

CITATION AND BIBLIOGRAPHIC REFERENCE GUIDE

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INTRODUCTION

When writing an assignment/dissertation/thesis it is important to acknowledge the sources of information which were consulted. References need to be cited in two different places. Firstly, at the point at which a document is referred to in the text of the work (citing); secondly, in a list at the end of the work - the bibliography (bibliographic referencing) (Harvard Reference System, s.a).

1.1 Principles of the Harvard Reference System

There are numerous citation and bibliographic referencing styles, all of which are acceptable as long as the author applies one method consistently.

Some of the methods involve using footnotes, or having separate lists called 'References'. Researchers in a specific discipline often prefer a specific style that is used consistently within that discipline. As in the case with most academic institutions in South Africa, Tshwane University of Technology prefers the Harvard Reference System for the sake of uniformity. It has become the most common system used internationally and is often the standard style prescribed for contributions in academic journals.

When you quote or paraphrase something, you cite, in brackets, the author's last name, the year of publication and the page number. For example:

"Mandela continued to express what was in the bottom of his heart; that liberation was the most precious gift that he could give to the people of South Africa" (Mulemfu, 2000:5).

At the end of the assignment, you then include a bibliographic section which must include every item you have referred to in the assignment/dissertation/thesis. The bibliographic reference is written in the following style:

MULEMFO, M.M. 2000. *Thabo Mbeki and the African Renaissance: the emergence of a new African leadership*. Pretoria: Actua.

The Harvard Reference System is easy to use, relatively simple to produce, and the reader does not need to keep stopping to look up references in footnotes.

The following pages will explain the Harvard Reference System in more detail.

1.1.1 Citation

A citation is a reference to a source from which you obtained information. Citing means formally recognising, within your text, such a source (Lotter, 2002: 2).

There are three types of citations, namely direct, indirect and secondary citations.

A direct citation is when you use the author's own words. It should be used functionally.

Example:

"Over the past two years, I have had occasion to rework most of my initial ideas and to test them in various classes at the University of Stellenbosch" (Mouton, 2001:ix).

Do not make too many direct quotes. You should only quote directly if the original is so well stated that putting it in your own words would be detrimental to the final effect, or if the original words are needed for purposes of analysis and discussion of an author's views.

An indirect citation is when you give an author's ideas in your own words.

Example:

According to Mouton (2001:18), the supervisor's role as quality controller is equally important.

A secondary citation is used when an author is quoted by another author.

Example:

According to Freud (quoted by Williams, 1996:10), dreams are ...

Vary the style of citation in your assignment. The following are examples:

- a) Visser (1983:12) contends that "there must be a conclusion for all sentences."
- b) They pass the remark that "few such cases exists" (compare De Beer, 1986:3).
- c) Visser (1993:12) asserts: "There must be a conclusion for all sentences."
- d) Comparing the view of Jones (1986:15) with that of Smith (1994:147), it is clear that ...
- e) This argument is supported by Cogan (1989:156).
- f) Mayer (1990:10) maintains that ...

- g) Swart (1989:4) explains that it is the objective of an academic library "to meet the education needs and research needs of the lecturers and students."
- h) Swart (1989:4) states the following: "An academic library must also provide in the education needs and research needs of its special user group."
- i) Swart (1989:4) points out the following objective of the academic library: "...to provide in the education needs and research needs of its special user group."

(The mark of omission ... indicates that the first part of the sentence has been left out).

- j) 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 **four** full stops (not the mark of omission) indicate that one or more sentences have been left out).

- k) The technikon library is an academic library. The objectives of an academic library are directly related to the objectives of a technikon. The academic library therefore also has a definite educational function (Swart, 1989:4).
- l) For special emphasis a quotation may be centred and blocked, especially in the case of a long quotation, for example:

Swart (1989:4) describes the function of a technikon library as follows:

"Academic libraries support the objectives of the academic institution of which it forms part. An academic library must also provide in the educational needs and research needs of its special user group."

or

"Academic libraries support the objectives of the academic institution of which it forms part. An academic library must also provide in the educational needs and research needs of its special user group" (Swart, 1989:4).

Note: (The words between inverted commas are the exact words from the source).

1.1.2 Bibliographic referencing

This is an entry in the bibliography at the end of your assignment. An entry consists of a number of areas, divided by full-stops and two spaces. The generic entry will look as follows:

Generic example:

Author/editor/institution responsible for writing the book (if known). Date (year). Title (in italics) (if author is unknown, title moves to area 1). Edition (not first). Place of publication: name of publisher. Series title (in round brackets).

Author/editor/institution	Area 1
Date	Area 2
Title	Area 3
Edition	Area 4
Publication details	Area 5
Series	Area 6

Example:

MCDONALD, J.S. 2001. *Socio-economic research in action*. 2nd ed. Pretoria: Van Schaik. (Research series, no. 5).

The bibliography is then a complete list at the end of the document containing full details of *all* the sources which were consulted in writing the document. Refrain, however, from trying to “pad” the bibliography in order to make a good impression. Lecturers and other supervisors know what is available in their field of study (Lotter, 2002:2).

An example of a shortened bibliography:

BIBLIOGRAPHY

BURGER, M. 1992. *Reference techniques*. Pretoria: University of South Africa.

The CHICAGO manual of style. 1993. 14th ed. Chicago: University of Chicago Press.

CRANE, N. 1997. *Electronic sources: APA style of citation* [Online]. Available from: <http://www.edu.uvm.edu/~ncrane/estyles/apa.html> [Accessed: 12/03/1999].

Please note: different information sources (e.g. books, periodicals, encyclopaedias, etc.) will be entered differently into the bibliography.

In Section 3, 4 and 5 examples of citing and bibliographic referencing will be given for each type of information source, as well as for the different kinds of authorships (single author, more than one author, corporate author, etc.).

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 contents 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 the 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

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:

COLEMAN, M. & BRIGGS, A.R.J. 2002. *Research methods in educational leadership and management*. Thousand Oaks, Calif.: SAGE.

2.2.3 Abridgement of long titles

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

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 mark of omission ... 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:

JONES,*S.J.,*SMITH,*L.*&*GREEN,*D.**1998.***Psychology: an intro
duction.***2nd*ed.**London:*Wiley.

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:

COMMUNICATION in practice. 1990. 2nd ed. Johannesburg:
Perskor.

- 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:

MOUTON, J. 2001. *How to succeed in your master's and doctoral studies: a South African guide and resource book.* Pretoria: Van Schaik.

- 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:

SOUTH AFRICAN RESERVE BANK. Department of Bank Supervision. 1994. *Annual report*. Pretoria: SARB.

- 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:

MARAIS, A. 1998. *How to succeed in your studies*. Pretoria: Van Schaik.

- In titles and series the first letter of proper names and words forming part of the names of organisations (articles, prepositions and conjunctions excluded) are in capital letters.

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:

MOUTON, J. 2001. *How to succeed in your master's and doctoral studies: a South African guide and resource book*. Pretoria: Van Schaik.

- 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 2 nd
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:

ROSE, L. **S.a.** *Library user education.* **S.l.:** **s.n.**

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

Example:

CASCIO, W.F. 1991. *Applied psychology*. **2nd ed.** Englewood Cliffs, N.J.: Prentice-Hall.

SMITH, D.J. 2001. *Education for the uneducated*. **Rev. ed.** Pretoria: Van Schaik.

no.
vol.

number
volume

Example:

JOHNSON, S.E. 1989. Oriental music. In: *Encyclopedia of music*, **vol. 4**. 4th ed. New York: Bowker:121-122.

Acknowledged dictionary abbreviations for degrees and diplomas, e.g.

M.Ed.
D.Litt. et Phil.
M.Tech.
D.Tech.

Example:

LE ROUX, A.S. 1992. The role of communication in classroom management. **M.Ed.** dissertation, University of South Africa, Pretoria.

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...*

FOSKETT, A.C. **1993**. *Text retrieval systems...*

- 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:

BURGER, M. 1992. *Reference techniques*. Pretoria: University of South Africa.

The CHICAGO manual of style. 1993. 14th ed. Chicago: University of Chicago Press.

CRANE, N. 1997. *Electronic sources: APA style of citation* [Online]. Available from: <http://www.edu.uvm.edu/~ncrane/estyles/apa.html> [Accessed: 12/03/1999].

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:

FOSKETT, A.C. 1992. *Text retrieval systems*. Edited by L. Weston. London: ALA.

- 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:

FOSKETT, A.C. **1992**. *Text retrieval systems*. Edited by L. Weston. London: ALA.

VENTER, A.L. **S.a.** *The winds of change*. Pretoria: HAUM.

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:

VENTER, A.L. S.a. ***The winds of change: the story of South Africa***. Pretoria: HAUM.

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.

VENTER, A.L. S.a. *The winds of change*. **Rev. 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:

COLEMAN, M. & BRIGGS, A.R.J. 2002. *Research methods in educational leadership and management*. **Thousand Oaks, Calif.:** SAGE.

- 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:

DE WET, D.C. 2003. *Action research for teachers*. Pretoria: **Van Schaik**.

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

Example:

COLEMAN, M. & BRIGGS, A.R.J. 2002. *Research methods in educational leadership and management*. Thousand Oaks, Calif.: **SAGE**.

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 is not 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:

TSHWANE UNIVERSITY OF TECHNOLOGY. 2004. Guidelines for MIS downloads. Internal document.

VAN WYK, A.F. 2003. *Family, things and succession*. **S.l.: s.n.**

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 place 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.
Bibliographic reference:	MOUTON, J. 2001. <i>How to succeed in your master's and doctoral studies: a South African guide and resource book</i> . Pretoria: Van Schaik.

TITLE PAGE

*How to succeed in
your Master's and
Doctoral Studies*

A SOUTH AFRICAN GUIDE
AND RESOURCE BOOK

Johann Mouton

Van Schaik
PUBLISHERS

VERSO OF TITLE PAGE

Published by Van Schaik Publishers,
1064 Arcadia Street, Hatfield, Pretoria
All rights reserved
Copyright © 2001

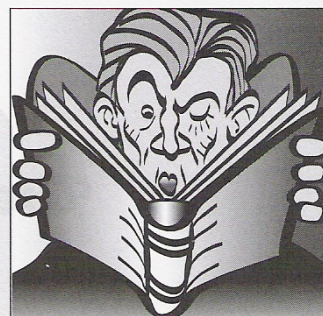
No part of this book may be reproduced or transmitted in any form or
by any electronic or mechanical means, including photocopying and
recording, or by any information storage and retrieval system, without
written permission from the publisher.

First edition 2001
Second impression 2001
Third impression 2002
ISBN 0 627 02484 X

Commissioning editor Eloise Wessels
Editing by Margaret Hittge and Aida Thorne
Production manager Ernst Schlatter
Cover design by Collage Graphics
Illustrations by Orin Scott
Typography and typesetting in 10¹/₂ on 13 pt Amerigo by Pace-Setting &
Graphics, Pretoria
Printed and bound by Paarl Print, Oosterland Street, Paarl, South Africa

6

The literature review



The importance of the literature review

Strategies for searching the literature

Towards more effective reading of the literature

The criteria for a good literature review

How to organise your review of the scholarship

Chronologically: by date of study

By school of thought/theory/definition

By theme or construct

By hypothesis

By case study

By method

The number of references

There are two ways of looking at the literature review: either as a study on 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 forms 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 organise your information when writing up your literature review is provided.

The importance of the literature review

86 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.
Bibliographic reference:	MOUTON, J. 2001. <i>How to succeed in your master's and doctoral studies: a South African guide and resource book</i> . Pretoria: Van Schaik.

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 ...
	The problem of communication ... (Gardner & Shelton, 1967:40).
Bibliographic reference:	GARDNER, E.K. & SHELTON, B. 1967. <i>Communication across cultures</i> . Cape Town: Via Afrika.

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).
Bibliographic reference:	CAWOOD, J., STRYDOM, A. & VAN LOGGERENBERG, N. 1980. <i>Doeltreffende onderwys</i> . Goodwood: Nasou.

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 <i>et al.</i> (1987:74), photosynthesis is the ...
Bibliographic reference:	MEYER, B.S., ANDERSON, D.P., BOHNING, R.H. & FRATANNA, D.G. 1987. <i>Introduction to plant physiology</i> . New York: Van Nostrand.

3.1.5 No author/anonymous work

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

Citation:	The following criteria are listed in <i>Introduction to online information systems</i> (1984:78): ...
Bibliographic reference:	<i>An INTRODUCTION to online information systems</i> . 1984. Medford, N.J.: Learned Information.

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.

Citation:	The following criteria are listed in De Wet (1980:78): ...
Bibliographic reference:	DE WET, F.J. 1980. <i>Research methodology</i> . Edited by W.A. Prinsloo. Durban: Butterworths.

3.1.7 Author and translator

Citation:	Shane and Walpole (1990:100) pointed out that ...
Bibliographic reference:	SHANE, W. & WALPOLE, D.S. 1990. <i>Body language</i> . Translated by U. Mey. Pretoria: HAUM.

3.1.8 Translator, original author unknown

Citation:	According to <i>Teacher's guide to classroom management</i> (1990:90), the teacher ...
Bibliographic reference:	<i>The TEACHER'S guide to classroom management</i> . 1990. Translated by G. Jones . London: Bodley Head.

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 ...
Bibliographic reference:	MCELROY, A.R. (ed.). 1984. <i>Communicative aspects of information organisation</i> . London: Library Association.

Citation:	The following are recent books on the abuse of alcohol: ... Glatt (1980:32).
Bibliographic reference:	GLATT, M.M. (comp.). 1980. <i>Books on the abuse of alcohol and alcoholism</i> . London: Irwin.

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), ...
Bibliographic reference:	BLACK, S. 1990 . <i>Education for the physically disabled</i> . London: Hodder & Stoughton. BLACK, S. 1992 . <i>Special education</i> . London: Penguin.

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.
Bibliographic reference:	BLACK, S. 1990a. <i>Education of the physically disabled</i> . London: Hodder & Stoughton. BLACK, S. 1990b. <i>Living with a physically disabled child: a guide for parents</i> . London: Faber & Faber.

3.1.12 Reference to a number of pages in a work

Citation:	Swart (1989:4, 59-60) points out that...
Bibliographic reference:	SWART, B.H. 1989. <i>Administration of insolvent estates</i> . 3rd ed. Lynnwood Ridge: Pro Plus.

3.1.13 A book without page numbers

Citation:	South Africa, Department of Finance (1999:par. B19.9) provides the following statistics...
Bibliographic reference:	SOUTH AFRICA. Department of Finance. 1999. <i>Annual report</i> . Pretoria: Government Printer.

Where par. B19.9 is a paragraph number.

Citation:	South Africa, Department of Finance (1999:col.19.9) provides the following statistics...
Bibliographic reference:	SOUTH AFRICA. Department of Finance. 1999. <i>Annual report</i> . Pretoria: Government Printer.

Where col. 19.9 is a column number.

3.1.14 Reference to a whole chapter

Citation:	Swart (1989:Chapter 3) points out that...
Bibliographic reference:	SWART, B.H. 1989. <i>Administration of insolvent estates</i> . 3rd ed. Lynnwood Ridge: Pro Plus.

3.1.15 Reference to a whole book

Citation:	Swart (1989) points out that...
Bibliographic reference:	SWART, B.H. 1989. <i>Administration of insolvent estates</i> . 3rd ed. Lynnwood Ridge: Pro Plus.

3.1.16 Reference to different works of an author

Citation:	Swart repeatedly (1978:65-66, 1984:43, 1989:4) refers to the...
Bibliographic reference:	SWART, B.H. 1978. <i>Insolvent estates</i> . Pretoria: Pro Plus. SWART, B.H. 1984. <i>Administration of insolvent estates</i> . 2 nd ed. Lynnwood Ridge: Pro Plus. SWART, B.H. 1989. <i>Administration of insolvent estates</i> . 3rd ed. Lynnwood Ridge: Pro Plus.

Note that they are listed chronologically.

3.1.17 Multiple books/works by different authors

Citation:	Swart (1989:4) and Van Dyk (1994:13-14) are of the opinion that ... Insolvent estates ... (Swart, 1989:4; Van Dyk, 1994:13-14). Swart (1989:4), Van Dyk (1994:13-14) and Koen (1995:25)...
Bibliographic reference:	KOEN, D.G. 1995. <i>Insolvency legislation handbook : Insolvency Act, schedules, regulations, taxation of legal costs</i> . Roodepoort: Digma. SWART, B.H. 1989. <i>Administration of insolvent estates</i> . 3rd ed. Lynnwood Ridge: Pro Plus. VAN DYK, A.S. 1994. <i>Administration of estates and drafting of wills</i> . Kenwyn: Juta.

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 ...
Bibliographic reference:	BASSET, R.E. & SMYTHE, M. 1979. <i>Communication and instruction</i> . 3rd ed. New York: Harper & Row. (Communication guides, no. 1) .

Citation:	Nunes (1995:94) explains that the jurisdiction areas in ...
Bibliographic reference:	NUNES, J.M.B. 1995. <i>The determination of jurisdiction areas in South Africa</i> . Kenwyn: Juta. (Report, JA9/1995) .

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).
Bibliographic reference:	WATSON, E. & VARTY, W. 1987. <i>World focus, vol. 1: Southern Africa</i> . London: McGraw-Hill.

Volume has its own title.

Citation:	Ad aribitium means “at will or pleasure” (Claassen, 1975:45).
Bibliographic reference:	CLAASSEN, C.J. (comp.). 1975. <i>Dictionary of legal words and phrases, vol. 1</i> . Durban: Butterworths.

Volume does not have its own title.

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 ...
Bibliographic reference:	PERKIN ELMER. 1985. <i>Analytical methods for atomic absorption spectrometry</i> . Norwalk: Perkin Elmer Corporation.

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).
Bibliographic reference:	TSHWANE UNIVERSITY OF TECHNOLOGY. Department of Social Development. 2004. <i>Information and planning in education</i> . Nelspruit: TUT.

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)).
Bibliographic reference:	BRAID, S. 1999. <i>Indexing made easy: a student's guide</i> . New York: Wiley.

(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:	<p>Chacrabarti (1986:60) explains that ...</p> <p>The book <i>College library collection development</i> (1977:52) explains that ...</p> <p>According to Watson and McElroy (1984:42), the information age is ...</p>
Bibliographic reference:	<p>CHACRABARTI, C.L. 1986. Atomic spectrometry and its applications in the exploration, mining and processing of materials. <u>In</u>: Butler, L.R.P. (comp.). <i>Analytical chemistry in the exploration, mining and processing of materials</i>. Oxford: Blackwell Scientific Publications:57-66.</p> <p>COLLEGE library collection development. 1977. <u>In</u>: Delaney, J. (ed.). <i>The administration of the college library</i>. 2nd ed. New York: Bowker:52-164</p> <p>WATSON, J. & MCELROY, A.R. 1984. The information age?: tell me another. <u>In</u>: <i>Communicative aspects of information organisation</i>. London: Library Association:41-56.</p>

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.

Citation:	Present-day physics is unpredictable (Putman, 1979:128).
Bibliographic reference:	PUTMAN, H.W. 1979. The place of facts in a world of values. <u>In</u> : HUFF, D. (ed.). <i>The nature of the physical universe: 1976 Nobel Conference organised by Gustavus College, St. Peter, Minnesota</i> . New York: Wiley:113-140.

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.

Citation:	Environmental factors have an influence on entrepreneurs (Brockhaus, 1980:30).
Bibliographic reference:	BROCKHAUS, R.H. (ed.). 1980. <i>Entrepreneurship in the 21st century: proceedings of the Academy of Management Conference, held in Germany on 17-19 April, 1980</i> . Berlin: Langenscheidt.

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.

Citation:	British teachers in general are not ... (Conference of British Teachers of Marketing at Advanced Level, 1986:45). In the introduction of the abstracts of the Colloquium Spectroscopum Internationale (2001:ix), it is clear that ...
Bibliographic reference:	CONFERENCE OF BRITISH TEACHERS OF MARKETING AT ADVANCED LEVEL, 3rd, 1986, Harrogate. 1987. <i>Proceedings</i> . Lancaster: University of Lancaster Press. COLLOQUIUM SPECTROSCOPUM INTERNATIONALE (CSI), XXXII, Pretoria. 2001. <i>Volume of abstracts</i> . Pretoria: University of Pretoria.

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.

Citation:	Lockwood (1992:56) pointed out that ...
Bibliographic reference:	LOCKWOOD, A. 1992. Applying service quality concepts to tourism and hospitality education. (Paper read at the Conference on Tourism Education, April 10, Valencia, Spain). Unpublished.

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, while the citation contains only the name of the department.

Citation:	The production of the platinum group of metals remained unchanged (Department of Mineral and Energy Affairs, 1995:14).
Bibliographic reference:	<p>DEPARTMENT of Mineral and Energy Affairs see SOUTH AFRICA. Department of Mineral and Energy Affairs.</p> <p>SOUTH AFRICA. Department of Mineral and Energy Affairs. 1995. <i>Annual report</i>. Pretoria: Government Printer.</p>

Provincial departments are treated in the following way:

Citation:	Upgrading of regional roads will be priority (Department of Local Government, Traffic Control and Traffic Safety, 1999:12).
Bibliographic reference:	DEPARTMENT of Local Government, Traffic Control and Traffic Safety see MPUMALANGA PROVINCE (South Africa). Department of Local Government, Traffic Control and Traffic Safety. MPUMALANGA PROVINCE (South Africa). Department of Local Government, Traffic Control and Traffic Safety. 1999. <i>Annual report</i> . Nelspruit: The Department.

3.3.2 Constitution

Citation:	In terms of Article 32(1) of the Constitution (1996), everyone has the right of access to government information.
Bibliographic reference:	CONSTITUTION see SOUTH AFRICA. SOUTH AFRICA. 1996. <i>The Constitution of the Republic of South Africa as adopted by the Constitutional Assembly on 8 May 1996 and as amended on 11 October 1996</i> . Pretoria: Government Printer. (B34B-96).

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. SOUTH AFRICA. 1997. The duty of the court to pass judgement on the suspension or revocation of a driver's licence. <i>Government Gazette</i> , 5804:149, Nov. 18. (Regulation Gazette No. 2561).

<i>Government Gazette</i>	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

Citation:	The boundaries of Pampierstad do not include the Vaalharts Settlement (North-West, 1995:58).
Bibliographic reference:	NORTH WEST (South Africa). 1995. The determination of areas of transitional authorities: Pampierstad Local Council. <i>North-West provincial gazette extraordinary</i> , 5086:58-59, Mar. 1.

3.3.5 Commissions of Inquiry

3.3.5.1 Without known chairperson

Citation:	In his fourth interim report it appears that the Commission of Inquiry into Certain Organisations (1974:56) is convinced ...
Bibliographic reference:	COMMISSION of Inquiry into Certain Organisations see SOUTH AFRICA. Commission of Inquiry into Certain Organisations. SOUTH AFRICA. Commission of Inquiry into Certain Organisations. 1974. <i>Fourth interim report</i> . Pretoria: Government Printer. (RP 33/1974).

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

3.3.5.2 With a chairperson

Citation:	According to the commission (Katz, 1994:7), the tax system ...
Bibliographic reference:	KATZ, M.M. (chair). 1994. <i>Interim report of the Commission of Inquiry into Certain Aspects of the Tax Structure of South Africa</i> . Pretoria: Government Printer.

3.3.6 Laws (Acts)

Citation:	The Atomic Corporation was established in terms of the Atomic Energy Act (92/1982).
Bibliographic reference:	ACTS see SOUTH AFRICA. SOUTH AFRICA. 1982. <i>Atomic Energy Act, No. 92 of 1982</i> . Pretoria: Government Printer.

Note that no page number is given in the citation, only the number and the year are furnished with the name of the act.

3.3.7 Green Papers

Citation:	Technology can reduce the workload of women (SA, 1996:89).
Bibliographic reference:	SA see SOUTH AFRICA. SOUTH AFRICA. Department of Arts, Culture, Science and Technology. 1996. <i>South Africa's Green Paper on Science and Technology: preparing for the 21st century</i> . Pretoria: Government Printer.

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

Citation:	In the White Paper on Tourism (SA, 1996:48) the government ...
Bibliographic reference:	SA see SOUTH AFRICA. SOUTH AFRICA. Department of Environmental Affairs and Tourism. 1996. <i>The development of tourism in South Africa</i> . Pretoria: Government Printer. (WPB-1996).

3.3.8.2 Published in the Government Gazette

Citation:	According to the White Paper on Education and Training (SA, 1995:21), higher education ...
Bibliographic reference:	SA see SOUTH AFRICA. SOUTH AFRICA. Department of Education. 1995. White Paper on Education and Training. <i>Government Gazette</i> , 16312:21, Mar. 15. (WPJ-1995).

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.

Citation:	Du Plessis (1985:5) researched that ...
Bibliographic reference:	DU PLESSIS, J. 1985. Stability of emulsions in parenthetical nutritional mixtures. M.Sc. dissertation, Johannesburg, RAU.

Citation:	Visser (1996:144) mentioned that the average number of references ...
Bibliographic reference:	VISSER, Y. 1996. User education needs assessment. M.Bibl. thesis, University of Stellenbosch.

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).

Citation:	Matson et al. (1991:23) found that the membrane reactor ...
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Bibliographic reference:	MATSON, S.L., WALD, S.A., ZEPP, C.M. & DODDS, D.R. 1991. <i>Method for membrane reactor resolution of stereoisomers</i> . Patentee LLP (US patent 5,077,217).
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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 ...
Bibliographic reference:	PHILIP MORRIS INC. 1981. <i>Optical perorating apparatus and system</i> . (European patent application 0021165 A1).

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.
Bibliographic reference:	CILLIERS, S. 1986. <i>Psychiatric nursing (VPE 420)</i> . Potchefstroom: PU for CHE. (Study guide S98/51).

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).
Bibliographic reference:	UNISA. 1997. <i>Study guide History 3</i> . Pretoria. (S97/83).

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).
Bibliographic reference:	BRUNNER, H. 1984. Hieroglyphic writing. <u>In</u> : <i>World Book Encyclopaedia</i> , 3:853-855.

3.7.2 Article without an author

Citation:	Oriental music is music of civilized Oriental peoples (Oriental music, 1989:122).
Bibliographic reference:	ORIENTAL music. 1989. <u>In</u> : <i>Encyclopaedia of Music</i> , vol. 4. 4th ed. New York: Bowker:121-122.

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. 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.

Example: **C**hemical and **e**ngineering **n**ews OR **C**hemical and **E**ngineering **N**ews. (Lotter, 2002:22).

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.

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), volume and/or number and rest of date:pages in the periodical on which the article appears.

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).
Bibliographic reference:	MUST pharmacists only count tablets? 1978. <i>South African medical journal</i> , 53(1), Jan.:3-5.

3.8.2 Author known

Citation:	"It was found that college students drink more today but still ... " (Rabbi, 1995:56).
Bibliographic reference:	RABBI, J. 1995. Drinking among college students. <i>Journal of alcohol and drug education</i> , 40(3), May:52-65.

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.

3.9.1 Article with an author

Citation:	According to the Sigonyela (2000:1), MTN and Vodacom have decided that ...
Bibliographic reference:	SIGONYELA, M. 2000. ICASA decision a blow to cellular groups' plans. <i>Sunday Times</i> , Nov. 5:1.

3.9.2 Article without 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).
Bibliographic reference:	FATEFUL voyage of happy ending. 1993. <i>Star</i> , May 12:3.

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:	VAN DER MERWE, J.J.J. 1979. Interview. Zeerust. (Notes in possession of author).

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 ...
Bibliographic reference:	PICKWORTH, G. 1998. How students learn: deep and surface learning. Learning Strategies Workshop, MEDUNSA, 18 September 1998. Photostat copy. WHITE, C.J. S.a. Research design. Photostat copy.

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).
Bibliographic reference:	TSHWANE UNIVERSITY OF TECHNOLOGY. 2004. Mission statement. Internal document.

3.12 Dictionaries

Citation:	The word "flibbertigibbet" means a silly flighty person (Webster's New Collegiate Dictionary, 1975:439).
Bibliographic reference:	WEBSTER'S <i>New Collegiate Dictionary</i> . 1975. London: Bell & Sons.

4. NON-PRINTED FORMATS

4.1 Videos

Information organised exactly as for printed formats, with format in square brackets directly after 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

Citation:	According to Charlton (1997), change can be facilitated in the organisation by ...
Bibliographic reference:	CHARLTON, C.L. 1997. <i>Management for change in organisations</i> [Video]. Johannesburg: Vidcom Educational.

4.1.2 Author unknown

Citation:	If watching the video <i>Online searching</i> (1995), one can clearly see that ...
Bibliographic reference:	<i>ONLINE searching</i> [Video]. 1995. S.l.: s.n.

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.

Citation:	According to the TV programme <i>Carte Blanche</i> (M-NET, 2000), one can clearly see that ...
Bibliographic reference:	M-NET. 2000. <i>Carte Blanche</i> [TV programme]. 5 Nov.

Citation:	It was announced on the six o'clock news (Radio 5, 1993) that ...
Bibliographic reference:	RADIO 5. 1993. <i>Six o'clock news</i> [Radio programme]. 1 Jan.

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 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 ...
Bibliographic reference:	LOWES, M.J. 1997. Methods for assessing student progress at tertiary level [Computer file on floppy disk]. WP8.1/Windows 95. Unpublished.

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).
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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.
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5.2 CD-ROM's

The information is organised exactly as for printed formats, with format in square brackets directly after 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 ...
Bibliographic reference:	GRAY, J.M. & COURTENAY, G. 1988. <i>Youth cohort study</i> [CD-ROM]. Colchester: ESRC Data Archive (distributor).

Citation:	According to the Oxford English Dictionary on compact disc (1992), one can define "cartelisation" as ...
Bibliographic reference:	<i>OXFORD English Dictionary on compact disc</i> [CD-ROM]. 1992. Oxford: Oxford University Press.

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.

Citation:	Sturgeon (1995) describes science fiction as ...
Bibliographic reference:	STURGEON, T. 1995. Science fiction. <i>In: Compton's interactive encyclopaedia (Version 2.0)</i> [CD-ROM]. Carlsbad: Compton's New Media.

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).
Bibliographic reference:	CHARLESTON, H. 1993. Fibre can prevent arterial disease. <i>Journal of dietary science</i> [CD-ROM], 19(3), Jul.:56-59. (Abstract from the MEDLINE database).

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. <i>Library review</i> [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 title of 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].

5.3.1 Books (e-books)

Citation:	According to Gray (2000), the heart is a hollow muscular organ.
Bibliographic reference:	GRAY, H. 2000. <i>Anatomy of the human body</i> [Online]. S.l.: Bartleby.com. Available from: http://www.bartleby.com/cgi-bin/texis/webinator/sitesearch?query=heart&filter=col107&Submit=Go [Accessed: 03/03/2004].

5.3.2 Conference proceedings / Paper at a conference

Citation:	Benamati and Lederer (1999) state that information technology management ...
Bibliographic reference:	BENAMATI, J. & LEDERER, A.L. 1999. An empirical study of IT management and rapid IT change. <i>In: Proceedings of the 1999 ACM SIGCPR Conference on Computer Personnel Research, April 8-10, 1999, New Orleans, LA, USA</i> [Online]. Available from: http://www.acm.org/pubs/articles/proceedings/cpr/299513/p144-benamati/p144-benamati.pdf [Accessed: 14/6/1999].

5.3.3 Government publications

5.3.3.1 Departments

Citation:	The State will, through reasonable measures, make education available (Department of Education, 2002).
Bibliographic reference:	DEPARTMENT of Education see SOUTH AFRICA. Department of Education. SOUTH AFRICA. Department of Education. 2002. <i>Annual report 2001-2002</i> [Online]. Available from: http://www.gov.za/annualreport/2002/doe/part1.pdf [Accessed: 02/02/2002].

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).
Bibliographic reference:	CONSTITUTION see SOUTH AFRICA. SOUTH AFRICA. 1996. <i>The Constitution</i> [Online]. Available from: http://www.gov.za/structure/constitution.htm [Accessed: 04/03/2004].

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).
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Bibliographic reference:	SA see SOUTH AFRICA. SOUTH AFRICA. 2004. Higher Education Act, 1997, Act No. 101 of 1997: statute of the University of Cape Town. <i>Government Gazette</i> , 26094, Feb. 26 [Online]. (Government notice No. 259). Available from: http://thor.sabinet.co.za/WebZ/FETCH?sessionid=0156861346548093&recno=5&resultset=1&format=F&next=html/t2/full.html&bad=html/t2/error/badfetch.html&entitytoprecno=5&entitycurrecno=5 [Accessed: 04/03/2004].
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5.3.3.4 Commissions of Inquiry

Citation:	According to the commission (Nel, 2001), the Masterbond Group and Investor Protection in South Africa ...
Bibliographic reference:	NEL, H.C. 2001. <i>The final report of the Commission of Inquiry into the Affairs of the Masterbond Group and Investor Protection in South Africa: corporate law and securities regulation in South Africa</i> [Online]. Available from: http://www.doj.gov.za/commissions/comm-nel.htm [Accessed: 21/04/2001].

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. SOUTH AFRICA. 1994. <i>Mineral and Energy Laws Rationalisation Act, No. 47 of 1994</i> [Online]. Available from: http://www.gov.za/gazette/acts/1994/a47-94.htm [Accessed: 05/03/2004].

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. <i>Green Paper on Electronic Commerce for South Africa</i>

	[Online]. Available from: http://docweb.pwv.gov.za/EcommDebate/myweb/greenpaper/intro.html [Accessed: 05/03/2003].
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5.3.3.7 White Papers

Citation:	Digital media has revolutionised the information society (SA, 2003).
Bibliographic reference:	SA see SOUTH AFRICA. SOUTH AFRICA. Department of Education. 2003. <i>Draft White Paper on e-Education</i> [Online]. Available from: http://www.gov.za/whitepaper/2003/e-education.pdf [Accessed: 08/08/2003].

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:	MANDELA, N. 1994. <i>Statement of the president of the ANC, Nelson Mandela at his inauguration as the president of the Republic of South Africa, Union Buildings, Pretoria, May 19, 1994</i> [Online]. Available from: http://www.anc.org.za:80/ancdocs/speeches/inaugta.html [Accessed: 10/10/1996].

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:	POWELL, R.M. 2001. <i>Pool cleaning device</i> [Online]. Patentee R.M. Powell (US patent 6,604,254). Available from: http://patft.uspto.gov/netacgi/nph?Sect1=PTO2&Sect2=HITO&FF&p=1&u=/netahtml/r=2&f=G&l=50&co1=AND&d=ptxt&s1='pool+cleaning'.TTL.&OS=TTL/'pool+cleaning'&RS=TTL/'pool+cleaning [Accessed: 05/03/2004].

5.3.6 Study guides and course material

Citation:	According to Butcher (2003), the research problem serves as the basis of a hypothesis.
Bibliographic reference:	BUTCHER. D. 2003. <i>Fundamentals of research</i> [Online]. (SG FUN 403). Available from: tux.lib.deakin.edu.au/adtVDU/uploads/approved/adt030206.130122/public/04refs.pdf [Accessed: 02/01/2004].

5.3.7 Encyclopaedias

Citation:	The great libraries of the world include the Vatican, Lenin State and National Diet Library of Japan (Libraries, 2000).
Bibliographic reference:	LIBRARIES. 2000. <i>In: Microsoft Encarta online encyclopaedia 2000</i> [Online]. Available from: http://encarta.msn.com [Accessed: 11/09/2000].

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: day/month/year].

Citation:	The role of academic libraries is changing and expanding in China (Sun & Rader, 1999).
Bibliographic reference:	SUN, P. & RADER, H.B. 1999. Academic library user education in China. <i>Reference services review</i> [Online], 27(1). Available from: http://ceres.emeraldinsight.com/vl=4024586/cl=120/nw=1/rpsv/cgi-4024586&startas=search&mode=search&action=expert [Accessed: 19/01/2004].

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).
Bibliographic references	MARKOFF, J. 1996. Voluntary rules proposed to help insure privacy for Internet users. <i>New York Times</i> [Online], June 5. Available from: http://www.nytimes.com/library/cyber/week/y05dat.html [Accessed: 05/06/1996].

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). 1996. Strategic planning. [Discussion group:] crystal-ed@sil.s.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

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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.

Abbreviation	Name of state
Ala.	Alabama
Alaska	Alaska
Ariz.	Arizona
Ark.	Arkansas
Calif.	California
Colo.	Colorado
Conn.	Connecticut
Del.	Delaware
Fla.	Florida
Ga.	Georgia
Hawaii	Hawaii
Idaho	Idaho
Ill.	Illinois
Ind.	Indiana
Iowa	Iowa
Kans.	Kansas
Ky.	Kentucky
La.	Louisiana
Maine	Maine
Md.	Maryland
Mass.	Massachusetts
Mich.	Michigan
Minn.	Minnesota
Miss.	Mississippi
Mo.	Missouri
Mont.	Montana
Neb. or Nebr.	Nebraska
Nev.	Nevada
N.H.	New Hampshire
N.J.	New Jersey
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.

January - Jan.

February - Feb.

March - Mar.

April - Apr.

May - May

June – June

July - July

August - Aug.

September - Sept.

October - Oct.

November - Nov.

December – Dec.

(Chicago manual of style, 2003:570-571).