

# Tai Poutini Polytechnic Library

## Guide to APA Referencing

(adapted with permission from “Short Guide to APA Referencing” by The Open Polytechnic of NZ)

Contents	Page Number
The need for referencing .....	2
Definitions.....	2
Where do I start? .....	2
How do I reference a book?.....	2
How do I reference a journal article? .....	3
How do I reference a page or document from a website?.....	3
How do I reference course readings? .....	3
Referencing Examples.....	4
Books.....	4
Periodicals.....	5
Conference papers, proceedings, theses.....	5
Other online material.....	6
Other formats .....	7
In-text references (citations) .....	8
Sources used as background information – author, date.....	8
Repeating authors’ names .....	8
Useful websites for information on APA .....	9
If you need more help.....	9
Sample – in-text referencing and reference list .....	9
Appendix 1 .....	13

## The need for referencing

When you reference your sources, you are acknowledging the ideas and work of others that you have used in your own work. This avoids plagiarism (pretending that other people's ideas are your own). As part of your assessment, you will be asked to provide in-text references within the body of your work and a list of references identifying these at the end.

The information in this guide is based on the sixth edition of the APA manual.

## Definitions

Quote	repeat a passage from a text or speech
Cite	identifying the author/publication of material you have used as evidence for your argument
In-text reference, or citation	short reference to author/publication identified in full in the reference list
Bibliography	list of literature/material used as background reading or to provide background or further reading
Reference list	list of all the literature/material that you have quoted or cited in your work

## Where do I start?

Always list references in alphabetical order. In the following examples, carefully note the use of capital and lower case letters (especially in titles), punctuation marks, abbreviations, spacing and hanging indents. To help you, at the back of this guide there is a sample piece of text with in-text references and a sample reference list.

## How do I reference a book?

The basic elements of a book reference are:

**Author surname, initial(s). (Date of publication). Title. Place of publication: Publisher.**

For example:

Jones, R. (2008). *Glassblowing for fun and profit*. Auckland, New Zealand: Lamplighter Press.

For American cities, instead of the country of publication use the abbreviation of the state - see Appendix 1 .

If the name of the publisher includes the words 'Publisher', 'Co.', 'Inc.' or 'Ltd', leave these out. However, leave in the words 'Books' and 'Press'.

## How do I reference a journal article?

The basic elements of a journal article reference are:

**Author surname, initial(s). (Date of publication). Title of article. *Title of journal, volume number* (issue number), pages of article.**

For example:

Gannon, P. (1999). Back office: Front line. *Communications International*, 26(10), 26–32.

## How do I reference a page or document from a website?

Give either a digital object identifier (DOI) number or a URL (web address), but not both. Use the DOI if there is one. Include the date you retrieved the information. List as much of the following information as possible (you may have to hunt around the rest of the website for some of it):

**Author, A. (Date). Title of document/article. Retrieved Month, Day, Year, from [http:// web address of the page of the article](#)**

Nielson, J. (2002). *Top ten guidelines for home page usability*. Retrieved October 5, 2005, from <http://useit.com/alertbox/20020512.html>

Note: Do not add a full stop after the URL (web address). Do not break the URL with a line return (for example, by using Enter); just keep typing and let Word break the line.

When there is no date for the content, use n.d. (for no date):

Stewart, J. (n.d.). *Writing tips archives*. Retrieved June 28, 2007, from <http://www.write101.com/archives/index.htm>

**When there is no author**, move the title to the front of the reference:

New child vaccine gets funding boost. (2001). Retrieved March 21, 2001, from [http://news.ninemsn.com.au/health/story\\_13178.asp](http://news.ninemsn.com.au/health/story_13178.asp)

Note: In this case, the title is not in italics. The in-text reference will be the first few words of the title, in double quotation marks, and the date (or n.d. if there is no date): (“New Child Vaccine,” 2001). And yes, APA puts the comma inside the quotation marks!

## How do I reference course readings?

Treat these as if you were reading the original material.

## Referencing Examples

### Books

#### Single author, later edition

Knowles, M. S. (1990). *The adult learner: A neglected species* (4th ed.). Houston, TX: Gulf.

#### Single author, illustrator included

Format is same for a translator (Trans.)

Forest, J. (2000). *Jack and Patch* (R. Jones, Illus.). Wellington, New Zealand: Learning Media.

(Note that the in-text reference does not include the illustrator: (Forest, 2000).)

#### Two authors, or up to and including 6 authors

Adamczyk, P., & Law, P. F. (1993). *Electricity and magnetism*. London, England: Usborne.

#### When there are 7 or more authors, list first 6 followed by a comma and et al.

Arthur, J.-P., Beecher, B., Dockett, S., Farmer, S., & Death, E. (1996). *Programming and planning in early childhood settings*. Sydney, Australia: Harcourt Brace.

#### Author and publisher are the same

The Open Polytechnic of New Zealand. (2002). Module 2: Formal writing. In *72141 Effective writing*. Lower Hutt, New Zealand: Author.

#### Two publications by the same author in the same year (in alphabetical order by title)

New Zealand Tourism Board. (1996a). *International visitors survey*. Wellington, New Zealand: Author.

New Zealand Tourism Board. (1996b). *Market brief for the United Kingdom*. Wellington, New Zealand: Author.

#### Edited book

Clutton-Brock, J. (Ed.). (2002). *Mammals*. London, England: Dorling Kindersley.

#### Chapter or part of a chapter in an edited book

Author, A. (Date). Title of chapter. In Name(s) of editor(s) (Ed. or Eds.), *Title of book* (pages of chapter). Place of publication: Publisher.

Hall, R. (1995). Stabilizing population growth: The European experience. In P. Sarre & J. Blunden (Eds.), *An overcrowded world* (pp. 109–120). New York, NY: Oxford University Press.

#### Referencing a specific chapter in author's own book

Seale, J. K. (2006). Accessing e-learning: The student's perspective. In *E-learning and disability in higher education* (pp. 54–67). New York, NY: Routledge.

**Author is corporate author/government department**

Ministry of Health. (1997). *Nga kupu oranga: Healthy messages*. Wellington, New Zealand: Author.

**Book is part of a series**

Wiener, P. (Ed.). (1973). *Dictionary of the history of ideas* (Vol. 1). New York, NY: Scribner.

**Periodicals****Journal article, one author, volume and issue number provided**

Turner, S. (2001). Cargo-cultural studies. *New Zealand Sociology*, 16(2),69–76.

**Journal article, no issue number**

During, S. (2001). What was the West? Some relations between modernity, colonisation and writing. *Sport*, 4, 63–89.

**Journal article, no volume/issue number, only month**

Graeme, A. (2000, September). Sharks. *KCC Magazine*, 55.

**Daily or weekly newspaper article** (gives full date, p. before page number)

Inder, R. (2004, March 3). Immigration fall points to slowdown. *DominionPost*, p. C1.

**Article, no author:** title moves to author place

Travel and tourism: Floating fantasy. (1998, January 10). *The Economist*, pp. 14–15.

**Online journal article, full publishing details provided**

Drummond, M. J. (2000). Comparisons in early years education: History, fact and fiction. *Early Childhood Research & Practice*, 2(1). Retrieved January 10, 2008, from <http://ecrp.uiuc.edu/v2n1/drummond.html>

**Online article with DOI** (digital object identifier)

Brownlie, D. (2007). Toward effective poster presentations: An annotated bibliography. *European Journal of Marketing*, 41(11/12), 1245–1283.  
doi:10.1108/03090560710821161

Note: DOIs are a stable retrieval link for online articles, so no other retrieval information is necessary

**Conference papers, proceedings, theses****Proceedings published regularly** (referenced as a journal)

De Costa, G. (2006, August). Towards developing a strategy for managing salt water intrusion in coastal aquifers. *Proceedings of 15th IAHR-APD Congress*, 3, 1547–1553.

**Unpublished paper presented at a meeting/conference**

Author, A. (Year, month of conference/meeting). *Title of paper*. Paper presented at Name of conference/meeting, City, Country (or state for conference/meeting in US).

Burns, C. (2006, December). *Quality management and business excellence*. Paper presented at the meeting of the World Quality Congress, Wellington, New Zealand. Conference paper abstract retrieved online

Liu, S. (2005, May). *Defending against business crises with the help of intelligent agent-based early warning solutions*. Paper presented at the 7th International Conference on Enterprise Information Systems, Miami, FL. Abstract retrieved from [http://www.iceis.org/iceis2005/abstracts\\_2005.htm](http://www.iceis.org/iceis2005/abstracts_2005.htm)

#### **Unpublished thesis or dissertation**

Ross, C. (2005). *Integrating voices: A grounded theory of women's learning in community* (Unpublished master's thesis). Massey University, Wellington, New Zealand.

#### **Thesis or dissertation retrieved from an online database**

Author, A. (Year). *Title* (Doctoral dissertation or master's thesis). Retrieved from Name of database. (Accession or Order Number).

McNiel, D. S. (2006). *Meaning through narrative: A personal narrative discussing growing up with an alcoholic mother* (Master's thesis). Retrieved from ProQuest Dissertations and Theses database. (UMI No. 1434728).

### **Other online material**

#### **Web page (give title and web address of specific page)**

Statistics New Zealand. (n.d.). *Review of economic standard of living statistics*. Retrieved October 30, 2009, from <http://www.stats.govt.nz/Publications/StandardOfLiving/review-esol-consultation-paper.aspx>

#### **Chapter/section/part in an Internet document**

O'Malley, P. (n.d.). In praise of secrecy: *The ethical foundations of public relations* (Part 1). Retrieved October 20, 2007, from <http://aboutpublicrelations.net/ucomalleya.htm>

#### **Article on wiki site**

Carbon credit. (n.d.). Retrieved March 19, 2008, from Wikipedia: <http://en.wikipedia.org/wiki/Carbon-credit>

#### **Reference in web encyclopaedia**

Data mining. (n.d.). In *Webopedia*. Retrieved March 19, 2008, from [http://www.webopedia.com/TERM/d/data\\_mining.html](http://www.webopedia.com/TERM/d/data_mining.html)

#### **Online dictionary**

Heuristic. (n.d.). In *Merriam-Webster's online dictionary* (11th ed.). Retrieved June 27, 2009, from <http://www.m-w.com/dictionary/heuristic>

In-text reference would be: ("Heuristic," n.d.).

**Blog:** Include the title of the message and the URL. Titles for items in online communities (e.g., blogs, newsgroups, forums) are not italicised. If the author's name is not available, provide the screen name.

Dean, J. (2008, May 7). When the self emerges: Is that me in the mirror? Message posted to <http://www.spring.org.uk/the1sttransport>. (2004, September 26). Psychology Video Blog #3 [Video file]. Video posted to <http://www.youtube.com/watch?v=lqM90eQi5-M>

**Document retrieved from an electronic database (ERIC)**

Mead, J. V. (1992). *Looking at old photographs: Investigating the teacher tales that novice teachers bring with them* (Report No. CSOS-R-292). East Lansing, MI: National Center for Research on Teacher Learning. (Retrieved from ERIC Document Reproduction Service E\*Subscribe, ERIC No. ED 346 082.)

**E-books, if only available digitally or hard to find in print**

De Huff, E. W. *Taytay's tales: Traditional Pueblo Indian tales*. Retrieved from <http://digital.library.upenn.edu/women/dehuff/taytay/taytay.html>

**Google images**

Go to indicated website and reference

New Zealand legislative chamber [Image]. Retrieved October 30, 2009, from [http://www.decisionmaker.co.nz/guide2005/hpw%2005/hpw\\_05\\_mpselected2005.htm](http://www.decisionmaker.co.nz/guide2005/hpw%2005/hpw_05_mpselected2005.htm)

**Other formats**

**Television series**

Miller, R. (Producer). (1989). *The mind* [Television series]. New York, NY: WNET.

**Film**

Redford, R. (Director). (1980). *Ordinary people* [Motion picture]. United States: Paramount Pictures.

**Brochure, pamphlet, video recording etc.**

The medium/format is placed after the title, enclosed in square brackets: [CD], [CD-Rom], [Audio podcast], [Television series episode], [Demographic map] etc.

Cassidy, E. (1998). Over the rainbow. On *Songbird* [CD No. G2-10045]. Washington, DC: Blix Street Records.

**Secondary source** (work discussed in something you have read; you have not seen the original)

In your reference list, give the source you found:

Crowley, T. (1985). Half-right reference: Is it true? *RQ*, 21(1), 59–68.

In your text, name the original work and reference the source you found it in:

Another researcher, Jirjee (as cited in Crowley, 1985, p. 62) ...

**Dictionary entry (print)**

Acrylamide. (2001). In J. Pearsall (Ed.), *Concise Oxford dictionary* (10th ed., p. 12). New York, NY: Oxford University Press.

Legislation Statutes and Regulations are not included in the reference list. Give the name of the Act or Regulation in the text, and identify any section (part, schedule, Regulation etc.) that you are referring to or quoting.

## In-text references (citations)

**Quotes/indirect use of specific parts of the text** – author, date, page number

**Short quotes** Dalli (2001) states ‘ \_\_\_\_\_ ’ (p. 29).

**Short quotes from an author quoted in a book/article by another author** ‘ \_\_\_\_\_ ’ (Vygotsky, as cited in Smith, 1998, p. 10).

**Short quotes from a course module** where the numbered module is listed in the reference list  
(The Open Polytechnic of New Zealand, 2002, p. 17)

**Short quotes from a website** (the address of the website will be given in the reference list)  
(Parliamentary Commissioner for the Environment, 2002, para. 1)

**Long quotes** (30 words or more)

New, indented paragraph. Put the final full stop before the in-text reference.

Public libraries provide a range of services directly to the public. Traditional collection, circulation and reference services are supplemented by others, such as digital collections and specialized services and programmes. (Fields & Young, 2000, p. 11)

## Sources used as background information – author, date

One author (a) Kelsey (1999) believes that \_\_\_\_\_.  
(b) \_\_\_\_\_ (Kelsey, 1999).

Two authors, one publication (a) Donaldson and Werhane (1993) consider \_\_\_\_\_.  
(b) \_\_\_\_\_ (Donaldson & Werhane, 1993).

Two authors, two publications (a) Jacobs (1993) and Kelsey (1999) conclude \_\_\_\_\_.  
(b) \_\_\_\_\_ (Jacobs, 1993; Kelsey, 1999).

Personal communication (conversation, email). Give the citation in your text but do not include it in the reference list.

(T. Smith, personal communication, February 18, 2004)

## Repeating authors' names

First reference (The Open Polytechnic of New Zealand ...)  
Subsequent reference(s) (The Open Polytechnic ...)

First reference, 3 to 5 authors (Te Whaiti, McCarthy, & Durie ...)  
Subsequent reference(s), 3 to 5 authors (Te Whaiti et al. ...)

For 6 or more authors, use this form for the first reference also

## Useful websites for information on APA

<http://www.apastyle.org>

<http://www.liunet.edu/cwis/cwp/library/workshop/citapa.htm>

[http://owl.english.purdue.edu/handouts/research/r\\_apa.html](http://owl.english.purdue.edu/handouts/research/r_apa.html)

[http://www.academic.cengage.com/resource\\_uploads/static\\_resources/0324313926/10610/apa\\_new.html](http://www.academic.cengage.com/resource_uploads/static_resources/0324313926/10610/apa_new.html)

## If you need more help

If you're not sure how to handle a reference or citation, staff at TPP Central Library and MAINZ Auckland are happy to provide individual help.

## Sample – in-text referencing and reference list

The Palmerston North College of Education produced two reports on the recognition of prior learning (RPL) (Griffin, 1990; Griffin & Brooking, 1991). At much the same time, Nena and Richard Benton of the New Zealand Council for Educational Research were contracted to provide reports to the Māori Caucus of the New Zealand Council for Education and Training in the Social Services (Benton, N., 1991; Benton, N, Benton, R., Croft, & Waaka, 1991; NZCETSS, 1991). Significant, too, was a paper by Glenys Patterson (1991) of Massey University.

The New Zealand Qualifications Authority commissioned reports on:

- policy and procedures for New Zealand polytechnics that would allow the awarding of credit by RPL (Gunn & McDougall, 1993)
- a case study approach to RPL, with an emphasis on group activities (Sheehan, 1992)
- the changes required for a comprehensive RPL system in a New Zealand university (Harre Hindmarsh, 1992)
- Making a case for RPL at a distance (Hornblow, 1994b).
- 

It is clear that during the 1990s RPL initiatives were taking place within many polytechnics throughout New Zealand – for example, the Central Institute of Technology (Hales & Manson, cited in Kuiper, 1994, p. 3). At the Open Polytechnic, RPL was piloted and adopted as an option for the Bachelor of Business degree course (McMurdo, Kelly, & Webb, 1993).

In 1996 Reid, Melrose, Ker and Horsburgh commented (p. 6)

The current scene in New Zealand for prior learning assessment is that it is fragmented, both nationally and within institutions, and even within teaching departments. Further, assessors appear to be practising in isolation within their institutions. Very few assessors know of, let alone have contact with, other prior learning assessors in their institution.

On the topic of the accessibility of RPL to potential candidates, the researchers stated: 'At the one extreme is a complete hands-off approach ... at the other, one institution has an internal accreditation process' (Reid et al., 1996, p. 7).

The emergence in 1999 of the Centre for the Assessment of Prior Learning (CAPL) is significant and heartening (Day & Devjee, 2000). The managers of the centre stated: 'We expect CAPL to grow and expand as this new, flexible method of gaining qualifications becomes more widely accepted in both the polytechnic sector and industry' (Day & Devjee, 2000, p. 12).

Ker and Reid (2000) have reported on a collaborative venture between McDonald's Family Restaurants and the Auckland University of Technology. It is an example of corporate credit being recognised by academia. Such credit is accepted as appropriate to 'situations in which organisations have developed integrated employee training and development, performance assessment and career progression systems' (Ker & Reid, 2000, p. 2).

## References

(To make this sample list as helpful as possible, we have included some items that don't appear as citations in the sample text above. Reference lists give the full details of any material cited in the body of the text. A bibliography will also include background and further reading.) This would normally appear on a new page.

- Benton, N. (1991). *Recognition of prior learning: From hegemony to symphony*. Wellington, New Zealand: New Zealand Council for Education and Training in the Social Services.
- Benton, N. (1992, November). *Empowerment through the accreditation of prior learning: Challenges, priorities and some wider issues*. Paper presented at the AARE/NZARE conference, Geelong, Australia.
- Benton, N. (n.d.). *Recognition of prior learning: A personal guide to developing your portfolio* [Brochure]. Wellington, New Zealand: New Zealand Council for Educational Research.
- Benton, N., Benton, R., Croft, C., & Waaka, A. (1991). *Kahukura: The possible dream*. Wellington, New Zealand: New Zealand Council for Education and Training in the Social Services.
- Day, R., & Devjee, F. H. (2000, December). *Otago Polytechnic's experience in establishing a centre for assessment of prior learning (CAPL)*. Paper presented at the 7th International Conference on Experiential Learning (ICEL), Auckland, New Zealand.
- Evans, N. (1993). The extension of academic authority: Some implications. In National Qualifications Authority, *Recognition of prior learning and the National Qualifications Framework: Conference proceedings* [Looseleaf collection]. Wellington, New Zealand: Author.
- Evans, N., & Bailleux, M. (1993). Foreword to the series. In M. Challis, *Introducing APEL* (pp. ix-x). London: Routledge.
- Griffin, H. (1990). *Assessment of prior learning*. Palmerston North, New Zealand: Palmerston North College of Education.

- Griffin, H., & Brooking, K. (1991). *Assessment of prior learning* (Report No. 2). Palmerston North, New Zealand: Palmerston North College of Education.
- Gunn, C., & McDougall, J. (1993). Administering RPL courses in New Zealand polytechnics: An overview. In National Qualifications Authority, *Recognition of prior learning and the National Qualifications Framework: Conference proceedings* [Looseleaf collection]. Wellington, New Zealand: Author.
- Harre Hindmarsh, J. (1992). Recognition of prior learning: An exploratory study in a New Zealand university. *New Zealand Journal of Adult Learning*, 20(2), 65–98.
- Hornblow, D. (1994a). Recognition of prior learning: A view from 'down under' of 'up over'. In *Windows on the future: Conference proceedings of the International Council for Distance Education and Distance Education Association of New Zealand* (pp. 244–250). Wellington, New Zealand: The Correspondence School.
- Hornblow, D. (1994b). *Recognition of prior learning: Making a case at a distance*. Lower Hutt, New Zealand: The Open Polytechnic of New Zealand & New Zealand Qualifications Authority.
- Hornblow, D. (2000, September). *Partners in learning: A magical mix of mercenaries, missionaries, misfits, militants and mutants?* Paper presented at the 2000 ASTE Conference. Wellington, New Zealand.
- International Center for the Enhancement of Learning Potential. (n.d.). *Research: Basic theory: What is mediated learning experience?* Retrieved January 17, 2002, from [http://www.icelp.org/asp/Basic\\_Theory.shtm](http://www.icelp.org/asp/Basic_Theory.shtm)
- Ker, P., & Reid, M. (2000, December). *Corporate credit: A case study of collaboration in recognizing workplace learning*. Paper presented at the 7th International Conference on Experiential Learning (ICEL), Auckland, New Zealand.
- Kuiper, A. (1994). *Recognising prior learning*. Christchurch, New Zealand: Christchurch Polytechnic.
- McMurdo, A., Kelly, B., & Webb, C. (1993). *Recognition of prior learning: A report on the pilot study conducted at The Open Polytechnic of New Zealand in recognising prior learning in the Bachelor of Business degree course*. Lower Hutt, New Zealand: The Open Polytechnic of New Zealand.
- Mills, N. (1995). Recognition of prior learning developments in New Zealand. In D. Hornblow (Ed.), *Recognition of prior learning: Proceedings of the RPL Institute* (pp. 25–29). Wellington, New Zealand: RPL Services.
- Mills, N. (n.d.). *Recognition of prior learning pilot in the training opportunities programme*. Wellington, New Zealand: Education and Training Support Agency.
- New Zealand Council for Education and Training in the Social Services. (1991). *Education and training in*

*the social services: Procedures for accreditation and course approval*. Wellington, New Zealand: Author.

Newmann, F., & Wehlage, G. (1997). Let's focus on intellectual quality. *WCER Highlights*, 9(1), 4–5.

Retrieved February 16, 2002, from <http://www.wcer.wisc.edu/publications/highlights/v9n1.pdf>

Patterson, G. (1991). *Pathways between tertiary institutions* (Occasional Paper No. 1). Palmerston North, New Zealand: Massey University.

Reid, M., Melrose, M., Ker, P., & Horsburgh, M. (1996, September). *Assessment of prior learning in the New Zealand tertiary sector*. Paper presented at the Partnerships in the Assessment of Student Achievement Conference. Auckland Institute of Technology, Auckland, New Zealand.

Sheehan, D. (1992). *Recognition of prior learning trial: Final report*. Christchurch, New Zealand: Christchurch College of Education.

Tate, P. (1993). A message from the president. *CAEL Forum and News*, 16(3), 20. Adapted from

Hornblow, D. (2002). *Recognition of prior learning in New Zealand: What has been, what is, and what might be* (Working Paper 8-02). Lower Hutt, New Zealand: The Open Polytechnic of New Zealand.

## Appendix 1

# APA Referencing Style: Publishers' Locations

Give the *city* and *state* (United States Postal Service abbreviations, see below) for United States publishers and the *city* and *country* (in full) for publishers outside the United States.

## Abbreviations for States and Territories

<b>Location</b>	<b>Abbreviation</b>	<b>Location</b>	<b>Abbreviation</b>
Alabama	AL	Missouri	MO
Alaska	AK	Montana	MT
American Samoa	AS	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Canal Zone	CZ	New Mexico	NM
Colorado	CO	New York	NY
Connecticut	CT	North Carolina	NC
Delaware	DE	North Dakota	ND
District of Columbia	DC	Ohio	OH
Florida	FL	Oklahoma	OK
Georgia	GA	Oregon	OR
Guam	GU	Pennsylvania	PA
Hawaii	HI	Puerto Rico	PR
Idaho	ID	Rhode Island	RI
Illinois	IL	South Carolina	SC
Indiana	IN	South Dakota	SD
Iowa	IA	Tennessee	TN
Kansas	KS	Texas	TX
Kentucky	KY	Utah	UT
Louisiana	LA	Vermont	VT
Maine	ME	Virginia	VA
Maryland	MD	Virgin Islands	VI
Massachusetts	MA	Washington	WA
Michigan	MI	West Virginia	WV
Minnesota	MN	Wisconsin	WI
Mississippi	MS	Wyoming	WY

(American Psychological Association. (2001). *Publication manual of the American Psychological Association* (5th ed., p. 218). Washington, DC: Author.)

### **Examples r.**

Mitroff, I. (1998). *Smart thinking for crazy times: The art of solving the right problems*. San Francisco, CA: Berrett-Koehle

Bell, J. (1999). *Doing your research project: A guide for first-time researchers in education and social science* (3rd ed.). Buckingham, England: Open University Press.