PREScribed Reference Technique

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SESSION 1: THE BASICS

• Referencing sources
• Standards and styles
• Terminology
• Types of reference
• General rules
  ➢ Punctuation, spacing, abbreviations
  ➢ Author unknown
  ➢ Initial articles
  ➢ Missing elements
  ➢ Hierarchy
REFERENCING SOURCES

• Sources are cited by
  ➢ clearly identifying the SOURCE (author and work) in which the facts, ideas or arguments were found
  ➢ precisely stating where (on which PAGE) the material was found

• Relationship between text references and bibliographies:
  ➢ For each text reference there MUST be an entry in the bibliography
STANDARDS & STYLES

Sources are described using different methods or standards, for example:

• APA; Running notes; Augmented Harvard; Oxford; Vancouver; MLA; Chicago

• Harvard (“author-date-title” method)
  - References are listed alphabetically in the bibliography and cited in the body of the text so no footnotes or chapter references are needed.
Terminology

• A Bibliography is a combined list of all sources cited in, and consulted for a document; a list of the sources that you have used

• A list of sources cited only, is referred to as a list of Sources cited

• Citing – process of formal recognition, within the text, of the resources from which you have gathered information

• A citation – this is a passage or phrase quoted within the text which is supported with evidence of its source

• Reference – a detailed description of the item from which you have obtained your information
Types of reference

1. *Source references*
don direct (literal quotation)
indirect (paraphrasing)
linked to a bibliography

2. *Cross-references*
particular item of a work: chapter, sentences, figure, paragraph
preceded by the word ‘see’

3. *Content references*
additional explanation/discussion
footnotes (bottom of page)
endnotes (end of chapter or work)
numbered
GENERAL RULES

Refer to the appendix at the end of the presentation: it contains the general guidelines taken from the book *Bibliographic style and reference techniques* (Burger 2010:1-28).

Pay attention to the following aspects:

- Language (titles, publication details, source)
- Correct spelling (eg author, place names)
- Use of punctuation, spacing, and upper and lower case
- Abbreviations
- Hierarchy

ABOVE ALL, ACCURACY
What if… Author unknown

If the author or editor is unknown, use the *title* in place of the author, for example:

Bibliographic entry:

Text reference:
…(*The Information society* 1988:44).
Initial articles

• Ignore in alphabetical arrangement of titles in the bibliography:
  
  * The African Iron Age.
  * An Annotated list of radiocarbon dates.
  * The Standard encyclopaedia of South Africa.

• May be ignored at beginning of the names of corporate bodies, for example:
  
  National Council for Social Research.
What if… Missing elements

- No publication date: [199-?] or [2005-?]
- No place of publication: [SI]: Wiley.
- No publisher: New York: [sn].
- No publishing details: [SI: sn].
Hierarchy

Hierarchy of parent corporate body with different subordinate sections or departments, for example:

  University of South Africa. Department of Library Services.
  University of South Africa. Department of Information Science.

There are also documents published under a corporate author, such as a research council or government body.

Citation for bibliography:

Text reference:
(UNESCO 2012)
Incorporating quotations in the text

• Quotations up to 2 lines are incorporated into the body of the text:
  ➢ Use quotation marks around the quoted text
  ➢ In parentheses add the year of publication, followed by a colon, directly followed by the page number, for example:

  Holmner and Britz (2011:15) stated that “the greatest impact of human use of land is the removal of the original vegetation.”

• Longer quotations:
  ➢ Indented in a separate paragraph
  ➢ Quotation marks are not necessary, for example:

  Sneve and Saint James (2003:17) illustrated the wisdom of the sayings of the Native Americans, who had no written language:
  It was our belief that the love of possessions is a weakness to be overcome. Therefore the child must early learn the beauty of generosity.
Example of references in the text

Brief and Dukerich (1991:328) describe theory as “a set of logically related propositions that describe and explain a range of observations.” This is quite a useful definition because it identifies the three components of a theory: it makes a proposition or argues a point; it is built on a number of observations; and it explains something.

Despite the digital divide and its nuanced manifestations also in the developed world (Fuchs & Horak 2008), the wave of continuous technological advances also resulted in changed perspectives about the notions of scarcity and exclusion by introducing the abundance model.
SESSION 2: BOOKS

- Monographs and composite works
- Components for citing books (monographs)
  - One author
  - Two authors
  - More than two authors
- Citing composite works
  - Editor/title entry (book as a whole)
  - Chapter in a composite work
- Other formats
  - Theses and dissertations
  - Dictionaries and encyclopaedias
  - Conferences
  - Unisa study guides
Books are separately published monographs.

- **Monographs**
  - Single author
  - Two authors
  - More than two authors

- **Composite works**
  - Editor entry
  - Title entry
  - Chapter in a book
COMPONENTS FOR CITING BOOKS

A reference for a book includes the following elements:

- Author(s) surname(s), initial(s)
- Date of publication (year)
- Title of book (*italics*)
- Edition (*only* if not the first edition)
- Place of publication (City/town name, *not* country or province)
- Publisher
Citing books with one author

Bibliographic entry:

*[or: 4th ed.]*

Text reference/citation:
Citing books with 2 authors

- In bibliography give **all** the names
- In text reference give the names of **all** the authors – **not** *et al*, for example:

**Bibliographic entry:**

**Text references:**
Vithal and Jansen (2004:34) dispute the value of...
Citing books with more than 2 authors

- In the bibliography give **all** the names
- In the text reference, when cited for the first time, give the names of **all** the authors
- From the second text references onwards, give the first name only, followed by *et al*
- Example:

**Bibliographic entry:**

**Text references:**
...(Henning *et al* 2004:85).

**Remember: NEVER use *et al* in the bibliography.**
CITING COMPOSITE WORKS

• A composite book or collected work is a book that consists of a number of chapters that were written by different authors.
• It will usually has an editor or compiler.

- Editor / title entry
- Chapter in a book
Citing a composite work: editor or title entry

When citing the collected work as a whole, enter it under the editor.

A title entry is used only when the editor is unknown.

Bibliographic entry:

Text reference:
…(Wessels & Pauw 1999:iii-v).
Citing a chapter from a collected work

- Author(s) surname(s), initials
- Date of publication of the book
- Title of chapter as it appears in the book
- Title of collected work as it appears on the title page (in *italics*)
- Editor(s) initial(s) and surname
- Place of publication
- Publisher
- Page numbers on which chapter appears
Example of citing a chapter from a collected work

Bibliographic entry:

Text reference:
OTHER FORMATS

- theses and dissertations
- dictionaries and encyclopaedias
- conferences
- Unisa study guides
CITING THESES AND DISSERTATIONS

A thesis or dissertation reports on personal research and is written as part of a university degree. It is not a published information source.

A citation will include the following elements:

- Author’s name and initials
- Date
- Title (not in italics)
- Degree
- University
- City/Town where university is located
Example: Citing a thesis

**Bibliographic entry:**

**Text reference:**
Example: citing a dissertation

Citation for bibliography:

Text reference:
…(Kamara 2014:211-213).
Citing dictionaries and encyclopaedias

- Mostly known by their titles - as a rule dictionaries and encyclopaedias are entered under their *title*.  
- Some indicate authors/editors 
- Usually arranged alphabetically**  
- Refer to the *item/word* instead of the volume or page number  
  - reference to the item is preceded by the abbreviation ‘sv’ (for Latin *sub verbo*, meaning ‘under the word’) 
- Place of publication and publisher  
- Text references must include the item/word referred to

* Exception: Many online encyclopaedias do mention the contributor. In such cases, enter it under the name of the contributor. 

**Exception: Some are arranged according to themes, historical periods, art styles, etc.
Examples: dictionaries and encyclopaedias

Bibliographic entries:


Text references:

…(Encyclopaedia Britannica 1964, sv ‘Blake, William’).

Raper (1987, sv ‘Hogsback’) was able to trace the origin of…
CITING CONFERENCES

- Enter under the official name of the conference.
- Capitalise the initial letters of all significant words in the name.
- If the official name is unknown, enter under the editor or title.
Example: Citing conference proceedings

Citing the proceedings as a whole:

Citing a paper in the proceedings:
CITING UNISA STUDY GUIDES

• In general the corporate author, the University of South Africa, including name of the department, is used as the entry element.
• Study guides that do contain the name of the author are entered under the author.
• The year of publication for a study guide is the year indicated on the verso page, preceded by the copyright sign:

© 2008 University of South Africa
All rights reserved
Printed and published by
the University of South Africa
Muckleneuk, Pretoria
AIS3704/1/2009-2011
98314467

• In the case of a revised study guide, use the year preceded by the ‘Revised edition’ statement.
Example: Citing a study guide without author details

Bibliographic entry:
The cross-reference links shortened text reference form to the full bibliographic entry:

HTINREG Only study guide 2010 see University of South Africa. Department of Information Science. 2010.


Text reference (module code is used for shortened form):
...(HTINREG Only study guide 2010:67).
Example: Citing a study guide with an author / compiler

Bibliographic entry:

Text reference
...(Cloete 2008:69).
SESSION 3: CONTINUING RESOURCES

- Components for citing continuing resources
- Journal articles
- Newspaper and magazine articles
COMPONENTS FOR CITING ARTICLES

References should include the following elements:

- Author
- Year of publication
- Title of article
- Title of journal (italics)
- Volume
- Issue number
- Pages of article
Example of a journal article

The dark side of information: overload, anxiety and other paradoxes and pathologies

David Bawden and Lyn Robinson
Department of Information Science, City University London

Abstract
This review article identifies and discusses some of the main issues and potential problems – paradoxes and pathologies – around the communication of recorded information, and points to some possible solutions. The article considers the changing contexts of information communication, with some caveats about the identification of ‘pathologies of information’, and analyses the changes over time in the way in which issues of the quantity and quality of information available have been regarded. Two main classes of problems and issues are discussed. The first comprises issues relating to the quantity and diversity of information available: information overload, information anxiety, etc. The second comprises issues relating to the changing information environment with the advent of Web 2.0: loss of identity and authority, emphasis on micro-chunking and shallow novelty, and the impermanence of information. A final section proposes some means of solving some of the problems and of improving the situation.

Keywords: Information overload, information anxiety, digital literacy, paradox of choice, satisficing; web 2.0

1. Introduction
The purpose of this review article is to identify some of the main issues and potential problems – paradoxes and pathologies – around the communication of recorded information, and to point to some possible solutions.

The article is divided into five main sections. The first two deal with the changing contexts of information communication, with some caveats about the identification of ‘pathologies of information’, and with the changes over time in the way in which issues of the quantity and quality of information available have been regarded. The next two deal with two main classes of problems and issues: those to do with information overload, and those to do with the changing information environment with the advent of Web 2.0. The final section proposes some means of solving some of these problems and of improving the situation.

Bibliographic entry:

Text reference:
Citing newspaper and magazine articles


SESSION 4: ONLINE / WEBBASED RESOURCES

• Referencing types

• Referencing Internet sources
  ➢ Online journal articles
  ➢ Referencing e-books
  ➢ Non-print/online dictionaries and encyclopaedias
  ➢ Web documents
  ➢ Websites

• Referencing personal communications
  ➢ Emails
  ➢ Blogs
  ➢ Interviews
Referencing Types

All sources used should be referenced, including the following types:

- Internet publications (journals, e-books, dictionaries, encyclopaedias)
- web documents, webpages, websites
- communications: emails, blogs, interviews
Referencing Internet sources

A electronic publication or a website also contains published information:

- Author (if available)
- Date (of website or of publication on the website)
- Title (of the consulted source, **not** of the website) – in *italics*
- Organisation responsible for the website (if available)
- URL (Internet address)
- Date you accessed the source (Day Month Year)
Referencing online journal articles

- Author
- Year of publication
- Title of article
- Title of journal (italics)
- Volume
- Number
- Pages of article (if available)
- URL / DOI
- Date accessed

**Please note:** The URL of an online article in PDF format is generally not included, but it is a Departmental requirement that you must include the URL as part of your bibliographic entry.
Example 1: Citing online articles

Bibliographic entry:


Text reference:

Example 2: Citing online articles

Bibliographic entry:


Text reference:

...(Ajayi 2016:1).
More examples of online journal articles


Referencing e-books

• Surname, Initials
• Year of publication
• Title
• Edition (if not first edition)
• Place of publication
• Publisher
• Website / URL (if applicable)
• Date accessed (if applicable)
Bibliographic entries:


Text references:
Web documents

- Author (if known/available)
- Date (of publication/item on the website)
- Title (of the consulted source, not the website)
- Organisation responsible for the web site (if available)
- URL*
- Date accessed by you

*Give the URL of the work itself. Websites contain many articles, forums, making the website/home URL insufficient.
Example: online reference work

Bibliographic entry:

Text reference:
…(Cavigneaux, Fischer-Elfert & Binder 2006).
Examples of electronic sources


http://books.guardian.co.uk/reviews/scienceandnature/0,6121,894941,00html (Accessed 26 March 2015).


Websites

If it is necessary to refer to a website as a whole, it can be referenced as follows:

- Author / Editor
- Year of publication
- Title
- Edition/update/version (if relevant)
- Place of publication/host (if available)
- Publisher – if not, name of website/host
- URL
- Date accessed
Example: Citing a website

Bibliographic entry:


Text reference:

…(*The Epistemological lifeboat*… 2005).
Referencing personal communication

Suggested elements:
- Name of the person with whom you corresponded
- Year of correspondence
- Subject/title of the correspondence (not in italics)
- Type of correspondence (e-mail, interview)
- Day on which the correspondence took place

Examples:
Referencing blogs

Avoid blogs (websites) as far as possible, but if required by the focus of an assignment, use the following elements:

- Name of the blog owner/administrator
- Year of posting
- Title of blog entry – in italics
- Date the blog entry was written
- Site name – if available (publisher/host)
- URL
- Date accessed
Citing a blog entry:

Bibliographic description:

Text reference:
…(Batts 2007).

*Parentheses ( ) are increasingly given preference, but should you still prefer to use brackets [ ], remember to do so for all your entries.*
SESSION 5
INTEGRATED BIBLIOGRAPHY
Guidance on creating a bibliography

- Information required for referencing is normally found on the title page and the back of the title page
- List references in *alphabetical order* (entries must not be numbered or bulleted)
- Enter surname first, followed by the initials
- Include all authors listed on the title page of each source, do not use *et al* (only used in the main body of the text)
- If the book has an *editor* rather than an author then enter *(ed)* after the surname and initials
- Where necessary use the name of the *corporate body or institution* responsible for gathering the information in the publication or on a website
- **Edition** – only included if you are not using the first edition
- **Title** – this should be *in italics* and include the subtitle separated by a colon
- Remember to include the publication details – place: publisher (except for journal articles)
What if…

Same author, same year:
Listed alphabetically under author’s name in the bibliography; date followed by a, b:

Citation for bibliography:

Text reference:
… (King 2002a:25).
According to King (2002b:88) …
Example

Sources cited

HTINREG Only study guide 2010 see University of South Africa. Department of Information Science. 2010.


SESSION 6
GOVERNMENT PUBLICATIONS
GOVERNMENT PUBLICATIONS: printed and electronic

- acts
- laws
- white papers
- policies, amendments
Citing government publications

Constitutional pattern of a country:

- Name of the country, state or province
- Name of the legislative body, court, executive department, bureau, council, commission or committee
- Name of the relevant section, office, etc
- Year of publication*
- Title
- Further details depends on nature of the source

*The date follows after the complete hierarchy of the corporate body:

Citing acts / laws

• Use popular title rather than lengthy official title, eg Deeds Act in stead of Deeds Registries Act
• Must make a cross reference in the bibliography
• Title can be followed by its number and year (as relevant to the act, not publication)
• Acts entered under the name of the legislative country
Government departments
Entry element is the name of the country:

The Constitution of South Africa is entered under South Africa as a title, that is the date follows after the entry element:
Text reference - refer to sections and subsections:
(South Africa 1996:s 3(2))
Examples of acts/laws


Citing acts/laws

References in bibliography:
Nursing Act see South Africa. 1978.
Constitution see South Africa. 1996.

Text references:
(Nursing Act 1978) or (SA 1978, s 38A)
(Constitution 1996) or (SA 1996)
Examples


Discussion documents/Green Papers/White Papers are sometimes published separately or in a *Government Gazette*. 
Bibliographic entries:

Batho Pele see South Africa. Department of Public Service and Administration


Text references:

The principles of Batho Pele (1997) make provision …

The Promotion of Access to Information Act No. 2 of 2000 (2000) was not the …
SESSION 7
OTHER FORMS OF SOURCES
CITING OTHER FORMS OF RESOURCES

- microfiche
- CD-ROM
- video, music
- museum objects
- music, maps

Indicate the specific format of non-print media in brackets [ ], after the date if title entry, and after the title if author entry.
Examples of non-print sources


APPENDIX: EXTRACT FROM
BIBLIOGRAPHIC STYLE AND
REFERENCE TECHNIQUE

BIBLIOGRAPHIC STYLE
& reference techniques

Marlene Burger

University of South Africa, Pretoria

[EXTRACT WITH PERMISSION FROM THE AUTHOR]
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Study the GENERAL GUIDELINES before consulting the section for a particular reference technique.
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SOURCES OF BIBLIOGRAPHIC INFORMATION 1.9 – 1.15
LANGUAGE 1.16 – 1.17
ABBREVIATIONS 1.18 – 1.22
BIBLIOGRAPHY 1.23
GENERAL GUIDELINES  1.1 – 1.8

1.1 Acknowledging sources. If you present the ideas, arguments, facts or conclusions obtained from the work of a particular author as your own without the necessary acknowledgement, you are guilty of plagiarism, which is a serious academic offence and may lead to the rejection of your work. All sources from which information were obtained must be acknowledged by indicating the original author(s) as well as the specific location of the facts, arguments and quotations – whether or not the words of the author are quoted verbatim. You must make it possible for the reader to determine the extent of your own original contribution to the work.

1.2 References are used to

- supply the evidence on which the author’s (you as researcher’s) assertions, statements and conclusions are based;
- enable the reader to consult the original sources themselves; and
- acknowledge the author(s) from which the information was taken.

This is generally done by

- clearly identifying the source (author and work), and
- precisely stating where (on which page of the source, or web address) or under which circumstances (eg a personal interview) you found the information.

1.3 Types of reference. In a written presentation of research it may be necessary to make three types of reference, namely:

- Source references: In the interests of intellectual integrity it is necessary to refer to sources from which information has been taken either directly (by literal quotation) or indirectly (by paraphrase). For this purpose source references are used.
- Cross-references: In the interests of conciseness it is necessary to refer to other parts of a written presentation. For this purpose cross-references are used.
- Content references: In the interests of greater clarity it is necessary to provide additional explanation or discussion to supplement the text of a written presentation. For this purpose content references are used.

In practice, these three basic types of reference do not always occur singly. Sometimes two or more types are required at a specific point in a work.

1.4 Reference techniques. There are different methods for linking statements in the text of a written presentation with information sources that support those statements. The use of source references, cross-references and content references will be explained in the context of three such methods. These methods are:

- the *Harvard* method (involving name-and-date citations in the text in conjunction with an alphabetically arranged list of sources);
- the *American Psychological Association* method (APA method) (involving name-and-date citations in the text in conjunction with an alphabetically arranged list of sources). This method is similar to the Harvard method, but has a different punctuation pattern;
- the *running notes method* (involving text citations by means of reference marks and footnotes or endnotes in conjunction with an alphabetically arranged list of sources).

The *Modern Language Association* method (MLA method) (involving name-and-page-number citations in the text in conjunction with an alphabetically arranged list of sources) has been considered, but there are too few users of this system at Unisa to include it in these guidelines. However, you may access the MLA web site for information on this style, as well as the MLA handbook (below):

http://www.mla.org/style


Be aware that some reference systems are known by a variety of names, or may have different interpretations of the same system, for example, there are about thirteen variations of the Harvard method, the augmented Harvard method is similar to the Oxford system and the Vancouver system (mostly used in the biomedical environment), and the Chicago system is sometimes called the author-date system (basically the Harvard method with a few differences) and is often used for historical research where footnotes and endnotes are preferred (see the running notes method).

A section is devoted to each method. Each section has a detailed list of contents. At the back of the guide is an index covering all three sections. Index entries refer to paragraph numbers in the section concerned, not to page numbers.
1.5 **Style.** Uniformity of style is essential in written presentations. For this reason choose the reference method acceptable in the academic discipline in which research is being recorded, and use only that method throughout. Always observe the preferences for reference techniques and forms of bibliographic style as they appear in particular subject areas. When writing an article for a professional journal, make sure that you understand the particular journal’s prescriptions about reference technique and bibliographic style. These may usually be found on the inside of the back cover of the journal (if not, let yourself be guided by the method and style reflected by articles in the journal).

1.6 **International standards.** The descriptions of the three reference methods in the guide are aimed at authors who are inexperienced in the bibliographic description of sources of information. The three reference methods are based on international codes of bibliographic description. Some of these codes are highly detailed and were compiled for use by professional cataloguers, while others are less detailed. Consult these standards only when acknowledging information taken from sources other than separate issues of publications and journals, for example objects, maps and photographs. Examples of international standards are the Anglo-American cataloguing rules, the International Standard Bibliographic Descriptions (ISBDs), those of the American National Standards Institute, the British Standards Institution and the International Organization of Standardization. These standards are also available online. There are also other sources that can be consulted on reference techniques and bibliographic style (some are completely devoted to this specific topic, while others contain chapters on it). However, you must follow the same method consistently without mixing elements from various methods. Always try to find the latest editions to work from. I have used the following sources while revising this book, but there are many more similar sources:


1.7 Please note the following:

- **Lecturers:** When writing a study guide, the Directorate: Language Services’ ‘Guidelines on reference techniques’ should be followed. It can be obtained from the Directorate.

- **Students:** For pragmatic reasons, the Study Collection in the Unisa Library may be arranged differently from what might be in your study material. If you cannot locate a particular work, consult the online catalogue by searching under title, first author or editor.

1.8 **Style manuals.** A variety of style manuals, explaining the preferences of specific academic disciplines, are available, such as for Biology, Chemistry, Education, Engineering, Geology, Law and Theology. Always try to get hold of the latest edition of such manuals.


Note that a variety of sources are consulted when writing a text and these could be published, unpublished or online (Internet). Examples are books, journals (magazines, periodicals), newspapers, acts (laws, bills), conference papers, sacred scriptures, films (videos, DVDs), maps, music scores, letters (correspondence), reviews, interviews, TV and radio programmes, dissertations and theses, works of art, photographs, archives, objects, government gazettes, email, CDs, CD-ROMs, pamphlets and brochures, and many more.

It is not possible to discuss the physical composition of each of these sources. In the examples used throughout the text, some physical attributes will be highlighted when they are important for a reference.

The following paragraphs concentrate on published books and journal articles since they are used most by students, together with e-journal articles.

1.9 Bibliographic components. For this guide, it is not necessary to explain the physical composition of a book or a journal (in printed or electronic format). It is more important to know which bibliographic components need to be described in a reference, and where to find them in the source. The following bibliographic components are involved:

<table>
<thead>
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<th>Books</th>
<th>Journal articles</th>
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</thead>
<tbody>
<tr>
<td>Author</td>
<td>Author</td>
</tr>
<tr>
<td>Year of publication</td>
<td>Year of publication</td>
</tr>
<tr>
<td>Title of chapter (if appropriate)</td>
<td>Title of article</td>
</tr>
<tr>
<td>Title of book</td>
<td>Title of journal</td>
</tr>
<tr>
<td>Edition</td>
<td>Volume</td>
</tr>
<tr>
<td>Place</td>
<td>Number</td>
</tr>
<tr>
<td>Publisher</td>
<td>Pages of article</td>
</tr>
<tr>
<td>Pages of chapter (if appropriate)</td>
<td></td>
</tr>
<tr>
<td>Series (if preferred)</td>
<td></td>
</tr>
</tbody>
</table>

The bibliographic components of electronic sources are often similar to those of books and journals, BUT the publication details are represented by the URL (web address) of the source. See paragraph 1.14.

1.10 Title page. The title page is the most important part of a book since the essential data for bibliographic description are normally found there. Sometimes it is necessary to supplement the information on the title page with information from other parts of the book. A book may have more than one title page, for example for different languages, for the original edition as well as for a new edition or reprint. The information usually given on a title page may be placed on two adjacent pages. The following bibliographic components are usually found on the title page:

- **Author** (writer). The author is traditionally the primary element in the identification and description of an entity. More than one author may be mentioned on the title page. A corporate body is also a type of author and more than one may be mentioned on the title page. Other names that may appear on the title page even though they are strictly speaking not authors are, for example editors, translators, those responsible for revisions or adaptations and illustrators.

- **Year of publication**. The year of publication usually appears at the bottom of the title page, but may sometimes be omitted or given on the back (verso) of the title page (also called the imprint page or copyright page).

- **Title**. The title may be either very brief or very long. In addition to the main title, there may be a subtitle, an explanatory title or an alternative title.

- **Edition**. The number of the edition is usually given on the title page or cover, but is frequently found on the imprint page, in the introduction or in the preface. The edition should always be mentioned in descriptions – page numbers often differ in various editions, and it is important to specify the edition for accurate referral. Please note that a first edition is not mentioned – it is assumed that if no edition is mentioned, that it is the first edition.

- **Place**. The place of publication (a specific town or city, not the name of a country or geographic area) usually appears with the name of the publisher. If a source has been published in more than one place, all place names appear on the title page.

- **Publisher**. The name of the publisher usually appears on the title page. There is often a symbol only on the title page, representing the publisher, such as the large M for Macmillan (which appears in full on the imprint page). Corporate bodies and authors also often act as publishers.

1.11 The imprint page (verso of the title page) is an important source of information and may contain details regarding the following:

- Edition, reprint, impression
- Place, publisher, year
- Editor, translator, etc
1.12 There are also other parts of a book that may contain information necessary for descriptions:

- The series may appear on any of the following: cover, dust-cover, half title page (the page that precedes the title page), title page (usually at the top), or the imprint page.

- Cataloguing-in-Publication Data appear on the imprint page of most books recently published. These represent cataloguing records of the Library of Congress and/or the British Library, and are compiled prior to the publication of the book. This information can be very useful when compiling a bibliographic description for a particular source.

- Publications of organisations often contain a note at the bottom of the title page or imprint page which indicates how the specific work should be cited and/or referred to.

1.13 Journals usually lack a title page (some journals do, however, have title pages) and information must be obtained from the cover. The volume number and number of the specific issue appear on the cover and sometimes at the bottom or top of pages.

1.14 Electronic resources consist of data (information representing numbers, text, graphics, images, maps, moving images, music, sounds, etc), programs (instructions, etc that process the data for use), or combinations of data and programs. Electronic resources may have direct (local) access or remote (networked) access. Direct access means that the physical carrier (eg a disc, cassette, cartridge) can be described, while with remote access (online) no physical carrier can be described, therefore the web address of such sources is provided.

Information for bibliographic description should be taken from title screens, main menus, program statements, initial displays of information, home pages, file headers, encoded metadata (eg TEL headers, HTML/XML meta tags), and physical carriers (containers), labels, or accompanying material (manuals or booklets), and also information that has been uncompressed, printed, or otherwise processed for use. Be aware that some electronic resources are available both in print and online.

It is helpful to add the date the site was accessed since it may change or disappear after some time. Your reader would then not be able to access the source. Web sites can be updated and changed on a daily basis, which implies that the information referred to is less reliable than in printed (fixed) sources.

Important: Do not put a full stop after the URL, since a full stop has a particular meaning in computer programming language. When the URL is too long for a line, the full URL will automatically go over to the next line, and if still too long, it will break up to continue on yet another line (after a forward slash, full stop or hyphen). Nowadays it is not necessary to use words such as ‘Online’, ‘Available at’, ‘Available online’, ‘From’ in a reference. That was done when Internet sources were still new and unfamiliar. Such sources are now recognised by the URL as being online and such wording is redundant. After the date, start with the URL directly. Also do not use the < and > before and after the URL, for example <http://tweb.loc.gov/eaddir/ppe> as these symbols are just fillers and have no meaning in a bibliographic sense. Look at the following example:


Note that there is a full stop after the access date, but not after the URL. The access date is within parentheses and the ‘A’ is capitalised since it indicates a new field in the description, BUT it will not matter if written (accessed 25 May 1999). Underlining is automatic, but makes it difficult to recognise web addresses that contain underscores. Some researchers then prefer to cancel the underlining. For example:

http://purl.oclc.org/dc/about/element_set.htm

or

http://purl.oclc.org/dc/about/element_set.htm

Examples of entries and text references for Internet sources are illustrated in the text for each style.

1.15 Missing components. Take note of the fact that some bibliographic components needed for descriptions are often missing in sources. How to cope with the various bibliographic components (as well as their absence) is discussed in the different sections of the guide.
BEHAVIOUR
AND
INFORMATION
TECHNOLOGY

A Study of the Human Aspect of Computing

B. S. Clements
and
Murray Alpert

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Choosing people: the role of social capital in information seeking behaviour

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Abstract
It is an almost universal finding in studies investigating human information behaviour that people choose other people as their preferred source of information. An explanation for the use of people as information sources is that they are easier to approach than more formal sources and therefore are a less effort option. However, there have been few studies that have investigated who the people chosen as information sources are and what their relationship to the information seeker is. This paper reports findings that come out of a larger investigation of the information seeking behaviour of a random sample of residents of Ulaanbaatar, Mongolia. Using the theory of social capital as a conceptual framework and the methods of social network analysis, this study investigated the relational factors associated with the choice of people as information sources. Results indicate that respondents chose people who had better resources than they had and were not well known by them. This suggests that respondents were deliberate in their choice of people information sources and therefore it is speculated that people are not necessarily the least effort option but may require considerable effort to seek out and consult.

Introduction
It is an almost universal finding in studies investigating human information behaviour that people choose other people as their preferred source of information. Studies of academic researchers in both the sciences and the humanities have revealed the importance of consulting with colleagues at different stages of their research (Ellis, 1993, Cae, 1991). Professionals, such as engineers, nurses, physicians and dentists rely on co-workers and knowledgeable colleagues in their search for work-related information (Leckie, et al., 1996). Personal sources are also among the most important sources consulted by chief executive officers during their environmental scanning (Choo, 1993). Studies of ordinary citizens’ preferred sources of information also confirm the importance of personal contacts in information seeking behaviour (Werner, et al., 1973; Chen & Herron, 1982). The poor, as well, prefer interpersonal sources over other sources of information (Derivis & Greenberg, 1972; Childers, 1975; Spink & Cole, 2001; Sligo & Jameson, 2001; Agadi, 1999; Chittum, 1996).

The explanation for the use of people as information sources has often been that they are ‘typically easier and more readily accessible than the most authoritative printed sources’ (Cae, 2002: 142). The use of people as a least effort option in the search for information and, therefore, may not be the best sources available (Childers, 1975; Derivis, 1983). The theory of social capital, however, suggests that the use of people as information sources is not necessarily an easy option, but may also require considerable effort. This paper looks specifically at the use of personal sources of information and how factors related to social capital, including the strength of the relationship between information seeker and information source, and the resources possessed by the information source, affect who the information seeker chooses to consult. The conceptual framework for this analysis is Lin’s (2001a) network theory of social capital.
1.16 **Bilingualism.** In accordance with the general convention regarding bilingualism, the following should be adhered to:

- Bibliographic particulars are given in the **language of the source and not in the language of the text being written.** In other words, when referring to an Afrikaans text, the particulars are given in Afrikaans, not in English (the language in which you are writing). In other words, particulars should not be translated.
- If a source is available in both English and Afrikaans (for instance translations), the source in the language of your text should be used.
- If the text in the source is written in two or more languages, use the particulars in the language of the text that you have consulted.
- Government publications are available in all official languages – use those in the language of your text.

1.17 **Foreign languages.** Bibliographic particulars in foreign languages should also be given in the **language of the source.** Erroneous translation of such particulars may make it difficult to locate a particular source or information in the source cited.

1.18 **Full stops.** Write all abbreviations without full stops. For example:

- comp
- CSIR
- ed
- et al
- LIASA
- s n
- vs

1.19 **Spaces.** Spaces are not substituted for full stops. For example:

- BA (Baccalaureus Antium)
- DMus (Doctor Musicae)
- NT (New Testament)

1.20 **Acronyms.** Capitalise only the initial letters of acronyms. In abbreviations where each letter is pronounced separately, all letters should be capitalised. For example:

- CSIR
- HSRC
- MLA
- Pact
- RPMs
SANParks

Unisa

Ensure that you follow the institution's preferred way of writing their name as presented in publications. For example:

Sabinet or SABINET

Sama or SAMA

Unisa or UNISA

1.21 Text. Abbreviations in the text should preferably be written out, unless they are in common use. For example:

- degrees and diplomas: BA, DPhil;
- titles preceding surnames: Mr, Prof, Dr, Ms, Mrs;
- references to eras: BC, AD, BP;
- metric symbols when preceded by figures: 50 km, 2 kg;
- institutions commonly known by the abbreviated form of their names: SABC, Meduna (either use the abbreviated form throughout, or write out the name the first time it is used and then use the abbreviation);
- lesser-known abbreviations should be written out the first time, followed by the abbreviation in parentheses (then use the abbreviation in the rest of the text): South Africa Nursing Council (SANC), National Library of South Africa (NLSA);
- generally accepted abbreviations are used, such as: v (verse, verso, versus, vide), Ltd (Limited), fig (figure), no (number), eg (for example), ie (that is), p (page), etc (et cetera).

The following distinctions are made for clarity:

Parentheses refers to rounded brackets, (…)

Brackets refers to square brackets, […]

1.22 American states. The names of states and territories of the USA should always be given in full when standing alone. When they follow the name of a city or some other geographical term, it is best to write them out, except in lists (incl bibliographies), tables, and so on. Following is a table containing the written out form of names of some of the states, abbreviations to be used in written texts, and two-letter abbreviations that are linked to zip code addresses and are often useful in other contexts (taken from the Chicago manual of style 1993:465-466). If abbreviations for states appear in sources, you may use them. Note that bibliographic databases and online catalogues do not use the same abbreviations since they follow those prescribed by the Anglo-American cataloguing rules. If you are unsure, rather write out the names of states.

<table>
<thead>
<tr>
<th>Name</th>
<th>Abbreviation</th>
<th>Name</th>
<th>Abbreviation</th>
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<tbody>
<tr>
<td>Alaska</td>
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<td>Minnesota</td>
<td>Minn, or MN</td>
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<tr>
<td>Arizona</td>
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<td>Mississippi</td>
<td>Miss, or MS</td>
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<td>Arkansas</td>
<td>Ark, or AR</td>
<td>Montana</td>
<td>Mont, MT</td>
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<tr>
<td>California</td>
<td>Calif, or CA</td>
<td>Nebraska</td>
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<td>Colorado</td>
<td>Colo, or CO</td>
<td>Nevada</td>
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<td>Connecticut</td>
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<td>New Jersey</td>
<td>NJ</td>
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<td>Delaware</td>
<td>Del, or DE</td>
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<td>New York</td>
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<td>North Dakota</td>
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<td>Ore, Oreg, OR</td>
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<td>Tennessee</td>
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<td>Texas</td>
<td>Tex, or TX</td>
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<td>Vermont</td>
<td>VT, or VT</td>
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<td>Louisiana</td>
<td>La, or LA</td>
<td>Virginia</td>
<td>Va, or VA</td>
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<td>Maine</td>
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<td>Washington</td>
<td>Wash, or WA</td>
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<td>Maryland</td>
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<td>West Virginia</td>
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<td>Wis, Wisc, WI</td>
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<tr>
<td>Michigan</td>
<td>Mich, MN</td>
<td>Wyoming</td>
<td>Wyo, or WY</td>
</tr>
</tbody>
</table>

However, lecturers should take note that the Directorate: Language Services may prescribe a different (and more complete) list for use in study guides.
BIBLIOGRAPHY

1.23 There are various terms used in regard to the list of sources. The main feature is that such a list should be arranged in alphabetical order (word-by-word is mostly used, but letter-by-letter can be used if preferred). Sources listed alphabetically are NOT numbered in the list (numbering of sources is only done when using the augmented Harvard method or the Vancouver method, or when they appear in footnotes or endnotes). The words 'List of ...' are not used, since it is evident from the presentation that it is a list. Bibliography refers to both sources read for background as well as sources cited, and is sometimes called Sources consulted or Works consulted. Titles used for other kinds of source lists include Annotated bibliography and Select bibliography. An annotated bibliography or an Annotated list of works consulted, contains descriptive or evaluative comments on the sources. Sources cited (sometimes called References) refers only to sources for which there are citations in the text. Bibliography literally means ‘description of books’, but is now used to include all types of source.

Sources are listed in one integrated list, irrespective of whether the source is a book, journal article, interview, archival document or CD-ROM. However, some subject disciplines request that you separate the different types of source by supplying headings for each type in the bibliography. Make sure of the preferred presentation before compiling your bibliography.

In general, alphabetise entries according to the author’s surname or, if the author’s name is unknown, by the first word in the title other than a definite or indefinite article (An Encyclopaedia of English literature would be alphabetised under a; The Anatomy of criticism under c). Articles must not be omitted from titles because they have no filing value – they are necessary for the unique identification of sources. Note that in some old styles, you may find that unknown authors were entered under “Anon” – this is NOT used any more. In such instances use the title.

Other kinds of bibliography may be arranged differently. An annotated bibliography for history may be arranged chronologically by publication date or historical period, or alphabetically by subject. Some bibliographies are divided into sections, with sources alphabetised in each one. They may be broken down into primary, secondary and tertiary sources, or in different media, such as books, articles, recordings, e-mail or works of art. By subject matter (e.g. Literature and Law, Law in Literature, Law as literature); by period (e.g. Classical Utopia, Renaissance Utopia); or by area (e.g. African religion, Greek religion, Turkish religion). When applying any of these methods, make sure that is acceptable to your institution.

A bibliographic entry includes detailed technical information about a source (similar to what is needed for compiling a catalogue entry for a library). See the examples of Cataloguing-in-Publication (CIP) data in Figure 1.1. The CIP data can be used to compile correct entries for your bibliography. In fact, a library catalogue is also a kind of bibliography. Some institutions in the USA prescribe that students copy catalogue records (including those found in bibliographic databases and online catalogues) of the sources used, and present these records in a bibliography. These records are then abbreviated (by eliminating certain areas) according to certain rules, but the cataloguing punctuation is kept, the intention being not to tax students with extra learning. There are, of course, problems with personal interviews, journal articles, objects and so on.
FIGURE 1.3 Example of a full bibliographic (catalogue) record:

Arnott, Graeme

The abbreviated record for a bibliography:

Arnott, Graeme
The complete book of African birds of prey (Falconiformes) / compiled by Graeme Arnott, Peter Millstein and Geoff 't Sas-Rolffes ; translated by Abdul Lateif. – Cairo: Omari, 1994.

Note the position of the date, the punctuation with spaces before and after the slash, the dash, and the colon.

Please do not apply this method. It is only illustrated in this guide because you may use sources that follow this bibliographic style.

Compile your bibliography as you make text references or use sources for background reading. This will ensure consistency, with no confusion or omissions later. It will also save you a lot of time, especially when pressured for time, or if you find you have returned some books to the library or mislaid some articles. Poor bibliographies (and frustration) are often a result of this procrastination.

You need to take decisions regarding the following (after you’ve studied the guidelines for the particular style that you are going to use): the entry element(s) in your bibliography (eg more than one author, corporate bodies, unknown/uncertain authorship, editors, translators, compilers, composers, artists, titles, etc). These decisions should be applied consistently throughout. Also note the following, for example: use of italics, upper and lower case, punctuation, use of the ampersand (&), edition, initial articles, series, hierarchy of corporate bodies, unpublished sources, electronic resources, and abbreviations.

After the written text is finished, edit the bibliography according to the decisions made (see preceding paragraph). Most important of all, ensure that the bibliography has an entry for each citation in the text. If you change an entry in your bibliography, also change the corresponding text reference.

There are two styles for the layout of a bibliography. Indentation enhances the legibility of a bibliography, but you may also prefer not to use indentations. If indents are used, no open lines between entries are necessary, but if indentations are not used, an open line between entries must be used, otherwise, in some instances, it may be difficult to distinguish between entries. Look at the following examples:


or


Now consult the section dealing with the reference technique which you are going to use:

2 Harvard method
3 APA method
4 Running notes method

---

2 THE HARVARD METHOD 2.1 - 2.192

This method involves name-and-date references in the text, in conjunction with an alphabetically arranged list of sources (Horcafter "bibliography")