

2 May 2018

Best practices for citation guidance in virtual reference

Agenda

- Current citation help policies/use of library policy pages
 - Susan Barb, QuestionPoint 24/7 Reference Staff Manager
- UK practices
 - Sandra Clark, University of the West of England, Bristol
 - Emily White, University of Portsmouth
- U.S. academic perspective
 - Antoinette T. Avila, University of California, Irvine
 - Tina Mullins, Joseph P. Healey Library, University of Massachusetts Boston
- U.S. statewide perspective (including academic and public librarians)
 - Tamara Ottum, Answerland (Oregon's online reference service)
- Open discussion among panellists and participants
 - Wren Spangler (moderator) QuestionPoint Cooperative Coordinator

CURRENT CITATION PRACTICES



Susan Barb

QuestionPoint 24/7 Reference Staff Manager

Citation or Referencing Concerns

- Students expected librarians to edit or correct their citations
- Differing expectations of service in this area from our cooperative members
- Standardizing the level of service across the cooperative, using the policy pages and best practices.

Citation Assistance Survey

- Survey sent out last year in April to the 24/7 Advisory Board
- Questions asked:
 - 1. How much help do you provide your students, and how much do you expect the 24/7 staff to give?
 - 2. How do you feel about citation generators, such as EasyBib and Citation Machine?
 - 3. Do you provide citation guides in your research guides and would you be willing to have a specific link to that so that we can go straight to your preferred source?

24/7 Policies on Citation Help

- Verify the style format (MLA, APA, Chicago, Harvard, etc.).
- Check the policy page to see if there is a preferred citation guide.
- Assist in determining the type of source the patron is trying to cite.
- Provide the most appropriate guide, lead the student to the relevant section, and sometimes copy and paste the relevant example.
- Make a referral if the student needs more detailed guidance (i.e. to the instructor, to a writing center, to a homework help

24/7 Policies on Citation Help

- We don't edit citations or create them for the students. We provide examples the student can follow, rather than giving our opinion on whether their citation is correct. This is in keeping with our policy of avoiding interpretation and not doing the student's work for them as specified in Section 3 of the Policies and Guidelines (<http://wiki.questionpoint.org/w/page/13839422/247-Policies#32GeneralGuidelines>).

ACADEMIC REFERENCING: UK PERSPECTIVE



Sandra Clark

**Enquiry and Disability Services Librarian
University of the West of England**

University specific styles – why?

- Harvard referencing (most common) is based on a British Standard
- Not very comprehensive!
- Academics were confused...so were students
- Local style to clarify – local to institutions and can vary significantly

Reference interview and policy page!

- Not everyone in the UK uses Harvard – e.g. at UWE we also use OSCOLA, Chicago and MLA
- Make sure to ask the patron ‘which referencing style are you using?’ this information is usually given by tutors in course handbooks/via the VLE
- Check the policy page – UK academic libraries have been asked to put a link to referencing guidance in the Alerts section

[View Policy Page](#)

[View WorldCat Registry](#)

[Edit](#)

Alerts:

****REFERENCING (CITATION) QUESTIONS****

Most UWE students use **UWE Harvard** referencing. In the UK it is common for universities to have local guidelines for this which will vary. Please direct students to **our guidelines ONLY**.
Please do not use guidance from other universities or citation builders such as RefME as these have not been checked.

<http://www1.uwe.ac.uk/students/studysupport/studyskills/referencing/uwebristolharvard.aspx>

Most referencing/citation queries are about how to reference the type of material the student has found. We have detailed guidance for a number of formats, materials which don't fit into any of the formats in our A-Z list should adopt a best fit approach as per our guidance

<http://www1.uwe.ac.uk/students/studysupport/studyskills/referencing/uwebristolharvard.aspx>

Please set referencing/citation questions to follow up if you are unsure, we always respond to follow up and will do so the next working day in most cases.

Note that some of our students do use different styles including OSCOLA, guidance on these can be found here: <http://www1.uwe.ac.uk/students/studysupport/studyskills/referencing.aspx>

Planned service disruptions to particular databases on this page: <http://www1.uwe.ac.uk/library/usingthelibrary/findthings/searchforthingsa-z/databases/databaseserviceinterruptions.aspx>

How can chat Librarians help?

- Treat every interaction as a teaching opportunity
- Use your professional skills to identify what kind of material the student has
- Help students identify the best fit from their Library's guidance

When to refer

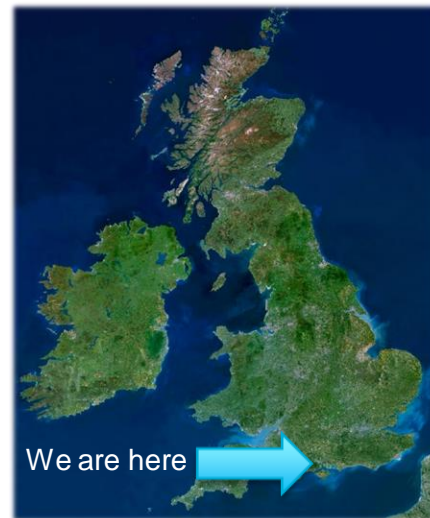
- If you've checked the guidance and you're still not sure
- If you've offered advice but would like a 'home' Librarian to confirm
- If it's a unusual item that really doesn't fit any of the guidance



Emily White

Assistant Librarian for Enquiries

University of Portsmouth



Our students and referencing

- Our students are asked to reference their work to an academic standard using the style specified by their department
- Their referencing will normally form part of their mark for that piece of work, often around 10%, so it is important that it is their own work
- Therefore we cannot proof read their referencing but we can offer guidance and answer specific questions
- The Library is seen as the experts on referencing within our institution

Referencing styles used at Portsmouth

APA 6th Edition

Our main referencing style used by the majority of our students

OSCOLA

The Oxford University Standard for Citation of Legal Authorities. Used by our Law students

Vancouver

Used by our Pharmacy and Biomedical students

Chicago

Used by our History students and supported within their department

Our policy page guidance

University of Portsmouth (SCONUL)

Alerts: **OPENING HOURS** can be found here <https://library.port.ac.uk/open.html>

To login in from off campus our students use an authentication system called Shibboleth or Institutional Login.

Guidance on how to login from off campus can be found here <https://library.port.ac.uk/login.html> and here <https://library.port.ac.uk/guides/docs/LG155.pdf>

You can also recommend that they set up the VPN <https://library.port.ac.uk/webproxy.html>

FOR REFERENCING - See [Referencing@Portsmouth](#) our interactive referencing tool at <http://referencing.port.ac.uk/> **Please don't give examples from other sites, if you can't find an answer here please refer for follow-up.**

Our main Referencing style is **APA 6th edition**. Other styles in use are **Oscola (Law Students)**, **Vancouver (Pharmacy and Biomedical Science students)** and **Chicago (History Students)**

See our **Known Problems** page at <https://library.port.ac.uk/knownproblems.html> for possible solutions to issues accessing e-resources

If sending links to patrons from our Discovery Service, please send them the **PERMALINK** rather than the session link which won't work for them.

The University knowledgebase **My Port** may be a very useful place to look for info not listed here and for wider University questions <https://myport.ac.uk/>

Library Home Page URL: <https://library.port.ac.uk/>

Home Page Instructions: Use the box in top right-hand-corner to search for books, journals, articles etc.

Parent Institution:

Parent Institution homepage <http://www.port.ac.uk>

Catalog URL: <https://capitadiscovery.co.uk/port/home>

Catalog Instructions: Use the catalog to search for printed books and journals (no login required to search)

The resource you can use to help our students



Referencing@Portsmouth

from The University Library

Search for keywords or phrases

type your website query

Search

[Home](#) [About R@P](#) [A - Z](#) [FAQ](#) [Cite it](#) [Glossary](#) [Library](#) [Contact us](#)

r The Referencing@Portsmouth interactive guide helps you reference sources correctly based on published style guides and local practice.

Which Reference Style Should I Use?

Most departments at Portsmouth use the APA 6th ed. style. Exceptions include:

- If writing about law, or for a qualifying law degree, and asked for footnotes use the OSCOLA style
- The School of Pharmacy & Biomedical Sciences uses the Vancouver style
- History units taught in the School of Social, Historical & Literary Studies use the Chicago 16th ed. style. Guidance is available from [The Chicago Manual of Style Online](#).
- Biology related subjects use a slightly altered version of the APA style

Check your course/unit handbook if unsure.

Guidance for those who still need the [APA 5th ed.](#)

Select a reference source from the dropdown and optionally a specific style & media.

Source:
Style:
Media:

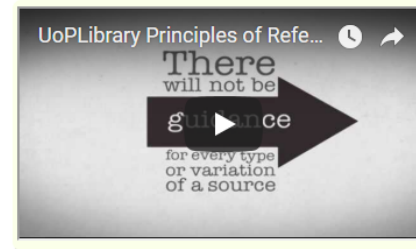
or browse the [Table of Contents](#)

Why reference?

- To give intellectual credit to your source
- To help your reader recover your source easily
- To avoid being accused of plagiarism

Top Tips

- Do not list sources that are merely mentioned in the work you have seen
- Only include in your reference list what you refer to in your text
- There will not be guidance for every type or variation of a source - if you need help, [contact us](#)
- See our [Referencing Guides](#) for information on using the styles and more examples.



Click here to chat to a librarian

<http://referencing.port.ac.uk/>

Select a reference source from the dropdown and optionally a specific style & media.

Source: **Report, paper or official publication** ▼
You can refine your selection ▼

Style: Any style ▼

Media: Any media ▼

or browse the [Table of Contents](#)



Select a reference source from the dropdown and optionally a specific style & media.

Source: **Report, paper or official publication** ▼
You can refine your selection ▼

Style: **You can refine your selection**
Company report

Media: Government publication
Non-governmental organisation publication
Working paper

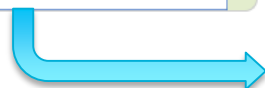


Select a reference source from the dropdown and optionally a specific style & media.

Source: **Report, paper or official publication** ▼
You can refine your selection ▼

Style: **APA 6th ed.** ▼
Any style

Media: **APA 6th ed.**
OSCOLA
Vancouver



Government department publication [from Electronic source using APA 6th ed.]

Overview

Please note that the reference begins with the name of the jurisdiction. You may wish to check whether your department requires this in all cases, or only in the case of nations other than Great Britain. Please note that the APA manual does not give guidance for government publications, other than those of the US government.

The convention is to give the Department presenting the report to Parliament as the author unless the committee itself is named as an author. It is not usually necessary to name the Chair, although if the report is commonly referred to in this way e.g. the Robens report, you could use this in the text of your work for example, the Department of Employment report (1972, p. 7) hereafter referred to as the Robens report ...

Many electronic sources do not provide page numbers. If paragraph numbers are visible, use them in place of page numbers (using the abbreviation para.), e.g. para. 582. Alternatively, cite the chapter or section, followed by the paragraph number (if appropriate) e.g. Chapter 4, para. 3).

Websites can be volatile and subject to unannounced change. Therefore, it is important include the web address (or URL) for the webpage you accessed, as it may not be at that location when your work is assessed. A URL (Uniform Resource Locator) is the technical term for a webpage address. URLs can change, for example if the material you are viewing is generated 'on-the-fly' using content management software. URLs from these sites may be only viewable at the time of retrieval.

Whenever possible the URL you give should be a stable URL and link directly to the webpage itself. A stable URL, also known as a 'permalink' will not be generated 'on-the-fly' and is more likely to remain accessible. To check if a link to a URL is stable, paste the link into the address bar of an Internet browser to make sure that it works. If there is no stable URL for the item, give the homepage of the website.

Although you must give the full web address (or URL) in your reference list, you do not show this in the body of your essay. Your in-text reference must match the start of the reference as it appears in your reference list. Use the author if your reference has one; otherwise use the first few words of the title.

Standard Form

Government department:

Jurisdiction (if appropriate). Author. (year). *Title*. (Series Title and number - if there is one). Retrieved from web address

Named author(s):

Author, Initials. (year). *Title*. (Series Title and number - if there is one). Retrieved from web address

Examples

Government department author(s):

Great Britain. Department for Business, Innovation and Skills. (2011). *Bigger, better business: Helping small firms start, grow and prosper*. Retrieved from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/32225/11-515-bigger-better-business-helping-small-firms.pdf

Ministry of Justice. (2012). *Licence conditions and temporary travelling abroad* (Probation Instructions PI 20/2012). Retrieved from <http://www.justice.gov.uk/downloads/offenders/probation-instructions/pi-20-2012-licence-conditions-and-temporary-travelling-abroad.doc>

Names author(s):

Harris, J., & Grace, S. (1999). *A question of evidence? Investigating and prosecuting rape in the 1990s* (Home Office Research Study 196). Retrieved from the UK Home Office website: www.homeoffice.gov.uk/rds/pdfs/hors196.pdf

Citation in Text

...without the right support (Great Britain. Department for Business, Innovation and Skills, 2011, p.3) small business will struggle...

... "arrangements for the application of standard and additional licence conditions for offenders being released on licence" (Ministry of Justice, 2012, p. 2) ...

... difficulty of prosecuting rape where the parties are well-known to one another (Harris & Grace, 1999, p. 36) is due ...

Using APA 6th ed. - Citations

1. [An overview of citation \(in-text referencing\)](#)
 2. [Citing Acts of Parliament](#)
 3. [Citing an author with more than one publication in a year](#)
 4. [Citing an author whose name begins with a lowercase letter](#)
 5. [Citing Asian authors](#)
 6. [Citing authors with the same surname, but different initials](#)
 7. [Citing organisations as authors](#)
 8. [Citing page numbers in Roman numerals](#)
 9. [Citing two or more page numbers or sources in the same sentence](#)
 10. [Citing works with more than one author](#)
 11. [Citing works with no author](#)
 12. [Do I need to cite the same source each time I refer to it, even if it is in the same paragraph?](#)
 13. [Using a work discovered in another work](#)
 14. [Using quotations](#)
-

13. Using a work discovered in another work [\[Index\]](#)

If you haven't read the original source, you do not give the details of the original in your reference list, you just list the item which you have actually read. The only place where you mention the original source is in your text itself where you write something like:

Smith (1970, p.27) cites Brown (1967) as finding ...

Brown (1967), cited by Smith (1970, p. 27), found that ...

It was found (Brown, 1967, cited by Smith, 1970, p. 27) that ...

In your reference list, include Smith, but not Brown, the author whose work you have not seen. What you include in your reference list is what you have actually seen.

Harrison (2011, p.107) cites Marshall (1999); Thornton et al. (2004) ...

It was found (Marshall, 1999; Thornton et al., 2004, cited by Harrison, 2011, p.107) that ...

Using APA 6th ed. - FAQ

1. [Do I have to reference lecture notes?](#)
 2. [How do I label my appendices?](#)
 3. [I don't know what I should cite, and what I can leave out of my reference list.](#)
 4. [I'm writing up my dissertation. Should I separate my sources into categories such as books, articles, webpages?](#)
 5. [I've heard someone mentioning ibid. and op. cit. How do I use these?](#)
 6. [I've used two chapters from an edited book. Should I reference the whole book in my reference list as well as the chapters?](#)
 7. [Should I number the items in my reference list?](#)
 8. [What do I do if a publication doesn't have a date?](#)
 9. [What if I can't find an author?](#)
 10. [What if I can't see any page numbers?](#)
 11. [What if I have a title but no author and the title starts with a number, 'A', or 'The' - where do I put the reference?](#)
 12. [What if I haven't read the original source?](#)
 13. [What if no place of publication or more than one place of publication is listed?](#)
 14. [What if the source I'm using isn't English?](#)
 15. [What is the difference between a citation and a reference?](#)
 16. [What is the difference between a reference list and a bibliography?](#)
 17. [When the title of a source is all in capitals, should I use all capitals in my reference list?](#)
 18. [What order should I follow in my reference list?](#)
 19. [Where do I find the details needed in a reference list?](#)
 20. [Where would I find further guidance?](#)
 21. [Should I trust what the "Cite" link gives me?](#)
-

When to refer on ...

- If you aren't sure what the source material is
- If you can't find guidance for that source on Referencing@Portsmouth
- If the student is using Chicago
- If your not sure the information you are giving is 100% correct for our University

You may also want to refer

- OSCOLA enquiries – there is some guidance on Referencing@Portsmouth but we often refer these on to the subject specific Librarians

ACADEMIC PERSPECTIVE: U. S.



Antoinette Avila

**Service Manager of Ask a Librarian
University of California**

I Need Help with Citing!

- Who? Our Students
- What formats? MLA, APA, Chicago/Turabian are most common
- Common Questions...

How We Help...

- Guide and Teach
- Refer!
 - Resources
 - Library Research Guides
 - Websites such as OWL at Purdue
 - Instructors and TAs
 - Writing Centers



Tina Mullins

QuestionPoint Coordinator

University of Massachusetts Boston

How do I cite ...?

- APA and MLA are the most used styles
- The most frequently asked questions are about
 - Finding citation information (date, page numbers)
 - Missing information (no author)
 - Citing websites and social media (Twitter, YouTube)
 - Using citation tools, such as Mendeley and Zotero
 - In text citations

Resources for our patrons

- Ask a Librarian <http://umb.libanswers.com/>
- Research Guides <http://umb.libguides.com/citations>
- Reading, Writing, and Study Strategies Center (RWSSC) <http://rwssc.wikispaces.umb.edu/>
- Graduate Writing Center (GWC) <http://graduatewritingcenter.wikispaces.umb.edu/>

Resources for all patrons

- APA Style Blog <http://blog.apastyle.org/>
- MLA Style Center <https://style.mla.org/>
- Purdue OWL <https://owl.english.purdue.edu/owl/section/2/>
- UNC Writing Center <http://guides.lib.unc.edu/citing-information/>
- EasyBib Citation Guides <http://www.easybib.com/guides/>

STATEWIDE PERSPECTIVE: U. S.



Tamara Ottum

Coordinator of Answerland

Oregon's statewide virtual reference service

Who's asking?

- K-12 students
- College students
- Independent researchers & writers

“I need to cite...”

- Article from a database
- Web source (webpage, government report, article, etc.)
- Video or image
- Social media post
- Textbook or instructor’s lecture

Most common formats are MLA and APA

Tips for librarians

- Most questions can be answered with basic citation resources (OWL, LibGuides, database citation generators)
- For K-12 students, use the citation generator @ [oslis.org](https://www.oslis.org) (*good teaching tool*)
- Be sure to listen (read) and work carefully! (It's easy to mix up styles or send wrong style)
- When in doubt, refer to home library and/or instructor

Q & A



Wren Spangler

QuestionPoint Cooperative Coordinator

Q & A

Thank you!

**Because
what is
known must
be shared.®**