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This guide has been adapted, with permission, from the [Bournemouth University Guide](#) to citation (September 2011)
1. Introduction

Why is referencing so important?

When writing a piece of work, you need to refer in your text to material written or produced by others. This procedure is called citing or quoting references. Failure to do so implies that what you have written is all your own work, when it isn’t. This amounts to plagiarism, is against University Regulations and is regarded as a serious offence.

It is also an offence to self-plagiarise and this is defined by the University as occurring ‘when a student’s own work is re-presented without being properly referenced’ (see page 20 for further details).

Consistency and accuracy are important to enable readers to identify and locate the material to which you have referred. The same set of rules should be followed every time you cite a reference.

This is the recommended Harvard Guide for Ulster students, except those from the Faculties of Arts or Life & Health Sciences who have their own Harvard referencing guides. Our guidance is adapted, (with permission) from the Bournemouth Guide to Citation and Referencing.

Law students should use the Oxford University Standard for Citation of Legal Authorities (OSCOLA). A brief guide to legal citation, as well as the full OSCOLA document, can be found at: https://www.law.ox.ac.uk/research-subject-groups/publications/oscola

Non-Law students taking a single law module as part of their studies may be permitted to continue to use Harvard for legal citation but only with the agreement of their lecturer.

If in doubt, always consult your lecturer as to the correct referencing system to follow.

When you submit work for external publication please follow the guidelines for authors issued to you by your publisher. These may differ from the guidelines set out here.

An online version of this guide with citation and referencing examples brought together is available from: http://guides.library.ulster.ac.uk/harvardref/ Also available are short online tutorials and tests to allow you to check your understanding of the principles of referencing.

Other books on referencing and plagiarism are available in the Library, e.g.


These texts do not follow the Ulster version of Harvard but do provide general information and examples of additional types of references not included in this guide. If you wish to use any of these reference types, you must translate the examples into the Ulster version of Harvard or ask your subject librarian for help.

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2. The Harvard System (Author/Date Method)

All statements, opinions, conclusions etc. taken from another writer’s work, whether print, online or multimedia, should be cited, whether the work is directly quoted, paraphrased or summarised. Paraphrasing is rewriting an argument using your own words, phrasing and interpretation.

Referencing is a two-part process:

1. Citing within the text
2. References at the end of the work

In the Harvard System, cited publications are referred to in the text by giving the author’s surname/family name and the year of publication (see Citing in the text) and are listed in a reference list or bibliography at the end of the text (see References at the end of a piece of work).

**Note:** Although both terms are often used interchangeably, a reference list comprises only those items you have cited in the text. A bibliography is a complete list of all references you have consulted, including materials or sources used in ‘reading around’ the subject, as well as those cited in the text.

It is important that you check whether you are required to submit a reference list OR a bibliography OR both when you submit a piece of work.

If you must also include a bibliography in addition to a reference list, it should appear as a separate section, with sources listed using the same rules as the Reference section.

**General guidelines**

**Authors/originators:**

Give the name(s) of the person or organisation shown most prominently in the source as responsible for the content in its published form. This includes Editors responsible for the editorial aspects of publication but who may not have written an individual contribution. For web sites, this may be the publisher of the web site if no identifiable individual is found.

If an item is the co-operative work of many individuals, none of whom have a dominant role, you may use the title instead.

Where neither of these options is apparent and there is clearly no identifiable person/body responsible, use ‘Anon.’.

**Dates:**

If an exact year or date is not known, you may use an approximate date preceded by ‘ca.’ e.g. (ca.1940). If no such approximation is possible, use (no date). For web pages, it may be preferable to cite the year in which the page was accessed, e.g. (ca. 2009), rather than (no date).

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Person-to-person communications (letters, emails, interviews, etc.):


- These do not provide recoverable data and so are not included in the reference list.
- Cite personal communications in the text only.
- Give initials as well as the surname and status and/or occupation of the person.
- Provide an exact date as possible.
- When citing research data and communications which you have collected, it is also advisable to include copies or summaries of source data in Appendices.

  e.g. According to Professor J.O. Reiss, many designers do not understand the needs of disabled people (personal communication, April 18, 1997, see Appendix 1).

3. **Citing within the Text**

**General guidelines**

1. **Quotations**: as a general rule, if the quotation is less than a line, include it in the body of the text in double quotation marks. The quotation is followed immediately with the in-text citation.

  e.g. Northern Ireland’s economic development “lies primarily not in the hands of the government but of companies.” (Quigley, 2015 p.43)

  Longer quotations should be indented, single-spaced and appear in double quotation marks. If necessary, use an ellipsis, which is three full stops (…) to cut unwanted words from a long quotation and show the reader that text has been omitted.

  e.g. “Ultimately, however, it is important to realize that the drive for codes of ethics… is never going to ‘solve the management of business ethics… A code… cannot be expected to be a substitute for organizational contexts, supportive of ethical reflection, debate and decision making, or decision makers with strong personal integrity.” (Crane and Matten, 2010 p.201)

2. **Pagination**: when citing quotations from particular parts of the document you should give the relevant page number(s) after the year and within the brackets.

  e.g. (Jones, 2009 p.4) or (Elliot, 2013 pp.41-42)

  If the pagination is absent, e.g. on a web page, this detail is not needed.

  If citing from devices such as Kindle, Kobo, smartphones or tablets, pagination may also be absent. In this case, use the information you do have, such as %, loc, etc.

  e.g. (Chevalier, 1999 18%) or (Bryson, 1998 loc 2477)

3. **Summaries or paraphrases**: give the citation where it occurs naturally or at the end of the relevant sentence or paragraph. Page numbers are not required.
4. **Tables, figures, diagrams, illustrations, photographs:** If you reproduce any diagrams, figures, images or tables from a printed or an online source you should provide, underneath, a figure or table number and a caption (brief description), along with an in-text citation acknowledging its source. You must also include the full details of the source in your reference list in the usual way.

   e.g. Figure 10.5. Variations of pitched roof structure (Riley and Cotgrave, 2008 p.267)

   **Note:** for the purposes of academic work, data in vertical columns and horizontal rows (with headings for each) are labelled as ‘Tables’. Maps, diagrams, graphs, illustrations or any type of visual source, are generally labelled as ‘Figures’.

5. **Text or script from videos, films or broadcasts:** reference this as though it was a quotation taken from a published work, but without page numbering.

   e.g. In Love with the Groove (Walkers Snacks Advertisement, 2011)

6. **Online sources:** when citing material found on a website, you should identify the authorship of the website. This could be an organisation or a company if a personal author is not obvious – the URL (or web address) may provide a guide as to authorship.

   To find the date of publication, reference to this might be found at the bottom of the page where it is included in a copyright statement or from a date in the headline.

   *Never* insert the URL (web address) in the body of the text as part of the citation.

   e.g. Tesco reported that “A quotation from the website would be inserted here” (Tesco, 2011).

7. **Abbreviations:** Names of organisations may be abbreviated once they have been given in full at the first time of use in the text, e.g. Office of National Statistics (ONS, 2010). You must always give the FULL version of organisational names in the Reference List.

   **3.1 Examples of Citing in the Text**

   **If the author’s name occurs naturally in the sentence,** the year is given in brackets:

   e.g. According to Cottrell (2008), there are 8 things you can do before starting university...

   e.g. As Cottrell (2008, p.61) indicates, “your performance as a student is likely to improve if you...reflect on how you learn”, so that you...

   **If the name does not occur naturally in the sentence,** both name and year are given in brackets:

   e.g. Whether drug companies have created the market for ‘depression’ (Healy, 2005) or merely react to it...

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When more than one source is cited, the sequence of citations may be either chronological, e.g. (Smith, 1999; Jones, 2001; Turner, 2006) or in order of academic relevance. Whichever you choose, you should be consistent within your piece of work.

When an author has published more than one cited document in the same year, these are distinguished by adding lower case letters (a,b,c, etc.) after the year and within the brackets:

  e.g. Johnson (1994a) discussed the subject…

NB: The addition of letters is determined by the order of appearance within the main text, not by the alphabetical sequence of the items themselves. Thus, a citation “Johnson (1994a)” will always precede “Johnson (1994b)”.

If there are TWO authors give the surnames of both:

  e.g. Balmer and Swisher (2013) discuss methods of architectural composition…

For MORE than two authors give only the surname of the first author, followed by et al.

  e.g. Discussing the crisis of the welfare state, Alcock et al. (2008) suggest it truly began in the 1970s….

NB: A full listing of names should appear in the list of references.

If the work is anonymous then “Anon.” should be used.

  e.g. In a commentary referring to the global financial collapse (Anon., 2009) the responsibility of financial regulators was discussed.

If it is a reference to a newspaper article without an author you may use the name of the newspaper in place of “Anon”.

  e.g. Although it is believed that the UK economy is growing slowly, others suggest that the economy is on a ‘plateau’ (The Guardian, 2011).

NB: You should use the same style in the list of references.

If you refer to a contributor in a source, e.g. a book chapter, you should only cite the contributor.

  e.g. While questioning may appear to be a straightforward form of communication, it is in fact a more complex and versatile occurrence (Dickson and Hargie, 2006).

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If you refer to a source which is cited in another source, (sometimes called secondary referencing or secondary citation) you cite both in the text.

e.g. A study by Allen (2001, cited by Parker, 2009) showed that…

(You should list only the work you have read, i.e. Parker, in the list of references.)

See References at the end of a piece of work for an explanation of how to list contributions (book chapters, journal articles, conference papers) in the list of references.

If you refer to a person who has not produced a work, or contributed to one, but who is quoted in someone else’s work, it is suggested that you should mention the person’s name and you must cite the source author.

e.g. Richard Hammond stressed the part psychology plays in advertising in an interview with Marshall (1999).

e.g. “Advertising will always play on peoples' desires”, Richard Hammond said in a recent article (Marshall, 1999 p.67).

(You should list the work that has been published, i.e. Marshall, in the list of references.)

4. List of References at the End of Your Work

General guidelines

1. In the Harvard style, the references are listed in alphabetical order of authors’ surnames (or family name) or by organisational name, if relevant.

2. Only include the reference once in the reference list, regardless of how many times it has been cited in the text.

3. If you have cited more than one item by a particular author they should be listed chronologically (earliest first), and by letter (1993a, 1993b) if more than one item has been published in the same year.

4. Whenever possible, elements of a reference should be taken from the title page of the publication.

5. For book titles, book chapter titles and journal article titles, only the first word of the title is given a capital letter, e.g. The complete guide to referencing and avoiding plagiarism.

6. For journal names and titles of conference proceedings, each word is capitalised (other than 'and' 'of' etc.), e.g. 3rd International Conference on Sustainable Tourism, Harvard Business Review, Urban Studies, British Journal of Social Work, etc.

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7. For place of publication, give the \textit{city}. If more than one town/city is listed give the first one or the location of the publisher’s head office. If the town/city is not well known, you may also add a county, region or state. Note that in the United States of America states are denoted by a two letter code, for example Hillsdale, NJ.

8. For the publisher’s name, \textit{omit} superfluous terms such as Publishers, Co., or Inc. \textit{Always retain} the words Books or Press.

9. Where the \textbf{publisher is a university} and the place or location is included in the name of the university, do not include the place of publication.

10. Where authorship is attributed to an organisation or corporation instead of an individual author, ascribe authorship to the organisation, e.g. The Economic and Social Research Council.

11. Each reference should use the elements and punctuation given in the following examples for the different types of published work you may have cited.

\section*{4.1 Referencing Printed (and Recorded) Materials}

\textbf{Book}

Author’s/Editor’s Surname, INITIALS. (Year of publication) \textit{Title of book}. Edition. (only include the edition number if it is not the first) Place of publication: Publisher.

\textit{e.g. One author}


\textit{e.g. One editor (if more than one editor, use eds.)}


\textit{e.g. Two or more authors}

Contribution/chapter in an edited book

Contributing author’s Surname, INITIALS. (Year of publication) Title of contribution/chapter. Followed by In: Surname, INITIALS., of author or editor of publication followed by ed. or eds. (if relevant) Title of book. Place of publication: Publisher, Page number(s) of contribution.


Encyclopaedia or dictionary entry (without an editor)

Short form title/publisher (Year of publication) Title of contribution. In: Title of source. Edition. (if not the first) Media type (if not print). Place: Publisher.


Article in a journal

Author’s surname, INITIALS. (Year of publication) Title of article. Title of Journal, volume number and (part number), Page numbers of the article.


Article in a Newspaper

Author’s Surname, INITIALS. (or Newspaper Title) (Year of publication) Title of article. Title of Newspaper, day and month, page number/s.


Conference paper

Contributing author’s Surname, INITIALS. (Year of publication) Title of contribution/paper. Followed by In: Surname, INITIALS., of editor of proceedings (if applicable) followed by ed. or eds. Title of Conference, Date, Place of conference. Place of publication: Publisher, Page numbers of contribution.


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Unpublished conference paper (including poster presentation)

Contributing author’s Surname, INITIALS. (Year presented) Title of contribution. Followed by Unpublished poster presentation/conference paper at: Title of Conference, Date, Place of conference.


Report by a company/organisation

Name of Issuing Body (Year of publication) Title of publication. Place of publication: Publisher, Report Number (where relevant).


e.g. BSRIA (2013) Domestic ventilation systems – a guide to measuring airflow rates. Bracknell: BSRIA.

British, European or International Standards

Name of authoring authorisation (Year) Number and Title of Standard. Place of publication: Publisher (if ascertainable). If viewed online add Available from: URL [Accessed date].


Government and official publications

Command papers

These include government policy documents (green papers and white papers); reports from investigative bodies, including Royal Commissions and the Competition Commission; administrative reports and statistics.

Country of publication. Name of Department/Committee/Royal Commission (Year of publication) Title of publication. Place of publication: Publisher (Command Paper Abbreviation Number).


NB for command papers 1919-1956 use the abbreviation Cmd; for 1956-1986, use Cmd; for papers 1986 onwards, use Cm

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Parliamentary papers

Great Britain

Country of publication. House. Name of Committee (Year of publication) Title. Place of Publication: Publisher (House Session Years Paper Number).


Northern Ireland

Northern Ireland Assembly. Name of Committee (Year of publication) Title. Place of Publication: Publisher (Report Number).


Hansard

HC or HL Deb Date of proceedings, vol number, column number

e.g. HC Deb 5 December 2011, vol 537, col 8

Departmental report

Name of Department (Year) Title of report. Place of Publication: Publisher.


International Organisations

Name of Organisation (and main body, if relevant) (Year) Title of report. Place of publication: Publisher.

If viewed online, add Available from: URL [Accessed date].


e.g. United Nations (2010) DDR in peacekeeping operations: a retrospective. New York: UN Department of Peacekeeping Operations

For other UN documents, e.g. treaties or items with UN document numbers, please refer to the OSCOLA’s Citing International Law Sources guide.

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<td>e.g. Planning Act (Northern Ireland) 2011, s 46</td>
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Legislation (European)

Treaties and Protocols


Directives and Regulations


Case Law (UK and Republic of Ireland)

Print Law Reports (including cases found in Westlaw, Lexis Library and JUSTIS).

Party names (separated by a v, if appropriate) [Year published] volume number (if relevant) Abbreviation of Law Report series Starting page of case.

e.g. Nothman v London Borough of Barnet [1979] 1 All ER 142.

e.g. Re A (conjoined twins) [2001] 2 WLR 480.

Cases AFTER 2001 and available on the Internet (known as NEUTRAL citations)

Party names (separated by a v,) [Year heard] Court Abbreviation Case number.

e.g. NI Housing Executive v Healthy Buildings (Ireland) Ltd [2014] NICA 27.

Note: if a print and neutral citation is available, cite both (neutral first), separated by a comma.

e.g. AR v Homefirst Community Trust [2005] NICA 8, [2005] NI 435.

For all other legal reference types, see the School of Law OSCOLA guide.

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Thesis or dissertation

Author’s Surname, INITIALS. (Year of publication) Title of thesis. Designation, (and type). Name of institution to which submitted. (If Ulster, you may use either ‘University of Ulster’ or ‘Ulster University’)

e.g. Keig, P. (2010) An investigation into retrofitting an existing social housing solid wall terraced house using the Trias Energetica concept and Passivhaus principles to reduce CO2 emissions by 80%. Dissertation, (MSc). University of Ulster.


Video, Film or Broadcast

Title (Year) (For films, the preferred date is the year of release in the country of production) Media format. Subsidiary originator. [Optional but director is preferred] Production details, i.e. Place: Organisation.

e.g. The language of advertising: how adverts work (2001) DVD. Bromley: TV Choice.

e.g. Some mother’s son (2011) DVD. Directed by Terry George. London: Warner.

Programmes and series: the number and title of the episode should normally be given, as well as the series title, the transmitting organisation and channel, the full date and time of transmission.

e.g. The construction industry, Episode 1, Housing (2013) TV, BBC2. Nov 13. 20.30 hrs.

e.g. News at Ten, (2011) TV, BBC1. 23 May. 2200 hrs.

Contributions: individual items within a programme should be cited as contributors

e.g. Obama, Barack (2011) Interview. In: Newsnight. TV, BBC1. 22 May. 1115 hrs.

CD-ROMs and DVDs

This example refers to CD-ROMs and DVDs which are works in their own right and not a video, film or bibliographic database.

Author’s Surname, INITIALS. (Year of publication) Title. Edition. Media format. Place of publication: Publisher (if ascertainable). Available from: Supplier/Database identifier or number (optional) [Accessed date] (optional).

Referencing Online Materials

**GENERAL NOTE:**

If online materials (e.g. e-journals, or e-books found via the Library catalogue) are also available in printed format, then students should reference these items as *print* sources regardless of how they have viewed them, e.g.

- E-books accessed via the Library catalogue and located on the Dawsonera, MyiLibrary or EBL platforms, should be referenced as printed books.

- Journal articles downloaded from Library e-resources, such as USearch or database collections, may be referenced as printed articles as long as they are in *pdf* format.

If in doubt, students should reference the material as an online source.

Lecture/tutorial notes, whether downloaded from Blackboard Learn or not, are not regarded as ‘published’ materials and are only intended as pointers toward such sources rather than as source materials in themselves. In other words, students should not reference them in their coursework.

However, *scanned book chapters, journal articles* etc. found on the module reading list area of Blackboard Learn have been made available from Library sources and therefore should be referenced the same as the original print sources.

**Electronic book (if not found on Library catalogue)**

Author’s/Editor’s Surname, INITIALS. (Year) *Title*. Edition (if not the first). Place of publication: Publisher (if ascertainable). Available from: URL [Accessed Date].


**Ebook Readers, e.g. Kindle, Kobo, etc.**

Author’s/Editor’s Surname, INITIALS. (Year) *Title*. Edition (if not the first). Place of publication: Publisher (if ascertainable). Available from: URL [Downloaded Date].


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Online journal article

If you are sure that the copy you find online is identical to the printed version (usually a pdf or scan of the original document) you may omit the URL and reference the item as a printed journal. If you are in any doubt, reference as an online item using the following options:

Article located in a Library Database

If the article has been located in a Library database e.g. ABI Global, Avery, CIS, Emerald, ICE, Isurv, Science Direct, etc., but is not an exact pdf copy of the original print version, then also give the ‘core’ database URL’, e.g. www.emeraldinsight.com, www.proquest.co.uk, etc., so:

Author’s Surname, INITIALS. (Year) Title. Journal Title, volume (issue), page numbers (if available). Available from: database URL [Accessed Date].


Note: Where journal articles have been accessed via a password protected subscription database, you should not include the full URL to the article within the database, as it is not possible for others to link to it unless they also have a subscription to the same database.

In all other cases, give full URL to the article

Author’s Surname, INITIALS. (Year) Title of article. Journal Title, volume (issue), page numbers (if available). Available from: URL [Accessed date].


In Press, Forthcoming or Advanced Access Articles

You must include the full URL, as the article has not yet been assigned a precise volume and issue number:

Newspaper located in a Library database

If the newspaper article has been located in a Library database, but is not an exact pdf copy of the original print version, then also give the ‘core’ database URL, e.g. www.nexis.com, www.proquest.co.uk, etc., so:

Author’s Surname, INITIALS. (or Newspaper Title) (Year) Title of article. Title of Newspaper, Day and Month. Available from: URL [Accessed date].


Newspaper’s online edition, i.e. webpage

Author’s Surname, INITIALS. (or Newspaper Title) (Year) Title of article. Title of Newspaper [online], Day and Month. Available from: Full URL [Accessed date].


Web page with an author

Author’s /Editor’s Surname, INITIALS., Year. Title. Place of publication: Publisher (if ascertainable). Available from: URL [Accessed Date].


Web page with an organisation as author

Name of Organisation (Year of publication/revision) Title of web page. Place of publication: Publisher. Available from: URL [Accessed Date].

Web page without an author

You may use the web page title if neither author nor organisation is identifiable:

*Title of web page* (Year of Publication/revision) Place of Publication: Publisher (if known). Available from: URL [Accessed Date].


**Note:** If a web page has no identifiable author, organisation or title, students are advised to **exercise caution** in using such a source in their academic work.

Online report with an author

Author’s/Editor’s Surname, INITIALS. (Year) *Title*. Place of publication: Publisher (if ascertainable). Available from: URL [Accessed Date].


Online report by a company/organisation

Name of Issuing Body (Year of publication) *Title*. Place of publication: Publisher. Available from: URL [Accessed Date].


Online conference paper

Contributing author’s Surname, INITIALS. (Year of publication) *Title of contribution*. Followed by In: Surname, INITIALS., of editor of proceedings (if applicable) followed by ed. or eds. if relevant. *Title of Conference* including date and place of conference. Place of publication: Publisher (if ascertainable). Available from: URL [Accessed Date].


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Photographs/images accessed online

Photographer/Artist’s Surname, INITIALS. (Year of publication) Title of image [media type]. Place of publication: Publisher (of online image) if ascertainable. Available from: URL [Accessed Date].


Podcast, Vid/Vodcast, Screencast

Although this type of media may be downloaded onto portable devices, you should always reference where they were published or displayed for download.

Author/Presenter’s Surname, INITIALS. (Year of production) Title [podcast/vidcast etc.]. Day and Month (if ascertainable). Available from: URL [Accessed Date].


Online Video or File sharing sites, e.g. YouTube, Slideshare, etc.

Use originator/author if ascertainable otherwise use title.

Author/Originator. (Year) Title of video or presentation. Place of publication or production (if ascertainable): Publisher or producer (if ascertainable). Available from: URL [Accessed Date].


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Blog or Wiki

Author’s Surname, INITIALS. (Year) Title of entry. Blog or wiki name. Day and month of posting. Available from: URL [Access Date].


Twitter

Author’s Surname, INITIALS. (Year of posting) Text of tweet. Twitter. Day and month of posting. Available from: URL [Access Date].


Note: If the author’s name is not given in their profile, use their username instead

Mobile Applications (Apps)

Developer or Author, A. (Year of release) Title of app (Version, if 1.1 or above) [mobile app]. Available from: URL [Accessed date].


Computer program or software

Author (Year) Title of program (Version, if 1.1 or above) [computer program]. Location: Distributor (if known).


If downloaded from the internet

Author (Year) Title of program (Version, if 1.1 or above) [computer program]. Available from: [Downloaded date].


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5. **Plagiarism, Self-Plagiarism, Copyright and RefWorks**

Remember that you must always acknowledge your source every time you refer to someone else’s work. Failure to do so counts as plagiarism which is against University regulations and is treated as a serious offence. The University’s policy and framework of penalties for dealing with plagiarism offences is available from the Academic Office website: [http://www.ulster.ac.uk/academicoffice/download/Policies/PlagiarismPolicy&Procedures.docx](http://www.ulster.ac.uk/academicoffice/download/Policies/PlagiarismPolicy&Procedures.docx)

**Self-plagiarism**

This occurs when a student’s previously assessed work is re-presented again for a different piece of coursework without being properly self-referenced. This is also an offence.

Where previously assessed work is used, the in-text citation should take the form:

This issue was discussed in an assignment (Smith, 2013) which addressed…

The full reference should take the format:


For academic staff, the general rule of thumb to avoid self-plagiarism is that, in processing a manuscript for journal publication, it must be 30% different to those submitted elsewhere.

**Copyright**

You do not have to seek permission to include third party copyright material in your academic work, as long as it is properly referenced. Further information about copyright can be found on notices next to the Library’s copy/printers and on the copyright compliance webpages on the University Portal (under the ‘Admin & Services’ tab) and directly from: [http://www.ulster.ac.uk/copyright.html](http://www.ulster.ac.uk/copyright.html).

**Managing your References using RefWorks**

The Ulster-Harvard Style is available as an option to users of the *RefWorks* bibliographic management software. This software allows you to export, save and organise references found in databases, the library catalogue or input manually from other sources, and to automatically produce a reference list in the style of your choice in a matter of seconds.

The Library runs regular RefWorks training sessions. For further information about RefWorks see the Library Guides at: [http://guides.library.ulster.ac.uk/refworks](http://guides.library.ulster.ac.uk/refworks)

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