

APA

Abbreviations

- Avoid abbreviations (acronyms) except for long, familiar terms (MMPI).
- Explain what an abbreviation means the first time it occurs: American Psychological Association (APA).
- If an abbreviation is commonly used as a word, it does not require explanation (IQ, LSD, REM, ESP).
- Do not use the old abbreviations for subject, experimenter, and observer (S, E, O).
- The following abbreviations should NOT be used outside parenthetical comments:
 - **cf.** [use **compare**]
 - **e.g.** [use **for example**]
 - **etc.** [use **and so forth**]
 - **i.e.** [use **that is**]
 - **viz.** [use **namely**]
 - **vs.** [use **versus**]
- Use periods when making an abbreviation within a reference (Vol. 3, p. 6, 2nd ed.)
- Do not use periods within degree titles and organization titles (PhD, APA).
- Do not use periods within measurements (lb, ft, s) except inches (in.).
- Use s for second, m for meter.
- To form plurals of abbreviations, add s alone, without apostrophe (PhDs, IQs, vols., Eds).
- In using standard abbreviations for measurements, like m for meter, do not add an s to make it plural (100 seconds is 100 s); when referring to several pages in a reference or citation, use the abbreviation pp. (with a period after it and a space after the period).
- Do not use the abbreviation "pp." for magazine or journal citations; just give the numbers themselves. Do use "pp." for citations of encyclopedia entries, multi-page newspaper articles, chapters or articles in edited books.
- Use two-letter postal codes for U.S. state names (GA).

Avoiding Biased and Pejorative Language

In general, avoid anything that causes offense. The style manual makes the following suggestions:

DO NOT use . . .

ethnic labels
(e.g. "Hispanic")

"men" (referring to all adults)

"homosexuals"

"depressives"

when you can use . . .

geographical labels
(e.g. "Mexican Americans" if from Mexico)

"men and women"

"gay men and lesbians"

"people with depression"

Correct use of the terms "gender" and "sex"

The term "gender" refers to culture and should be used when referring to men and women as social groups, as in this example from the *Publication Manual*: "sexual orientation rather than gender accounted for most of the variance in the results; most gay men and lesbians were for it, most heterosexual men and women were against it" (APA, 2001, p. 63).

The term "sex" refers to biology and should be used when biological distinctions are emphasized, for example, "sex differences in hormone production."

Avoid gender stereotypes. For example, the manual suggests replacing "An American boy's infatuation with football" with "An American child's infatuation with football" (see APA, 2001, p. 66).

Sensitivity to labels

Be sensitive to labels. A person in a clinical study should be called a "patient," not a "case." Avoid equating people with their conditions, for example, do not say "schizophrenics," say "people diagnosed with schizophrenia." Use the term "sexual orientation," not "sexual preference." The phrase "gay men and lesbians" is currently preferred to the term "homosexuals." To refer to all people who are not heterosexual, the manual suggests "lesbians, gay men, and bisexual women and men" (APA, 2001, p. 67).

In racial references, the manual simply recommends that we respect current usage. Currently both the terms "Black" and "African American" are widely accepted, while "Negro" and "Afro-American" are not. These things change, so use common sense.

Capitalize *Black* and *White* when the words are used as proper nouns to refer to social groups. Do not use colour words for other ethnic groups. The manual specifies that hyphens should not be used in multi word names such as Asian American or African American.

Labels can be tricky, and the manual has a lot to say about them. For example, "American Indian" and "Native American" are both acceptable usages, but the manual notes that there are nearly 450 Native American groups, including Hawaiians and Samoans, so specific group names are far more informative.

The terms *Hispanic*, *Latino*, and *Chicano* are preferred by different groups. The safest procedure is use geographical references. Just say "Cuban American" if referring to Americans from Cuba.

The term *Asian American* is preferable to *Oriental*, and again the manual recommends being specific about country of origin, when this is known (for example, Chinese or Vietnamese). People from northern Canada, Alaska, eastern Siberia, and Greenland often (but not always!) prefer *Inuk* (singular) and *Inuit* (plural) to

"Eskimo." But some Alaska natives are non-Inuit people who prefer to be called Eskimo. This type of difficulty is avoided by using geographical references. For example, in place of "Eskimo" or "Inuit" one could use "people from northern Canada, Alaska, eastern Siberia, and Greenland."

In general, call people what they want to be called, and do not contrast one group of people with another group called "normal" people. Write "we compared people with autism to people without autism" not "we contrasted autistics to normals." Do not use pejorative terms like "stroke victim" or "stroke sufferers." Use a more neutral terminology such as "people who have had a stroke." Avoid the terms "challenged" and "special" unless the population referred to prefers this terminology (for example, Special Olympics). As a rule, use the phrase "people with _____" (for example, "people with AIDS," not "AIDS sufferers").

In referring to age, be specific about age ranges; avoid open-ended definitions like "under 16" or "over 65." Avoid the term *elderly*. *Older person* is preferred. *Boy* and *Girl* are acceptable referring to high school and younger. For persons 18 and older use *men* and *women*.

Capitalization

- Capitalize formal names of tests (Stroop Colour-Word Interference Test).
- Capitalize major words and all other words of four letters or more, in headings, titles, and subtitles outside reference lists, for example, "A Study of No-Win Strategies."
- Capitalize names of conditions, groups, effects, and variables only when definite and specific. (Group A was the control group; an Age x Weight interaction showed lower weight with age.)
- Capitalize the first word after a comma or colon if, and only if, it begins a complete sentence. For example, "This is a complete sentence, so it is capitalized." As a counter example, "no capitalization here."
- Capitalize specific course and department titles (GSU Department of Psychology, Psych 150).
- Do not capitalize generic names of tests (Stroop color test). "Stroop" is a name, so it remains capitalized.
- Capitalize nouns before numbers, but not before variables (Trial 2, trial x).
- Do not capitalize names of laws, theories, and hypotheses (the law of effect).
- Do not capitalize when referring to generalities (any department, any introductory course).

Commas

- Do not use commas to separate parts of measurement (9 lbs 5 oz). Use the metric system, as a rule.
- Use commas before "and" in lists, for example, height, width, and depth.
- Use commas between groups of three digits, for example, 1,453.
- Use commas to set off a reference in a parenthetical comment (Patrick, 1993).
- Use commas for seriation within a paragraph or sentence. For example, "three choices are (a) true, (b) false, and ©) don't know." Use semicolons for seriation if there are commas within the items. For example, (a) here, in the middle of the item, there are commas; (b) here there are not; ©) so we use semicolons throughout.
- Use commas in exact dates, for example, April 18, 1992 (but not in April 1992).

Hyphenation

- Do not hyphenate *-ly* and superlative words (*widely* used test, *best* informed students).
- Do not hyphenate common prefixes (posttest, prewar, multiphase, nonsignificant) unless needed for clarity (pre-existing).
- Do not hyphenate foreign, letter, numeral terms (a priori hypothesis, Type A behaviour) when the meaning is clear without it (least squares solution, heart rate scores).
- Do not hyphenate if a noun comes first (a therapy was client centered, results of *t* tests).
- Hyphenate adjectival phrases (role-playing technique, high-anxiety group, two-way analysis).
- Hyphenate compound adjectives preceding nouns (client-centered therapy, *t*-test scores) unless the compound adjective involves a superlative (best written paper).
- Hyphenate if the base is an abbreviation or compounded (pre-UCS, non-college bound).
- Hyphenate if the base word is capitalized or a number (pre-Freudian, post-1960).
- Hyphenate if the words could be misunderstood without a hyphen (re-pair, un-ionized, co-worker).
- If in doubt, consult a recently published dictionary. Standards change. For example, "data base" is now "database," and "life-style" is now "lifestyle."

Italics (Underlining)

- Do not italicize or underline common foreign abbreviations (vice versa, et al., a priori).
- Do not italicize or underline for mere emphasis.
- Italicize or underline the titles of books and articles, species names, introduction of new terms and labels (the first time only), words and phrases used as linguistic examples, letters used as statistical symbols, and volume numbers in reference lists.

Miscellaneous: Colons, dashes, parentheses, numbering paragraphs

- Do not use "and/or." Write things out. For example, "Monday, Tuesday, or both" is preferable to "Monday and/or Tuesday."
- Do not use a colon or other punctuation after an introduction which is not a complete sentence such as
his one, or any other sentence in the body of text which flows into an extended quote. The quote "picks up where the sentence leaves off" and provides the punctuation
- Use a dash (rendered on typewriters and some word processors as a double hyphen) when there is a sudden interruption like this one--zoiks!--in the flow of a sentence. Overuse "weakens the flow of the writing" (APA, 2001, p. 81).
- Use parentheses to introduce an abbreviation, for example, the galvanic skin response (GSR).
- Use *appendixes* (appendices) as the plural of *appendix*. Use *datum* as singular, *data* as plural. Use *matrix* as singular, *matrices* as plural. *Phenomenon* is the singular form of the plural *phenomena*. Use *schema* as singular, *schemas* (not *schemata*) as plural.
- When listing separate paragraphs in a series, use a number and a period, not parentheses. The first paragraph goes here. The second paragraph goes here.

Numbers

- Spell out common fractions and common expressions (one-half, Fourth of July).
- Spell out large numbers beginning sentences (Thirty days hath September . . .).
- Spell out numbers which are inexact, or below 10 and not grouped with numbers over 10 (one-tailed *t* test, eight items, nine pages, three-way interaction, five trials).
- Use numerals for numbers 10 and above, or lower numbers grouped with numbers 10 and above (for example, from 6 to 12 hours of sleep).
- To make plurals out of numbers, add *s* only, with no apostrophe (the 1950s).
- Treat ordinal numbers like cardinal numbers (the first item of the 75th trial . . .).
- Use combinations of written and Arabic numerals for back-to-back modifiers (five 4-point scales).
- Use combinations of numerals and written numbers for large sums (over 3 million people).
- Use numerals for exact statistical references, scores, sample sizes, and sums (multiplied by 3, or 5% of the sample). Here is another example: "We used 30 subjects, all two year olds, and they spent an average of 1 hr 20 min per day crying.
- Use metric abbreviations with figures (4 km) but not when written out (many meters distant).

- Use the percent symbol (%) only with figures (5%) not with written numbers (five percent).

Quotation Marks

- Use quotation marks for an odd or ironic usage the first time but not thereafter, for example, "This is the "good-outcome" variable, but as it turns out, the good-outcome variable predicts trouble later on . . ."
- Use quotation marks for article and chapter titles cited in the text but not in the reference list. (In Smith's (1992) article, "APA Style and Personal Computers," computers were described as "here to stay" (p. 311).)

Extended quotations

- Add emphasis in a quotation with italics, *immediately followed by the words* [italics added] in brackets.
- Brackets are not necessary when changing the first letter of a quotation to upper case.
- For quotations over 40 words in length, indent and single space the whole block (double space in papers for review or publication). Indent five more spaces (one-half inch, 1.25 cm) if there are paragraphs within the long quotation after the first. Always provide author, year, and page citation.
- Expand or clarify words or meanings in a quotation by placing the added material in quotes. For example, "They [the Irish Republican Army] initiated a cease-fire."
- Reproduce a quote exactly. If there are errors, introduce the word *sic* italicized and bracketed--for example [*sic*]-immediately after the error to indicate it was part of the original source.
- Use three dots with a space before, between, and after each (ellipsis points) when omitting material, four if the omitted material includes the end of a sentence (with no space before the first). Do not use dots at the beginning or end of a quotation unless it is important to indicate the quotation begins or ends in midsentence.

Do NOT use quotes to . . .

- . . . cite a linguistic example; instead, underline or italicize the term (the verb *gather*).
- . . . hedge, cast doubt, or apologize (he was "cured"). Leave off the quotes.
- . . . identify endpoints on a scale; underline or italicize instead (*poor* to *excellent*).
- . . . introduce a key term (the *neoquasipsychoanalytic* theory).

Books

Typical book entry -- single author

- Publishing information - Spell out the publishing names of associations and university presses, but omit superfluous terms such as "Publishers," "Co.," or "Inc."
- If two or more locations are given, give the location listed first or the publisher's home office.
- When the publisher is a university and the name of the state (or province) is included in the university name, do not repeat the name of the state/province in the publisher location.
- When the author and publisher are identical, use the word "Author" as the name of the publisher.

American Psychiatric Association. (1994). *Diagnostic and statistical manual of mental disorders* (4th ed.). Washington, DC: Author.

Arnheim, R. (1971). *Art and visual perception*. Berkeley: University of California Press.

Multiple authors

- When a work has up to (and including) six authors, cite all authors.
- When a work has more than six authors cite the first six followed by "et al."

Festinger, L., Riecken, H., & Schachter, S. (1956). *When prophecy fails*. Minneapolis: University of Minnesota Press.

Roeder, K., Howdeshell, J., Fulton, L., Lochhead, M., Craig, K., Peterson, R., et.al. (1967). *Nerve cells and insect behaviour*. Cambridge, MA: Harvard University Press.

Corporate authorship

Institute of Financial Education. (1982). *Managing personal funds*. Chicago: Midwestern.

No author identified

Experimental psychology. (1938). New York: Holt.

Citing items in an anthology/chapter in edited book

Rubenstein, J.P. (1967). The effect of television violence on small children. In B.F. Kane (Ed.), *Television and juvenile psychological development* (pp. 112-134). New

York: American Psychological Society.

Reprinted or republished chapter

Freud, S. (1961). The ego and the id. In J. Strachey (Ed. and Trans.), *The standard edition of the complete psychological works of Sigmund Freud* (Vol. 19, pp. 3-66). London: Hogarth Press. (Original work published 1923)

- Following the entry, enclose "Original work published" in parentheses, noting the original date.

Chapter in a volume in a series

Maccoby, E.E., & Martin, J. (1983). Socialization in the context of the family: Parent-child interaction. In P.H. Mussen (Series Ed.) & E.M. Hetherington (Vol. Ed.), *Handbook of child psychology: Vol. 4. Socialization, personality, and social development* (4th ed., pp. 1-101). New York: Wiley.

Citing multi-volume works

- In listing a multi-volume work, the publication dates should be inclusive for all volumes.
- The volumes should be identified, in parentheses, immediately following the book title.
- Do not use a period between the title and the parenthetical information; close the entire title, including the volume information, with a period.

Wilson, J. G., & Fraser, F. C. (Eds.). (1977-1978). *Handbook of teratology* (Vols. 1-4). New York: Plenum Press.

Edited collections

Higgins, J. (Ed.). (1988). *Psychology*. New York: Norton.

Grice, H. P., & Gregory, R. L. (Eds.). (1968). *Early language development*. New York: McGraw-Hill.

Citing specific editions of a book

- Immediately after the book's title, note the edition information in parentheses (for example, "5th ed." or "rev. ed.").
- Do not use a period between the title and the parenthetical information.

Brockett, O. (1987). *History of the theatre* (5th ed.). Boston: Allyn and Bacon.

Translated works

- The original publication date is the last portion of the entry and should be in parentheses with the note "Original work published" followed by the date.

Freud, S. (1970) *An outline of psychoanalysis* (J. Strachey, Trans.). New York: Norton. (Original work published 1940)

Proceedings

Deci, E.L., & Ryan, R.M. (1991). A motivational approach to self: Integration in personality. In R. Dienstbier (Ed.), *Nebraska Symposium on Motivation: Vol. 38. Perspectives on motivation* (pp. 237-288). Lincoln: University of Nebraska Press.

Cynx, J., Williams, H., & Nottebohm, F. (1992). Hemispheric differences in avian song discrimination. *Proceedings of the National Academy of Sciences, USA*, 89, 1372-1375.

Journals

Citing articles in journals with continuous pagination

Passons, W. (1967). Predictive validities of the ACT, SAT, and high school grades for first semester GPA and freshman courses. *Educational and Psychological Measurement*, 27, 1143-1144.

Citing articles in journals with non-continuous pagination

- Because pagination begins anew with each issue of this journal, it is necessary to include the issue number in parentheses after the volume number.
- Note that there is a comma between the issue number and the page numbers, but no comma between the italicized volume number and the issue number.
- If the periodical does not use volume numbers, include "pp." before the page numbers so the reader will understand that the numbers refer to pagination.
- Use "p." if the source is a page or less long.

Sawyer, J. (1966). Measurement and prediction, clinical and statistical. *Psychological Bulletin*, 66 (3), 178-200.

Citing articles in monthly periodicals

Chandler-Crisp, S. (1988, May) "Aerobic writing": a writing practice model. *Writing Lab Newsletter*, pp. 9-11.

Citing articles in weekly periodicals

Kauffmann, S. (1993, October 18). On films: class consciousness. *The New Republic*, p.30.

Newspaper articles

Monson, M. (1993, September 16). Urbana firm obstacle to office project. *The Champaign-Urbana News-Gazette*, pp. A1,A8.

No author identified

Clinton puts 'human face' on health-care plan. (1993, September 16). *The New York Times*, p. B1.

Reprinted or republished articles

Clark, G., & Zimmerman, E. (1988). Professional roles and activities as models for art education. In S. Dobbs (Ed.), *Research readings for discipline-based art education*. Reston, VA: NAEA. (Reprinted from *Studies in Art Education*, 19 (1986), 34-39.)

- Following the entry, enclose "Reprinted from" in parentheses, noting the original publication information. Close with a period.

ERIC Documents (Report available from the Educational Resources Information Center)

Mead, J.V. (1992). *Looking at old photographs: Investigating the teacher tales that novice teachers bring with them* (Report No. NCRTL-RR-92-4). East Lansing, MI: National Center for Research on Teacher Learning. (ERIC Document Reproduction Service No. ED346082)

Other Media

Citing interviews

Archer, N. (1993). [Interview with Helen Burns, author of *Sense and Perception*]. *Journal of Sensory Studies*, 21, 211-216.

- In this example, the interview lacks a title, so a description of the interview is given in brackets.
- If the interview has a title, include the title (without quotation marks) after the year, and then give a further description in brackets if necessary.
- Unpublished interviews do not need a reference page entry because they are what the Publication Manual of the APA calls "personal communications" and so "do not provide recoverable data." Here, the entry consists of the first initial and last name of the interviewee, the type of communication, and the date of the interview.

(N. Archer, personal interview, October 11, 1993)

Citing films or videotapes

- [Motion picture] replaces Film and Videotape as a bracketed descriptor.
- Here, the main people responsible for the videotape are given, with their roles identified in parentheses after their names.
- After the title, the medium is identified (here, a motion picture). The distributor's name and location comprises the last part of the entry.

Weir, P.B. (Producer), & Harrison, B.F. (Director). (1992). *Levels of consciousness* [Motion picture]. Boston, MA: Filmways.

Citing recordings

Writer, A. (Date of copyright). Title of song [Recorded by artist if different from writer]. On *Title of album* [Medium of recording: CD, record, cassette, etc.]. Location: Label. (Recording date if different than copyright)

McFerrin, Bobby (Vocalist). (1990). *Medicine music* [Cassette Recording]. Hollywood, CA: EMI-USA.

Electronic Information

The type of medium can be, but is not limited to the following: aggregated databases, online journals, Web sites or Web pages, newsgroups, Web- or e-mail based discussion groups or Web or e-mail based newsletters. Pagination in electronic references is unavailable in many cases, thus left out of the citation. The APA Manual has a short section demonstrating the format for electronic references on pp. 268-281. For other examples, visit <http://www.apastyle.org/elecref.html>

Citing computer software

Arend, Dominic N. (1993). Choices (Version 4.0) [Computer software].

Champaign, IL: U.S. Army Corps of Engineers Research Laboratory. (CERL Report No.CH7-22510)

- If an individual(s) has proprietary rights to the software, their name(s) are listed at the head of the entry, last names first, followed by a period. Otherwise, treat such references as unauthored.
- Do not italicize the title.
- Specify in brackets that the source is computer software, program or language.
- List the location and the organization's name that produced the program.
- Add any other necessary information for identifying the program (in this example, the report number) in parentheses at the entry's conclusion.
- To reference a manual, follow the same as above but add "manual" as the source in the bracketed information. Do not add a period at the end of a citation if it ends in a web address.

Full-Text Database (i.e., book, magazine, newspaper article or report)

- The second date which follows is the date the user retrieved the material.
- No period follows an Internet Web address.

Schneiderman, R. A. (1997). Librarians can make sense of the Net. *San Antonio Business Journal*, 11, 58+. Retrieved January 27, 1999, from EBSCO Masterfile database.

Article in an Internet-only journal

Kawasaki, J. L., & Raven, M.R. (1995). Computer-administered surveys in extension. *Journal of Extension*, 33, 252-255. Retrieved June 2, 1999, from <http://joe.org/joe/index.html>

Article in an Internet-only newsletter

Waufton, K.K. (1999, April). Dealing with anthrax. *Telehealth News*, 3(2). Retrieved December 16, 2000, from http://www.telehealth.net/subscribe/newsletter_5b.html#1

Internet technical or research reports

University of California, San Francisco, Institute for Health and Aging. (1996, November). *Chronic care in America: A 21st century challenge*. Retrieved September 9, 2000, from the Robert Wood Foundation Web site: <http://www.rwjf.org/library/chrcare>

Document created by private organization, no page numbers, no date

Greater Hattiesburg Civic Awareness Group, Task Force on Sheltered Programs. (n.d.). *Fund-raising efforts*. Retrieved November 10, 2001, from <http://www.hattiesburgcag.org>

- Sometimes authors are not identified, and there is no date showing for the document.
- Date website was accessed should be used and efforts should be made to identify the sponsoring author/organization of the website. If none is found, do not list an author.

Document from university program or department

McNeese, M.N. (2001). *Using technology in educational settings*. Retrieved October 13, 2001, from University of Southern Mississippi, Educational Leadership and Research Web site: <http://www-dept.usm.edu/~eda/>

E-Mail, newsgroups, online forums, discussion groups and electronic mailing lists

Personal communications, which are not archived, should not be included in reference lists and cited within the text only: Smith, Fred ("personal communication," January 21, 1999)

If archived

Hammond, Tl (2000, November 20). YAHC: Handle Parameters, DOI Genres, etc. Message posted to Ref-Links electronic mailing list, archived at <http://www.doi.org/mail-archive/ref-link/msg00088.html>

APA In-Text (Parenthetical) Documentation

In APA style, source material is cited using a system that emphasizes the author and date of publication in its in-text citations. These in-text citations—used when source material is quoted, paraphrased, or summarized—point to full bibliographic citations located in the reference page at the end of the document. Here are general guidelines for in-text citations that cover [the use of authors' names](#), [placement of in-text citations](#), and [treatment of nonrecoverable and electronic sources](#).

Use of Authors' Names

In APA style, only the author's last name is used in the document as a whole and within in-text citations in particular.

If the author's name is mentioned in the text

Most often, an author's last name appears in the text with the date of publication immediately following in parentheses:

Bolles (2000) provides a practical, detailed approach to job hunting.

If the author's name is not mentioned in the text

When the author's name does not appear in the text itself, it appears in the parenthetical citation followed by a comma and the date of publication:

Interactive fiction permits readers to move freely through a text and to participate in its authorship (Bolter, 2001).

Note: If you cite the same source a second time within a paragraph, the year of publication may be omitted.

If there are two authors

When a work has two authors, always cite both names every time the source is cited in the text:

Katzenbach and Smith (1993) define a team as "a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable" (p. 45).

If the authors' names appear in the text itself, connect the names with the word and; however, if the authors' names appear parenthetically, connect the names with an ampersand (&):

A team is defined as "a small number of people with complementary skills who are

committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable" (Katzenbach & Smith, 1993, p. 45).

If there are three, four, or five authors

When you cite for the first time a work with three, four, or five authors, cite all authors:

Cogdill, Fanderclai, Kilborn, and Williams (2001) argue that "making backchannel overtly available for study would require making its presence and content visible and its content persist, affecting the nature of the backchannel and raising social and ethical issues" (p. 109).

(Again, if the authors' names appear parenthetically rather than in the text itself, connect the final two names with a comma and an ampersand). In all subsequent citations, include only the name of the first author followed by et al. (the abbreviation for the Latin phrase meaning "and others"):

Cogdill et al. (2001) assert that "backchannel is multithreaded, substantial, and governed by many social conventions" (p. 109).

Again, if the authors' names appear parenthetically rather than in the text itself, connect the final two names with a comma and an ampersand.

If there are six or more authors

If a work has six or more authors, cite the last name of the first author followed by et al. in all citations:

Adkins et al. (2001) studied the use of collaborative technology during a multinational, civil-military exercise.

If two authors have the same last name

If a document includes sources by two authors with the same last name, include the first and middle initial of each author in all text citations:

R. P. Allen (1994) and D. N. Allen (1998) have both studied the effects of email monitoring in the workplace.

If two or more sources are cited

When citing two or more sources by different authors within the same citation, place the authors' names in parentheses in alphabetical order, followed by the year of publication and separated by a semicolon:

Hypertext significantly changes the process of information retrieval (Bolter 2001; Bush, 1945; Landow 1997).

If no author is identified

If no author is identified, use an abbreviated title instead, followed by the date. Use quotation marks around article or chapter titles, and underline book, periodical, brochure, and report titles:

The use of Customer Relationship Management (CRM) systems has grown substantially over the past five years as companies attempt to adapt to customer needs and to improve their profitability ("Making CRM Work").

Placement of Citations for Quoted Material

Specific page numbers for paraphrased or quoted material appear within the parenthetical citation following the abbreviation for page (p.). The location of the parenthetical citation for a quote depends upon the placement of quoted material within the sentence:

If the quotation appears in midsentence, insert the final quotation mark, followed by the parenthetical citation; then complete the sentence.

Branscomb (1998) argues that "it's a good idea to lurk (i.e., read all the messages without contributing anything) for a few weeks, to ensure that you don't break any of the rules of netiquette" (p. 7) when you join a listserv.

If the quotation appears at the end of the sentence, insert the final quotation mark, followed by the parenthetical citation and the end punctuation:

Branscomb (1998) argues that when you join a listserv, "it's a good idea to lurk (i.e., read all the messages without contributing anything) for a few weeks, to ensure that you don't break any of the rules of netiquette" (p. 7).

If the quotation is long (40 words or more), it should be formatted as a block quotation, and the parentheses should appear after the final punctuation mark:

Bolles (2000) argues that the most effective job hunting method is what he calls the creative job hunting approach: figuring out your best skills, and favorite knowledges, and then researching any employer that interests you, before approaching that organization and arranging, through your contacts, to see the person there who has the power to hire you for the position you are interested in. This method, faithfully followed, leads to a job for 86 out of every 100 job-hunters who try it. (57)

Treatment of Nonrecoverable Sources and Recoverable Electronic Sources

Nonrecoverable sources

Personal communications (letters, interviews, email, and other nonrecoverable sources) are cited in the text of the paper rather than in the reference list at the end. Provide the initials and the last name of the author. When citing an email or letter, provide the date the communication was sent. When citing an interview, provide the date the interview occurred:

R. N. Valesquez (letter to author, November 17, 2000) noted misapplication as the source of poor product results.

B. O'Connor (personal interview, March 3, 2001) indicated that an environmental task force is being established to evaluate the most pressing problems and strategies for addressing them.

Recoverable electronic sources

When citing recoverable electronic sources in text (that is, those sources that have an Internet address), use the author-date method described above. Also, when quoting or paraphrasing source material from an Internet source, include either the paragraph number or "n.p." (for no page) directly following the quote or paraphrase:

Wigand and Benjamin (1995) predict "an evolution from manufacturer-controlled value chains to electronic markets" (n.p.).