Guide to Writing a Bibliography and Citing Sources

Infothèque, HEG

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Foreword

This guide was written by the Infothèque at the Haute école de gestion de Genève (HEG-GE), translated by Abigail Millar with the revision of Nicolas Montandon.

It explains the bibliographic and referencing guidelines in effect at HEG-GE, based on the ISO 690 international standard (the International Organization for Standardization 2010).

Rigorous bibliographic referencing and correct citations of sources of information are essential in academic works to ensure academic integrity and avoid committing plagiarism. Plagiarism is a form of fraud punishable by the school under article 24 of the Student Regulations (Conseil de fondation de la Haute école de Gestion de Genève 2016), as well as under the Swiss Copyright Act (Switzerland 1992), notably article 25 on quotations:

«¹ Published works may be quoted if the quotation serves as an explanation, a reference or an illustration, and the extent of the quotation is justified for such purpose.

² The quotation must be designated as such and the source given. Where the source indicates the name of the author, the name must also be cited. »

Finally, only correct bibliographic references enable your readers to verify your statements and to further study the subject by locating the documents upon which your works are based.

Depending on the professor’s instructions, other styles for bibliographic references may apply.
If you don’t have extensive experience in writing bibliographic references or the ISO 690 standard is unknown to you, take the time to read the General Principles (p. 4) and point 1.1 (p. 7)! This step will help you better understand how the templates work in chapter 1.2 (p. 12).

**Note:** if you are reading the PDF version of this document, please take note that the table of contents and the internal links can be accessed by clicking on them. Do not forget the summary or bookmark functions to go to the table of contents.
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<td>Online video</td>
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<td>Patent</td>
<td>26</td>
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<tr>
<td>Podcast</td>
<td>27</td>
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<tr>
<td>Print article</td>
<td>27</td>
</tr>
<tr>
<td>Research paper</td>
<td>27</td>
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<tr>
<td>Standard, research paper, technical report</td>
<td>27</td>
</tr>
<tr>
<td>Thesis, dissertation (Bachelor, Master, PhD)</td>
<td>28</td>
</tr>
<tr>
<td>TV/radio broadcast</td>
<td>28</td>
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<tr>
<td>Twitter</td>
<td>29</td>
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<tr>
<td>Web page</td>
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General principles

When writing your work, you will use information found in a variety of documents. You will need to follow a set of guidelines to keep track of these sources of information and reference them to avoid inadvertent plagiarism. This guide will help you cite and reference your sources correctly.

Good practices

The names and reputation of the HEG, the pedagogical adviser the student, as well as those of the people named in the report are all associated with the submitted work. The quality of the published work affects their credibility and image. It is, therefore important to pay attention to the quality of the work, in particular following points:

- The sources must be diverse (several different authors and types of documents) and of high quality (recognized author in the field, website regularly updated and recognized by the peers ...)
- The version provided for publication (paper and / or electronic format) is the final version of the document without any annotations and with the corrections requested during the defense.
- The report must adhere to the graphic design and publication guidelines.
- The editorial quality of the document must be high (no spelling, grammar or syntactical issues).

Citation of sources in the text

When using a piece of information in your text, you must indicate where it comes from by citing it, immediately before or after the information, using one of the citation methods presented in chapter 2. For example:
Text

Social media has become an inescapable part of our lives, as much in teenagers’ social lives (Pisani, Pictet 2011) as in personal branding in the world of business (Delcroix 2012a). Nevertheless, there is a stubborn reluctance among the over-40s to use these tools.

In the words of Delcroix (2012b, p. 62):

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisions référence [...] au roman 1984 de George Orwell. [...] Big brother reste pour la plupart d’entre nous la représentation de l’Etat policier et de la perte de ses droits individuels. »

Any information taken from a book, an article or an electronic source that you incorporate into your work as a direct quotation or as a paraphrase must be cited and the source from which the information is extracted must be referenced.

Paraphrase or indirect quotation

A paraphrase is a reformulation of an author’s statements in your own words, without a modification of the meaning or content. A paraphrase is always accompanied by a reference to the source (information source).

Example

Maurisse (2011) believes that the apprenticeship master is a point of reference for apprentices.

In this example, the reference includes the date only, because the author is indicated just before in the text.

Direct quotation

A direct quotation is a sentence taken from a document without modification. It allows for illustrating your statement. A direct quotation must always be between quotation marks and the source must be indicated.

Example

« Les PME peuvent exploiter les opportunités offertes par la coopération avec d’autres entreprises [...] » (Hamdouch, Reboud and Tanguy 2011, p. 282)

Citing factual information (data, figures, facts)

As in the case of an indirect citation, it is necessary to include the source of your information.
Example
Le taux de chômage était de 3.5 % en septembre 2010 (OFS 2010).

Bibliography
The bibliography is a list of bibliographic references. These references identify the documents used to write your work.

WARNING! References in a bibliography are presented in alphabetical order, NOT by document type unless otherwise stated by your instructor.

Each citation in the text has a corresponding full bibliographic reference in the bibliography at the end of the work. Here is the bibliography corresponding to the text as examples on the previous page:

Bibliography

Bibliographic references should contain as many elements for identification as possible, to indicate a document unequivocally and without ambiguity.

Chapter 1 of this guide identifies the essential information you will need to write your bibliographic reference depending on the type of document. The first table presents the types of information you will need and the basic presentation rules (cf. 1.1 Elements in a bibliographic reference). You will also find predefined templates for most types of documents in the second table (cf. 1.2 Templates for bibliographic references). These guidelines comply with ISO 690 standard (International Organization for Standardization 2010).

Using dedicated software for managing references can also help you cite your information and write your bibliography (cf. 2.5 Reference management software).
# 1. Bibliographic references

## 1.1. Elements in a bibliographic reference

<table>
<thead>
<tr>
<th>No</th>
<th>Elements (in order)</th>
<th>Status</th>
<th>Examples</th>
<th>Other indications</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Author(s)</td>
<td>mandatory</td>
<td>ARMSTRONG, Gary, KOTLER, Philip and SMITH, John ORGANISATION DE COOPERATION ET DE DEVELOPPEMENT ECONOMIQUES ETAT DE GENEVE. Département des finances VINCENT3B [pseudonym]</td>
<td>Surnames and names of institutions must be in capital letters. Authors are separated by a comma, except if the latter is introduced with an « and ». If there are 2 authors, they are separated with an « and ». If there are more than 3 authors, they must all be mentioned if possible. Otherwise, only give the first author followed by « et al. ». If there is no author, indicate another contributor, followed by a mention of his function. For example: CLÉMENT, Georges [editor] If no author or contributor can be identified, then make a title entry (see point 2.1 for more details)</td>
</tr>
<tr>
<td>2</td>
<td>Year of publication</td>
<td>mandatory</td>
<td>2010 [ca. 1990] [no date]</td>
<td>Only if the author-date method of citation is being used. If the date is not clearly given in the document, search for an approximate date. Otherwise, mention that no date is given.</td>
</tr>
</tbody>
</table>
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<p>| | | | |</p>
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| 3 | Title | mandatory | Le travail en équipe: clés pour une meilleure efficacité collective  
The Institute for Wealth Management standards and the case for private wealth management standards |
|   |   |   | In italics if there is no host document (see element 5 below) |
| 4 | [medium/format] | mandatory if not print | [online] [CD] [DVD] [document PDF] [PowerPoint presentation] [poster] [software] [electronic message] [discussion forum] [film] [podcast] [video], etc. |
|   |   |   | If it is identical to the next element (host document) do not indicate here |
| 5 | Host document ¹:  
In: Author(s). Journal, book, website title [medium] | « In » mandatory if book chapter, optional for journal article or web page | In: Gérer les travaux de groupe  
Journal of wealth management [online]  
Secrétariat d’État à l’économie SECO [online] |
|   |   |   | The author is only indicated here if it is different from the host document author.  
The title is in italics.  
Medium mandatory if not print |
New edition |
| 7 | Place of publication | 1st location mandatory if book or chapter of book | Paris |
| 8 | Publisher | 1st publisher mandatory if book or chapter of book | Eyrolles  
Fédération romande des consommateurs |

¹ Host document = Document containing parts that can be identified separately (for example a journal containing articles, a book containing chapters…)  
(ADBS 2015)
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<tbody>
<tr>
<td></td>
<td>Date of publication</td>
<td>mandatory</td>
</tr>
</tbody>
</table>
| 9 | 2011  
27 July 2010  
Spring 2011  
08.09.2010, 14:56  
[no date] |   |
|   | Do not repeat if identical to Year (element 2) in the method of citation author-date. If details are available (month, day, hour), they need to be indicated here. |
| 10 | Date of update | mandatory, if applicable |
|   | Updated 12 August 2011  
This page was last modified on 15 March 2013 at 12:03 |   |
| 11 | Numeration | mandatory if journal article |
|   | Vol. 12, no 3 |   |
| 12 | Pages | mandatory if journal article or chapter of book |
|   | pp. 12-17  
p. 14 |   |
| 13 | Date of citation | mandatory if electronic source |
|   | [viewed 28 September 2011]  
[viewed 2013-02-24] |   |
| 14 | Collection and number | mandatory if available |
|   | Short guides to business risk series  
Formation permanente, 18 |   |
| 15 | ISBN, ISSN, other standardized identification | mandatory if available |
|   | ISBN 978-2-7101-2221-0  
ISSN 1556-925X |   |
|   | ISBN: for books  
ISSN: for journals and articles |   |
| 16 | Availability and access | Available from: [URL for online sources freely accessible](http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183551)  
Available from: [subscription-based access](http://hesge.scholarvox.com/catalog/book/docid/10294890)  
Available from: [subscription-based access](http://dx.doi.org/10.1109/MIS.2012.75)  
URL for online sources freely accessible: [URL for online sources freely accessible](http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183551)  
Available from: [subscription-based access](http://hesge.scholarvox.com/catalog/book/docid/10294890)  
Available from: [subscription-based access](http://dx.doi.org/10.1109/MIS.2012.75) | For a document found in an Infothèque database or Scholarvox, indicate after the URL between brackets [subscription-based access]  
Add permanent links to favorites (or permalink), as well as the digital object identifier (doi) if they exist. Verify that the URL redirects to the source referenced. |
| 17 | Location | mandatory if source is difficult to access | Internal company document  
At: | If a limited number of copies only or in a precise location. |
Example


To create a reference you need elements that can be found in the document itself or in the medium. Punctuation marks between each element in the reference are generally a comma or a full stop. All references in a bibliography must have a uniform format. You will need to select one form and use it throughout your work. For example: in the reference, choose either a comma (,) or a full stop (.) between the elements. Also, decide which term you will use such as “no 3” or “n° 3”, “Available from” or “Available from the address” etc. And finally choose the format for your bibliography: e.g. if you want to insert a line break for the URL or not; write the date as “26.08.2011” or “26 August 2011”.
1.2. Templates for bibliographic references

The templates provided below use the author-date system. If the numeric system is used, the year following the author in the bibliographic reference should be omitted.

**WARNING!** If you are using the author-date system, only complete the field « date of publication » if it differs from the year of publication after the author or if it provides clarifications (month, day…), otherwise do not include and only indicate the year after the author(s).

If you do not find the template to match your source document, please refer to table 1.1 Elements in a bibliographic reference and inform the Infothèque: infotheque@hesge.ch.

**Article from a documentary database**

Surname, First name, year. Title of article. *Title of journal* [online]. Date of publication. Numeration, pages. [viewed day month year]. Available from: URL [subscription-based access]

**Examples**


The reference for an article found in a database can also be prepared as for the reference for a *Print article*. 
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Blog

See template: Website

Blog entry

SURNAME, First name, year. Title. Blog name [online]. Date of publication, time. Date of update. [viewed day month year]. Available from: URL

Example


Book


Example


Guide to writing a bibliography and citing sources

Book chapter

Examples


Collaborative encyclopedia
SURNAME, First name, year. Title. Name of website [online]. Date of publication, time. Date of update, time. [viewed day month year]. Available from: URL.

Example – no author

To cite a Wikipedia page you should use the permanent link provided by Wikipedia in the facet Tools > Cite this page > Bibliographic details > Permanent link.

For articles in print encyclopedias, see Book chapter.

\(^2\) Of the author/s of the chapter.
\(^3\) Of the author/s of the book.
Comment on a website/blog site
See template: *Message on a discussion/chat/instant message forum*

Company catalog (print)
SURNAME, First name/NAME OF COMPANY, year. *Title*. Date of publication.
Other relevant information

**Example**

Computer software, program
SURNAME, first name, year. *Name of software/program [medium]*. Version. Publisher. Date of publication. [viewed day month year]. Configuration required: computer model, name of operating system, amount of memory, necessary software, necessary peripheral features.

**Example**

The configuration requirements are an optional note field. Indicate when it is unusual or particularly restrictive.

Conference, symposium, congress
SURNAME, First name, year. *Title of symposium, Place of symposium, Date of symposium [medium]*. Edition. Place: publisher, date of publication. [viewed day month year]. Collection, number. ISBN. Available from: URL

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⁴ Of the creator/s.
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**Example – online**


**Example – print**


**Contribution to a conference, symposium, congress**

SURNAME, First name⁵, year. Title. In: SURNAME, First name⁶. *Title of symposium, Place of symposium, Date of symposium* [medium]. Edition. Place: publisher, date of publication, pages. [viewed day month year]. Collection, number. Available from: URL

**Example – online**


**Course material**

SURNAME, First name, year. *Title* [medium]. Date of publication/update. Course material: name of course, school, year

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⁵ Of the contributor/s.

⁶ Of the author(s) at the symposium.
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Example
Course material: Course « Histoire des pratiques professionnelles 2 », Haute école de gestion de Genève, Information Studies degree program, academic year 2006-2007

See also template: Electronic file

Discussion forum
SURNAME, First name, year. Title of the forum. Title of website [online]. Date of publication. [viewed day month year]. Available from: URL.

Example

Reminder: If you can’t find an author, start the reference with the forum title.

Document « digital native » PDF, Word, Excel, PowerPoint, etc.
If the document is accessible online, see template: E-book or Web page
If the document is in electronic format but not online (ex.: USB key or hard drive), see template: Electronic file.
If the document is printed see template: Internal company or organization document (print) or Book.
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**DVD, CD, CD-ROM**


**Examples**


**E-book**

SURNAME, First name, year. *Title* [online]. Edition. Place: publisher, date of publication. [viewed day month year]. Collection, number. ISBN. Available from: URL

**Examples**


http://dx.doi.org/10.1787/9789264090255-fr


[subscription-based access]

⚠️ For the absence of pagination in ePub format, see the comment in *E-book chapter*
E-book chapter


Examples


A book in ePub format does have any pagination, as it is determined by police or screen size. It is necessary to use other elements, such as the chapter or section number to indicate a part of the document.

Example


⁷ Of the author/s of the chapter.
⁸ Of the author/s of the digital book
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Electronic file
(Word, Excel, PDF, PowerPoint, etc.)

SURNAME, First name, year. Title [medium/format]. Edition/Version. Date of publication/update. Location Additional information

Examples


If the document is available online, see the template E-book or Web page.

If the document is printed, see the template Internal company or organization document (print) or Book.
E-mail
SURNAME, First name, year. Title of message/Subject [electronic message]. Date. Other relevant information

Example

Facebook
A Facebook page
SURNAME, First name, year. Title. Facebook [online]. Date of publication/last update. [viewed day month year]. Available from: URL

Example

A message on Facebook
SURNAME, First name, year. Beginning of message. Facebook [online]. Date of publication, time. [viewed day month year]. Available from: URL.

Example

Film
SURNAME, First name [director(s) or producer(s)], year. Title [film]. Place: name of the production company, date.

Example
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Grey literature
See Electronic file or Internal company or organization document (print).

Image, graph, diagram
The reference appears below the image. Use the appropriate reference example according to the document the image was extracted from (book, article, web page, etc.).

The indication of source may be shortened beneath the image (mentioning only the author and date, for example), so long as the complete reference is in the bibliography at the end of the work.

Example

Figure 1: Energy consumption in UniMail building, 2006-2010


If you create a figure based on an existing diagram, cite your source with the indication « adapted from » before this source. For example:

Source: adapted from Johnson et al. (2011, p. 556)

Internal company or organization document (print)
SURNAME, First name/NAME OF COMPANY, year. Title. Date of publication.
Internal company XYZ document
Other relevant information
Guide to writing a bibliography and citing sources

Examples

Letter from client IU230 addressed to the Director of the Accounting Department

See also example *Electronic file.*

Interview, verbal communication
Information obtained verbally does not come from a document. For this reason, a bibliographic reference cannot be created and will not figure in the bibliography. However, you are required to mention the source of your information in your text, in the footnotes according to the following template:
Description, place, date.

Example
La société a changé de fournisseur en septembre 2011.\(^1\)

\(^1\) Interview with M. Dupont, director of the company Passi, Geneva, 7 May 2012.

In cases in which the interview is transcribed in an annex, include a paragraph with a reference to the annex in question

\(^1\) Interview with M. Dupont, director of the company Passi, Geneva, 7 May 2012 (cf annex 1).

It is important to ensure that the interviewees have given their consent for the interview to be broadcast.
Journal (number)

SURNAME, First name, year. Title of number. *Title of the journal.* Date of publication. Number.

**Example**


Journal (journal title / periodical title)

*Title of periodical.* Designation of first publication (date and/or number) or the first and last publication in the case of a complete series. Place of publication: name of publisher, date(s) of publication. ISSN

**Example**

*IB COM: informatique, bureautique, communication.* Année 20, no 311(1999)–. Lausanne: IB COM, 1999–.

*Mathimag.ch, le B2B du marketing, de la communication et des médias.* September 2009–. Lausanne: Fédération romande de publicité et de communication, 2009–. ISSN 1424-9030

Law, legal text

**Online**

Title. *Name of website* [online]. Date of publication. Date of update. [viewed day month year]. Available from: URL

In the title indicate: the exact title of the document, the authority from which it emanates, the date of adoption, the number, the purpose or title, as well as its abbreviation, the official compendium in which it is printed.

**Example**

In print

*Title.* Date of publication. Pagination\(^9\).

In the title indicate: the exact title of the document, the authority from which it emanates, the date of adoption, the number, the purpose or title, as well as its abbreviation, the official compendium in which it is printed.

**Example**


**Example – article in a law**


For legal commentaries, see the template: *Book* or *Book chapter*.

**Message on a discussion/chat/instant message forum**

SURNAME, First name, year. Title of message or beginning of message. *Title of forum/chat/page* [online]. Date and time. [viewed day month year]. Available from: URL

**Example**


\(^9\) Pagination: use with an article of a law.
Online article

SURNAME, First name, year. Title of article. *Title of journal* [online]. Date of publication. Numeration, pages. [viewed day month year]. Available from: URL

**Example**

http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183560


Online video

SURNAME, First name, year. Title [video recording]. *Titre du site web* [online]. Date. [viewed day month year]. Available from: URL

**Example**

http://www.youtube.com/watch?v=NimSGm6x21A

Patent

SURNAME, First name¹⁰, year. *Title* [online]. Place. Name of patent serial and identification number. Date of publication. [viewed day month year]. Available from: URL

**Example**

¹⁰ Of the holder/s or applicant/s.

**Podcast**

SURNAME, First name, year. Title of podcast [podcast]. *Title of website* [online]. Date. [viewed day month year]. Available from: URL.

**Example**


**Print article**

SURNAME, First name, year. Title of article. *Title of journal*. Date of publication. Numeration, pages. ISSN

**Example**


**Research paper**

See template: *Standard, research paper, technical report*

**Standard, research paper, technical report**

SURNAME, First name, year. *Title* [medium]. Edition. Place: publisher, date of publication. Title of the publication series and identification number. Available from: URL

11 This journal does not have an ISSN.
Example – online

Example - print

Thesis, dissertation (Bachelor, Master, PhD)
SURNAME, First name, year. Title [medium]. Place: name of school. Type of work. [viewed day month year]. Available from: URL

Example - online

Example - print

TV/radio broadcast
Particuliar title/episode [TV/radio broadcast]. Title of broadcast [medium/format]. Date of broadcast. [viewed day month year]. Available from: URL

Example
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Twitter

A Twitter account
SURNAME, First name, year. Title of account. Twitter [online]. Date of publication. [viewed day month year]. Available from: URL

Example

A tweet
SURNAME, First name, year. Tweet or beginning of tweet… Twitter [online]. Date of publication, time. [viewed day month year]. Available from: URL.

Example

Web page
SURNAME, First name, year. Title of web page. Name of website [online]. Date of publication. Date of update. [viewed day month year]. Available from: URL

Example

Website
SURNAME, First name, year. Name of website [online]. Date of publication. Date of update. [viewed day month year]. Available from: URL
Examples

2. Citation methods

According to the instructions given, one of the three following methods of citation should be used:

2.1. Author-date system

This system is also referred to as the « author-year » or « Harvard » system. The advantage of this system is that it aids the identification of references in the bibliography as they are listed in alphabetical order under the author’s name, then by date. Furthermore, this is the system proposed in the HEG Bachelor Thesis template.

The author’s surname or the name of the organization and the year are cited in the text, to indicate where the information cited comes from. The elements in the text must allow the identification of the correct reference in the bibliography without ambiguity, and signal the exact place in the referenced document.

If several sources have the same author and year, they need to be differentiated with lower case letters (a, b, c, etc) after the year. For example: (Delcroix 2012a) and (Delcroix 2012b).

The same information may have several sources. In such cases, they are separated by a semicolon in the same parenthesis. For example: (Delcroix 2012a ; Delcroix 2012b).

Text

Social media has become an inescapable part of our lives, as much in teenagers’ social lives (Pisani, Pictet 2011) as in personal branding in the world of business (Delcroix 2012a). Nevertheless, there is a stubborn reluctance among the over-40s to use these tools. In the words of Delcroix (2012b, p. 62):

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisions référence […] au roman 1984 de George Orwell. […] Big brother reste pour la plupart d’entre nous la représentation de l’Etat policier et de la perte de ses droits individuels. »
Guide to writing a bibliography and citing sources

In the bibliography, bibliographic references are listed in alphabetical order under the author’s name (and titles, for documents with no authors):

**Bibliography**


Here are the rules to apply for the different types of author you may find:

**Up to 3 authors**

The **citation** of the source in the text:

« Chanel, dont l’emblématique créatrice a disparu en 1971, est une griffe qui possède une forte identité. » (Sackrider, Guidé, Hervé 2008, p. 56)

The **complete reference** in the bibliography:


**More than 3 authors**

If a document is written by more than three authors, include all authors if possible:

The **citation** of the source in the text:

« La construction d’un portefeuille dépend étroitement des objectifs qui sont fixés au gérant. » (Alphonse, Desmuliers, Grandin and Levasseur 2010, p. 525)

The **complete reference** in the bibliography with all authors if possible:

For works with more than three authors, it is also possible to cite the first author only, followed by « et al. » if any are omitted.

The **citation** of the source in the text:

« La construction d'un portefeuille dépend étroitement des objectifs qui sont fixés au gérant. » (Alphonse et al. 2010, p. 525)

The **complete reference** in the bibliography:


**No author or contributor (publisher, director, etc.)**

The **citation** of the source is made under the title:

« Le concept de durabilité a été défini quelques années auparavant.» (Développement durable 2013)

The **complete reference** in the bibliography is included under the title and is not followed by the date:

No author, but a contributor

The citation of the source in the text:

« L’exercice de cette responsabilité est aujourd’hui en plein bouleversement. » (Hiraux 2013, p. 29)

The complete reference in the bibliography is included under the contributor:


⚠️ If there are several contributors, see examples above « Up to 3 authors » or « More than 3 authors ».

Each source in the text has a corresponding bibliographic reference. A bibliographic reference can be cited several times in the text. For example: if several pieces of information from the same source (Koch 2012) are cited, (Koch 2012) will appear several times in the text despite only one bibliographic reference appearing in the bibliography.
2.2. Numeric system

After each direct quotation or paraphrase, a number between parentheses is inserted in the text in numerical order. Each number corresponds to a complete bibliographic reference at the end of the work. The indication can be a precise page (3, p. 3) or if there are several references for the same information, then the indication would be (2, 4).

Text

Social media has become an inescapable part of our lives, as much in teenagers’ social lives (Pisani, Pictet 2011) as in personal branding in the world of business (Delcroix 2012a). Nevertheless, there is a stubborn reluctance among the over-40s to use these tools.

In the words of Delcroix (3, p. 62):

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisions référence [...] au roman 1984 de George Orwell. [...] Big brother reste pour la plupart d’entre nous la représentation de l’État policier et de la perte de ses droits individuels. »

Each number in the text has a corresponding bibliographic reference in the bibliography. A single bibliographic reference can be cited several times in the text. If several pieces of information are cited from a single document, for example the source (2), the number (2) will appear several times in the text.

In the bibliography, bibliographic references are classified by number by order of apparition in the text:

Bibliography


Guide to writing a bibliography and citing sources

The link between the citation of the source in the text and the references in the bibliography are numbers (and not by author and year as in the author-date system), so the year does not need to appear after the author in the bibliographic reference and the date of publication appears later in the reference.

Example


2.3. Footnotes

With this referencing system, footnotes are used to indicate the bibliographic references. Each footnote has a new number. The numeration does not begin again on each page (consecutive numbering throughout the item).

Text

Social media has become an inescapable part of our lives, as much in teenagers’ social lives¹ as in personal branding in the world of business². Nevertheless, there is a stubborn reluctance among the over-40s to use these tools.

In the words of Delcroix³:

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisions référence […] au roman 1984 de George Orwell. […] Big brother reste pour la plupart d’entre nous la représentation de l’État policier et de la perte de ses droits individuels. ».

The bibliographic reference in the footnote can be abbreviated, for example by mentioning only the author, title, date and the page numbers. However, the complete bibliographic reference must appear in the bibliography at the end of the work.

If the same reference is cited several times, you may refer to the first footnote where the reference appears by mentioning the number. For example: ⁴ ref. 2.

This system replaces the Latin abbreviations « ibid. » and « op. cit. ». 
A footnote may contain several references if the information originates from several sources.

**In a complete footnote:**


**OR**

**In an abbreviated footnote:**

1. PISANI, Francis et PIOTET, Dominique, 2011. *Comment le web change le monde: des internautes aux webacteurs*


3. DELCROIX, Eric [opponent], 2012. *Les réseaux sociaux sont-ils nos amis?*

The bibliography at the end of the work contains all the complete bibliographic references (cf. 1.2 Templates for bibliographic references) classified in alphabetical or numerical order.

As with the numeric system, there is no need to include the year just after the author in the bibliographic reference because this is not the author-date system and the date of publication appears later in the bibliographic reference.

**Example**

2.4. A few tips on writing quotations

Alternate quotations and paraphrase

Avoid quoting simply to quote. Quotations should be used to illustrate your statements and must be chosen accordingly. Also, avoid long quotations (more than 5-6 lines) and favour the paraphrase.

Paraphrasing improves the fluidity of your work by reformulating an author’s statements in your own words, without changing the meaning and content, but do not forget to mention the source of the information.

Page numbers should be specified only when the quotations are between quotation marks.

Quotation

« La formalisation d’une cartographie des métiers et des emplois devient alors un passage fondamental dans la construction de la démarche de GPEC […] » (Bernier, Grésillon 2012, p. 75)

Paraphrase

An essential step when formalizing a Human Capital Management system is to compile a register of the organization’s professions and jobs (Bernier, Grésillon 2012)

Quotation in a foreign language

It is general practice to integrate quotations in a foreign language into the text if the reader is able to understand the language in the quotation. If not, a translation should be provided:

- If a published translation of the text exists, you must quote the existing translation and mention the translated document in the reference.
- If there is no translation of the text, translate the quotation yourself and mention that this is a translation, for example with an indication in parentheses: (our translation).
Guide to writing a bibliography and citing sources

Bibliographic references are created from the documents that have been used:

- If it is the translated book that is quoted, you must include the bibliographic reference of the translated book.
- If the original version has been used, write the reference for the original document.

**Quotation layout**

Short quotations (fewer than 3 lines) are generally inserted directly into the text between quotation marks. However, it is preferable to indicate longer quotations in a separate paragraph by indenting the quotation.

*Example*

Companies need a strategic diagnosis to develop social corporate responsibility (CSR). According to Borello, Bottolier-Depois and Hazard Le développement de la responsabilité sociale d’une entreprise (RSE) nécessite un diagnostic stratégique. Selon Borello, Bottolier-Depois et Hazard (2012, p. 86), « [...] la stratégie d’expansion ou de diversification doit être réalisée dans le cadre d’une analyse stratégique approfondie ».

Change management is an equally important phase that we should not ignore:

« L’intégration des principes et objectifs de RS dans la structure de l’organisation passe nécessairement par une phase d’appropriation de la RS et de sensibilisation aux aspects concrets que va nécessiter sa mise en œuvre au quotidien dans le « cœur de métier » de l’organisation. » (Afnor 2010, p. 121)

**Modification of a quotation**

You may find it necessary to change elements in a quotation. Often, this is to conform to punctuation rules or the sequence of tenses, or to omit part of the selected passage. Any modification must be indicated with brackets, to inform the reader of the modification and that he can, if he so wishes, verify that the text’s original meaning has not been altered.

*Original phrase*

The action or practice of taking someone else’s work, idea, etc., and passing it off as one’s own (Oxford English Dictionary).
Guide to writing a bibliography and citing sources

**Modifications**
Integration into the text:
We have seen that plagiarism is « [t]he action or practice of taking someone else's work, idea, etc., and passing it off as one's own. »

Modification of part of the text:
Nonetheless, he was aware that « [[t]he action or practice of taking someone else’s [previously published] work, idea, etc., and passing it off as [his] own;»

Omission of part of the text:
Plagiarism is « [t]he action or practice of taking someone else's work, […] and passing it off as one's own. »

**Citation of an author cited in another work or a secondary citation**
To cite a phrase from a document cited in another document, it is advisable, whenever possible, to refer to the original text and to cite that. If this is not possible, you must cite from the document from which the citation is taken as well as the author and date of the original document.

**Example**
« La croissance est-elle la seule issue à la crise de la croissance? »
(Godbout 1987, cited in Latouche 2006, p.12)

Only the document that was actually consulted will figure in the bibliography. In this example:

2.5. Reference management software

Collecting bibliographic references, preparing citations and creating the bibliography can be partly automated with the help of reference management software. There are many available (see for example on Wikipedia «Reference management software»). A software may be free or paying, open source or proprietary, it may function on a single computer workstation or stations may be synchronised to another, or even to a web service.

The most well-known are EndNote, Reference Manager, BibTex, Mendeley and, in recent years, Zotero. Zotero is recommended by the Infothèque for a number of reasons, including:

1. multiplatforms, which can be used on the most widely used operating systems (Windows, MacOS, Unix, Linux),
2. it is free, so very accessible,
3. it allows you to synchronise your collection of references across several computers, and to access them via the Web,
4. it offers interesting possibilities for group work,
5. finally, numerous citation styles are available, including the «ISO 690» style.

Historically, this software was presented as a Firefox browser extension. Now, however, Zotero works independently from a browser.

There are many documents about using Zotero online, including a good document to start, suggested by the official website for Zotero: https://www.zotero.org/support/start.

HEG recommends the citation model «ISO 690 (author-date, no abstract, French)» which allows to apply the rules presented in this guide, apart from a few corrections. To install this style in Zotero:

- Go to the page www.zotero.org/styles
- Search «iso-690» and click on the styles that you are interested in to install them
Guide to writing a bibliography and citing sources

HEG Model

Zotero Style Repository

Here you can find Citation Style Language 1.0.1 citation styles for use with Zotero and other CSL 1.0

**Style Search**

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15 styles found:

- ISO-690 (author-date, Czech) (2016-12-05 05:12:46)
- ISO-690 (author-date, English) (2015-01-22 16:04:11)
- ISO-690 (author-date, French) (2015-01-22 16:05:03)
- ISO-690 (author-date, Spanish) (2016-02-25 04:33:40)
- ISO-690 (note, without bibliography, Czech) (2016-12-05 05:12:46) [Link: Source]
- ISO-690 (numeric, brackets, Czech) (2016-12-05 05:12:46)
- ISO-690 (numeric, English) (2015-01-22 16:01:48)
- ISO-690 (numeric, Lithuanian) (2016-09-10 19:36:18)
- ISO-690 (numeric, parentheses, Czech) (2016-12-05 05:12:46)
- ISO-690 (numeric, Slovak) (2016-09-10 19:36:18)


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Friday 8:00 – 17:00
Saturday 9:00 – 13:00