Cite in APA Style

Information Services
Faculty of Information
University of Toronto

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help.ischool@utoronto.ca

416.978.7060

http://www.ischool.utoronto.ca/services/inforum-is

IN-TEXT CITATIONS IN APA

1. INTRODUCTION

1.1. Author-date and page numbers

Paraphrased or quoted information taken from another document or verbal communication (excluding general knowledge) requires an in-text citation.

In general, in-text citations follow the format of author-date

Last name of author(s) (giving appropriate credit)
Year of publication (currency of information)

Quotations also require an in-text citation for the page number/alternate means of locating the information; APA recommends doing the same for paraphrases.

1.2. Direct quotations

For quotations of less than 40 words:

Incorporate directly within the text. Cite the **author** and **date** at some point in the sentence or with the **page number** which is always after the quotation.

For quotations of more than 40 words:

Format as a new paragraph and omit quotation marks.

Double-space with a ½ inch indent from the left margin and an inch indent for paragraphs within the quotation.

Include the parenthetical citation with the **author, date, and page number** after the final punctuation of the quotation.

1.3.1 Abbreviations

Abbreviation	Book or publication part
ed.	edition
rev. ed.	revised edition
2nd ed.	second edition
Ed. or Eds.	editor or editors
Trans.	translators
n.d.	no date
Vol. or Vols.	volume or volumes
No.	number
Pt.	part
Tech. Rep.	technical report
Suppl.	supplement

2. EXAMPLES

2.1. One work by one personal author:

First reference:

Krmpotich (2010) investigated repatriation practices…
In a recent study of repatriation practices (Krmpotich, 2010)…
Not recommended: In 2010, Krmpotich investigated repatriation practices…

Subsequent references:
In the same paragraph:

Krmpotich also found that … (*non-parenthetical, no date used*)
Results indicate further (Krmpotich, 2010) (*parenthetical, date used*)

In subsequent paragraphs:

Krmpotich (2010) stated … (*first reference must contain name and
date, then follow rules for 'same paragraph'*)

2.2 One work by multiple authors:
2.2.1 Two authors:

Clement and Potter (2008) …
The authors contend that … (Clement & Potter, 2008)

When citing two authors, 'and' always appears as '&'

2.2.2 Three to five authors:

First reference:

Bar-Ilan, Shoham, Idan, Miller, and Shachak (2008) found…
Another study (Bar-Ilan, Shoham, Idan, Miller, I., & Shachak, 2008)
found…

*When two authors are cited, no comma appears before 'and' (e.g. Clement and Potter);
when multiple authors are cited, 'and' is preceded by a comma and a space (e.g. Bar-Ilan,
Shoham, Idan, Miller, and Shachak)*

Subsequent references:
In the same paragraph:

Bar-Ilan et al. went on to find … (*non-parenthetical, no date used*)
Results indicated… (Bar-Ilan et al., 2008) (*parenthetical, date used*)

In subsequent paragraphs:

Bar-Ilan et al. (2008) found… (*first reference must contain name and
date, then use rules for 'same paragraph'*)

2.2.3 Six and more authors:

Appearance on names on the original document:

> W. M. Duff, E. Yakel, H. R. Tibbo, J. M. Cherry, A. McKay, M. G. Krause, and R. Sheffield

In-text citation: Duff et al. (2010) found that…

2.2.4 Works by similar author groups:

> Sze, Singh, Scheaffer, Oh, Moro, and Thirunavukarasu (2012)
> Sze, Singh, Brooks, Schaeffer, Sestek, and Lemmens (2012)

In text citations: Sze, Singh, Scheaffer, et al. (2012)
Sze, Singh, Brooks, et al. (2012)

When only one author is cited, 'et al'. is preceded by a space; when multiple authors are cited, 'et al' is preceded by a comma and a space

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2.3 Multiple works by the same author:

When possible, differentiate works by the same author using dates:
Past research (Jenkins, 1998) and present research (Jenkins, 2002)

The second study (Butler, 2000a) contradicted the results of the first study (Butler, 2000b) …

Use 'a', 'b' , etc., to differentiate works by the same author published in the same year, using the alphabetical order of the titles to determine letter order:

> Reference list: Butler, K. (2000a). Investigative reports…
> Butler, K. (2000b). Study of newscast …

2.4 Authors with the same last name:

Use initials of personal names to differentiate when citing in-text:

R. Shaw (2010) and E. Shaw (2012) …

Identical illustrations combined with text can be an effective branding tool (R. Shaw, 2010) but so can bold visual statements alone (E. Shaw, 2012)

Use full names if the initials are the same:

Ryan Shaw (2010) and Rachel Shaw (2007)

When multiple authors have the same last name, use initials or personal names throughout your paper, regardless of whether the names occur in the same or different sentences, paragraphs, vicinity, etc.

2.5 Multiple works cited within the same parentheses:

Order multiple citations by the same author(s) by date of publication:

> Past research (Whitney & Truscow, 2011, 2012)

Order different authors alphabetically by last name and date, separated by a semi-colon and a space; for each author group, sort the works by date:

> Several studies (Adair, 2004; Grimes, 2008; Breton, 2011)
> Several studies (Johnson, 1991a, 1991b; Singh, 1983, in press-a, in press-b)

2.6 Corporate author:

Create an abbreviation if the name is long and the abbreviation is clear and unique (i.e. one that is not the same as another well-known organization):

First reference:

> A recent study by the National Institute of Mental Health [NIMH]
> (2012) ….
> An innovative study (National Institute of Mental Health [NIMH], 2012) found …

Subsequent references:

> In conclusion, the study (NIMH, 1999) identified …

> *Create abbreviation at first occurrence; use abbreviations for following in-text citations*

2.7 Work without an author:

Book:

> Italicize the title and capitalize the first letter of all significant words
> … the book *College Bound Seniors in Canada* (1979)…

Article, chapter, webpage, etc.:

> Using regular font, enclose the first few words of the title in quotation marks and followed by a comma; capitalize the first letter of all significant words
> This essay on free care ("Study Finds," 1982)…

Work signed Anonymous:

> This erudite work, whose author remains unknown (Anonymous, 1888) ….

> *Make sure all abbreviated titles in your paper are unique*

2.8   Specific part of a source:

Always provide a specific location when using a direct quote:

> "Organizations need more than agreement on principle to guide the actions of its employees and officers" (Craig., 2004, p. 27)

If the material is not paginated, use other textual features such as such as paragraph numbers, headings, etc. to identify the quotation's location in the larger text.

> "We're good at talking to one another and knowing what each other is saying" (Tay, 2012, "It's a Language Problem," para. 3).

> "Copyright protection, unabated by an author's abandonment, hangs as a veritable Sword of Damocles over would-be appropriators" (Sullivan, 2011, ¶ 4)

> "if a case can be made for the fanwork as transformative, the U.S. copyright "fair use" clause is fully protective of the work " (Romano, 2012, "The Legal Thing," para. 3)

APA does not require page numbers from the cited text when discussing ideas, paraphrasing, etc., although it is encouraged when it would help a reader locate the material in a lengthy or dense text. However, some professors **require** *all ideas, paraphrasing, etc., to be cited by location within the cited text.* **Check with your instructor!**

2.9   Personal communications:

A personal communication is a source that you have used but has not been published and/or cannot be accessed by the reader.

> ***Letter****:*
> A. Einstein (personal communication, September 25, 1946) relayed his dismay…

> ***Conversation or Interview:***
> T. K. Lutes (personal communication, April 18, 2001) related …

> ***E-mail:***
> In his e-mail (V. G. Nguyen, personal communication, October 13, 1998) stated…

> ***PowerPoint presentation:***
> Through an explanation of the data (L. Howarth, personal communication, May 2, 2003)

References to personal communications only appear in text, never in the reference list. Always include the author's initial and as specific a date as possible.

2.10   No date:

Use 'n.d.' within parentheses, if already published:
>   Baker and Taylor (n.d.)
>   In a past survey (Brodski & Steeles, n.d.)

Use 'in press' for a work accepted for publication but not yet published
>   Davindra, Hay, and Shaw (in press) …
>   The latest clinical trial … (Sheridan & Kenney, in press) …
>   In a series of articles to appear shortly, Rodolfo (in press-a, in press-
>   b, in press-c) claims that …

> *Always use 'n.d.' when a date of publication is not obvious from the item being cited even if you can locate the information in another location.*

2.11   Secondary source/reference:

Whenever using information found in another document's citation, you **must** cite the document which you have read, not the original document that contains that information.

Use 'as cited in' within parentheses for an in-text citation of a secondary source:
>   Janelle Brown's interview with a spokesman for Lucasfilm (as cited in Jenkins,
>   2006) revealed …
>   Lucasfilm addressed its fans (as cited in Jenkins, 2006) on the subject of…

Cite the secondary source that you read, *not the source cited by that source***, in the reference list.**
>   Jenkins, H. (2006). *Convergence culture: Where old and new media collide.* New
>   York, NY: University Press.

REFERENCE LISTS IN APA

3.   REFERENCE LIST COMPONENTS

3.1   Reference list components

Provides references for **published materials cited in-text** (not a bibliography).

Title the section 'References' and align the title in the center.

Double-space and use a **hanging indent** for entries that go beyond a single line.

Organize alphabetically by author's **surname, corporate name** or titles if there is no author name; then **chronologically**.

3.1.1   Publication date

For most documents: give the year of publication

For magazines, newsletters, newspapers, papers/presentations from meetings: give the year and other date provided; separate with a comma.

3.1.2   Titles

Article/chapter title: Capitalize first word of title and subtitles. Do not italicize.
Periodical title: Capitalize all important words. Italicize.
Books and reports: Capitalize first word of title and subtitles. Italicize.

3.1.3   Print publication information

Periodicals:

Italicize volume number but not issue number, enclose issue numbers in parentheses, and provide inclusive page numbers.

Non-periodicals:

Provide the city and abbreviated state name or city and country.

When the author is also the publisher, use 'Author'.

Do not repeat the name of the location in the publisher's section if the publisher is a university of that location

- Toronto, Canada: University, not Toronto, Canada: University of Toronto

Omit superfluous terms such as 'Publishers' except for Books and Press.

3.1.4   Electronic publication information

To locate online documents, APA prefers direct object identifiers (DOIs) over uniform resource locators (URLs).

To use a DOI to retrieve a document, use http://dx.doi.org/

If a print resource provides a DOI, include it in your references.

Be careful to reproduce it exactly, using the format **doi:xxxxxxxxx**

If a journal article, e-book, or e-report lacks a DOI, you can use the homepage of the publisher and preface with 'Retrieved from'.

For webpages, use the URL or DOI for the page from which you retrieved the cited information.

If you refer to a website as a whole without referring to any specific information from it, you do not need to create a reference list entry for it but do include to the homepage URL in the text (e.g. "Tumblr (www.tumblr.com) is an example of a microblogging platform")

Include retrieval date if the material is expected to change over time (e.g. a wiki page).

3.2 Typical reference entry formats
3.2.1 Complete printed document

Author, A. A. (year). *Title of document: Subtitle of document.* Location: Publisher.

3.2.2 Part of a printed document

Author, A. A. (year). Title of part. In E. E. Editor (Ed.), *Title of document* (pp. xxx- xxx). Location: Publisher.

3.2.3 Complete online document

Author, A. A. (year). *Title of document.* Retrieved from DOI/URL

3.2.3 Part of an online document

Author, A. A. (year). Title of part. In E. E. Editor (Ed.), *Title of document* (pp. xxx- xxx). Retrieved from DOI/URL

3.2.4 Article in paper periodical

Author, A. A., Author, B. B., & Author, C. C. (year). Title of article. *Title of Periodical, xx*(x)*,* xxx-xxx.

3.2.5 Article in online periodical

Author, A. A., Author, B. B., & Author, C. C. (year). Title of article. *Title of Periodical, xx*(x)*,* xxx-xxx. Retrieved from DOI/URL

4　EXAMPLES BY TYPE
4.1　COMPLETE DOCUMENT:

4.1.1　Book:
Choo, C. W., Detlor, B., & Turnbull, D. (2000). *Web work: Information seeking and knowledge management on the world wide web*. Dordrecht, Netherlands: Kluwer Academic.

In-Text Citation in parentheses (ITC): (Choo, Detlor, & Turnbull, 2000)

4.1.2　Book, with edition statement:
Craig, B. L. (2000). *Medical archives: What they are and how to keep them: An introduction and some basic advice for individuals and institutions* (2nd ed. rev.). Toronto: Associated Medical Services.

ITC: (Craig, 2000)

4.1.3　Book, edited:
O'Riordan, K., & Phillips, D. J. (Eds.). (2007). *Queer online: Media technology and sexuality*. New York: Peter Lang.

ITC: (O'Riordan & Phillips, 2007)

4.1.4　Book, multivolume:
Fraser, R., & Hammond, M. (Eds.). (2008). *Books without borders* (Vols. 1-2). New York, NY: Palgrave Macmillan.

ITC: (Fraser & Hammond, 2008)

4.1.5　Book, dictionary or encyclopedia, or multivolume with ed. statement:
Edwards, I. E. S. (Ed.). (2005). *The Cambridge ancient history* (3rd ed., Vols. 1-14). Cambridge: Cambridge University Press.

ITC: (Edwards, 2005)

4.1.6　Book, corporate or government author:
Association of Records Managers and Administrators. (2007). *Procedures and issues for managing electronic messages as records: implementation guidelines for ANSI/ARMA 9-2004*. Lenexa, Kansas: ARMA.

ITC: (Association of Records Managers and Administrators [ARMA], 2007) *(first citation)* (ARMA, 2007) (*subsequent citations*)

4.1.7　Book, translation:
Breton, P. (2011). *The culture of the Internet and the Internet as cult: social fears and religious fantasies* (D. Bade, Trans.). Duluth, M: Litwin Books.

ITC: (Breton, 2011)

4.1.8 Book, electronic edition of print:

Jenkins, H. (2006). *Convergence culture: when old and new media collide.* Retrieved from:
http://hdl.handle.net/2027/heb.05936

ITC: (Jenkins, 2006)

4.1.9 Book, electronic only:

Information and Communications Technology Council. (2011). A human resource situational
analysis for digital media in Canada. Retrieved from http://www.ictc-ctic.ca/

ITC: (Information and Communication Technology Council [ICTC], 2011) *(first citation)*
(ICTC, 2011) *(subsequent citations)*

4.1.10 Internet document, complete:

Denmark's Electronic Research Library. (2009). The future of research and the research library.
Retrieved from www.deff.dk

ITC: (Denmark's Electronic Research Library [DERL], 2009) *(first citation)*
(DERL, 2009) *(subsequent citations)*

4.2   PART OF DOCUMENT:

4.2.1   Article, in periodical, one author:

Stein, Robert. (2012). Chiming in on museums and participatory culture. *Curator: the Museum
Journal*, *55*, 215-232.

ITC: (Stein, 2012)

4.2.2   Journal article, one author, periodical paginated by issue:

Hartel, J. (2011). Introduction to the special issue on ethnography. *Faculty of Information
Quarterly, 3*(2), 4-6.

ITC: (Hartel, 2011)

4.2.3   Journal article, 2-5 authors:

Bar-Ilan, J., Shoham, S., Idan, A., Miller, I., & Shachak, A. (2008). Structured vs. unstructured
tagging- a case study. *Online Information Review, 32*, 635-647.

ITC: (Bar-Ilan, Shoham, Idan, Miller, I., & Shachak, 2008) *(first citation)*
(Bar-Ilan et al., 2008) *(subsequent citations)*

4.2.4   Journal article, 6-7 authors:

Duff, W. M., Yakel, E., Tibbo, H. R., Cherry, J. M., McKay, A., Krause, M. G., & Sheffield, R.
(2010). The development, testing, and evaluation of the archival metrics toolkits.
American Archivist, 73, 569-599.

ITC: (Duff et al., 2010)

4.2.5   Journal article, more than 7 authors:

Barense, M. D., Bussey, T. J., Lee, A. C. H., Rogers, T. T., Davies, R. R., Saksida, L. M., …
Graham, K. S. (2005). Functional specialization in the human medial temporal lobe.
Journal of Neuroscience, 25, 10239-10246.

ITC: (Barense et. al., 2005)

4.2.6 Journal article with Digital Object Identifier (DOI):

Krmpotich, C. (2010). Remembering and repatriation: The production of kinship, memory and respect. *Journal of Material Culture, 15*, 157-179. doi:10.1177/1359183510364077

ITC: (Krmpotich, 2010)

4.2.7 Article, in periodical, with URL:

Grimes, S. M. (2008). Researching the researchers: Market researchers, child subjects and the problem of "informed" consent. *International Journal of Internet Research Ethics, 1*, 66-91. Retrieved from http://ijire.net/

ITC: (Grimes, 2008)

4.2.8 Article, in magazine:

Norton, Q. (2012, July). Inside Anonymous: how the hacker insurgency picks targets, launches attacks, and takes down the most powerful organizations in the world. *Wired, 20*(7), pp. 130-137, 146, 148.

ITC: (Norton, 2012)

4.2.9 Article, in newsletter:

Ridinger, R. (2007, Summer). Capital ideas: the leather past of Washington, D.C. *Leather Times. 3*, 9-12. Retrieved from http://www.ebscohost.com/public/lgbt-life-with-full-text

ITC: (Ridinger, 2007)

4.2.10 Article, in newspaper, with by-line:

Clement, A., & Potter, A. B. (2008, March 31). Toronto's wireless network has fallen behind other cities. *Toronto Star,* Opinion Section.

ITC: (Clement & Brown, 2008)

4.2.11 Article, in newspaper, without by-line:

Is reading a lost art among students? (1915, Feb. 21). *Missourian Magazine*, p. 2. Retrieved from http://chroniclingamerica.loc.gov/

ITC: ("Is Reading a Lost Art", 1915)

4.2.12 Article, in published proceedings of a conference, in paper:

Mai, J. E. (2000). Likeness: A pragmatic approach. In C. Beghtol, L. C. Howarth, & N. J. Williamson (Eds.), *Dynamism and stability in knowledge organization: Proceedings of the sixth international ISKO conference 10-13 July 2000 Toronto, Canada.* Würburg: Ergon Verlag.

ITC: (Mai, 2000)

4.2.13 Article, in published proceedings of a conference, online:

Hartel, J. (2010). Time as a framework for information science: Insights from the hobby of gourmet cooking. In *Proceedings of the Seventh International Conference on Conceptions of Library and Information Science, 15*(4). Retrieved from http://informationr.net/ir/index.html

ITC: (Hartel, 2010)

4.2.14 Article, in paper encyclopedia:
Adair, J. G. (2004). Hawthorne effect. In M. S. Lewis-beck, A. Bryman, & T. F. Liao (Eds.), *The SAGE encyclopedia of social science research methods* (Vol. 2, p. 452). Thousand Oaks, CA: Sage.

ITC: (Adair, 2004)

4.2.15 Article, in online encyclopedia:
Lemoine, L. (2005). Breton early medieval manuscripts. In J. T. Koch (Ed.), *Celtic culture: A historical encyclopedia* (pp. 255-259). Retrieved from http://ebooks.abc-clio.com/reader.aspx?isbn=9781851094455&id=ECELTE.741

ITC: (Lemoine, 2005)

4.2.16 Periodical published annually:
Canadian Science and Technology Museum Corporation. (2011). *Annual report 2010-2011.* [Ottawa, Canada]: Canadian Science and Technology Museum Corporation.

ITC: (Canadian Science and Technology Museum Corporation [CSTMC], 2011) *(first citation)*
(CSTMC, 2011) *(subsequent citations)*

4.2.17 Periodical, entire issue or special issue:
Galey, A., & Siemens, R. (2008). Introduction: Reinventing Shakespeare in the digital humanities. [Special issue]. *Shakespeare, 4*(3).

ITC: (Galey & Siemens, 2008)

4.2.18 Chapter, in edited book:
Stevenson, S. (2010). Michel Aglietta and regulation theory. In G. Leckie, L. M. Given, & J. Buschman (Eds.), *Critical theory for library and information science: Exploring the social from across the disciplines* (pp. 1-13). Greenwood, CO: Libraries Unlimited.

ITC: (Stevenson, 2010)

4.2.19 Chapter, in an Internet document:
WebMD. (2011). Using ergonomics to prevent injury. *Office ergonomics.* Retrieved from http://www.webmd.com/

ITC: (WebMD, 2011)

4.3   OTHER MATERIALS:

4.3.1   Brochure:
University of Toronto, Faculty of Information, Information Services. (n.d.). *Information Services at the iSchool* [Brochure]. Toronto, ON: Author.

ITC: (University of Toronto, Faculty of Information, Information Services [IS], n.d.) *(first citation)*
(IS, n.d.) *(subsequent citations)*

4.3.2 Report, numbered:

Canadian General Standards Board. (1993). *Microfilm and electronic images as documentary evidence* (CAN/CGSB-72.11-93). Ottawa, Canada: Author.

> ITC: (Canadian General Standards Board [CGSB], 1993) *(first citation)*
> (CSGB, 1993) *(subsequent citations)*

4.3.4 Review, with a title, of a book:

Teachout, T. (2003, Jan.-Feb.). The second coming. [Review of the books *Wrapped in rainbows: the life of Zora Neale Hurston* by V. Boyd and *Zora Neale Hurston: a life in letters* by C. Kaplan (Ed.)]. *Book*, 66-67.

> ITC: (Teachout, 2003)

4.3.5 Review, without a title, of a book:

Koehler, W. (2004). [Review of *Virtual inequality: Beyond the digital divide* by K. Mossberger, C. J. Tolbert, & M. Stansbury]. *Journal of the American Society of Information Science and Technology, 55*, 1024-1025.

> ITC: (Koehler, 2004)

4.3.6 Secondary source (Source cited within another source):

Jenkins, H. (2006). *Convergence culture: Where old and new media collide.* New York, NY: University Press.

> ITC: (Brown, as cited in Jenkins, 2006)

4.3.7 Thesis:

Cherry, J. M. (1983). *Command languages: Effects of word order on user performance.* Published doctoral dissertation, University of Pittsburg.

> ITC: (Cherry, 1983)

4.3.8 Paper presented at a virtual conference:

Svenonius, T. (2011). Tips for creating captivating mobile content. Slides presented at the Museums & Mobile Online Conference IV. Retrieved from http://www.museums-mobile.org/session-content/

> ITC: (Svenonius, 2011)

4.3.9 Message posted to a newsgroup, online forum, or discussion group:

Smith, T. (2012, July 7). Links on the subject (to get started) [Discussion group comment]. Retrieved from https://groups.google.com/forum/?hl=en&fromgroups#!forum/library-makerspaces

> ITC: (Smith, 2012)

4.3.10 Message posted to an electronic mailing list:

Whitney, G. & Truscow, S. E. (2012, January 28). RateMyProfessor.com [Electronic mailing list message]. Retrieved from http://listserv.utk.edu/cgibin/wa?A2=ind1201&L=jesse&T=0&F=&S=&P=89487

> ITC: (Whitney & Truscow, 2012)

4.3.11 Blog post:
Lyons, K. (2010, March 24). In honour of Ada Lovelace Day: A technical woman I admire [Web log post]. Retrieved from http://moving2academia.blogspot.com/2010/03/in-honour-of-ada-lovelace-day-technical.html

ITC: (Lyons, 2010)

4.3.12 Blog comment
Jenn. (2010, March 24). Re: In honour of Ada Lovelace Day: A technical woman I admire [Web log comment]. Retrieved from http://moving2academia.blogspot.com/2010/03/in-honour-of-ada-lovelace-day-technical.html?showComment =1269467235596#c8612256327374690643

ITC: (Jenn, 2010)

4.3.13 YouTube video
Dionisio, M. (2010, August 26). Max talks cataloguing [video file]. Retrieved from http://www.youtube.com/watch?v=fFh2p-TcrzE

ITC: (Dionisio, 2010)

5   SAMPLE REFERENCE LIST IN APA

References

Adair, J. G. (2004). Hawthorne effect. In M. S. Lewis-beck, A. Bryman, & T. F. Liao (Eds.), *The SAGE encyclopedia of social science research methods* (Vol. 2, p. 452). Thousand Oaks, CA: Sage.

Anonymous. (1967). *The pearl* (Trans. S. DeFord). Northbrook, Ill.: AHM.

Association of Records Managers and Administrators, Standards Development Committee. (2007). *Procedures and issues for managing electronic messages as records: Implementation guidelines for ANSI/ARMA 9-2004*. Lenexa, Kansas: ARMA.

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Barense, M. D., Bussey, T. J., Lee, A. C. H., Rogers, T. T., Davies, R. R., Saksida, L. M., … Graham, K. S. (2005). Functional specialization in the human medial temporal lobe. *Journal of Neuroscience, 25*, 10239-10246.

Breton, P. (2011). *The culture of the Internet and the Internet as cult: Social fears and religious fantasies* (D. Bade, Trans.). Duluth, MA: Litwin Books.

Canadian General Standards Board. (1993). *Microfilm and electronic images as documentary evidence* (CAN/CGSB-72.11-93). Ottawa, Canada: Author.

Canadian Science and Technology Museum Corporation. (2011). *Annual report 2010-2011*. [Ottawa, Canada]: Canadian Science and Technology Museum Corporation.

Cherry, J. M. (1983). *Command languages: Effects of word order on user performance*. Published doctoral dissertation, University of Pittsburg.

Choo, C. W., Detlor, B., & Turnbull, D. (2000). *Web work: Information seeking and knowledge management on the world wide web.* Dordrecht, Netherlands: Kluwer Academic.

Clement, A., & Potter, A. B. (2008, March 31). Toronto's wireless network has fallen behind other cities. *Toronto Star,* Opinion Section.

Craig, B. L. (2000). *Medical archives: What they are and how to keep them: An introduction and some basic advice for individuals and institutions* (2nd ed. rev.). Toronto: Associated Medical Services.

Denmark's Electronic Research Library. (2009). The future of research and the research library. Retrieved from http://www.deff.dk/

Dionisio, M. (2010, August 26). Max talks cataloguing [video file]. Retrieved from http://www.youtube.com/watch?v=fFh2p-TcrzE

Duff, W. M., Yakel, E., Tibbo, H. R., Cherry, J. M., McKay, A., Krause, M. G., & Sheffield, R. (2010). The development, testing, and evaluation of the archival metrics toolkits. *American Archivist, 73*, 569-599.

Edwards, I. E. S. (Ed.). (1970-2005). *The Cambridge ancient history* (3rd ed., Vols. 1-14). Cambridge: Cambridge University Press.

Fraser, R., & Hammond, M. (Eds.). (2008). *Books without borders* (Vols. 1-2). New York, NY: Palgrave Macmillan.

Galey, A., & Siemens, R. (2008). Introduction: Reinventing Shakespeare in the digital humanities. [Special issue]. *Shakespeare, 4*(3).

Grimes, S. M. (2008). Researching the researchers: Market researchers, child subjects and

the problem of "informed" consent. *International Journal of Internet Research Ethics, 1*, 66-91. Retrieved from http://ijire.net/

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