CITATION AND BIBLIOGRAPHIC REFERENCE GUIDE

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BIBLIOGRAPHY
1. INTRODUCTION

1.1. Three most commonly used referencing systems

The three most commonly used referencing systems for academic writing consist of the Harvard and American Psychology Association (APA) styles, both known as the author and date systems and the numerical Note system. This guide has been prepared in consultation with style guides used by several academic journals in South Africa, in addition to the Harvard style guide followed by UK universities, and may differ from preferred styles for individual faculties or fields/disciplines. Your faculty may impose other conditions that would override this general guide subject to consistency being maintained in the style that is used.

The Harvard system is generally applied in Education, Business and Economics, Design Architecture and Building, Engineering, Humanities, Social Sciences and Information Technology Science. The APA system, on the other hand, is mostly applicable to Nursing, Midwifery, Health and Education, whilst the Note system is generally applied in Law. The APA and Harvard styles differ only by the arrangement of the bibliographic items in the full reference.

Irrespective of which style is used, clear guidelines are necessary on how to reference material so that sources can be traced easily. In the author and date systems, a reference is acknowledged in two ways. Firstly, a brief note of the surname/name of the author, date and relevant page number(s) is made in the text where the original source is used. The full reference is then recorded at the end of the text in a list of references. Each reference type has a number of prescribed items that are needed to enable the readers to locate the reference. It is a bit like a roadmap. For books, the five required items recorded in this sequential order, are: author (and initials); year of publication; title; place of publication; and publisher.

During the course of writing an essay, report or other assignment, it is usual to support arguments by reference to other published work. These references may be from work presented in journal or newspaper articles, government reports, books or specific chapters of books, research dissertations or theses, material from the Internet etcetera. It is important that researchers should make use of most recent sources and avoid using
sources or published content that may be dated and irrelevant. Most sources cited should not be older than five years. Capturing historical reviews may necessitate the use of dated sources, but these should not be in excess of approximately one third of the sources cited and should only serve to providing the background to the expounding of new evidence and argumentations.

1.2. Explanation of citation and referencing
Citation is the practice of referring to the work of other authors in the text of a manuscript. Such works are cited to show evidence both of the background reading that has been done and to support the content and conclusions. Each citation requires a reference at the end of the work; this provides the full details of the source and should enable it to be traced. Referring accurately to such sources is part of sound academic practice and a skill that should be mastered. It is good practice to record the page number(s) where the citation was found in order to trace the cited section (also refer to 2.9). Other reasons for accurate citation and referencing are:
- to give credit to the concepts and ideas of other authors;
- to provide the reader (often the marker/examiner of the assignment) with evidence of the scope of your reading; and
- to enable those who read your work to locate the cited references easily.

Remember to note the details of all the documents you read. The following pages provide detailed guidance for various types of publications since important differences exist.

1.3. Plagiarism and copyright violations: The Turnitin.com software solution
1.3.1. What is plagiarism?
Plagiarism or violation of the copyright law is passing off the work of others as your own and a person found guilty of such a transgression can be legally prosecuted. In addition, it also constitutes academic theft and is a grave matter that will have serious consequences in the assessment of the assignment. Plagiarism or violation of the copyright law does not only occur in postgraduate work, but also in undergraduate assignments.

According to an extract from the Anglia Ruskin University (2006:86), plagiarism is the submission of an item of assessment containing elements of work produced by another
person(s) in such a way that it could be assumed to be the student's own work. Examples of plagiarism are:

- the verbatim copying of another person's work without acknowledgement;
- the close paraphrasing of another person's work by simply changing a few words or altering the order of presentation without acknowledging the source; and
- the unacknowledged quotation of phrases from another person's work and/or the presentation of another person's idea(s) as one's own.

Copying or close paraphrasing with occasional acknowledgement of the source may also be viewed as plagiarism if the absence of quotation marks implies that the phraseology is the student's own. Plagiarised work may belong to another student or be from a published source such as a book, report, journal or material available on the internet.

1.3.2. Prevention of plagiarism

Herselman (2008:7) provides the following useful suggestions in order to avoid or restrict plagiarism as effectively as possible:

- Make sure that you know what plagiarism involves.
- Be cognisant of plagiarism policies and penalties.
- Take note of the fact that plagiarism does occur.
- Deal with plagiarism consistently when it occurs.
- Use appropriate methods in order to paraphrase.
- Prescribe assignments that do not lend itself to plagiarism (for example, personal reflection, oral presentations and writing under supervision, if possible).
- Vary assignments from semester to semester.
- Emphasise the learning curve instead of just the project or assignment.
- Critique an article or assignment as a means of creating awareness.
- Always require a list of references and bibliography.

1.3.3. Detection of plagiarism

In order to detect plagiarism, the following approaches, writing styles or methods could be indicative of violations (Herselman, 2008:7):

- Look for changes in writing style, the use of tense, active or passive voice.
- Is the level of writing style what you would expect of the candidate?
- Look for unusual word choices.
• Keep samples of writing under supervision to make comparisons.
• Establish the use of colloquia as a means to ascertain whether candidates' verbal argumentation correlate with their written reports.
• Unusual changes in font.
• Spot check citations for possible sources of plagiarised information.
• The report or assignment does not correlate with the title or does not meet the requirements.
• References are dated and nothing new is cited.
• Require copies of works cited (spot check).
• A candidate uses more than one citation and/or referencing style.

1.3.4. Turnitin anti-plagiarism software
The Tshwane University of Technology (TUT) makes available to all students the Turnitin anti-plagiarism software that could be a valuable tool in the prevention of plagiarism. Herselman (2008:10) asserts that Turnitin.com references an electronic copy of a document with its in-house database of manuscripts and also compares the document to other Web sources that are not in the database. These essays are then used to expand the database for future referencing checks.

The software customises and generates originality reports that contain extensive documentation of any potential plagiarism contained in the manuscript. Any potential plagiarism in the text that the system detects as unoriginal appears underlined, colour-coded and linked to its original source. The text that is submitted to Turnitin is compared to the content of three databases:
• a current and extensively archived copy of publicly accessible Internet sources (more than 4,5 billion pages updated at a rate of 40 million pages per day);
• millions of published works, including the ProQuest commercial database, ABI/Inform, Periodical Abstracts, Business Dateline and tens of thousands of electronic books including the Gutenberg Collection of Literary Classics; and
• millions of student papers submitted to Turnitin (Turnitin.com, in Herselman, 2008:10).

Turnitin.com (2008) provides users with user-friendly and online instructor, student and administrator training, a searchable knowledge base as well as a helpdesk.
1.4. Tshwane University of Technology referencing system

TUT requires students to use the author-date method known as the Harvard system. In this system, the author's(s') surname(s), year of publication and relevant page number(s) are cited in the text, for example, (Bond, 2004:25), and a reference list (of these citations) is included at the end of the assignment in alphabetical order, by author. The reference list also includes additional details such as the title, place and publisher.

A bibliography lists relevant items that you have used in the preparation of the assignment but which are not cited in your text. A bibliography should also be in the Harvard style and the inclusion of such a list shows that you have read widely beyond the items that you have cited.

N.B. Faculty regulations may differ in the use of bibliographies – consult with your supervisor/promoter.

1.5. Recording details

This guide broadly encompasses three primary categories of references, namely, books (including dictionaries), journals and non-print (including electronic e-...) sources for reference lists and bibliographies. It is a good idea to get into the habit of recording the full referencing details of sources at the time of locating it. This will prevent the frustration of trying to find details such as publisher or date of publication at the last minute when your assignment is due. Wherever possible, details should be taken from the title page of publications used rather than from the cover. Listed below are the details you will need to record for books, journals and non-print (electronic) sources for your reference lists and bibliographies (University of Technology, Sydney (UTS), 1999).

1.5.1. Books (including dictionaries)

✓ Author surname(s) and initial(s)
✓ Year of publication
✓ Book title
✓ Place where published
✓ Publisher

1.5.2. Chapter(s) in an edited book

✓ Author name(s)/surname(s) and initial(s)
1.5.3. Journal articles
- Author surname(s) and initial(s)
- Year of publication
- Article title
- Journal name
- Volume number and issue number, if available
- Page numbers

1.5.4. E-sources (good practice to keep either hard copies or e-copies of all e-sources)
- Internet: any identity that could be used such as name of an author, organisation, company, forum, etcetera; address (URL), date you visited the site or used the e-source.
- Date: when site was created or last updated – usually at the bottom of the home page where copyright (©) or the registered trademark ® is indicated.
- Format: for example online, image, electronic mail, Compact Disc-Read Only Memory (CD-ROM), video recording, Digital Video Disc (DVD).
- E-mail: address, discussion subject, addressee name, date and time, e-archiving details.
- Database: name of producer, if available, database name, any file/document/report codes that may help in locating the source.

1.6. EndNote referencing software
TUT makes available to all staff and students the EndNote referencing software which enables you to collect, store and organise your references. References can be entered manually, or they can be found in databases and library catalogues and downloaded into EndNote. You can then seamlessly transfer references from EndNote into a Microsoft Word document such as a research paper or dissertation/thesis (UTS, 1999).
2. PUNCTUATION, TYPING AND OTHER TECHNICAL ASPECTS FOR CITING AND BIBLIOGRAPHIC REFERENCING

This part contains important general information on aspects such as the language of items in the bibliography, arrangement, punctuation, other technical aspects, etc.

If you understand the basic pattern for citing and bibliographic referencing, you should be able to transcribe most of your entries without trouble.

2.1. General

- Always make a photocopy of each information source that you have used.
- Work from the content pages of this guide and choose the rule for the specific medium you are handling, e.g. for a video, consult 4.1 for the general format of the citation and the bibliographic reference.
- It is of utmost importance that the correct information of each source is recorded the first time it is used. The form of the citation to be used in the text depends on how the item is listed in the bibliography. If the entry in the bibliography is incorrect, the citation will also be incorrect. Incomplete items in the final bibliography will make it impossible to trace the cited information sources (Lotter, 2002:3).

2.2. Punctuation and spacing in citations

2.2.1. Round brackets

If the author's name forms part of the sentence, it is placed outside the bracket, with the date and the page number(s) inside the bracket. The date and page number(s) are separated by a colon. The abbreviation "p." is not used.

Example:
According to Swart (1989:4), it is important to remember that ...

If the author's name does not form part of the sentence, all the information is placed within the brackets, with a comma after the author's surname.

Example:
The master's degree and, to a lesser extent, the doctoral degree, are apprenticeship degrees (Mouton, 2001:16).
2.2.2. Upper and lower case letters
The author's surname, or the title if there is a title entry for the source, is in lower-case letters (in the bibliography it is in the upper case).

Example:
Citation:
According to Coleman and Briggs (2003:77), the purpose of the project is to explore the leadership of educational organisations in sensitive socio-political contexts.

Bibliography:

2.2.3. Abridgement of long titles
In the case of citing a title, long titles may be abridged to five words, followed by the ellipsis (...).

Example:
These aspects are fully explained in Theory of molecular physics for... (1990: Chapter 5).

Titles in the citation are typed in italics.

2.2.4. Punctuation in quotations
If the exact words of the original author are quoted, these are placed in quotation marks. Double quotation marks (""') are preferred, so that quotations within quotations can be placed in single quotation marks (').

Take special note of the placement of the full stop inside or outside the final quotation mark:

- In cases where the quotation forms part of the natural sentence structure of a larger sentence, with the reference at the beginning or in the middle of the sentence, the full stop indicating the end of the sentence is placed inside the quotation marks.
Example:
Visser (1983:12) asserts: "There must be a conclusion for all sentences."

- However, if the reference is placed at the end of the sentence, the quotation marks are closed, but the full stop is placed only after the reference, therefore outside the quotation marks.

Example:
"There must be a conclusion for all sentences" (Visser, 1983:12).

- If the quotation comprises more than one sentence, or forms part of a first sentence together with a second sentence, the full stop is placed right at the end, outside the quotation marks.

Example:
Swart (1989:4) points out that an academic library "supports the objectives of the academic institution of which it forms part....An academic library must also provide in the education needs and research needs of its special user group".

The ellipsis ... is used to indicate that a part of the sentence has been left out.

2.2.5 Typing of citations

Spaces are typed between the different elements in the citations.

(Spaces are indicated with an asterisk (=one space)

NB: These are just to illustrate the spaces, DO NOT use in assignment/dissertation/thesis.

Example:
Jones*(1998:12)*noted ...

2.3 Punctuation, spacing and abbreviations in the bibliography
- The surnames and initials of the authors in the first area of the entry, or the first word (articles excluded) of the title in the case of a title entry, are typed in the upper case (capital letters). This makes it more visible.
  For the reader, it improves easy movement between the text and the bibliography.
• Leave one line open between bibliographic references – this improves readability.
• Do not "Justify" the source list – it often stretches the text awkwardly, choose "Align Left".
• Note the spaces in the following example – leave two spaces between the different areas, i.e. the author, year, title, etc.

Example:

The above example is an author entry because the entry starts with the name of an author. If the author is unknown, the title of the source is listed in area 1 and it is a title entry.

Example:

• The heading BIBLIOGRAPHY can be centred or aligned against the left margin.
• Entries are not numbered.
• The title of the information source in hand is in italics. In the case of an article in a periodical, the title of the periodical is in italics, and not the title of the article. However, if the source has not been commercially published, the title is not accentuated, e.g. lecturer notes, internal documents, dissertations and theses, etc.)

Example:

• If the heading is the name of an institution/society/corporate body, the whole name is in the upper case, e.g. COUNCIL FOR SCIENTIFIC AND INDUSTRIAL RESEARCH. If the institution/society/corporate body also has a subordinate section, the subsection is in the lower-case.

Example:
• In the rest of the entry normal language rules regarding the use of capital letters are followed – each area starts with a capital letter because it is preceded by a full stop.

Example:

• In titles and series the first letter of proper names and words forming part of the names of organisations (articles, prepositions and conjunctions excluded) is a capital letter.

Example:
A guide to using Wordperfect 9
The history of the Iron and Steel Corporation

• In a title with a subtitle, the subtitle does not start with a capital letter.

Example:

• Abbreviations and acronyms for institutions/organisations/corporate bodies are typed in capital letters, e.g. CSIR, ISCOR, MEDUNSA.

• Substitute "and/en" with "&" between the names of authors:
  2 authors: between the 1st and the 2nd
  3 authors: between the last two
  more than 3 authors: between the last two

Example:
GARDNER, E.K. & SAHELTHON, B. 1967. The intensive therapy ...

JONES, S.J., SMITH, L. & GREEN, D. 1998. Psychology ...

MEYER, B.S., ANDERSON, D.O., BOHNING, R.H. & FRATANNA, D.G. 1973. Introduction ...
- Avoid abbreviations, except for the following:
  comp(s)/samest(s): compiler/samesteller
  ed(s)/red(s): editor/redakteur

**Example:**
MASSIMO, J.L. 1970. Psychology and the gymnast. In: George, G. (ed.). *The magic of gymnasts* ...

S.a. (sine anno): no date indicated in the source
S.l. (sine loco): no place of publication indicated
s.n. (sine nomine): no publisher indicated in the source

(AACR2 abbreviation listing, 2004)

**Example:**

ed./uitg.: edition/uitgawe
2nd, 3rd, etc.: numbers of editions
rev.: revised

**Example:**


no.: number
vol.: volume

**Example:**

Acknowledged dictionary abbreviations for degrees and diplomas, e.g.
M.Ed.
D.Litt. et Phil.
M.Tech.
D.Tech.

**Example:**
Note the use of punctuation marks in the examples.

Leave out titles such as Mr, Mrs, Prof., Dr, etc. which may appear on the title page.

2.4 Language of entries

An entry is in the language of the information source, i.e. exactly as found in the source. (Exceptions may be made for foreign languages such as Russian or Chinese – consult your supervisor).

2.5 Arrangement

- All entries are arranged in one alphabetical sequence, regardless of the physical form of the information source.
- If the headings of two sources are identical, the next element, which is the date, is taken into consideration, with the earlier date filing first.

Example:
FOSKETT, A.C. 1982. *Indexing and abstracting*...

- If both the headings and the dates are identical, the dates are specified alphabetically and therefore 1982a and 1982b. When deciding which one will be a or b, the title is taken into consideration, where the s in subject comes before the t in text and therefore files first.

Example:
FOSKETT, A.C. 1982a. *The subject approach*...
FOSKETT, A.C. 1982b. *Text retrieval systems*...

- Articles at the beginning of titles are ignored for arrangement purposes. In the following example THE is ignored and the 2nd entry files before the 3rd entry (CRANE).
Example:


2.6 Basic rules for the transcription of entries

2.6.1 Authors in the heading of the entry
- Surnames are listed before initials (note: in the rest of the description, i.e. after the date, they are listed in direct order).

Example:

- Use only initials, even if the full first name is available. A space or no space between initials is optional, but be consistent.
- Full stops after initials.

2.6.2 Date
Only the year of publication is provided in area 2. Where there is more than one, select the year in which the specific edition appeared. If no date is provided, use the abbreviation S.a., which means "no date".

If a copyrighted date is given (e.g. © 1994), the © is left out in the date area.

Example:
2.6.3 Title
Transcribe the title exactly as in/on the source, but change punctuation and capital letters as required. If there is a subtitle it is preceded by a colon and followed by a space. The subtitle does not start with a capital letter.

Example:

2.6.4 Edition
A first edition is not indicated. In the case of more than one listed edition, only the latest edition statement is supplied.

Example:
VENTER, A.L. S.a. The winds of change. 2nd ed. Pretoria: HAUM.

2.6.5 Publication information
Provide the name of the town or city, not the country or suburb. Only mention the first town or city appearing on the title page or verso of the title page.

In the case of publishers in the USA, the abbreviation of the state is often added if it is stated on the title page or verso of the title page.

See Appendix A for abbreviations

Example:

- The place of publication is followed by a colon and a space.
- Provide the name of the publisher in the shortest possible form that will be recognised internationally, i.e. leave out initials, first names and terms of incorporation.

Example:

Not J L van Schaik Limited as printed on the title page.
Example:

Not SAGE Publications as printed on the title page.

- In the case of unpublished sources, where no place of publication or publisher is involved, this information is left out. **NB: The title of an unpublished source should not be in italics.** However, for published sources where no place of publication or publisher is mentioned on the title page or verso of the title page, the abbreviations S.l. and s.n. will be recorded (see also 2.3).

Example:

3. CITING AND BIBLIOGRAPHIC REFERENCING:
PRINTED FORMATS

3.1 Monographs (Books)
The title page and the verso (reverse side) of the title page are the most important and reliable places to find the details for the citation and bibliographic referencing. DO NOT TRUST THE COVER.

Observe the following example of a citation and bibliographic entry and then the title page, verso of the title page and text page from which it was taken.

| Citation: | According to Mouton (2001:86), it is essential that every research project begins with a literature review of the existing literature. |
TITLE PAGE

How to succeed in your Masters and Doctoral Studies
A SOUTH AFRICAN GUIDE
AND RESOURCE BOOK

Johann Mouton

Van Schaik
PUBLISHERS

VERSO OF TITLE PAGE

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23
The literature review

There are two ways of looking at the literature review: either as a study in its own, which some people prefer to call a "literature study", or as the first phase of an empirical study. Either way, it is essential that every research project begins with a review of the existing literature. There are a number of very good reasons why a literature review should be an essential component of any study, and these are discussed in the first section below. In the remainder of the chapter, ways of gaining access to the literature are discussed, and some tips on how to read the literature more effectively and efficiently are given. The criteria for a good literature review are then discussed, and finally an overview of different principles according to which you can organize your information when writing up your literature review is provided.

The Importance of the literature review

Let me begin with a somewhat controversial statement. The term "literature review" does not, in fact, encapsulate all that we intend to convey by the term. When you

3.1.1. One author

The author is the person (or institution) responsible for the intellectual or artistic content of the information source.

| Citation: | According to Mouton (2001:86), it is essential that every research project begins with a literature review of the existing literature. |

In the citation only the author’s surname is given and not the initial(s). Note the difference in the bibliographic reference where the author’s surname and the initial(s) are given.

3.1.2 Two authors

| **Citation:** | Gardner and Shelton (1967:40) refer to the problem of communication ... or The problem of communication ... (Gardner & Shelton, 1967:40). |

Note that the word “and” is replaced with “&” in the citation, when the authors’ names are placed in brackets.

3.1.3 Three authors

When there are three authors, all of them are listed in the citation, as well as in the bibliographic reference.

| **Citation:** | According to Cawood, Strydom and Van Loggerenberg (1980:23), ... or Statistics show the opposite (Cawood, Strydom & Van Loggerenberg, 1980:23). |

3.1.4 More than three authors

When there are more than three authors, the abbreviation et al. (and others) is used in the citation and underlined or typed in italics. However, all the authors are mentioned in the bibliographic reference.

| **Citation:** | According to Meyer et al. (1987:74), photosynthesis is the... |
3.1.5 No author/anonymous work

The title is cited (it will be entered as such in the bibliography):

<table>
<thead>
<tr>
<th>Citation</th>
<th>The following criteria are listed in <em>Introduction to online information systems</em> (1984:78): ...</th>
</tr>
</thead>
</table>

In the case of a title entry that begins with an article, the beginning article is left out in the citation. The full title of the book in the previous example is: An introduction to online information systems.

3.1.6 Author and editor

This is used when an author and editor are mentioned on the title page. The book will be referenced under the author, but the editor will also be named.

<table>
<thead>
<tr>
<th>Citation</th>
<th>The following criteria are listed in <em>De Wet</em> (1980:78): ...</th>
</tr>
</thead>
</table>

3.1.7 Author and translator

<table>
<thead>
<tr>
<th>Citation</th>
<th>Shane and Walpole (1990:100) pointed out that ...</th>
</tr>
</thead>
</table>

3.1.8 Translator, original author unknown

<table>
<thead>
<tr>
<th>Citation</th>
<th>According to <em>Teacher's guide to classroom management</em> (1990:90), the teacher ...</th>
</tr>
</thead>
</table>

3.1.9 Editor/compiler

These examples apply only if the whole document is referred to and only the name of the editor appears on the title page. The abbreviated ed. (for editor) or comp. (for compiler) is used and placed in brackets.
Citation: According to McElroy (1984:32), the organisation of information ...


Citation: The following are recent books on the abuse of alcohol: ...


3.1.10 More than one book by the same author

The works are listed chronologically in the bibliography, with the earliest date filing first. The date in the citation will distinguish between the two entries in the bibliography.

Citation: The disabled, according to Black (1990:69), ...


3.1.11 More than one book by the same author in the same year

The works are listed alphabetically according to title, with the dates specified by a, b, etc.

Citation: Black (1990b:123-124) suggests a number of activities for parents.


3.1.12 Reference to a number of pages in a work

Citation: Swart (1989:4, 59-60) points out that...

### 3.1.13 A book without page numbers

<table>
<thead>
<tr>
<th>Citation:</th>
<th>South Africa, Department of Finance (1999:par. B19.9) provides the following statistics...</th>
</tr>
</thead>
</table>

Where par. B19.9 is a paragraph number.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>South Africa, Department of Finance (1999:col.19.9) provides the following statistics...</th>
</tr>
</thead>
</table>

Where col. 19.9 is a column number.

### 3.1.14 Reference to a whole chapter

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Swart (1989:Chapter 3) points out that...</th>
</tr>
</thead>
</table>

### 3.1.15 Reference to a whole book

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Swart (1989) points out that...</th>
</tr>
</thead>
</table>

### 3.1.16 Reference to different works of an author

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Swart repeatedly (1978:65-66, 1984:43, 1989:4) refers to the...</th>
</tr>
</thead>
</table>

|---|---|


Note that they are listed chronologically.
3.1.17 Multiple books/works by different authors


They are listed chronologically, not alphabetically, in the citation. However, in the bibliography they are listed alphabetically according to author.

3.1.18 Book as part of a series

| Citation: | Basset and Smythe (1979:103) describe communication as... |

| Citation: | Nunes (1995:94) explains that the jurisdiction areas in ... |

3.1.19 Sets: books in more than one volume

| Citation: | The southern most tip of Africa is at Cape Agulhas (Watson & Varty, 1987:2). |

Volume has its own title.

| Citation: | "Ad arbitium" means "at will or pleasure" (Claassen, 1975:45). |
3.1.20 Institution/organisation/corporate author

Ignore the articles "a" and "the" before the name of an institution/organisation/corporate author in the bibliography.

| Citation: | According to the Perkin Elmer Corporation (1985:120), the atomic ... |

3.1.21 Institution/organisation/corporate author with a subsection

| Citation: | This is also the case in other countries (Tshwane University of Technology, Department of Social Development, 2004:13). |

Note the punctuation: a comma between Technology and Department in the citation, but a full stop in the bibliography.

3.1.22 Double reference (secondary source)

| Citation: | "Indexing is an art rather than a skill" (Rowley as quoted by Braid (1999:6)). |

(The book is by Braid and contains a quotation of Rowley - the entry in the bibliography is under Braid).

3.1.23 Chapter in a collected work

A collected work is a book that consists of different contributions/chapters written by different authors, e.g. published conference proceedings. The editor/compiler collects and compiles the different contributions and is often mentioned on the title page.
The same rules apply as for books, with the exception that the details of the author/s and title of the contribution/chapter are printed before the details of the book in which they appear.

**Generic example:**
Author of contribution (if known). Date (year) of book. Title of contribution (if author is unknown title moves to area 1). In: Editor/Compiler of book (if known). Title of book (in italics) (if editor is unknown title moves to the previous area). Place of publication: name of publisher: pages in book where contribution can be found.

| Citation: | Chacrabarti (1986:60) explains that ...

The book *College library collection development* (1977:52) explains that ...

According to Watson and McElroy (1984:42), the information age is ...


In the second example the author of the contribution in the collection is unknown.

In the last example the compiler/editor of the book is unknown.

**Note:** *In:* is underlined.

**3.2 Conference proceedings**
### 3.2.1 Published conference papers

If a citation and bibliographic entry are made for an individual contribution (called "a paper read at ..."), the author's surname, initials and the title of his presentation are used in the bibliographic reference, followed by In: and the reference to the conference as a whole.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Present-day physics is unpredictable (Putman, 1979:128).</th>
</tr>
</thead>
</table>

When a citation and bibliographic reference are made to the conference as a whole, and it has an editor, make use of the name of the editor.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Environmental factors have an influence on entrepreneurs (Brockhaus, 1980:30).</th>
</tr>
</thead>
</table>

If there is no editor the conference is treated in the same way as an institute/organisation/corporate body. Add the number, date and location of the conference as appropriate.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>British teachers in general are not ... (Conference of British Teachers of Marketing at Advanced Level, 1986:45).</th>
</tr>
</thead>
</table>
3.2.2 Unpublished conference papers

Sometimes an organisation keeps the individual papers which employees read at conferences. Its format may vary, e.g. a pamphlet or a photocopy. Transcribe as follows, and add "Unpublished" or "Photostat copy" as appropriate.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Lockwood (1992:56) pointed out that ...</th>
</tr>
</thead>
</table>

3.3 Government publications

The authors of Government publications are often the departments (which have lengthy titles). Preference is given to an abbreviated form in the citation (e.g. SA instead of South Africa, Department of Education). A "see" reference (cross-reference) is made in the bibliography, e.g. SA see SOUTH AFRICA.

3.3.1 Departments

These publications are listed under the country's name and the name of the department in the bibliography, while the citation contains only the name of the department.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>The production of the platinum group of metals remained unchanged (Department of Mineral and Energy Affairs, 1995:14).</th>
</tr>
</thead>
</table>

Provincial departments are treated in the following way:

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Upgrading of regional roads will be priority (Department of Local Government, Traffic Control and Traffic Safety, 1999:12).</th>
</tr>
</thead>
</table>

### 3.3.2 Constitution

| Citation: | In terms of Article 32(1) of the Constitution (1996), every one has the right of access to government information. |
| Bibliographic reference: | CONSTITUTION see SOUTH AFRICA. |

### 3.3.3 Government gazettes

These publications are listed under the country's name. Gazettes are treated like periodical/journal articles.

| Citation: | The requirement in this case is that the licence be withdrawn (SA, 1997:149). |
| Bibliographic reference: | SA see SOUTH AFRICA. |

| Government Gazette | Title |
| 5804 | Number of the gazette |
| 149 | Page number |
| Nov. 18 | Gazette date |
| Regulation Gazette No. 2561. | Type and number |

Type can also be: board notice, general notice, government notice, legal notice, media release or proclamation.
3.3.4 Provincial gazettes

<table>
<thead>
<tr>
<th>Citation:</th>
<th>The boundaries of Pampierstad do not include the Vaalharts Settlement (North-West, 1995:58).</th>
</tr>
</thead>
</table>

3.3.5 Commissions of inquiry

3.3.5.1 Without known chairperson

<table>
<thead>
<tr>
<th>Citation:</th>
<th>In his fourth interim report it appears that the Commission of Inquiry into Certain Organisations (1974:56) is convinced.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic reference:</td>
<td>COMMISSION of Inquiry into Certain Organisations see SOUTH AFRICA. Commission of Inquiry into Certain Organisations.</td>
</tr>
</tbody>
</table>

It is important to furnish the number (RP ... ) of the Government publication, because that facilitates retrieval.

3.3.5.2 With a chairperson

<table>
<thead>
<tr>
<th>Citation:</th>
<th>According to the commission (Katz, 1994:7), the tax system...</th>
</tr>
</thead>
</table>

3.3.6 Laws (Acts)

<table>
<thead>
<tr>
<th>Citation:</th>
<th>The purpose of the Labour Relations Act is to advance economic development (1995:1).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic reference:</td>
<td>ACTS see SOUTH AFRICA.</td>
</tr>
</tbody>
</table>
3.3.7 Green papers

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Technology can reduce the workload of women (SA, 1996:89).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic reference:</td>
<td><strong>SA see SOUTH AFRICA.</strong></td>
</tr>
</tbody>
</table>

3.3.8 White papers

These publications are listed under the country's name and name of the department in the bibliography, while the citation only contains the abbreviated form of the name of the country.

3.3.8.1 Published separately

<table>
<thead>
<tr>
<th>Citation:</th>
<th>In the White Paper on Tourism (SA, 1996:48) the government ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic reference:</td>
<td><strong>SA see SOUTH AFRICA.</strong></td>
</tr>
</tbody>
</table>

3.3.8.2 Published in the Government Gazette

<table>
<thead>
<tr>
<th>Citation:</th>
<th>According to the White Paper on Education and Training (SA, 1995:21), higher education ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic reference:</td>
<td><strong>SA see SOUTH AFRICA.</strong></td>
</tr>
</tbody>
</table>

3.4 Dissertations and theses

The following particulars are provided: surname and initials, date, title of thesis or dissertation, name of qualification, name of educational institution, place where institution is located. If the name of the place where the institution is located forms part of the name of the
institution, e.g. University of Pretoria, the place is left out, but University of South Africa will be: Pretoria, University of South Africa.

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Du Plessis (1985:5) researched that ...</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Visser (1996:144) mentioned that the average number of references ...</th>
</tr>
</thead>
</table>

Because it is unpublished, the title is not in italics.

3.5 Patents

A patent is entered under the name(s) of the inventor(s). It is important to add the name of the company/organisation that is the patent holder (patentee) if applicable, as well as the number of the patent (Lotter, 2002:19).

<table>
<thead>
<tr>
<th>Citation:</th>
<th>Matson et al. (1991:23) found that the membrane reactor...</th>
</tr>
</thead>
</table>

If the patent is registered in the name of a company (the patentee) and the name(s) of the inventor(s) are not available, it is entered under the name of the patentee.

| Citation:         | According to Philip Morris Inc. (1981:1), the optical perforating apparatus ...
|-------------------|-----------------------------------------------------------|

3.6 Study guides and course material

Study guides issued by a university, university of technology or technikon for a specific course.
3.6.1 Author indicated

| Citation: | Cilliers (1986:96) avers that users of psychedelic substances claim that their motives are religious and self-analytical. |

3.6.2 Without an indication of the author/author unknown

Enter it under the name of the institution

| Citation: | The history of South Africa is being rewritten today (UNISA, 1997:5). |

Note: If the entry is the same as the name of the publisher (e.g. UNISA), then the name of the publisher is not repeated in the publisher area.

3.7 Encyclopaedias

When an article in an encyclopaedia has been written by a specific author, one will cite and do a bibliographic reference for the author of that article in the same way as for the author of a book. If not written by a specific author, the citation and bibliographic reference will be for the title of the encyclopaedia.

Note: It is unnecessary to give the place of publication and publisher's name of a well-known encyclopaedia.

3.7.1 Article with an author

| Citation: | Hieroglyphics indicate a similarity to art forms (Brunner, 1984:853). |

3.7.2 Article without an author

| Citation: | Oriental music is music of civilized Oriental peoples (Oriental music, 1989:122). |
3.8 Periodical/journal articles

The same rules apply as for books and contributions in collections, with the following exceptions:

- The title of the periodical is **not preceded by the word** In.
- The place of publication and the name of the publisher of the periodical are not provided.
- The numbering of the periodical and the pages on which the article appears are provided.
- Avoid abbreviating journal titles, unless the abbreviated title is internationally recognised and used by all specialists in the subject field.
  Consult your supervisor in this regard.

Use of capital letters in recording periodical/journal articles:

- The title of the **article** is recorded in the lower case (excluding the first letter of names, e.g. persons or organisations).
- The title of the **periodical/journal** may be treated either in the same way (lower case) or all words (excluding articles, conjunctions and prepositions) may begin with a capital letter, e.g. Chemical and engineering **news** OR Chemical and Engineering **News** (Lotter, 2002:22).
  Choose a method and use it consistently. Should your supervisor prefer abbreviations to be used for certain journals (which are always in capital letters), it is better to use capital letters for the others as well.

Date and numbering:

- Since the year has already been provided in area 2, only the day/week/month/ season is provided in the numbering area (if applicable).
- Do not use the words **volume** and **number** or the abbreviations for these.
- Write in the language used in the periodical. The following are examples of the numbering of a periodical (note the use of round brackets for numbers if there is a volume and a number):
14 (volume or number only)  
Mar. (month only)  
14(3) (volume and number)  
9, Mar. (volume or number, and month)  
14(3), Mar. (volume, number and month)  

This is followed by a colon and then the page number(s):

14:30-31 (volume and page numbers)  
14(3):30-31 (volume, number and page numbers)  
14(3), Mar.:30-31 (volume, number, month, page numbers)  
14(3), Summer:30 (volume, number, season, page number)  

- Numbering must be given in Arabic numerals (e.g. 1,2,3 not I,II,III)  
- Where a season is mentioned, e.g. Summer, it is indicated in place of the month.  
- The month can be abbreviated according to acknowledged dictionary abbreviations. See Appendix B.  

<table>
<thead>
<tr>
<th>Generic example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author of article (if known). Date (year). Title of article (if author is unknown title moves to area 1). Title of periodical (in italics), volume and/or number and rest of date:pages in the periodical on which the article appears.</td>
</tr>
</tbody>
</table>

### 3.8.1 Author unknown

| Citation: | "Today the doctor still prescribes medicine, but the mortar and pestle of the pharmacist gathers dust" (South African medical journal, 1978:3). |

### 3.8.2 Author known

| Citation: | "It was found that college students drink more today but still ... " (Rabbi, 1995:56). |

Note that a comma is placed after the title of the journal.
3.9 Newspaper articles/reports

An item in a newspaper is treated the same as an article in a periodical.

**Generic example:**
Author (if known). Date (year). Title of the report/article (if author is unknown title moves to area 1). Title of newspaper (in italics), rest of date:page/s in newspaper where article/report appears.

| Citation | According to Sigonyela (2000:1), MTN and Vodacom have decided that ...

3.9.1 Article with an author

| Citation | The virgin voyage of the new passenger ship, the Queen Elizabeth II, nearly ended in a tragedy today (Fateful voyage of happy ending, 1993:3). |

3.10 Interviews/letters/photocopies

It sometimes happens that use is made of letters or personal communications that have not been published in some form. Furnish the following details as far as possible:
- Author
- Year
- Title or nature of material
- Place of origin
- Notes on physical nature, scope or where the material is available

3.10.1 Interviews

| Citation | In an interview with Mr J.J.J. van der Merwe (1979) he explained that mampoer was already being distilled in the Marico area as early as 1841. |
### Bibliographic reference:


### 3.10.2 Letters

Add the person's designation and the organisation after his name, if known.

| Citation: | Van Aswegen (2001) expressed her utter dissatisfaction about ... |
| Bibliographic reference: | VAN ASWEGEN, L. 2001. Letter from Mrs L van Aswegen, Head of Department, Department of Library and Information Studies, Cape Technikon, 16 June. |

### 3.10.3 Photocopies

If the original source from which the photocopies were made is known, the particulars of the original source are given. If it is unknown, the following examples apply:

| Citation: | Pickworth (1998) suggested that students ... According to White (s.a.), the writing of the research proposal should ... |

### 3.11 Internal documents

A document can be regarded as an internal document if it is used by members/employees of an organisation in the execution of their work.

These documents are often also photocopied documents. However, if the corporate author, i.e. the name of the organisation is known, it is treated as an internal document even if it is a photocopy that you are handling.

| Citation: | TUT has committed itself to the transferring of relevant cutting-edge knowledge and technology (Tshwane University of Technology, 2004:3). |
### 3.12 Dictionaries

<table>
<thead>
<tr>
<th>Citation</th>
<th>The word &quot;flibbertigibbet&quot; means &quot;a silly flighty person&quot; (Webster's New Collegiate Dictionary, 1975:439).</th>
</tr>
</thead>
</table>

### 4. NON-PRINTED FORMATS

#### 4.1 Videos

Information organised exactly as for printed formats, with format in square brackets directly after the title. If there is no publisher, provide the name of the manufacturer or distributor.

**Generic example:**
Author (if known). Date (year). Title (in italics) (if author is unknown, title moves to area 1) [Format]. Place of publication: name of publisher/manufacturer/distributor.

#### 4.1.1 Author known

<table>
<thead>
<tr>
<th>Citation</th>
<th>According to Charlton (1997), change can be facilitated in the organisation by ...</th>
</tr>
</thead>
</table>

#### 4.1.2 Author unknown

<table>
<thead>
<tr>
<th>Citation</th>
<th>If watching the video Online searching (1995), one can clearly see that ...</th>
</tr>
</thead>
</table>

The place of publication and the name of the publisher are unknown. The format is recorded directly after the title - the same applies to the examples that follow.

#### 4.2 Radio and television programmes

**Generic example:**
Station. Date (year). Title of programme (in italics) [Format]. Day month.
5. ELECTRONIC SOURCES

Electronic sources provide an entirely new approach to information, creating new problems because of the differences in format and contents (Van der Walt, 2000:34). The variety of sources makes it impossible to cover all and therefore only general guidelines will be given.

5.1 Computer files (data on floppy disk/CD/CD-R/CD-RW/DVD and memory sticks, excluding CD-ROM)

A computer file is "a single collection of data stored on a storage medium" (Parsons & Oja, 2002:390). The information is organised exactly as for printed formats, with format in square brackets directly after the title. The software (e.g. word-processing software) with which it was created should be added.

**Generic example:**
Author. Date (year). Title (in italics if commercially published) (moves to area 1 if author is unknown) [Computer file on format]. Word-processing software. Place of publication: name of publisher/manufacturer/distributor (if internally produced, use 'Unpublished' or 'Internal document').

| Citation: | According to Lowes (1997), the lecturer can assess the student's progress by ... |
| Citation: | The section is responsible for presenting the B-Tech in Public |
Management and the final year of the B-Tech in Education Management (Jooste, 2004).

**Bibliographic reference:** JOOSTE, H. 2004. Tshwane University of Technology, Faculty of Social Development Studies, Nelspruit campus: status report and strategic vision of the Section: Social Development Studies, Education and Research [Computer file on memory stick]. MS Word Office XP. Unpublished.

### 5.2 CD-ROMs

The information is organised exactly as for printed formats, with format in square brackets directly after the title.

**Generic example:**
Author/editor (if known). Date. Title (in italics if published) (moves to area 1 if author is unknown) [Format]. Publication information, or distributor (in brackets).

### 5.2.1 Monographs: books/papers/reports

| Citation: | Gray and Courtenay (1988) point out that ... |

| Citation: | According to the Oxford English Dictionary on compact disc (1992), one can define "cartelisation" as ... |

In the above example the date, which is normally in the second area, now moves to the position after the format, which is transcribed directly after the title.

### 5.2.2 Encyclopaedias

**Generic example:**
Author/editor (if known). Date. Title of contribution (moves to area 1 if author is unknown). In: Encyclopaedia title (in italics), volume (in italics) or (Version) [Format]. Publication information.
5.2.3 Periodical/journal articles (bibliographic)

These only refer to periodical/journal articles. This means that the CD-ROM will contain summaries (abstracts) of journal articles, etc. These summaries may contain useful information. In most cases it is acceptable to use this type of information in assignments, etc. on condition that the false impression that the original sources had been consulted, is not created. The student should always try to obtain the original full-text article.

**Generic example:**
Author of article (if known). Date (year). Title of article (if author is unknown title moves to area 1). Title of periodical (in italics) [format], volume and/or number and rest of date:pages in the periodical on which the article appears.

**Citation:** The most recent research on arterial disease suggested that fibre can help to prevent this disease (Charleston, 1993).


5.2.4 Periodical/journal articles (full-text)

These are now not just references to the articles, but the complete text of the article.

**Citation:** Without adequate training and guidance, a student goes through six years in secondary school and does not know how to use the library (Adeoti-Adekeye, 1997).

**Bibliographic reference:** ADEOTI-ADEKEYE, W.B. 1997. The need for user education in secondary school libraries. *Library review* [CD-ROM], 46(8).

Note that page numbers are not printed, because when the full-text article is printed, the number of pages will differ from the printed format. That is why page numbers are NOT mentioned in the citation or the bibliographic reference.
5.3 The Internet

There is no documented Harvard standard for citing and bibliographic referencing of online documents. Various authors have made recommendations, but their approaches are so varied that it is difficult to reach consensus. The basic rule is to give enough information to locate the source should it be required.

It should be noted that it might be difficult or impossible for the reader of your document to verify citations from electronic sources, as most Internet sites are updated on a continuous basis and material may only be available for a short time, addresses are continuously changed, and certain information is only available to paying subscribers.

IT IS THEREFORE ESSENTIAL TO KEEP PRINTED COPIES OF ALL INTERNET SOURCES SHOULD THEY BE REQUIRED. This is also valuable for correct recording of the source in the bibliography (which in turn determines how the document will be cited in the text).

Documents on the Internet are basically treated in the same way as published sources. There are, however, certain marked differences:

- New elements such as the format and where it is available on the Internet are added to the basic areas for printed media.
- Authorship is often not easily ascertainable; the following clues may help to establish the responsible author/institution, etc.: is it an individual’s home page, a subdivision of an institution or an institution’s page?- look at the address (URL)
- Format is placed in square brackets directly after the title of the item.
- A date is often absent. Use the update or revision date of the site in area 2 if this is provided (often found at the end of the document). Do not use the date on which you viewed, downloaded or printed the Web page (this important information is provided last). If the item does not have a date, use S.a. (no date) in area 2.
- There are seldom page numbers, as pages are scrolled.
- It often happens that the author is not mentioned, in which case it is treated as an anonymous work, i.e. the title is provided as the heading of the entry.
- There is seldom a publisher. The Web address (Uniform Resource Locator) replaces the place of publication and name of the publisher.
- A document on the Web may be a series of linked pages, in which case it may be a problem to choose which page to use for citation purposes.
The rule is to use the particular page you are citing from.

- If the URL is excessively long, you may include just enough of the URL to identify the site where the information came from. Remember though, this will mean that the reader may have to spend some time finding the exact location of your source, and you should therefore reserve this option only for sources where the main site provides easy-to-follow instructions on how to get to the document. The rule remains that you should provide the address of the particular page you are citing from, even if it is long.
- Keep in mind that addresses on the Internet may change and that information may be added or withdrawn by page publishers at any time.
  It is therefore very important to add the address of the site visited or facility used, as well as the exact date (year, month, day) when it was accessed, and to keep a hard copy of the document.
- Pay meticulous attention to spelling, capitalisation, punctuation and spacing in Internet addresses – a single mistake will prevent the source from being found.
- Break a URL that goes to another line after a slash or before a period.
  Do not break after a hyphen or insert a hyphen at the break as this may cause ambiguity.
- Refer to the examples of the citations under the printed format, but note that no page numbers will be recorded.

**Generic example:**
Author/editor (if known). Date (year) (indicate 'S.a.' if not known). Title of document (in italics) (moves to area 1 if author not known) [Format].
Publishing details (if available). Available from: Internet address [Accessed: day month.year].

<table>
<thead>
<tr>
<th>5.3.1 Books (e-books)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Citation:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5.3.2 Conference proceedings/paper at a conference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Citation:</strong></td>
</tr>
</tbody>
</table>

48
### Bibliographic reference


### 5.3.3 Government publications

#### 5.3.3.1 Departments

| Citation | The State will, through reasonable measures, make education available (Department of Education, 2002). |

#### 5.3.3.2 Constitution

| Citation | The Constitution is the supreme law of the land. No other law or government action can supersede the provisions of the Constitution (Constitution, 1996). |

#### 5.3.3.3 Government gazettes

| Citation | "The Council of the University of Cape Town has framed amendments to the Statute of the University as published under Government Notice R1199 of 20 September 2002" (SA, 2004). |
### 5.3.3.4 Commissions of inquiry

**Citation:** According to the commission (Nel, 2001), the Masterbond Group and Investor Protection in South Africa ...


### 5.3.3.5 Laws (Acts)

**Citation:** The Mineral and Energy Laws Rationalisation Act (47/1994) states that certain laws relating to mineral and ...

**Bibliographic reference:** ACTS see SOUTH AFRICA.


### 5.3.3.6 Green papers

**Citation:** "The transition of the global economy from an industrial focus to one based on knowledge and information presents numerous opportunities and challenges to countries, especially those in the developing world" (SA, 2000).

**Bibliographic reference:** SA see SOUTH AFRICA.

SOUTH AFRICA. Department of Communications. 2000. *Green Paper on*...
### 5.3.3.7 White papers

**Citation:** Digital media has revolutionised the information society (SA, 2003).

**Bibliographic reference:**

SA see SOUTH AFRICA.


### 5.3.4 Speeches

**Citation:** In his inaugural speech Mandela (1994) used the following famous words: "Let there be justice for all. Let there be peace for all".

**Bibliographic reference:**


### 5.3.5 Patents

**Citation:** According to Powell (2001), the pool cleaning device includes a housing assembly that has a base portion, the foot portion is for resting on a deck of a pool and a handle member slidably extends through the base portion of the housing assembly.

**Bibliographic reference:**


### 5.3.6 Study guides and course material

**Citation:** According to Butcher (2003), the research problem serves as the basis of a hypothesis.

### 5.3.7 Encyclopaedias

Citation: The great libraries of the world include the Vatican, Lenin State and National Diet Library of Japan (Libraries, 2000).


### 5.3.8 Periodical/journal articles from full-text databases

**Generic example:**

Author (if known). Date (year). Title of article (moves to area 1 if author unknown) [Format]. Journal title (in italics), volume(issue), date: month/season/week (if given): paging or online equivalent (if given). Available from: Internet address [Accessed: ]

Citation: The role of academic libraries is changing and expanding in China (Sun & Rader, 1999).


### 5.3.9 Newspaper articles/reports

**Generic example:**

Author (if given). Date (year). Title (moves to area 1 if author unknown).

Newspaper title (in italics) [Format], Rest of date: paging (if available).

Available from: Internet address [Accessed: day/month/year].

Citation: "An individual's right to privacy has always been highly cherished in the United States. This is in part due to the fact that the consequences for victims of privacy intrusions can be disastrous, ranging from hurtful
rumors to identity theft and even ruined credit ratings" (Markoff, 1996).


### 5.3.10 Listserv

**Generic example:**
Sender. (Sender's e-mail address if available). Year. Title/heading/subject of message. 
[Listserv name:] e-mail address of the listserv [Accessed: day/month/year].

**Citation:** According to Thomson (2004), a surplus of donated books...

**Bibliographic reference:** THOMSON, I. (ingrid@uctlib.uct.ac.za). 2004. Book donation to libraries and organisations. [Listserv:] sabinews@mailman.sabinet.co.za [Accessed: 04/03/2004].

### 5.3.11 Discussion groups

**Generic example:**
Sender (Sender's e-mail address if available). Year. Title/heading/subject of the message. [Discussion group:] e-mail address of the discussion group [Accessed: day/month/year].

**Citation:** According to Drabenstott (1996), strategic planning ...

**Bibliographic reference:** DRABENSTOTT, K.M. ([karen.drabestott@umich.edu](mailto:karen.drabestott@umich.edu)). 1996. Strategic planning. [Discussion group:] crystal-ed@sils.umich.edu [Accessed: 06/10/1997].

### 5.3.12 E-mail

**Generic example:**
Sender. (Sender's e-mail address if available). Year. Title/heading/subject of the message. [E-mail to:] Receiver. (Receiver's address). Month day.

**Citation:** The conference had been organized in honour of the National Library week and Ten years of Democracy in South Africa (Makhura, 2004).
| Bibliographic reference: | MAKHURA, M. (moss.m@sanparks.org). 2004. Invitation to a one day conference on libraries in a decade of democracy. [E-mail to:] Sieberhagen, E.A. (sieberea@techpta.ac.za) Mar. 3. |
6. EXAMPLE OF A BIBLIOGRAPHY

BIBLIOGRAPHY

ACTS see SOUTH AFRICA.


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THOMSON, I. (ingrid@uctlib.uct.ac.za). 2004. Book donation to libraries and organisations. [Listserv] sabinews@mailman.sabinet.co.za Mar. 4.


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APPENDIX A:

Abbreviations of the states of the United States of America (USA)
Names of some states have traditionally not been abbreviated.

<table>
<thead>
<tr>
<th>Abbreviation Name of state</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ala. Alabama</td>
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<tr>
<td>Alaska Alaska</td>
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<tr>
<td>Ariz. Arizona</td>
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<tr>
<td>Ark. Arkansas</td>
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<tr>
<td>Calif. California</td>
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<tr>
<td>Colo. Colorado</td>
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<tr>
<td>Conn. Connecticut</td>
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<tr>
<td>Del. Delaware</td>
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<tr>
<td>Fla. Florida</td>
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<tr>
<td>Ga. Georgia</td>
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<td>Mont. Montana</td>
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</tr>
<tr>
<td>Nev. Nevada</td>
</tr>
<tr>
<td>N.H. New Hampshire</td>
</tr>
<tr>
<td>N.J. New Jersey</td>
</tr>
</tbody>
</table>
N.Mex. New Mexico  
N.Y. New York  
N.C. North Carolina  
N.Dak. North Dakota  
Ohio Ohio  
Okla. Oklahoma  
Ore. or Oreg. Oregon  
Pa. Pennsylvania  
R.I. Rhode Island  
S.C. South Carolina  
S.Dak. South Dakota  
Tenn. Tennessee  
Tex. Texas  
Utah Utah  
Vt. Vermont  
Va. Virginia  
Wash. Washington  
W.Va. West Virginia  
Wis. or Wisc. Wisconsin  
Wyo. Wyoming  
(States of the United States of America, s.a.)

APPENDIX B:

Abbreviations of the months of the year.
May - May June - June  
July - July August - Aug.  
November - Nov. December - Dec.  
BIBLIOGRAPHY


