



Anglia Ruskin
University

University Library

Harvard System of Referencing Guide

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<http://libweb.anglia.ac.uk>

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1. GENERAL INTRODUCTION

1.1 *Explanation of citation and referencing*

During the course of writing an essay, report or other assignment it is usual to support arguments by reference to other published work. These references may be from work presented in journal or newspaper articles, government reports, books or specific chapters of books, research dissertations or theses, material from the Internet etc.

Citation is the practice of referring to the work of other authors in the text of a piece of work. Such works are cited to show evidence both of the background reading that has been done and to support the content and conclusions. Each citation requires a **reference** at the end of the work; this gives the full details of the source item and should enable it to be traced. Referring accurately to such source materials is part of sound academic practice and a skill that should be mastered. Other reasons for accurate citation and referencing are:

- To give credit to the concepts and ideas of other authors.
- To provide the reader (often the marker/examiner of the assignment) with evidence of the breadth and depth of your reading.
- To enable those who read your work to locate the cited references easily.

Remember to note the details of all the documents you read. The following pages give detailed guidance for various types of publication since there are major differences between books and journal articles.

1.2 *Plagiarism*

Plagiarism is passing off the work of others as your own. This constitutes academic theft and is a serious matter which is penalised in assignment marking. The following extract is from the Anglia Ruskin University Academic regulations (2006, p.86):

Plagiarism

Plagiarism is the submission of an item of assessment containing elements of work produced by another person(s) in such a way that it could be assumed to be the student's own work. Examples of plagiarism are:

- *the verbatim copying of another person's work without acknowledgement*

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

Copying or close paraphrasing with occasional acknowledgement of the source may also be deemed to be plagiarism if the absence of quotation marks implies that the phraseology is the student's own.

Plagiarised work may belong to another student or be from a published source such as a book, report, journal or material available on the internet.

1.3 Referencing systems

There are many systems for the citation of references. Anglia Ruskin University expects students to use the alphabetical or name-date method known as the HARVARD system. In this the author's surname and year of publication are cited in the text, e.g. (Bond, 2004), and a reference list (of these citations) is included at the end of the assignment, in alphabetical order by author. The reference list also includes additional details such as the title and publisher. A **bibliography** lists relevant items that you have used in the preparation of the assignment but not cited in your text. A bibliography should also be in the Harvard style and the inclusion of such a list shows that you have read widely beyond the items you have cited.

N.B. Faculty regulations may differ in the use of bibliographies.

2. CITING REFERENCES IN TEXT using the Harvard System

References to sources may be cited in the text in different ways depending on the nature of the sentence/paragraph that is being written.

2.1 Author's name cited in the text

When making reference to an author's work in your text their name is followed by the year of publication of their work, and page reference, in brackets (parentheses) and forms part of the sentence.

Cormack (1994, p.32-33) states that 'when writing for a professional readership, writers invariably make reference to already published works'.

In general, when writing for a professional publication, it is good practice to make reference to other relevant published work. This view has been supported in the work of Cormack (1994, p.32-33).

2.2 Author's name not cited directly in the text

If you make reference to a work or piece of research without mentioning the author in the text then both the author's name and publication year are placed at the end of the sentence in brackets:

Making reference to published work appears to be characteristic of writing for a professional audience (Cormack 1994).

2.3 More than one author cited in the text

Where reference is made to more than one author in a sentence, and they are referred to directly, they are both cited:

Jones (1946) and Smith (1948) have both shown.....

2.4 More than one author not cited directly in the text

List these at the end of the sentence, putting the author's name, followed by the date of publication and separated by a semi-colon and within brackets:

(Jones 1946; Smith 1948)

2.5 Two authors for the same work

When there are two authors for a work they should both be noted in the text:

White and Brown (1964) in their recent research paper found.....

with regard to PREP and the role of libraries, Crane and Urquhart (1994) suggest...

or indirectly, using an ampersand (&):

(Slater & Jones 1996)

(White & Brown 1966)

2.6 More than two authors for a work

Where there are several authors (more than two), only the first author should be used, followed by 'et al' meaning 'and others':

Green et al (1995) found that the majority

or indirectly:

Recent research has found that the majority of.....(Green et al 1995)

2.7 No author

If the author cannot be identified use 'Anonymous' or 'Anon' and the title of the work and date of publication. The title should be written in italics. Every effort should be made to establish the authorship if you intend to use this work as supporting evidence in an academic submission:

Marketing strategy (Anon 1999)

2.8 No date

The abbreviation n.d. is used to denote this:

Smith (n.d.) has written and demonstrated.....

or indirectly:

(Smith n.d.)

2.9 Page numbers

Including the page numbers of a reference will help readers trace your sources. This is particularly important for quotations and for paraphrasing specific paragraphs in the texts.

Lawrence (1966, p.124)

or indirectly:

(Lawrence 1966, p.124)

2.10 Several works by one author in different years

If more than one publication from an author illustrates the same point and the works are published in different years, then the references should be cited in chronological order (i.e. earliest first):

as suggested by Bloggs (1992, 1994)

or indirectly:

(Bloggs 1992, 1994).....

2.11 Several works by one author in the same year

If you are quoting several works published by the same author in the same year, they should be differentiated by adding a lower case letter after the year for each item:

Earlier research by Smith (1993a) found that ...but later research suggested again by Smith (1993b) that.....

If several works published in the same year are referred to on a single occasion – or an author has made the same point in several publications they can all be referred to by using lower case letters (as above):

Bloggs (1993a, b) has stated on more than one occasion that...

2.12 Quoting portions of published text

If you want to include a statement from a published work in your essay then the sentence(s) must be included within quotation marks, and may be introduced by such phrases as:

the author states that '.....' or ...the author writes that '.....'

In order for a reader to trace the quoted section it is good practice to give the number of the page where the quotation was found. The quotation should also be emphasized (especially if it runs to several lines) by indenting it and using quotation marks. This clearly identifies it as the work of someone else:

On the topic of professional writing and referencing Cormac (1994, p. 32-33) states:
'When writing for a professional readership, writers invariably make reference to already published works'.

2.13 Chapter authors in edited works

References to the work of an author that appears as a chapter, or part of a larger work, that is edited by someone else, should be cited within your text using the name of the contributory author and not the editor of the whole volume.

In his work on health information Smith (1975) states...

In the reference list details of both the part and the entire document should be given, see section **3.2.4**

2.14 Corporate authors

If the work is by a recognised organisation and has no personal author then it is usually cited under the body that commissioned it. This applies to publications by associations, companies, government departments etc. such as Department of the Environment or Royal College of Nursing.

It is acceptable to use standard abbreviations for these bodies, e.g. DoE or RCN, in your text, providing that the full name is given at the first citing with the abbreviation in brackets:

1st citation: Royal College of Nursing (RCN), 2007

2nd citation: RCN, 2007

Note that the full name is the preferred format in the reference list. Some reports are written by groups or committees and can be cited by the name of the committee:

Committee on Nursing (1972)

2.15 Secondary sources (*second-hand references*)

If you are unable to consult an original work (primary source) but have read about it in a work by another author then you must acknowledge it as such. This becomes a secondary source and should be cited if you are unable to read the original work being referred to:

Indirectly

(Brown 1966 cited in Bassett 1986)

or directly

Research recently carried out by Brown (1966 cited in Bassett 1986) found that

White, as cited by Black (1994), suggests that...

In this last example White is the primary source and therefore the original. Black is the secondary source and may have taken White's ideas forward and altered the meaning slightly rather than using a direct quote. It may therefore be prudent to access White's work and read the original, which could then be cited directly as a primary source.

The reference list should only contain works that you have read, i.e. for this the secondary source, Black (1994).

2.16 Tables and diagrams

When reproducing data from a diagram or table, or copying the entire table or diagram, a reference must be made to the source.

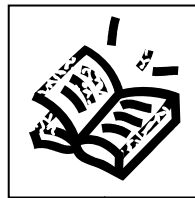
A reference within the text to a table taken from a book should include the author and page (Smith 2005, p.33) to enable the reader to verify the data. If the source of the data is not the author's own, but obtained from another source, it becomes a secondary reference and needs to be cited as such:

(United Nations 1975 cited in Smith 2005, p.33)

If the table is reproduced in its entirety place the citation as a footnote. Be particularly careful to note the original source of data, as well as the authorship of the original document. Further details should be included in the reference list.

For example: you wish to

1. Quote from a table in the following book in your text
2. Reproduce the table from the book in your essay
3. Reference the book in the bibliography



This book was written by Robert Amazon and the 4th edition was published by FT Prentice Hall of Harlow, England in 2005. The title is Management in the media: decision makers.

The table, reproduced below, is found on page 267.

Television ownership in England
(Percentage of households)

Date	1970	1980
Percentage	60	70

Source : National Statistics Office 1985

1.
.....historical figures demonstrate that only sixty percent of households had televisions in Britain by the 1970s (National Statistics Office 1985 cited in Amazon 2005, p. 267).
2.
.....Footnote positioned below the reproduced table.....
(National Statistics Office 1985 cited in Amazon 2005, p.267)
3.
Amazon, R., 2005. *Management in the media: decision makers*. 4th ed. Harlow: FT Prentice Hall.

3. COMPILING THE REFERENCE LIST AND BIBLIOGRAPHY

3.1 *General guidelines, layout and punctuation*

The purpose of a reference list is to enable sources to be easily traced by another reader. Different types of publication require different amounts of information but there are certain common elements such as author, year of publication and title.

Section 5 deals with references where some of the details are unknown.

The Harvard System lays down standards for the order and content of information in the reference. Some variations of layout are acceptable provided that they are used consistently e.g. the title of the book or journal could be underlined in a handwritten script.

3.2 *Books*

For books the required elements for a references are:

Author, Initials., Year. *Title of book*. Edition. Place: Publisher.

Redman, P., 2006. *Good essay writing: a social sciences guide*. 3rd ed. London: Open University in assoc. with Sage.

Extras to note

Author: Surname with capital first letter and followed by a comma.

Initials: In capitals with full-stop after each and comma after full-stop of last initial.

Year: Publication year (not printing or impression) followed by full-stop.

Title: Full title of book/thesis/dissertation in italics with capitalization of first word and proper nouns only. Followed by full-stop unless there is a sub-title.

Sub-title: Follows a colon at end of full title, no capitalization unless proper nouns. Follow by full-stop.

Edition: Only include this if not first edition use number followed by abbreviation ed. Include full-stop.

Place of publication: Town or city and country if there may be confusion with UK place names. Follow by colon.

Publisher: Company name followed by full-stop.

3.2.1 Books with two, three or four authors

For books with two, three or four authors of equal status the names should all be included in the order they appear in the document. Use an ampersand, not 'and' to link the last two multiple authors.

The required elements for a reference are:

Authors, Initials., Year. *Title of book*. Edition. (only include this if not the first edition) Place: Publisher

Kirk, J. & Munday, R.J., 1988. *Narrative analysis*. 3rd ed. Bloomington: Indiana University Press.

3.2.2 Books with more than four authors

For books where there are more than four authors, use the first author only with surname and initials followed by "et al".

The required elements for a reference are:

Author, Initials., Year. *Title of book*. Edition. (only include this if not the first edition) Place: Publisher

Grace, B. et al., 1988. *A history of the world*. Princeton, NJ: Princeton University Press.

3.2.3 Books which are edited

For books which are edited and but give editor(s) surname(s) and initials, followed by ed. or eds. Please note that ed. is the abbreviation for both editor and edition.

The required elements for a reference are:

Author, Initials., Year. *Title of book*. Edition. (only include this if not the first edition) Place: Publisher

Keene, E. ed., 1988. *Natural language*. Cambridge: University of Cambridge Press.

Silverman, D.F. & Propp, K.K. eds., 1990. *The active interview*. Beverly Hills, CA: Sage.

3.2.4 Chapters of edited books

For chapters of edited books the required elements for a reference are:

Chapter author(s) surname(s) and initials. Year. Title of chapter followed by 'In'
Book editor(s) initials and surnames with ed. or eds. after the last name.
Title of book. Place of publication: Publisher. Chapter number or first and last
page numbers followed by full-stop.

Smith, J., 1975. *A source of information*. In W. Jones, ed. *One hundred and one ways to find information about health*. Oxford: Oxford University Press. Ch. 2.

Samson, C., 1970. *Problems of information studies in history*. In S. Stone, ed. *Humanities information research*. Sheffield: CRUS, 1980, p. 44-68.

3.2.5 Multiple works

Where there are several works by one author published in the same year they should be differentiated by adding a lower case letter after the date. Remember that this must also be consistent with the citations in the text.

For multiple works the required elements for a reference are:
Author, Year. *Title of book*. Place of publication: Publisher.

Soros, G., 1966a. *The road to serfdom*. Chicago: University of Chicago Press.

Soros, G., 1966b. *Beyond the road to serfdom*. Chicago: University of Chicago Press.

This also applies if there are several authors with the same surname. As an alternative their initials can be included in the citation.

Works by the same author should be displayed in chronological order, earliest first.

3.2.6 E-books

For e-books the required elements for a reference are :

Author, Year, *title of book*. [type of medium] Place of publication: Publisher
Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source. N.B. the URL should be underlined [Accessed date]

Fishman, R., 2005. *The rise and fall of suburbia*. [e-book]. Chester: Castle Press.

Available at: [libweb.anglia.ac.uk / E-books](http://libweb.anglia.ac.uk/E-books) [accessed 5 June 2005]

Employment law and practice. 2005. [CD-ROM]. London: Gee

Available at: [libweb.anglia.ac.uk/ E-books](http://libweb.anglia.ac.uk/E-books) [accessed 7 June 2005]

3.3 Journal articles

For journal articles the required elements for a references are:

Author, Initials., Year. Title of article. *Full Title of Journal*, Volume number (Issue/Part number), Page numbers.

Perry, C., 2001. What health care assistants know about clean hands. *Nursing Times*, 97(22), p.63-64.

Boughton, J.M., 2002. The Bretton Woods proposal: an indepth look. *Political Science Quarterly*, 42 (6), p.564-78.

Extras to note

Author: Surname with capital first letter and followed by comma.

Initials: In capitals with full-stop after each and comma after full-stop of last initial.

Year: Publication year followed by full-stop.

Title: Full title of article NOT in italics with capitalization of first word and proper nouns only. Followed by full-stop unless there is a sub-title.

Sub-title: Follows a colon at end of full title, no capitalization unless proper nouns. Followed by full-stop.

Journal title: Full title of journal, in italics, with capitalization of key words. Followed by comma.

Volume number:

Issue/Part number: In brackets, followed by comma.

Page numbers: Preceded by p and full-stop then first and last page numbers, linked by a hyphen. Followed by full-stop.

3.3.1 Newspaper articles

For newspaper articles the required elements for a reference are:

Author, Initials., Year. Title of article. *Full Title of Newspaper*,
Day and month before page numbers of article.

Slapper, G., 2005. Corporate manslaughter: new issues for lawyers.
The Times, 3 Sep. p.4-5.

3.3.2 Journal articles from an electronic source

For journal articles from an electronic source the required elements for a reference are:

Author, Initials., Year. Title of article. *Full Title of Journal*, [type of medium]
Volume number (Issue/Part number), Page numbers if available.
Available at: include web site address/URL(Uniform Resource Locator) and
additional details of access, such as the routing from the home page of the
source. N.B. the URL should be underlined [Accessed date]

Boughton, J.M., 2002. The Bretton Woods proposal: an indepth look.
Political Science Quarterly, [online]. 42 (6), Available at:
<http://www.pol.upenn/articles> (Blackwell Science Synergy) [accessed 12
June 2005]

Hamill, C., 1999. Academic essay writing in the first person: a guide for
undergraduates. *Nursing Standard*, [Online] 21 Jul., 13 (44), p. 38-40.
Available at: <http://libweb.anglia.ac.uk/ejournals/333> [accessed 12 June
2005].

Jenkins, R., 1989. Clashing with caching. *ARIADNE*, [Online] Issue 21, 10
September.
Available at: <http://www.ariadne.ac.uk/issue21/web-cache/> [accessed 2
December 2004]

Wright, A. & Cottee, P., 2000. Consumer understanding of US and EU
nutrition labels. *British Food Journal* [Online] 103 (8), p. 615-629. Emerald.
Available at: <http://www.emerald-library.com> [accessed 8 September
2001]

Beaver, M., 2000. Errant greenhouse could still be facing demolition.
Building Design [Online] 24 Nov., p.3. Available at:

http://www.infotrac.london.galegroup.com/itweb/sbu_uk [accessed 15 August 2003]

3.3.3 Journal abstract from a database

For journal abstract from a database where you have been unable to access the full article the required elements for a reference are:

Author, Initials., Year. Title of article. *Full Title of Journal*, [type of medium] Volume number (Issue/Part number), Page numbers if available and add abstract details after page numbers and follow with a full-stop.

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

Boughton, J.M. 2002 The Bretton Woods proposal: an indepth look. *Political Science Quarterly*, [Online]. 42 (6). Abstract from Blackwell Science Synergy database.
Available at: <http://www.pol.upenn/articles>, Blackwell Science Synergy [accessed 12 June 2005]

3.4 Internet

For websites found on the internet the required elements for a reference are:

Author, Initials., Year. *Title of document or page*, [type of medium].

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

National electronic Library for Health. 2003. *Can walking make you slimmer and healthier?* (Hitting the headlines article) [Online]. (Updated 16 Jan 2005) Available at: <http://www.nhs.uk.hth.walking> [accessed 10 April 2005]

The title of a web page is normally the main heading on the page.
It is good practice to keep a copy of the front page of any website you use.

3.4.1 E-version of annual reports

For an e-version of an annual report (or other document) the required elements for a reference are:

Author or corporate author, Year. *Title of document or page*, [type of medium].

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

Marks & Spencer, 2004. *Annual report 2003-2004*. [Online].
Available at: <http://www-marks-and-spencer.co.uk/corporate/annual2003/>
[accessed 4 June 2005]

It is good practice to keep a copy of the front page of any website you use.

3.4.2 Online newspaper articles

For newspaper articles found on line newspapers the required elements for a reference are:

Author or corporate author, Year. Title of document or page. *Name of newspaper*, [type of medium].

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

Chittenden, M., Rogers, L. & Smith, D., 2003. Focus: 'Targetitis ails NHS'.
Times Online, [internet]. 1 June.
Available at: <http://www.timesonline.co.uk/printFriendly/0,,11-1506-669.html> [accessed 17 March 2005]

It is good practice to keep a copy of the front page of any website you use.

3.4.3 Website information

For websites the required elements for a reference are:

Author or corporate author, Year. *Title of document* ., [type of medium].

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

Note that this example includes details of when the website was updated:

National electronic Library for Health. 2003. *Can walking make you slimmer and healthier?* (Hitting the headlines article) [Online]. (Updated 16 Jan 2005) Available at: <http://www.nhs.uk.hth.walking> [accessed 10 April 2005]

It is good practice to keep a copy of the front page of any website you use.

3.4.4 Publications available from websites

For publications found on the internet the required elements for a reference are:

Author or corporate author, Year. *Title of document* . [type of medium].

Available at: include web site address/URL(Uniform Resource Locator) and additional details of access, such as the routing from the home page of the source.

N.B. the URL should be underlined [Accessed date]

Scottish Intercollegiate Guidelines. 2001. *Hypertension in the elderly.* (SIGN publication 20) [internet]. Edinburgh : SIGN (Published 2001) Available at: <http://www.sign.ac.uk/pdf/sign49.pdf> [accessed 17 March 2005]

Boots Group Plc., 2003. *Corporate social responsibility.* [Online]. Boots Group Plc. Available at: <http://www.Boots-Plc.Com/Information/Info.Asp?Level1id=447&Level2id=0> [accessed 23 July 2005]

Defoe, D., 1999. *The fortunes and the misfortunes of the famous Moll Flanders.* [Online]. Champaign, Illinois: Project Gutenberg. Available at: <http://Promo.Net/Cgi->

[Promo/Pg/T9.Cgi?Entry=370&Full=Yes&Ftpsite=Http://www.lbiblio.Org/Gutenberg/](http://www.lbiblio.Org/Gutenberg/Promo/Pg/T9.Cgi?Entry=370&Full=Yes&Ftpsite=Http://www.lbiblio.Org/Gutenberg/)
[accessed 18 November 2005]

Tesco Plc., 2002. *Annual Report and financial statements 2002*. [Online].
Tesco Plc.
Available at:
http://81.201.142.254/Presentresults/Results2001_02/Prelims/Report/f
[accessed 18 November 2005]

It is good practice to keep a copy of the front page of any website you use.

3.4.5 E-mail correspondence/discussion lists

Particular care needs to be taken if you are quoting from these as they may include personal e-mail addresses and be from a restricted source. Permission should be sought before these sources are quoted.

For e-mail correspondence or discussion lists the required elements are for a reference are:

Authorship, Year. *Message or subject title from posting line.*

[type of medium] Recipient's name:

Correspondence address Date sent: Including time.

Available at: URL (e.g. details of where message is archived).

[Accessed date]

jones@jones.com, 2005. *Mobile phone developments*. [E-mail]. Message to R G. Schmit (r.g.schmit@syy.ac.uk). Sent Monday 7 June 2005, 08:13.
Available at:http://gog.defer.com/2004_07_01_defer_archive.html
[accessed 7 July 2005]

4. OTHER TYPES OF DOCUMENT

There are other types of documents which you may wish to include in your reference list or bibliography. There is no official Harvard guide for these but some suggestions are set out below:

4.1 *Acts of Parliament*

The required elements are:

Short title with Key words capitalized, which includes the year followed by the chapter number in brackets. Key words of titles are capitalized. Place of publication: Publisher

Higher Education Act 2004. (c.8), London: HMSO.

For Acts prior to 1963, the regal year and parliamentary session are included:

Road Transport Lighting Act 1957. (5&6 Eliz. 2, c.51), London: HMSO.

4.2 *Statutory Instruments*

The required elements for a reference are:

Short title with Key words capitalized. Year. the abbreviation 'SI' followed by the year of publication and the SI number. Place of publication: Publisher:

Public Offers of Securities Regulations 1995. SI 1995/1537, London: HMSO.

4.3 *Command Papers and other official publications*

The required elements for a reference are:

Authorship, which may be part of the title. Year. *Title, in italics if a separate element*, Command number as it is on the document, within brackets, Place of publication: Publisher

Royal Commission on civil liability and compensation for personal injury, 1978. (Pearson Report) (Cmnd. 7054) London: HMSO.

Select Committee on nationalised industries (1978-9). Consumers and the nationalised industries: prelegislative hearings (HC 334 of 1978-9) London: HMSO.

4.4 Law report

Following normal legal practice the required elements for a reference are:

Name of the parties involved in the law case, Year of reporting, Law reporting series, Volume and number, Page reference

R v White (John Henry) [2005] EWCA Crim 689, 2005 WL 104528.

Jones v Lipman [1962] 1 WLR 832.

4.5 Annual report

The required elements for a reference are:

Corporate author, Year of Publication. *Full title of annual report*, Place of publication: Publisher

Marks & Spencer, 2004. The way forward, annual report 2003-2004, London: Marks & Spencer.

4.6 British Standard

The required elements for a reference are:

Corporate author, Year of Publication. *Identifying letters and numbers and full title of BS*, Place of publication: Publisher

British Standards Institution, 1990. BS 5555:1990 Recommendations for wiring identification. Milton Keynes: BSI.

4.7 DVD or video

The required elements for a reference are:

Authorship, Year of publication. *Full title of DVD or video* [Medium] Place of publication: Publisher (Other relevant details)

Warner Brothers, 2005. Great films from the 80s: a selection of clips from Warner Brothers top films from the 1980s. [DVD]. New York: Warner Brothers.

Child Growth Foundation, 2004. Health for all children 3: the video. [video]. London: Child Growth Foundation. (Narrated by D.B.M. Hall).

4.8 Dissertation

The required elements for a reference are:

Author, Year of publication. *Title of dissertation*. Level. Name of University

Richmond, J., 2005. *Customer expectations in the world of electronic banking: a case study of the Bank of Britain*. Ph. D. Anglia Ruskin University.

4.9 Conference report

The required elements for a reference are:

Authorship author, editor or organisation, Year. Full title of conference report.

Location, Date, Publisher : Place of publication

UNDESA (United Nations Department of Economic and Social Affairs), 2005. *6th Global forum on reinventing government: towards participatory and transparent governance*. Seoul, Republic of Korea 24-27 May 2005. United Nations: New York.

4.10 Conference paper

The required elements for a reference are:

Authorship, Year. Full title of conference paper. In, followed by Editor or name of organisation Full title of conference. Location, Date, Publisher : Place of publication

Brown, J., 2005. Evaluating surveys of transparent governance. In UNDESA (United Nations Department of Economic and Social Affairs), *6th Global forum on reinventing government: towards participatory and transparent governance*. Seoul, Republic of Korea 24-27 May 2005. United Nations: New York.

4.11 *Unpublished works*

You may occasionally have access to a document before it is published and will therefore not be able to provide full details:

Bloggs, J., (in press) *A new book that I have written*. London: Vanity.

Woolley, E. & Muncey, T., (in press) Demons or diamonds: a study to ascertain the range of attitudes present in health professionals to children with conduct disorder. *Journal of Adolescent Psychiatric Nursing*. (accepted for publication December 2002).

4.11.1 Informal or in-house publications

For informal publications, such as class handouts and leaflets, provide what details you can:

Anglia Ruskin University, 2007. *Using the Cochrane Library*. August 2007 ed. [Leaflet] Cambridge: Anglia Ruskin University.

4.11.2 Personal communication

Where you refer to a more informal personal communication, e.g. letter, email, phone call or conversation, provide as much detail as possible and note the nature of the communication:

Permission should be sought before these sources are quoted.

Hindle, E., 2000. *Introducing Cow & Gate Omneo Comfort: an infant milk for digestive comfort*. [Letter] (Personal communication, 2 June 2000)

O'Sullivan, S., 2003. [Discussion on citation and referencing] (Personal communication, 5 June 2003)

5. REFERENCES WITH MISSING DETAILS

Where there is no obvious publication date, check the content and references to work out the earliest likely date, for example:

1995? probable year
ca. 1995 approximately 1995
199- decade certain but not year
1999? probable decade

Occasionally it may not be possible to identify an author, place or publisher. This applies particularly to what is known as 'grey literature', such as some government documents, leaflets and other more less formal material.

Anon author anonymous or not identifiable
s.l. no place of publication (Latin: *sine loco*)
s.n. no named publisher (Latin: *sine nomine*)

Information such as place and publisher not found on the document, but traced from other sources, should be placed in square brackets.

You should however be very cautious about using as supporting evidence material where you cannot identify the author or source.

6. NOTES FROM COMPILERS

If you require further assistance with citing and referencing please contact any of the University Libraries for guidance.

The sources quoted in this guide have been compiled for the purposes of illustration only. Any similarity with published work is coincidental.

This guide has been compiled with reference to the BS 5605:1990 and BS 1629:1998 for referencing published material, using the Harvard style examples. The BS ISO 6902:1997 standard has been consulted for guidance on details of referencing electronic sources since there is no British Standard for electronic resources in the Harvard style. The layout has been informed by (Harvard style) conventions currently being followed in UK Universities.

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