In-text citation

graduate programs. Such practices have led some critics to bemoan a citation style obsessed pedagogy, which actually stifles the author’s expression and ability to truly engage with information (Schick, 2011). Such complaints have been found in the broader context of writing, embedded in discussions of punctuation, style, and format (Watson, 2012).

... in the publishing industry and standardization of language. The 1921 annual meeting of the APA included a report from a Committee on Terminology that, over the past year, had reached “substantial agreement on about 24 psychological terms” (Boring, 1922, p. 71). Setting in motion the charter of a new Committee on the Relations of Psychology and Language, the Committee on Terminology was charged with bringing order to the diverse jargon of psychology.

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- Electronic book (e-reader)
- Online encyclopedia

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- Article in trade publication
- Magazine article, print

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- Journal article, electronic, from database without DOI
- Journal article, online only
- Trade article, from database
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- Magazine article, open access

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- Newspaper article, from database
- Letter to the editor

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#### No author or anonymous author

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- **EY/Passport**
- **Factiva**
- **Financial Performance Data**
- **FP Advisor (Infomart)**
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- **Google Finance**
- **IBISWorld**
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Mint Global, ORBIS

Business Databases, continued

MSCI ESG Research
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Wikis

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Book, print, edited


In-text citation: (Weisband, 2008)

Edition of a printed book


In-text citation: (Harris, 2001)

Article/Chapter in an edited book


In-text citation: (Livingstone & Wilson, 2011)
Electronic books

Electronic book retrieved from an online library like ebrary, Books 24X7

ebrary


In-text citation: (Arment, 2015)

(If the book is accessed from a subscription database such as ebrary, provide the home page URL of the site in the reference list entry.)

Books 24X7


In-text citation: (Burgess & Burgess, 2014)

Chapter in an edited book, electronic retrieved from an online library like ebrary


In-text citation: (Fernie, 2007)

Electronic book retrieved through an e-reader such as Kindle, Kobo, Sony etc.


In-text citation: (Hillenbrand, 2010)
Online encyclopedia


In-text citation: (Parsa, 2010)

*(If the encyclopedia is accessed through an online database, provide the url of the publisher of the encyclopedia).*

Journal, trade and magazine articles - Print

Journal article, print


In-text citation: (Patelli & Pedrini, 2015)

Article in trade publication


In-text citation: (Trebilcock, 2014)

Magazine article, print


In-text citation: (Brown, 2015)

*(For magazines, newsletters, and newspapers give the year and exact date of the publication (month or month and day). If the date is given as a season, give the year and the season).*
Journal, trade and magazine articles - Electronic

Journal article, open access


In-text citation: (Hall & Lee, 2014)

(If an article is available as an open access item, provide the url that will direct the reader to the article)

Journal article, retrieved from a database, with a DOI

(Databases include: ABI Inform Complete, Business Source Complete, Environment Complete, EconLit, ScienceDirect, JSTOR, CBCA Complete, etc.)


In-text citation: (Dunes & Pras, 2013)

(Look for the article doi in the database record of an article or on the article pdf. Do not include “retrieved from” and do not include “doi: …” in the reference list entry.)

Journal article, retrieved from a database, without a DOI

(Databases include: ABI Inform Complete, Business Source Complete, Environment Complete, EconLit, ScienceDirect, JSTOR, CBCA Complete, etc.)


In-text citation: (Hollier, Blankenship, & Jones, 2013)

(If no DOI has been assigned to the article provide the url of the journal homepage in the retrieval statement)
Online journal article not found in print version (Online exclusive)


In-text citation: (Williams, 2014)

Trade publication, retrieved from a database


In-text citation: (Hyter & Tapia, 2015)

(When an article is retrieved from an online database provide the url of the journal/periodical homepage in the retrieval statement)

Magazine article, retrieved from a database

http://www.digitalsignagemagazine.com.au

In-text citation: (Keene, 2013)

(If an article is retrieved from an online database, provide the url for the homepage of the magazine.)

Magazine article, online, open access


In-text citation: (Hodgson, 2015)

(If an article is open access, provide the url that leads directly to the article)

Multiple authors - Books and articles (print)

One author

Two authors


In-text citation: (Patelli & Pedrini, 2015)

3 – 5 authors


In-text citation: First citation: (Swaim, Maloni, Napshin, & Henley, 2014); subsequent citations: (Swaim et al., 2014)

6 – 7 authors


In-text citation: (Churchill et al., 2013)

8 or more authors


In-text citation: (Wolchik et al., 2000)

*(In the reference list, include the first 6 authors names then insert three ellipses (...) and add the last author’s name. In the in-text citation, use the first author’s surname, “et al.” and the date).*
Newspaper articles

Newspaper article, print


In-text citation: (Tait, 2015)

*(Precede page numbers for newspaper articles with *p.* or *pp.* – e.g. *p.* A4; *pp.* A1, A12)*

Newspaper article, retrieved from newspaper’s website


Retrieved from http://www.nationalpost.com

In-text citation: (Kemp, 2015)

*(Give the url of the newspaper home page when the online version of the article is available by search to avoid nonworking urls)*

Newspaper article, retrieved electronically through a database


In-text citation: (Kaskey & Donville, 2014)

*(In general, do not include database information. Provide the homepage url of the journal or newspaper)*

Letter to the editor (newspaper)


In-text citation: (Moore, 2015)

*(Give the url of the newspaper home page when the online version of the article is available by search to avoid nonworking urls)*
Online news articles with no author


In-text citation: ("Rosie MacLennan named,” 2016)

News articles posted online by news agencies often show no author. Treat these as unauthored articles and begin the reference list entry with the article title. These articles are often syndicated so the news agency is not considered the author.

Articles with no author/ Anonymous author

When the author of an article is designated as Anonymous, treat Anonymous as the author’s name. If there is no author, move the title to the author position in the reference list entry and alphabetize by the first word of the title.

Anonymous author:


In-text citation: (Anonymous, 2011)

No Author:


In-text citation: (“Alberta jewellery success,” 2015)


In-text citation: (“A harder road,” 2015)
Citing more than one source in the in-text citation

If the information you are citing comes from more than one source, include the sources within one set of parentheses separated by semi-colons. Order the works alphabetically in the same order as they appear in the References list.

Westjet is prepared to compete with a new entry into the Canadian airline industry, NewLeaf (Marowits, 2016; Paige, 2016).

Business Databases

Bloomberg


(Italicize the title of a data set or file)

In-text citation: (Bloomberg, 2015)

Capital IQ


In-text citation: (Standard & Poor’s, 2016)

____________________________________________________________________________


In-text citation: (Standard & Poor’s, 2016)

____________________________________________________________________________


In-text citation: (Standard & Poor’s, 2016)
CARDOnline (Canadian Advertising Rates & Data)

Reference for a category within CARDOnline:
In-text Citation: (Rogers Publishing Limited, 2013)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher.)

Reference for a specific item within CARDOnline:
In-text Citation: (Rogers Publishing Limited, 2013)

Compustat North America
In-text citation: (Standard & Poor’s, 2016)
(Italicize the title of a data set or file)

Conference Board of Canada
Canadian Industrial Outlook. Retrieved from Conference Board of Canada:
http://www.conferenceboard.ca/
In-text citation: (Audet, 2016)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)

CRSP
Economist Intelligence Unit (EIU): Country Reports


In-text citation: (Economist Intelligence Unit, 2016)

EDGAR


http://www.sec.gov/edgar/searchedgar/webusers.htm

In-text citation: (Pepsico Inc., 2016)

(Ey/Passport


In-text citation: (Ernst & Young, 2011)

Factiva

Articles retrieved from Factiva database:


In-text citation: (McLoughlin, 2015)
Companies/Markets information retrieved from Factiva database:


In-text citation: (FactSet Research Systems Inc., 2016)

*(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)*

**Financial Performance Data**


In-text citation: (Innovation, Science and Economic Development Canada, 2014)

**FP Advisor (Infomart)**

**Company report**


In-text citation: (Infomart, 2015)

**Industry report**


In-text citation: (Infomart, 2015)

*(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author).*
Gartner Online
In-text citation: (Sussin & Maoz, 2014)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author).

Google Finance
In-text citation: (Google Inc., 2016)
(Providing the exact url provides better access for the reader as this is an open-access resource.)

IBISWorld
Retrieved from IBIS World: http://www.ibisworld.com
In-text citation: (Alvarez, 2015)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author)

Key Business Ratios (Dun & Bradstreet)
In-text citation: (Dun & Bradstreet, 2014)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher).

**MarketResearch.com**


In-text citation: (Packaged Facts, 2014)

(If a report is retrieved from an online database, provide the url for the home page of the report publisher)

**Mergent Online**


Retrieved from http://www.mergentonline.com

In-text citation: (Mergent Online, 2016)

(When a report is retrieved from an online database, provide the home page url for the report publisher)

**MintGlobal, ORBIS (Bureau van Dijk)**


In-text citation: (Bureau van Dijk, 2016)

(When a report is retrieved from an online database, provide the home page url for the report publisher)

**MSCI ESG Research**


In-text citation: (MSCI Inc., 2016)
(If a report is retrieved from an online database, provide the url for the home page of the report publisher)

NetAdvantage

NetAdvantage Stock Reports, analyst name provided


Standard & Poor’s: http://www.standardandpoors.com

In-text citation: (Miller, 2016)

(When a report is retrieved from an online database, provide the home page url for the report publisher. (Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)

NetAdvantage Stock Reports, analyst name not provided

Standard & Poor’s. (2015, January 10). Imperial Oil Ltd. Standard & Poor’s Stock Reports. Retrieved from

http://www.standardandpoors.com

In-text citation: (Standard & Poor’s, 2015)

NetAdvantage Industry Reports


Standard & Poor’s: http://www.standardandpoors.com/

In-text citation: (Corridore, 2015)

(When a report is retrieved from an online database, provide the home page url for the report publisher. (Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)

OECD iLibrary

Document with DOI:


http://dx.doi.org/10.1787/9789264221796-en

In-text citation: (OECD, 2014)

__________________________________________________

http://dx.doi.org/10.1787/9789264203419-en

In-text citation: (Yanitsky, Porfiriev, & Tishkov, 2013)


In-text citation: (International Energy Agency, 2015)

**Passport (Euromonitor International)**

Report:


http://www.euromonitor.com/

In-text citation: (Euromonitor International, 2015)

**Article – author identified**

Feliciano, J. (2013). *Soft drinks in 2013: Growth to continue as demand diversifies.* Retrieved from

Euromonitor International: http://www.euromonitor.com/

In-text citation: (Feliciano, 2013)

*(When a report is retrieved from an online database, provide the home page url for the report publisher. (Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)*

**ReferenceGroup. Canadian Businesses**


In-text citation: (ReferenceGroup, 2014)
(Italicize the title of a data set and provide information about the type of material in square brackets after the report title. If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.)

**SEDAR**

Trimac Transportation Ltd. (2014). *Trimac Transportation Ltd. annual information form 2013.*

Retrieved from SEDAR: http://www.sedar.com

In-text citation: (Trimac Transportation Ltd., 2014)

**Sustainalytics**


Sustainalytics: http://www.sustainalytics.com/

In-text Citation: (Loubieres, 2016)

(*Sustainalytics reports do have individual authors. If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.*)

**Thomson EIKON**

**Single company:**


http://thomsonreuterseikon.com/

In-text citation: (Thomson Reuters, 2014)

(*Italicize the title of a data set*)

**Multiple companies:**

Thomson Reuters. (2016). *Balance sheet, income statement and ratio data for companies in the TSX Composite Index from 12/31/2009 to 12/31/2015 [Data file].* Retrieved from

http://thomsonreuterseikon.com
In-text citation: (Thomson Reuters, 2016)

**Thomson ONE Analyst Reports**

**Analyst(s) named:**


In-text Citation: (Chamoun & Cochrane, 2016)

*(If a report is retrieved from an online database, provide the url for the home page of the report publisher. Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author).*

**Analyst(s) unnamed:**


In-text citation: (Moody’s Investors Service, 2016)

**TSX database**


In-text citation: First in-text citation: (Canadian Financial Markets Research Centre [CFMRC], 2014); subsequent in-text citations: (CFMRC, 2014)

*(In the References list, full official names should be used for groups, not acronyms; italicize the titles of data files)*

**Websites**

*When citing an entire website in general, it is sufficient to give the address of the site in just the text.*

*(adapted from the sixth edition of the APA Publication Manual, © 2010)*
Example:

Kidspsych is a wonderful interactive website for children (http://www.kidspsych.org).

If you quote or paraphrase from a number of pages on the APA website, your reference list would include a unique reference for each – see example for “Citing one page ….”

Sometimes your instructor prefers that you include only one reference list entry for a corporate website regardless of the various pages on that site from which you retrieved information. In this case refer to the example below for “Citing the whole corporate website”.

Corporate websites

Citing one page or section of a corporate website:


In-text citation: (Goldcorp Inc., 2016)

(Include retrieval date when the content may change over time.)

Citing the whole corporate website or several sections of a corporate website:


In-text citation: (Air Canada, 2016)


In-text citation: (Canadian Pacific Railway Limited, 2016)

(Corporate websites are updated on a very regular basis, so if a company is active, you may assume the “publication date” is the current year. Retrieval statement may include a date range or a specific date)

Citing a document with no date identified:

In-text citation: (University of Calgary, n.d.)

**Citing a document from an organization website:**

In-text citation: (Imagine Canada, n.d.)

**Social Media**

*Two ways to cite:*

1. **General mentions** – if you discuss any website or page in general in a paper, it is sufficient to give the url in the text and no reference list entry is needed:  
   e.g. The Business Library at the Haskayne School of Business provides access to many research resources on their website [http://www.ucalgary.ca/business](http://www.ucalgary.ca/business) and keeps students updated on new resources through its Facebook account [https://www.facebook.com/pages/Business-Library-Haskayne-School-of-Business/286553631385805](https://www.facebook.com/pages/Business-Library-Haskayne-School-of-Business/286553631385805) and Twitter account [https://twitter.com/UofCBusLib](https://twitter.com/UofCBusLib).

2. **In-text citations and reference list entries** – if you quote or paraphrase retrievable information from social media.

**Social media page (when referring to an individual’s or company's social media page)**

In-text citation: (Barrick Gold Corporation, n.d.)

(In the author position, enter the author’s real surname and initials or the full name of a group, followed by the social media identity or screen name in square brackets)

**Twitter**

**Tweet, individual author:**

In-text citation: (Tertzakian, 2014)
Tweet, group author:
Calgary Economic Development [@calgaryeconomic]. (2014, March 27). What industry has grown in Canada more than 40% over the last 8 years? http://ow.ly/v3M9P [Tweet].

Retrieved from https://twitter.com/calgaryeconomic

In-text citation: (Calgary Economic Development, 2014)

Facebook
Facebook status update (individual author)

In-text citation: (Gates, 2014)

Facebook status update (Group author)
Westjet Airlines Inc. [Westjet]. (2014, March 12). We are thrilled to be named Value Airline of the Year by Air Transport World [Facebook status update]. Retrieved from https://www.facebook.com/westjet

In-text citation: (Westjet Airlines Inc., 2014)
Blog posts

(Titles for items in online communities (e.g. blogs, newsgroups, forums) are not italicized. If the author’s name is not available, provide the screen name).


In-text citation: (Nowak, 2015)


In-text citation: (Freakonomics, 2014)

(If only the screen name of the author is available, use the screen name as the author)

Online forums/Discussion Boards


(Titles for items in online communities such as blogs, online forums etc. are not italicized. If the author’s name is not available, provide the screen name.)

In-text citation: (jamestaylor1994, 2015)

Audio Podcasts


In-text citation: (Rissian, 2012)

Retrieved from http://www.cbc.ca/thecurrent/listen/

In-text citation: (Tremonti, 2014)

(“Author” might be a producer, a writer, or a speaker - use parentheses to identify the contribution of the person. Retrieved from line includes the homepage URL, not the full URL, of where you found the podcast)

Video Podcasts


In-text citation: (Cloutier-Lemasters, 2014)


In-text citation: (Attenborough, 2015)

(Television, film, or video source: Use parentheses to identify the contribution of the person. Retrieved from line includes the homepage URL, not the full URL, of where you found the video.)

TED Talks


In-text citation: (Grant, 2016)

Wikis


In-text citation: (“Costa Rica,” n.d.)

(Note that the retrieval date is needed in this case because, as true for any wiki entry, the source material may change over time.)

Annual Reports

In most cases annual reports are published after the end of the calendar year - for example 2014 annual reports will be released early in the year 2015. In some cases however the annual report is published before the end of the calendar year and so the publication date is the same as the year represented in the annual report (2014 annual report with a publication date of 2014). Make sure you check the “filing date” in SEDAR and EDGAR to determine when the report was actually published.

Annual report retrieved from corporate website


In-text citation: (Suncor Energy Inc., 2016)

Annual report retrieved from SEDAR database


In-text citation: (Canadian National Railway Company, 2016)

(Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author).

Annual report retrieved from EDGAR database


In-text citation: (Merck & Co., Inc., 2016)

(Identify the publisher as part of the retrieval statement unless the publisher has been identified as the author).
MarketLine report:


In-text citation: (MarketLine, 2015)

Statistics Canada documents

For detailed guide and examples of Statistics Canada citations, see: http://www.statcan.gc.ca/pub/12-591-x/2009001/ex-eng.htm

Table retrieved from Statistics Canada website:


Catalogue no. 98-316-XWE92-591-XWE. Retrieved from


In-text citation: (Statistics Canada, 2012)

CANSIM:

Statistics Canada. (2014). *Table 203-0021 - Survey of household spending (SHS), household spending, Canada, regions and provinces, annually (dollars)*. CANSIM. Retrieved from CHASS:

http://dc.chass.utoronto.ca/cansimdim/

In-text citation: (Statistics Canada, 2014)

Technical reports

Technical report, print

In-text citation: (Nigh, 2014)

*(Italicize titles of technical and research reports)*

**Technical report, electronic**


In-text citation: (National Energy Board, 2014)

*(Italicize titles of technical and research reports)*

**Personal Communication**

*(Include in-text citations for personal communications (e.g., emails, telephone calls, interviews or conversations). Because these sources are not recoverable, do not include them in the reference list. Include the communicator’s surname as well as initial(s) in the in-text citation. It is unnecessary to specify the type of communication within your citation).*

e.g.  In-text: In 2012, the agency’s grants doubled (G. Brown, personal communication, May 17, 2014).

e.g.  In-text: According to the agency’s director, Guy Brown, the agency’s grants doubled in 2012 (personal communication, May 17, 2014).

**Theses/dissertations retrieved from database**


In-text citation: (Anosike, 2014)
Business cases

Business case (print)


In-text citation: First citation: (Campbell, Piercy, Parent, & Robson, 2014); subsequent citations: (Campbell et al., 2014)

Business case (online)


In-text citation: (Mathur & Berman, 2014)

Lecture notes and class PowerPoint slides

Lecture:

Information gathered from a lecture is usually non-recoverable and is therefore cited as personal communication. In such instances, only an in-text citation would be given and there would be no listing in the reference list.

“A. Smith (personal communication, May 2, 2014) indicated that psychodynamic principles . . .”

Alternatively, you could note the nature of the material in your text description, for example,

"As proposed by A. Smith (personal communication, May 2, 2014) in her presentation on the integration of attachment theory and psychodynamic principles . . ."
**Recoverable course material:**

*If course material is recoverable by others, for example, on a course website etc, it should be cited in-text and included in the reference list.*
*Include the description "Lecture notes" in brackets following the title of the lecture or course:*

**Lecture notes posted to D2L:**

In-text citation: (Smith, 2014)

**Class handout:**
Smith, A. (2013). *Citing and referencing business resources* [Class handout]. Calgary: Haskayne School of Business.

In-text citation: (Smith, 2013)

**Class PowerPoint slides:**
*PowerPoint slides are considered recoverable:*


In-text citation: (Smith, 2013)

**Audio-visual**

**Videocassette/DVD**

In-text citation: (Kenneally, Reeves, & Szlasa, 2013)

**Streaming video from online database like Films on Demand**
Films Media Group. Retrieved from Films on Demand:


In-text citation: (Granberry, 2014)

(Note: Credits (Producer, director and distribution information) is included in the Credits segment of streaming videos – the last segment. APA recommends using the database name in the retrieval statement)

YouTube Video


In-text citation: (Pagan, 2012)

(When available, include the name of the person who posted the video, as the author, as well as the screen name. If only the screen name is available, use that as the author keeping the capitalization as it appears online)

Abstracts

(Although it is preferable to cite the fulltext of an article, abstracts may be used as sources).

Abstract as original source


In-text citation: (Walsh, 2013)

Abstract (from secondary source)


In-text citation: (Chen & Haynes, 2015)

(Database names and identification numbers may be used in the reference entry for abstracts retrieved from electronic databases)
Abstract submitted for conference, poster sessions etc.


In-text citation: (Nassar, 2015)

Images or Figures (Graphs, charts, maps, drawings, photographs)

According to APA, “Authors must obtain permission to reproduce or adapt material from a copyrighted source” (APA, 2010, p. 38). “Any reproduced table (or figure) or part thereof must be accompanied by a note at the bottom of the reprinted table (or in the figure caption) giving credit to the original author and to the copyright holder” (APA, 2010, p.128).

Figures are numbered consecutively throughout the document e.g Figure 1, Figure 2 etc. Include a caption directly below the figure that serves as the title of the figure, provides a brief descriptive explanation of the figure and acknowledges the source of figures that have been reprinted or adapted.

Example:

Figure 1. Non-significant interaction effect between “subject” and “relationship”. Adapted from “What’s the harm in being unethical? These strangers are rich anyway? Exploring underlying factors of double standards,” by T. De Bock, I. Vermier, & P. Van Kenhove, 2013. *Journal of Business Ethics, 112*(2), 234. Copyright Springer Science +Business Media B.V. Adapted with permission.

Reference list entry:

http://dx.doi.org.ezproxy.lib.ucalgary.ca/10.1007/s10551-012-1244-3
Example:


Reference list entry:

**Patents**


In-text citation: (Canadian Patent No. 2430497, 2013)


In-text citation: (U.S. Patent No. 5,194,299, 1993)

**Citing Secondary Sources (Citing within citations)**

*If you find great information being quoted or paraphrased somewhere, it’s well worth your effort to track down the original source so you can read it for yourself and therefore cite it directly ... however if you’ve exhausted the options for finding the original work, you may cite the secondary source.*

“Give the secondary source in the reference list; in text, name the original work and give a citation for the secondary source.” (APA, 2010, p. 178)
Example 1:
Dubois’ work is cited in a work that you have read by Bell. You did not read the original work by DuBois. Thus Bell is the secondary source and DuBois is the original author. Include the work by Bell in the reference list.

In text, use the following citation format:
DuBois noted that, “It is a peculiar sensation, this double-consciousness, this sense of always looking at one’s self through the eyes of others” (as cited in Bell, 1990, p. 461).

Reference list:

Example 2:
You read an article by Alex Reid, in which he cites information from a previous study by Seidenberg and McClelland.

In text:
Seidenberg and McClelland’s study (as cited in Reid, 2007) found that the paranormal...

Reference list:

**Direct Quotations**

**APA format for a quoted passage <40 words.**

*Include the page number for quotations in the in-text citation. Put the end punctuation AFTER the citation.*

Example 1:
One approach to this question is that “Every general election in modern times has been won by the party most trusted with the economy or on the matter of leadership” (Astill, 2015, p.105).
Example 2:

Lund and Marinova (2014) found that “retail managers should plan their investments in direct marketing and service performance as a function of the servicescape” (p. 116).

(In this example, the source (authors) and date are cited in the lead-in sentence, so only the page number is required in the in-text citation)

APA format for a quoted passage >40 words.

Use block indent (indent 5 spaces on the left) without quotation marks. Do not indent the right margin. Put the closing punctuation BEFORE the citation.

Example 1:

Others have contradicted this view:

In the corporate brand EP scenario, we find that EP effects in one category carry over into adjacent categories without and EP association and that increased EP prevalence does little to enhance the residual carryover effect. In the house-of-brands EP context, we find and inverse relationship between relative brand strength and incremental gains from EP across categories.

(Henderson & Arora, 2010, p.54)

Example 2:

Webber (2006) links managers’ over-reliance on numbers to questionable business practices:

American corporations have for some time been engaged in what can be described as cynical behavior: taking aggressive accounting measures, engaging in short-term expediencies to improve results, too often displaying little concern for the impact of their actions on employees and communities. (p. 7)

(In this example, the in-text citation provides only the page number because the author and date have been provided in the lead-in statement).
Direct quotations of online material without pagination

*If paragraph numbers are visible use them in place of page numbers and use the abbreviation: para.*

Example 1:

“Although the strengthening US dollar mitigates part of those savings for some importers, it's still a massive stimulus--on the order of what was delivered by governments during the financial crisis of 2008-9” (Styles, 2015, para. 4).

Example 2:

*If page numbers are not visible, and the document includes headings, include the heading in the citation and the number of the paragraph after the heading to direct the reader to the location of the quoted material.*

“The level of perceived disability in patients with fibromyalgia seemed best explained by their mental health condition and less by their physical condition” (Verbunt, Pernot & Smeets, 2008, Discussion section, para.1).

Placement of the in-text citation (do I need to cite after every sentence if the information comes from the same source?)

*If you have a series of short sentences, all of which derive from the same source, it is not necessary to cite every sentence as long as the syntax makes it clear that all the statements refer to the same source.* Include a citation at the end, so that the reader knows where the paraphrased content ends and your thought begins. For example, you may begin the paraphrased content with the author of the information, and include a proper in-text citation at the end of the paraphrased content – this implies to the reader that everything between the author’s name and the in-text citation comes from that source.

*If the paragraph is lengthy, repeat the author’s name at intervals to avoid confusion over which information is cited.*

*Another suggestion: When writing a paragraph, you can alternate between citing an author parenthetically and using the author’s name in the running text. You can also use “he” or “she,” when you know the gender of the author.*

Smith and Jones (2014) approached the problem in this way.  

Smith and Jones also found ................................................................. (Smith & Jones, 2014).
Table of contents

The APA Manual does not cover correct formatting for a Table of Contents. It is recommended that students consult their instructors as to the preferred format for the Table of Contents.

According to the OWL at Purdue University:

“The table of contents contains a guide to the contents of the whole report. It lists the preliminary pages such as the letter of transmittal and the acknowledgements, and it includes all headings and subheadings used in the report, exactly as they appear in the report.

The table of contents also includes the page numbers for all parts. Use lower case roman numerals (i, ii, iii, etc.) for all preliminary pages and arabic numerals (1, 2, 3, etc.) for all pages in the body of the report, starting with page 1 for the introduction of the body.” (https://owl.english.purdue.edu/owl/resource/726/08/)

The Writing Support Centre at the U of C includes this information:

Does the table of contents
- list all first and second level section headings (and, optionally, third level headings)?
- reproduce the headings and numbering exactly from the body of the report?
- include the full titles of all appendices?

Technical tip:
In MS Word, if you format your headings using the “Style” feature (FORMAT > STYLE > Heading 1, 2, etc.), you can have the program automatically produce a table of contents for you by clicking on INSERT > INDEX AND TABLES > TABLE OF CONTENTS.

Appendices

According to the APA Publication Manual, 6th edition, material that supplements article content but may not be appropriate in the body of the paper, may be included in appendices. This type of material may include financial statements, tables, graphs, detailed description of a product or piece of equipment, detailed demographic information etc.

If you have one appendix, label it “Appendix”. If you have more than one appendix, label each with a capital letter, e.g. Appendix A, Appendix B, etc. in the order that they are mentioned in the paper. Each appendix must have a title, but refer to the appendices by their labels in the text of the paper. E.g. Company financial data indicates that total revenue increased in 2009. (see Appendix A for complete financial statement). Begin each appendix on a separate page. Centre the word Appendix (and letter if appropriate) at the top of the page and centre the title below. Appendices come at the end of the report, after the references (unless otherwise specified by your instructor.
Footnotes in APA

In APA, footnotes are used to provide additional content or to acknowledge copyright permission. “Content footnotes supplement or amplify substantive information in the text: they should not include complicated, irrelevant, or nonessential information … Copyright permission footnotes acknowledge the source of lengthy quotations, scale and test items, and figures and tables that have been reprinted or adapted.” (APA Manual, page 37-38)

- Number all footnotes consecutively in the order they appear in the manuscript with superscript Arabic numerals.
- When using the footnotes function in your word-processing program, place each content or copyright permission footnote at the bottom of the page on which it is discussed. Alternatively, footnotes may be placed in consecutive order on a separate page after the references.

References List

- the reference list should be on a separate page at the end of the paper, titled “References” (bolded and centered at the top of the page)
- only resources cited in the paper are included in the reference list and vice-versa – if a resource appears in the reference list, it must be cited in the text of the paper
- double-space the list of references
- first line of each reference entry is left-aligned and subsequent lines have a hanging indent – see “Create a hanging indent”.

Ordering the Reference List

- Arrange entries in alphabetical order.
- Alphabetize letter by letter
- Several works by the same author – arrange by year of publication with the earliest year first:
  
  Example:

  Johnson, B. (2014)

  Johnson, B. (2016)

- Same author, one with no publication and the other with a publication date – n.d. comes before a date

  Example:

Westjet Airlines Ltd. (2016). Corporate website. Retrieved ...

- Several works by the same author and published in the same year – arrange alphabetically by title (excluding “A” or “The”). Place lower case letters – a,b,c and so on – immediately after the year within the parentheses and be sure to include these letters in the in-text citation as well.

Example 1:


Johnson, B. (2014b). *Measuring the value of ...* ("h" comes before “m” and “The” is excluded when alphabetizing)

Example 2:


Agrium Inc. (2016c). Corporate website. ...

("a" comes before “c”)

- No author – begin the reference list entry with the title (including “A” or “The”) and alphabetize the entry by the first significant word

- Example:

  Johnson, B. (2012) ....

  The manufacturing outlook dims. (2011, November 2). *Edmonton Journal*. Retrieved ...


("j" followed by “m” followed by “n")

**Abbreviations**

You may abbreviate a lengthy company name, organization name, government department name etc. if you will be using the name more than 3 times in your paper.

If there is no official abbreviation for the name you may create one (make sure the abbreviation is meaningful).
The first time you use an abbreviation in the text, present both the spelled-out version of the name and the short form - put the abbreviation in parentheses after the full name.

Example:
Brookfield Asset Management Inc. (Brookfield) is a Canadian company focused on property, renewable power, infrastructure, private equity and residential development.

In-text citation – once you have indicated that you will be using an abbreviated form of the full name, you may also use the abbreviation in in-text citations.

Example:
The company is valued at over $41 billion and operates in many countries around the world (Brookfield, 2016).

References list: Do not use the abbreviated form of the name in the References list.

Example:

Legal Sources & Government Documents (Canadian)

Statutes

Federal legislation

When an official version of any legislation is in electronic format, (such as a statute retrieved from the Justice Department of Canada website), you do NOT need to indicate the electronic source.

Pre 1986:

Criminal Code, R.S.C 1985, c. C-46, s. 745

Title

Statute volume R.S = Revised Statutes and jurisdiction C = Canada

Chapter

Section
Post 1985:

Canada Consumer Product Safety Act, S.C. 2010, c. 21, s. 37

In-text citation: (Canada Consumer Product Safety Act, 2010, s. 37)

Other examples:

Employment Equity Act, S.C. 1995, c. 44, s. 22.

In-text citation: (Employment Equity Act, 1995, s. 22)


In-text citation: (Corporations Returns Act, 1985)

Provincial Legislation:


In-text citation: (Alberta Personal Income Tax Act, 2000, s. 24(2.1)(a)(i)-(iii))

Traffic Safety Act, R.S.A. 2000, c. T-6, s. 10.

In-text citation: (Traffic Safety Act, 2000, s. 10)
Court Cases (Electronic Sources)

Neutral citation:
These citations are assigned by the court as they deliver their judgments. These cases are therefore identified without a reporting service or database. Neutral citations do not provide the information required to actually locate the case (i.e. the reporter information)

Clearbrook Ironworks Ltd. v. Letourneau, 2006 FCA 42

In-text citation: (Clearbrook Ironworks Ltd. v. Letourneau, 2006) (note the case is italicized)

Cases reported by a legal reporting service:

Dominion Law Reports


In-text citation: (KOS Oilfield Transportation Ltd. v. Mitchell, 2010)

Canada Supreme Court Reports


In-text citation: (Thibodeau v. Air Canada, 2014)
Cases found in online databases:

**WestlawNext Canada**

Phipps v. Canada Post, (2015), CarswellNat 4403 (WL Can) (FC 1080)

- **Style of cause**
- **Year**
- **Reporter: CarswellNat**
- **Source: Westlaw Canada**
- **Court identifier: Federal Court**

In-text citation: *(Phipps v. Canada Post, 2015)*

**CanLII**


- **Style of cause**
- **Year**
- **Reporter: CanLII**
- **Court identifier: Alberta Provincial Court**

In-text citation: *(R. v. Precision Drilling Canada Limited, 2015)*

*R refers to the Crown (federal and provincial)*

*Year in parentheses – date the judgement/decision was issued*

*Year in square brackets – date the judgement/decision was published in the case reporter*

**Government report (electronic)**


In-text citation: *(Alberta Energy, 2014)*

*(Italicize titles of technical and research reports)*

http://www.chrc-ccdp.ca/eng/content/report-equality-rights-women

In-text citation: (Canadian Human Rights Commission, 2014)