverted commas within the text, e.g.

It can be seen that "Korean companies have been traditionally characterized by long-term contracts" (Chang, 2003, p.77), which has affected...

The following formats would also be acceptable:

Chang (2003, p.77) stated that "Korean companies have been traditionally characterized by long-term contracts and seniority-based management".

When citing the same text multiple times, you can also use the following convention, omitting the year of the publication:

Chang (2003, p.77) also stated that "Korean companies have been traditionally characterized by long-term contracts and seniority-based management" and further stated that this development was characteristic of the wider sector (p.78).

Chang (p.79) further comments...

Long quotations should typically be indented in a separate paragraph, in a smaller font with quotation marks. Cite the author and date in the same font and in brackets at the right margin of the page, under the quotation, e.g.:

Note: we are asking you to add quotation marks to long quotations due to plagiarism detection issues within the Blackboard system, if you have any queries about this or work you have undertaken without quotations, please contact your Librarian.

"Despite the fact that advanced computer technology, including Client/Server and distributed-object computing, and Internet/WEB technology, provides reliable and relevant mechanisms and tools for Product Data Management in the large, companies still deal with intricate and non flexible corporate information systems."

(Zarli & Richaud, 1999, p.2)

However the following format would also be acceptable if you wish to continue an argument directly from the quotation:

"Despite the fact that advanced computer technology, including Client/Server and distributed-object computing, and Internet/WEB technology, provides reliable and relevant mechanisms and tools for Product Data Management in the large, companies still deal with intricate and non-flexible corporate information systems" (Zarli & Richaud, 1999, p.2), therefore it can be seen that...

Secondary Referencing

There may be times when you want to quote a piece of work that has been referred to in something you have read - this is called 'secondary referencing' as you have not read the original work. Strictly speaking you should try and read the original work, but this may not be possible. If you still want to refer to the work you must make it clear in your text that you have not read the original but are referring to it from a secondary source.

For example:

The results of the research found that.... (Smith, 1980 cited in Jones, 1986, p.5). OR

The results of the research found that.... (Smith, 1980 cited in Jones, 1986, p.5).

For example:

The results of the research by Smith (1980 cited in Jones, 1986, p.5) found that...

When citing the reference in the reference list, cite only the work that you have read. In the example above you would include only the source you have read, that is, the work by Jones (1986).

How to cite works with more than one author

When a book or document you want to cite has three or less authors, cite all the authors.

If there are more than three authors cite the first author only followed by “et al” (from Latin meaning "and others").

For citing one to three authors:

(Two authors)

Marks and Yardley (2004) explained that....

(Three authors)

Marks, Thompson and Yardley (2004) explained that....

OR

(Two authors)

Research has found that....(Marks and Yardley, 2004).

(Three authors)

Research has found that....(Marks, Thompson and Yardley, 2004).

In your reference list, the publication would be listed as:

(Two authors)

Marks, D. & Yardley, L. (2004) *Research methods for clinical and health psychology*. London: Sage.

(Three authors)

Marks, D., Thompson, B. & Yardley, L. (2004) *Research methods for clinical and health psychology*. London: Sage.

For citing four or more authors, use 'et

al.' Harris et al. (2006) have argued that

OR

It has been argued that....(Harris et al., 2006)

In your reference list, a publication with four authors would be listed with all authors shown, you should list these in the same order they appear on the publication:

Harris, A., Robinson, K., Smith, P. & Turner, G. (2006) *Management skills*. Oxford: Oxford University Press.

If you include a reference in your bibliography with more than four authors, use the et al. e.g.

Harris, A. et al. (2006) *Management skills*. Oxford: Oxford University

Press. For citing multiple publications by multiple authors:

If you are referring to a common theme or finding where multiple authors and multiple different publications are used, you should consider breaking your text up to describe each particular work in relation to particular themes or points being addressed, e.g.

These issues were agreed by Marx (2001), other works concurred in relation to cultural aspects of these discussions (Hegel, 2003) and in relation to economic factors (Locke, 2005).

However, if you need to refer to a common conclusion drawn from multiple works by separate authors, you should simply reflect this in the context of your writing, e.g.

These issues were agreed by Marx (2001), this was confirmed by Hegel (2003) and Locke (2005).

There may be times when you have to cite **two publications by an author published in the same year**. To do this, you need to distinguish between the items in the text and the reference list by allocating letters.

For example:

The results of the survey showed that the standard of living was higher in the coastal regions (Williams, 2004a, p.4). Further research revealed that employment figures were also higher (Williams, 2004b, p.10).

In your reference list, the publications would be shown as:

Williams, A. (2004a) *Survey of living standards in the coastal regions*. London: Survey Press.

Williams, A. (2004b) *Employment figures for the coastal regions*. London: Survey Press.

How to cite works which have no obvious author

If possible, try to avoid citing works where the author is not obvious. However if you do need to cite a work which appears to have no author use the abbreviation Anon (for Anonymous).

For example:

A recent article (Anon, 2007) stated that...

However, if it is a reference to newspapers where no author is given the name of the paper can be used in place of author or Anon whichever seems most helpful. You will need to use the same style in the reference list so the name of the newspaper may be more helpful.

For example:

The Times (2007) stated that....

Web resources should be treated slightly differently. If you are citing a web page in the text, you should cite by the author if there is one clearly stated. If there is no author you should cite by the title. If neither author nor title is available use the URL.

For example:

The latest study (<http://www>, 2006) revealed....

How to cite works with no publication date

If there is no obvious publication date in the work you want to reference, use the abbreviation n.d. to denote this.

For example:

Morris (n.d.) has argued that

OR

(Morris, n.d.)

In your reference list, the publication would be listed as:

Morris, D. (n.d.) *History of Business*. London: Business Press.

How to cite quotations that you have translated from a source not written in the English language

If in your research you read books that are not written in the English language and you then include quotations that you have translated in your essay or dissertation, you should refer to the fact that you have translated the text.

For example:

Van Hook (2002, p.33, own translation from the Dutch text) argues that "The results of the analysis established that his theory was correct".

If you are including many quotations that have been translated from another language, you may want to instead include a general statement in your introduction or front page, such as "All quotations from Dutch texts are translated into English by this author, unless otherwise stated" rather than repeatedly acknowledge this after every quotation.

Non-English texts in your Bibliography

For your Bibliography, the publication should be listed using the normal bibliography guidelines using the original language and original characters (e.g. Arabic, Cyrillic).

However you should include a translation of the source (transcribed as closely as possible in English / Latin characters) alongside the original version, including (own translation from the language text), e.g.

Bulat, A. (2001) *Environmental statistics*. 2nd ed. Moscow: Penza Press (own translation from the Russian text).

Self-Referencing

You should typically avoid citing your own writing from assignments etc. derived from your programme of study. Citations should be derived from authoritative literature or sources. However, there may be a few special circumstances where you need to cite material from a previous assignment. Examples of self-referencing could include citing data from a research activity you have undertaken as part of your studies or re-submitting an assignment (with the agreement of your tutor). You should consult your librarian if you are thinking of citing your own writing derived from your programme of study.

Note – if you are simply citing your own professional or academic writing drawn from publications outside your programme of study, such as a contribution to a journal, book chapter or online contribution (such as a blog post), then you should reference these sources using the normal methods mentioned elsewhere in this guide.

Citing your own writing derived from your programme of study

When citing your own writing (derived from your programme of study) in-text, the normal name/ year method can be used e.g. (Jones, 2011), (Jones, 2011, p.9), however you should also describe the background to the material being cited, e.g.

In an assignment carried out during the HRM module, Week 5, a decline in the recruitment of Occupational Health Officers was noted (Jones, 2011, p.5).

If you need to include quotations, these can be included in the normal way, e.g.

In an assignment carried out during the HRM module, Week 5, it was observed there was “a significant decline in the appointment of Occupational Health Officers in SMEs” (Jones, 2011, p.5).

For other possible forms of in-text citations, including longer quotations, please see earlier sections of this guide.

If you are re-submitting an assignment (or large sections of a previous assignment) via the Turnitin system and need to quote large areas of text, then you must ensure these quotations are cited within quotation marks, please see the earlier section in this guide for advice on presenting long in-text quotations.

Bibliography entry for your own writing derived from your programme of study

You should include the following for a bibliography entry derived from your own writing on your programme of study:

- Name of author
- Year of submission (in round brackets)
- The title and any subtitle, which should be in italics

- An indication of the document type, e.g. Assignment/ Dissertation/ Discussion Question
- Programme of study e.g. MA, PhD (in round brackets)
- Module name, e.g. HRM or for an online class, include the module/class ID, e.g. HRM PLANNING.931808465.704 (UKL1.HRMPLA.931808465.704)
- Class Week number or Academic Week number when submitted (if known)
- Institution

E.g.

Jones, J. (2011) *The appointment of Occupational Health Officers in SMEs*, Assignment (MBA), HRM PLANNING.931808465.704 (UKL1.HRMPLA.931808465.704), Week 5, University of Liverpool in partnership with Laureate Education.

Developing a Bibliography

The *Bibliography* lists all of the sources you have cited in your own work:

- The Bibliography appears at the end of your work.
- The citations you used should be listed in alphabetical order by the primary author's family name.
- Citation details should allow the reader to consult any scholarly work referenced.
- The title of any work should be shown in italics, however there are some exceptions such as journal articles where the journal name itself is shown in italics but the article is not, please see detailed guides below.

The following pages in this guideline describe how to create a bibliography entry for various kinds of document or publication, such as:

- Books and book chapters
- Journal Articles
- Conference Papers
- WWW resources and electronic communications (Email, Podcast etc.)
- Textbooks and course information

The following table displays an example Bibliography:

Bibliography

Chang, E. (2003) 'Composite effects of extrinsic motivation on work effort: case of Korean employees', *Journal of World Business*, 38 (1), February, pp.70-79.

Fedchak, E. & Duvall, L. (1996) 'An engineering approach to electronic publishing', *Proceedings of the International Workshop on Multimedia Software Development*, 25-26 March, Berlin. Los Alamitos, California: IEEE Computer Society Press, pp.80- 88.

Financial Services Authority (2005) *What we do* [Online]. Available from: <http://www.fsa.gov.uk/Pages/About/What/index.shtml> (Accessed: 2 February 2006).

Harris, A., Robinson, K., Smith, P. & Turner, G. (2006) *Management skills*. Oxford: Oxford University Press.

Hilario, M. (2000) 'Architecture and techniques for knowledge-based neurocomputing'. In: Cloete, I. & Zurada, J. (ed.) *Knowledge-based neurocomputing*. London: MIT Press, pp.27-52.

Jones, S. (SJones@world.ac.uk), 20 June 2006. Re: *How to cite an email*. Email to P. Smith (p.smith@world.ac.uk).

Lugar, G.F. (2001) *Artificial intelligence: structures and strategies for complex problem solving*. 4th ed. Boston: Addison Wesley.

Marks, D. & Yardley, L. (2004) *Research methods for clinical and health psychology*. London: Sage.

Minnick, D. & Ireland, R. (2005) 'Inside the new organization; a blueprint for surviving restructuring, downsizing, acquisitions and outsourcing', *Journal of Business Strategy*, 26 (1), pp.18-25, IngentaConnect [Online]. DOI: 10.1108/02756660510575014 (Accessed: 11 February 2005).

Morris, D. (n.d.) *History of Business*. London: Business Press.

Nature Podcast (2006) Podcast [Online]. Available from: <http://www.nature.com/environmental/index.html> (Accessed: 25 May 2006 GMT 18:11:06).

Pears, R. & Shields, G. (1995) *Cite them right: referencing made easy* [Online] Northumbria: Northumbria University. Available from: <http://www.unn.ac.uk/central/isd/cite/index.htm> (Accessed: 21 May 2004).

Shea, D. & Holzschlag, M.E. (2005) *The zen of css design: visual enlightenment for the web*, Safari Tech Books Online [Online]. Available at: <http://proquestcombo.safaribooksonline.com/0321303474/ch01lev2sec4> (Accessed: 18 April 2006).

University of Liverpool (2004) *University of Liverpool crest* [Online image]. Available from: <http://www.liv.ac.uk/images/logo.gif> (Accessed: 20 June 2007).

University of Liverpool/Laureate Online Education (2007) *Lecture notes from Managing People Module Seminar 4* [Online]. Available from: University of Liverpool/Laureate Online Education VLE (Accessed: 28 February 2007).

Vaughan, T. (1998) *Multimedia: making it work*. 4th ed. California: Osborne/McGraw-Hill.

Williams, A. (2004a) *Survey of living standards in the coastal regions*. London: Survey Press.

Williams, A. (2004b) *Employment figures for the coastal regions*. London: Survey Press.

Zarli, A. & Richaud, O. (1999) 'Requirements and technology integration for IT-based business-oriented frameworks in building and construction', *Electronic Journal of Information Technology in Construction*, no. 4, December [Online]. Available from: <http://www.itcon.org/1999/4> (Accessed: 20 June 2007).

You can see further examples of Bibliographies at the end of most scholarly publications such as journal articles or books.

Advice on creating links to E-Resources in your Bibliography

The following notes provide some general tips on obtaining a direct link to E-Resources.

Create a link to a subscribed resource in a secure subscription/ collection

You should take care when adding links which directed via University subscriptions in your dissertation or other writing aimed at a wider (non University) audience.

For Example, A link to a resource via University of Liverpool subscriptions will contain their login/ proxy server address in the URL (ezproxy.liv.ac.uk) e.g. <http://ezproxy.liv.ac.uk/login?url=http://dx.doi.org/10.1108/09600039610150479>

Creating a direct link via our subscriptions will allow your tutor/ peers to access E-Resources directly, this may be useful when submitting an online discussion contribution or as part of an assignment.

Create a generic link to a resource on a secure subscription/collection

You can also create a generic (non University) link to E-Resources, these links will be accessible to non-University users if they access the item on any University campus which has a subscription for the item. They may also be able to access the resource off-campus. This kind of URL does not contain the University login/ proxy server, e.g. <http://dx.doi.org/10.1108/09600039610150479>

It may be desirable to use this kind of URL in your dissertation or other academic writing which could be read by a wider audience (outside the University).

Using copy & paste to create a direct link to E-Resources

You should take care when simply copying and pasting the URL from the address bar of your Web browser. If the Web site you are using is available via public WWW pages then you can probably use the URL of the resource you are viewing. If the site is a subscribed collection then you will probably not be able to copy and paste the URL, since the URL may contain 'session' information and may be invalid when used later. Many systems such as *Discover* provide tools to create a stable link to individual E-Resources.

Books and other Printed Works (Printed/ in Hardcopy)

A reference to a book or another printed work such as a report (which you consulted in printed/ hardcopy form) should include the following information, in this order:

- Author(s), editor(s) or corporate author
- Year of publication of book (in round brackets)
- The title and any subtitle, which should be in italics
- Series title and number (if they appear)
- The edition if it is not the first
- Place of publication
- Publisher
- You do not need to display page numbers for books, unless you are citing a particular chapter (see later section).

For example:

Lugar, G.F. (2001) *Artificial intelligence: structures and strategies for complex problem solving*. 4th ed. Boston: Addison Wesley.

Electronic Book provided online source (and Kindle books)

A reference to an electronic book provided via an online collection should include the following information in this order;

- Author(s), editor(s) or corporate author
- Year of publication of book (in round brackets)
- The title and any subtitle, which should be in italics
- For additional Series, Edition and Publishing details see example above.
- Name of e-book supplier (if known)
- Online (in square brackets)
- Available at: URL (if known)
- (Accessed: date)
- You do not need to display page numbers for books, unless you are citing a particular chapter (see later section).

For example:

Shea, D. & Holzschlag, M.E. (2005) *The zen of css design: visual enlightenment for the web*. 4th Ed. Safari Tech Books Online [Online]. Available from: <http://proquestcombo.safaribooksonline.com/0321303474/ch01lev2sec4> (Accessed: 18 April 2006).

Kindle Books

You should show the Kindle format within the reference, e.g.

Shea, D. & Holzschlag, M.E. (2005) *The zen of css design: visual enlightenment for the web*. 4th Ed. Safari Tech Books [Kindle DX version].

Turabian, K. (2007) *A Manual for Writers of Research Papers, Theses, and Dissertations*. 7th Ed. Chicago: The University of Chicago Press [Kindle DX Version]

Dissertations and Theses (Printed/ in Hardcopy)

Theses or Dissertations which you consulted in printed/ hardcopy form should include the following information, in this order:

- Author
- Year of publication (in round brackets)
- The title and any subtitle, which should be in italics
- An indication of the document type, e.g. Thesis/ Dissertation
- Level e.g. MA, PhD (in round brackets)
- Institution

For example:

Werdin, K. L. (2011) *Acid technique of detecting deception over Computer Mediated Communication*, Dissertation (MA), Southern Connecticut State University.

Electronic Dissertations and Theses

A reference to an electronic Dissertation or Thesis (accessed via an online collection or via the WWW) should include the following information, in this order:

- Author
- Year of publication (in round brackets)
- The title and any subtitle, which should be in italics
- An indication of the document type, e.g. Thesis/ Dissertation
- Level e.g. MA, PhD (in round brackets)
- Institution
- Collection system or other WWW source e.g. ProQuest
- Online (in square brackets)
- Available from: URL (if available)
- (Accessed: date)

For example:

Werdin, K. L. (2011) *Acid technique of detecting deception over Computer Mediated Communication*, Dissertation (MA), Southern Connecticut State University, ProQuest [Online]. Available from: <http://ezproxy.liv.ac.uk/login?url=http://proquest.umi.com/pqdweb?did=2230177261&sid=1&Fmt=2&clientId=52650&RQT=309&VName=PQD> (Accessed: 17 January 2011).

Journal articles (accessed in hard copy format)

A reference to a journal article should include the following information, in this order:

- The author(s) of the article
- The month and year of publication (in round brackets)
- The title of the article (in quotation marks)
- If you are referencing an editorial put [editorial]
- The title of the journal, which must be in italics
- The volume and part number
- The first and last page numbers of the article

For example:

Chang, E. (2003) 'Composite effects of extrinsic motivation on work effort: case of Korean employees', *Journal of World Business*, 38 (1), February, pp.70-79.

Note: Manuscripts that have been accepted for publication but are not yet published should be cited with the designation "(In press)" following the journal title.

Electronic Journal Articles (accessed online)

A reference to an e-journal, including those that have come from an e-journal collection, such as Business Source Premier, Emerald or Science Direct, should include the following information in this order:

- The author(s) of the article
- Date of publication (in round brackets)
- The title of the article (in quotation marks)
- The title of the journal, which must be in italics
- Volume number and issue numbers
- Name of e-journal collection if applicable
- [Online]
- State where the article is available online using either of the following options:
 - Quote the DOI number (the Digital Object Identifier) or DOI link. The Digital Object Identifier (DOI) is a system for identifying content objects in the digital environment. DOIs are names assigned to any entity for use on digital networks. Information about a digital object may change over time, including where to find it, but its DOI will not change. See the examples below for information about using DOI numbers in your reference.
 - Or display another kind of stable link to the resource.
 - If a DOI or other form of stable link is not available you can quote the

WWW home page of the e-journal or e-journal collection, e.g.
<http://www.bmj.com> or <http://www.emeraldinsight.com>

- Accessed: followed by the date accessed (round brackets)
- See E-Journal article bibliography examples below:

Adding DOI numbers or links to bibliography references

You can usually find the DOI number when you view the article details - either on the summary page after you have done a search or contained in the full-text document of the article itself (alternatively, try the Cross Ref DOI search tool).

You can show DOI information in either of several formats within your article reference:

By displaying the DOI as a Web link:

The DOI number can be used to create a stable link to E-Journal articles, however not all E-Journal articles can be linked in this way; you must test all such links you create. The usual format for direct links to journals in our online subscription systems is as follows:

<http://ezproxy.liv.ac.uk/login?url=http://dx.doi.org> followed by the DOI (Digital Object Identifier) number, e.g.
<http://ezproxy.liv.ac.uk/login?url=http://dx.doi.org/10.1108/09600039610150479>

For example:

Al-Madhoun, M. & Analoui, F. (2004) 'Developing SME managers under fire: negotiating obstacles and weaknesses in Palestine', *Journal of Management Development*, 23 (5), pp.479-495, IngentaConnect [Online]. Available from: <http://ezproxy.liv.ac.uk/login?url=http://dx.doi.org/10.1108/09600039610150479> (Accessed: 9 June 2005).

Important: The above type of DOI link should provide direct access to the article within one of our subscribed systems, however in order for an individual to access the resource, they must have a University of Liverpool (MWS) login.

By displaying the DOI Number: For example:

Al-Madhoun, M. & Analoui, F. (2004) 'Developing SME managers under fire: negotiating obstacles and weaknesses in Palestine', *Journal of Management Development*, 23 (5), pp.479-495, IngentaConnect [Online]. DOI: 10.1108/02621710410537083 (Accessed: 9 June 2005).

By indicating the Journal system or Web site you used, thus allowing the reader to locate the item themselves, e.g.

For example:

Al-Madhoun, M. & Analoui, F. (2004) 'Developing SME managers under fire: negotiating obstacles and weaknesses in Palestine', *Journal of Management Development*, 23 (5), pp.479-495, IngentaConnect [Online]. Available from: <http://www.ingentaconnect.com> (Accessed: 9 June 2005).

Some academic tutors (especially for degrees taught entirely online) will require you to include direct links to resources, thus allowing the tutor to visit or review the item you have cited, please consult your tutor to confirm if this is required.

Articles in Internet/ WWW Journals

A reference to an e-journal article from a journal that is only published on the internet, with no printed issue available, you should include the following information, in this order:

- The author(s) of the article
- Date of publication (in round brackets)
- The title of the article (in quotation marks)
- The title of the journal, which must be in italics
- Volume number and issue numbers
- [Online]
- Available from: followed by the URL
- Accessed: followed by the date accessed (in round brackets)

For example:

Zarli, A. & Richaud, O. (1999) 'Requirements and technology integration for IT-based business-oriented frameworks in building and construction', *Electronic Journal of Information Technology in Construction*, no. 4, December [Online]. Available from: <http://www.itcon.org/1999/4> (Accessed: 21 May 2004).

Magazine articles

As the Journal article formats described above, however you may need to omit the volume or issue number if these are absent, possibly including just the issue number. If a month name or full date is shown, you may be able to include this.

For example:

Hardcopy magazine with issue number and month

Jones, P. (2001) 'Where the market is going', *Trade Weekly*, 23, February, pp.70-

79. Hardcopy magazine with month only

Jones, P. (2001) 'Where the market is going', *Trade Weekly*, February, pp.70-

79. Hardcopy magazine with issue number and month with date

Jones, P. (2001) 'Where the market is going', *Trade Weekly*, 23, 14 February, pp.70- 79.

Online magazine with issue number and month with date

Jones, P. (2001) 'Where the market is going', *Trade Weekly*, 23, 14 February, pp.70- 79, NewsPress [Online]. Available from: <http://www.newspaperpressonline.com> (Accessed: 9 June 2009).

Book Chapters (and Kindle book chapters)

When citing a contribution to a book or a paper given at a conference, you must reference the surname of the author who made that contribution and the title of that contribution. A reference to a contribution to a book should include the following information, in this order:

- The author(s) of the chapter/section
- The date of publication (in round brackets)
- The title of the chapter/section (in quotation marks)
- Author(s), editor(s) or corporate author(s) of the book
- The title and any subtitle, which should be in italics
- Place of publication
- Publisher
- The first and last page numbers of the chapter/section

For example:

Hilario, M. (2000) 'Architecture and techniques for knowledge-based neurocomputing'. In: Cloete, I. & Zurada, J. (ed.). *Knowledge-based neurocomputing*. London: MIT Press, pp.27-52.

Kindle Book Chapters

You should display the Kindle version within the reference and include the page numbers or location details, e.g.

Jones, A. (2005) 'Accessibility in HE'. In: Smith, P. (ed.). *Accessibility for the Web*. Safari Tech Books [Kindle DX version], pp.34-57.

Note - some versions of Kindle do not provide page numbers for books, in this case you should show the Kindle format alongside the publisher and the chapter and paragraph number with the 'location' number, e.g.:

Jones, A. (2005) 'Accessibility in HE'. In: Smith, P. (ed.). *Accessibility for the Web*. Safari Tech Books [Kindle DX version], Ch 2, Location 345- 349

Conference Papers

When citing a paper given at a conference, you should include this information, in this order:

- Author(s) of paper
- Date of publication (in round brackets)
- Title of paper (in quotation marks)
- Editor(s) (if they appear)
- Title of conference: subtitle (including location and date of conference) (in italics)
- Place of publication
- Publisher
- Pagination for the paper

For example:

Fedchak, E. & Duvall, L. (1996) 'An engineering approach to electronic publishing', *Proceedings of the International Workshop on Multimedia Software Development*, 25-26 March, Berlin. Los Alamitos, California: IEEE Computer Society Press, pp.80- 88.

World Wide Web (WWW) Resources

A reference to a World Wide Web document should include the following information, in this order:

- The author(s), editor(s) or corporate author(s) of the document (if they can be identified)
- Date of publication (in round brackets)
- The title of the document, which must be in italics (or the first few words of the document if the title is not clear)
- [Online]
- Place of publication
- Publisher
- Available from: followed by the URL
- Accessed: followed by the date the document was accessed (in round brackets)

For example:

Pears, R. & Shields, G. (1995) *Cite them right: referencing made easy* [Online] Northumbria: Northumbria University. Available from: <http://www.unn.ac.uk/central/isd/cite/index.htm> (Accessed: 21 May 2004).

URLs (Uniform Resource Locator/ Internet Address)

There are a number of approaches to citing work from the Internet. The following points should be noted:

- Be consistent throughout. Fit with the Harvard style as this is the method that you have used for other sources of information.
- Many Web documents do not give an author. If the information is not explicit you may find it in the header of the HTML encoded text (although that may reflect who "marked up" the document, rather than who actually wrote it.) You can view the header by choosing the option to view document source. Otherwise use the title as the main reference point.
- If a document on the web is a series of linked pages - what is the title of the document? Do you cite the main contents page, or a particular page you are quoting from? This is a grey area.
- You should cite the date the document was last updated if this is apparent, or the date when you accessed it if not.
- If you are citing a web page in the text, you should cite by the author if there is one clearly stated. If there is no author you should cite by the title. If neither author or title are available use the URL - for example, 'The latest study (<http://www> , 2006) revealed....'.

For example:

Financial Services Authority (2005) *What we do* [Online]. Available from: <http://www.fsa.gov.uk/Pages/About/What/index.shtml> (Accessed: 2 February 2006).

Blogs

It should be sufficient to use the Web site name for the Blog site name, the document name for the message, and include [Online/ Blog], e.g.

BBC Internet Blog (2010) *What's On BBC Red Button 6th - 19th November* [Online/ Blog]. Available from: http://www.bbc.co.uk/blogs/bbcinternet/lisa_dawson/ (Accessed: 08 November 2010).

If the Blog is accessed in RSS or a Podcast also see the communications section of this referencing guide.

Online Images

A reference to an Online Image should include the following information, in this order:

- Author/artist
- Year (in round brackets)
- Title of Image, or a description, which must be in italics
- [Online image]
- Available from: URL
- Filename including extension
- Accessed: followed by the date the document was accessed (in round brackets)

For example:

University of Liverpool (2004) *University of Liverpool crest* [Online image]. Available from: <http://www.liv.ac.uk/images/logo.gif> (Accessed: 20 May 2004).

Emails

When citing emails it is important that you get the permission of the sender of the email before citing it.

A reference to an email should include the following information, in this order:

- Sender

- Sender's email address (in round brackets)
- Day, month and year the email was sent
- Subject of message (in italics)
- The words Email to followed by the recipient's name
- Recipient's e-mail address (in round brackets)

For example:

Jones, S. (SJones@world.ac.uk), 20 June 2006. Re: *How to cite an email*. Email to P. Smith (p.smith@world.ac.uk).

Interviews

A reference to an interview should include the following information, in this order:

- Interviewee name (if the interviewee must be anonymous, then simply state this with a description of their role or status, e.g. Anonymous, Compliance Officer KVM Industries. (2010)
- Year
- Interview type (Structured Interview/ Unstructured Interview or other type)
- Communications method/ technology used, if the interview was in person, use [In Person] if communications technology was used then include these details, e.g. Telephone, Video Conference, Skype, Microsoft Live, Skype Phone. Also include 'Online' if the interview was conducted using the Internet, e.g. [Skype Phone, Online]
- Interview name/ title or project name
- Interviewer name, e.g. Interview by Michael Smith
- Date and start time of interview including a regional time zone e.g. 25 May 2006 GMT 16:00

For example:

Jones, H. (2010) Unstructured Interview [Microsoft Live, Online]. *Analysis of patient needs in the UK mental health sector*, Interview by Michael Smith, 25 May 2010 GMT 16:00.

Videos/ Television

A reference to a TV or video source should include the following information, in this order:

- Presenter/ company/ organisation name (e.g. a television company, Web based organisation, private individual or producer, or use Anonymous if unknown)
- (Year)
- Title of the video/ programme in italics
- Technology used, e.g. Television Programme, Flash Video, Youtube Video

or simply Video if unknown. Also include 'Online' if the video was located on the Internet, e.g. [Youtube Video, Online]

- Available from: URL (including media filename and extension if available)
- Accessed: followed by the date the document was accessed (in round brackets)

For example:

Smith, T. (2011) *Statistics Explained* [Youtube Video, Online]. Available from: <http://www.youtube.com/watch?v=G7q6aHyatG> (Accessed: 20 May 2012).

Anonymous. (2012) *An Introduction to Statistics* [Video, Online]. Available from: <http://www.video26262516/stats.mpg> (Accessed: 20 May 2012).

Podcasts

A reference to a podcast should include the following information, in this order:

- Title (in italics)
- (Year)
- Podcast
- [Online]
- Available from: URL
- (Date of access & time and time zone- this should include hours, minutes & seconds)

For example:

Natural World (2006). Podcast [Online]. Available from: <http://www.nature.com/environmental/index.html> (Accessed: 25 May 2006 GMT 18:11:06).

Presentations

A reference to a Presentation should include the following information, in this order:

- Title (in italics)
- (Year)
- Presentation
- Available from: URL if available
- (Date of access & time and time zone if obtained online- this should include hours, minutes & seconds)

For example:

Natural World (2006). Presentation. Available from:

<http://www.nature.com/environmental/index.html> (Accessed: 25 May 2006 GMT 18:11:06).

Natural World (2006). Presentation [Online]. Available from:

<http://www.nature.com/environmental/index.html> (Accessed: 25 May 2006 GMT 18:11:06).

Twitter Posts / Feeds

A reference to a Twitter post should include the following information, in this order:

- Author's name or alias ('nick' used on Twitter)
- Title of the 'tweet' in italics
- Date and time of the posting
- [Twitter, Online]
- URL of the Twitter feed
- Date the Tweet was accessed

For example:

Smith, J. (07/11 2010) *Went to the university* [Twitter, Online]. URL: <http://www.twitter.com/smithj.html> (Accessed: 07 November 2010).

Textbooks and Course Information

You may want to cite information from a course textbook created by your institution or information from a lecture. For printed textbooks, also see sections in this guideline on how to reference books and electronic books. For Web-based material also see sections on referencing WWW sources and other E-Sources.

A reference to information from a University textbook or module should include the following information where applicable in this order (see examples below):

- Publishing organisation e.g. University of Liverpool
- Year of publication for printed resources or year notes were issued (in round brackets), e.g. (2007)
- Details of the module and seminar the information is taken from (in italics), e.g. *Lecture notes from CPD module*
- Source of notes e.g. Available from: University of Liverpool Blackboard system
- Day, month and year notes were accessed (in round brackets), e.g. (Accessed: 28 February 2007)

For example:

A printed textbook -

University of Liverpool/Laureate Online Education (2008) *Managing Resources*, 2nd ed. Dorchester, Great Britain: Pearson Education Limited.

Notes issued during a class -

University of Liverpool/Laureate Online Education (2007) *Lecture notes from Managing People Module Seminar 4* [Online]. Available from: University of Liverpool/Laureate Online Education Blackboard (Accessed: 28 February 2007).

Internal Memos

You should ensure you have proper permission from the company/ organisation where the memo was derived to publish this in your own work/ dissertation:

A reference to an internal memo should include the following information, in this order:

- Author/ Sender's name
- Year with Date
- Internal Memo [system name if available]
- Memo title (in italics)
- Organisation, e.g.

Jones, H. (07/12/2010) Internal Memo [Sharepoint]. *Analysis of patient needs in the UK health sector*, Cambridge Pharmaceuticals Ltd.

Further Help and Contacts

If you have any difficulties using any of the reference schemes mentioned above, or any other referencing format which you have been asked to use by your instructors, please contact your Librarian.