

In-text citation	(Drew, 2006) using the first named author's name or (Drew and Amy, 2006) citing both names of two, and (Drew <i>et al.</i> , 2006), when there are three or more authors.
For books	Surname, Initials (year), <i>Title of Book</i> , Publisher, Place of publication. E.g. Matto, R. (2001), <i>Trade in Services</i> , Simon & Schuster, New York, NY.
For book chapters	Surname, Initials (year), "Chapter title", Editor's Surname, Initials, <i>Title of Book</i> , Publisher, Place of publication, pages. E.g. Calabrese, F.A. (2005), "The early pathways: theory to practice – a continuum", in Stankosky, M. (Ed.), <i>Creating the Discipline of Knowledge Management</i> , Elsevier, New York, NY, pp. 15-20.
For journals	Surname, Initials (year), "Title of article", <i>Journal Name</i> , volume, number, pages. E.g. Capizzi, M.T. and Ferguson, R. (2005), "Loyalty trends for the twenty-first century", <i>Journal of Consumer Marketing</i> , Vol. 22 No. 2, pp. 72-80.
For published conference proceedings	Surname, Initials (year of publication), "Title of paper", in Surname, Initials (Ed.), <i>Title of published proceeding which may include place and date(s) held</i> , Publisher, Place of publication, Page numbers. E.g. Jakkilinki, R., Georgievski, M. and Sharda, N. (2007), "Connecting destinations with an ontology-based e-tourism planner", in <i>Information and communication technologies in tourism 2007 proceedings of the international conference in Ljubljana, Slovenia, 2007</i> , Springer-Verlag, Vienna, pp. 12-32.
For unpublished conference proceedings	Surname, Initials (year), "Title of paper", paper presented at Name of Conference, date of conference, place of conference, available at: URL if freely available on the internet (accessed date). E.g. Aumueller, D. (2005), "Semantic authoring and retrieval within a wiki", paper presented at the European Semantic Web Conference (ESWC), 29 May-1 June, Heraklion, Crete, available at: http://dbs.uni-leipzig.de/file/aumueller05wiksar.pdf (accessed 20 February 2007).
For working papers	Surname, Initials (year), "Title of article", working paper [number if available], Institution or organization, Place of organization, date. E.g. Moizer, P. (2003), "How published academic research can inform policy decisions: the case of mandatory rotation of audit appointments", working paper, Leeds University Business School, University of Leeds, Leeds, 28 March.
For encyclopedia entries (with no author or editor)	<i>Title of Encyclopedia</i> (year) "Title of entry", volume, edition, <i>Title of Encyclopedia</i> , Publisher, Place of publication, pages. E.g. <i>Encyclopaedia Britannica</i> (1926) "Psychology of culture contact", Vol. 1, 13th ed., Encyclopaedia Britannica, London and New York, NY, pp. 765-71. (For authored entries please refer to book chapter guidelines above)

<p>For newspaper articles (authored)</p>	<p>Surname, Initials (year), "Article title", <i>Newspaper</i>, date, pages.</p> <p>E.g. Smith, A. (2008), "Money for old rope", <i>Daily News</i>, 21 January, pp. 1, 3-4.</p>
<p>For newspaper articles (non-authored)</p>	<p><i>Newspaper</i> (year), "Article title", date, pages.</p> <p>E.g. <i>Daily News</i> (2008), "Small change", 2 February, p. 7.</p>
<p>For electronic sources</p>	<p>If available online, the full URL should be supplied at the end of the reference, as well as a date that the resource was accessed.</p> <p>E.g. Castle, B. (2005), "Introduction to web services for remote portlets", available at: http://www-128.ibm.com/developerworks/library/ws-wsrp/ (accessed 12 November 2007).</p> <p>Stand-alone URLs, i.e. without an author or date, should be included either within parentheses within the main text, or preferably set as a note (roman numeral within square brackets within text followed by the full URL address at the end of the paper).</p>