

Writing a Bibliography and Citing Sources

Infothèque guide, HEG

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Foreword

This guide was written by the Haute école de gestion de Genève (HEG-GE) library, Infothèque. It was translated by Abigail Millar, with revisions by Nicolas Montandon and an update by Valérie Kim.

It explains the bibliographic and referencing guidelines in effect at HEG-GE, based on the ISO 690 international standard (International Organization for Standardization 2010). Depending on the teachers, you may be required to apply other bibliographic guidelines.

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

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

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

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

If you don't have extensive experience in writing bibliographic references or if the ISO 690 standard is unknown to you, take the time to read the *General principles* (p. 4) and point *Elements in a bibliographic reference* (p. 7)! This step will help you better understand how the templates work in chapter 1.2 (p. 14).

Note: if you are reading the PDF version of this document, please take note that the table of contents as well as internal links are clickable. Do not forget the summary or bookmark functions to reach the table of contents.

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General principles

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

Good practices

The names of the HEG, the academic adviser and the student are all associated with the submitted work. Their credibility and image, including online, are thus linked to the document. It is therefore important to pay attention to the following points:

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

Citation of sources in the text

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

Text

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

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

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

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

Paraphrase or indirect quotation

A paraphrase is a reformulation of an author's statements in your own words, without any modification of the meaning or content. A paraphrase *always* comes with a reference to the source.

Example

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

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

Direct quotation

A direct quotation is a sentence taken from a document without any modification. It allows you to illustrate your statement. A direct quotation must always be enclosed in quotation marks and the source must be indicated.

Example

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



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

Citing factual information (data, figures, facts)

As in the case of an indirect quotation, it is necessary to include the source of your information.

Example

The unemployment rate was 3.5% in September 2010 (OFS 2010).

Bibliography

A bibliography is a list of bibliographic references. These references describe the documents used to write your work.



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

Each citation in the text has a corresponding full bibliographic reference in the bibliography at the end of the work. Here is the bibliography corresponding to the text previously given as an example:

Bibliography

DELCROIX, Eric, 2012a. *LinkedIn*. Montreuil: Pearson. ISBN 978-2-7440-9493-4

DELCROIX, Eric [opponent], 2012b. *Les réseaux sociaux sont-ils nos amis?* Paris: Le Muscadier. Le choc des idées. ISBN 979-10-90685-04-8

PISANI, Francis and PIOTET, Dominique, 2011. *Comment le web change le monde: des internautes aux webacteurs*. 2nd ed. Paris: Pearson. Les temps changent. ISBN 978-2-7440-6448-7

Bibliographic references should contain as many elements for identification as possible in order to refer to a document unequivocally and without ambiguity.

Chapter 1 of this guide identifies the essential information needed to write your bibliographic references. The table presented in the first paragraph (cf. *1.1 Elements in a bibliographic reference*) presents the types of information you will need to write the reference of any document. You will also find predefined templates for each type of documents (cf. *1.2 Templates for bibliographic references*). These guidelines comply with the ISO 690 standard (International Organization for Standardization 2010).

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

1. Bibliographic references

1.1. Elements in a bibliographic reference

No	Elements (in order)	Status	Examples	Other indications
1	Author(s)	mandatory	ARMSTRONG, Gary, KOTLER, Philip and SMITH, John ORGANISATION FOR ECONOMIC COOPERATION AND DEVELOPMENT ETAT DE GENEVE. Département des finances VINCENT3B [pseudonym]	Surnames and names of institutions must be in capital letters. Authors are separated by a comma, except the last which is introduced with an « and ». If there are 2 authors, they are separated with an « and ». If there are more than 3 authors, they must all be mentioned if possible. Otherwise, only give the first author followed by « et al. ». If there is no author, indicate another contributor, followed by a mention of his function. For example: CLÉMENT, Georges [editor]. If no author or contributor can be identified, then make a title entry (see point 2.1 for more details).
2	Year of publication	mandatory	2010 [ca. 1990] [no date]	Only if the author-date method of citation is being used. If the date is not clearly given in the document, search for an approximate date. Otherwise, mention that no date is given.

Writing a bibliography and citing sources

3	Title	mandatory	<i>Le travail en équipe: clés pour une meilleure efficacité collective</i> The Institute for Wealth Management standards and the case for private wealth management standards	In italics if there is no host document (see element 5 below).
4	[medium/format]	mandatory if not print	[online] [CD] [DVD] [PDF document] [PowerPoint presentation] [poster] [software] [electronic message] [discussion forum] [film] [podcast] [video], etc.	If it is identical to the next element (host document) do not indicate here.
5	Host document 1: In: Author(s). <i>Journal, book, website title</i> [medium]	« In » mandatory if book chapter, optional for journal article or web page	In: <i>Gérer les travaux de groupe</i> <i>Journal of wealth management</i> [online] <i>Secrétariat d'Etat à l'économie SECO</i> [online]	The author is only indicated here if it is different from the host document author. The title is in italics. Medium mandatory if not print.
6	Edition	mandatory if available	3rd ed. New edition	
7	Place of publication	1 st location mandatory if book or book chapter	Paris	
8	Publisher	1 st publisher mandatory if book or book chapter	Eyrolles Fédération romande des consommateurs	

¹ Host document = Document containing parts that can be identified separately (for example a journal containing articles, a book containing chapters...) (ADBS 2015).

Writing a bibliography and citing sources

9	Date of publication	mandatory	2011 27 July 2010 Spring 2011 08.09.2010, 14:56 [no date]	Do not repeat if identical to Year (element 2) in the method of citation author-date. If details are available (month, day, hour), they need to be indicated here.
10	Date of update	mandatory if available	Updated 12 August 2011 This page was last modified on 15 March 2013 at 12:03	
11	Numeration	mandatory if journal article	Vol. 12, no 3	
12	Pages	mandatory if journal article or book chapter	pp. 12-17 p. 14	
13	Date of citation	mandatory if electronic resource	[viewed 28 September 2011] [viewed 2013-02-24]	
14	Collection and number	mandatory if available	Short guides to business risk series Formation permanente, 18	
15	ISBN, ISSN, other standardized identification	mandatory if available	ISBN 978-2-7101-2221-0 ISSN 1556-925X	ISBN: for books. ISSN: for journals and articles.

Writing a bibliography and citing sources

16	Availability and access	mandatory for online sources	Available from: http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183551 Available from: http://hesge.scholarvox.com/catalog/book/docid/10294890 [subscription-based access] Available from: http://www.lexisnexis.com/fr/business/docview/getDocForCuiReq?Ini=53MR-FCM1-DY2J-02N9&csi=378639&oc=00240&perma=tr ue [subscription-based access] Available from: http://dx.doi.org/10.1109/MIS.2012.75 [subscription-based access]	URL for online resources freely accessible. For a document found in an Infothèque database or in Scholarvox, indicate after the URL in square brackets [subscription-based access]. Prefer permanent links (or permalink) and the <i>digital object identifier</i> (doi) if they exist. Check that the URL redirects to the referenced resource.
17	Location	mandatory if the resource is difficult to access	Internal company document At:	If a limited number of copies exists or only in a precise location.

Example

LOWENHAUPT, Charles A., 2010. The Institute for Wealth Management standards and the case for private wealth management standards. *Journal of wealth management*. Spring 2010, pp. 9-11. [Viewed 28.08.2011]. Available from:

<http://search.proquest.com/docview/237030211/13D116DFAFC2EC33C28/4?accountid=15920>

[subscription-based access]

In principle, to create a reference you need elements that can be found in the document itself or in the medium. Punctuation marks between each element in the reference are generally a comma or a full stop. All references in a bibliography must have a uniform format. You will need to select one form and be consistent throughout your work:

- choose either a comma (,) or a full stop (.) between the elements.
- decide which term you will use such as “no 3” or “n° 3”, “Available from” or “Available from the address” etc.
- choose the format for your bibliography: e.g. if you want to insert a line break for the URL or not; write the date as “26.08.2011” or “26 August 2011”, etc.

1.2. Templates for bibliographic references

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



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

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

Article from a documentary database

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

Examples

PAPARODITIS, Efstathios, 2010. Wavelet methods in statistics with R. *Journal of the Royal Statistical Society: séries A* [online]. January 2010. Vol. 173, n° 1, p. 273. [Viewed 19.03.2014]. Available from: <http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=45671047&site=ehost-live> [subscription-based access]

Airbnb vient au secours des bailleurs sans locataires : l'augmentation des logements vides incite les régies à se tourner vers ce type de plateforme de location à court terme, 2019. *La Tribune de Genève* [online]. 6 November 2019. [Viewed 18 november 2019]. Available from : <https://advance.lexis.com/api/permalink/6529dea6-0a92-4ad9-9dd2-58cc660a2053/?context=1516831> [subscription-based access]



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

Blog

See template: *Website*

Blog entry

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

Example

STUDER, Xavier, 2011. iPhone 5: la campagne de buzz bat son plein. *Le Blog de Xavier Studer* [online]. 14 August 2011, 09:54. [Viewed 26 August 2011]. Available from:
<http://www.xavierstuder.com/2011/08/14/iphone-5-la-campagne-de-buzz-bat-son-plein/>

Book

SURNAME, First name, year. *Title*. Edition. Place: publisher. Collection, number. ISBN

Examples

COLBERT, François, 2014. *Le marketing des arts et de la culture*. 4th ed. Montréal: Chenelière éducation. 284 p. ISBN 9782765045274

DESBOIS, Henri, GUICHARD, Eric, HERRENSCHMIDT, Clarisse, MATHIAS, Paul and RYGIEL, Philippe, 2011. *Regards croisés sur l'Internet*. Villeurbanne: Presses de l'ENSSIB. Papiers. ISBN 978-2-910227-70-8

ELECTRONIC BUSINESS GROUP, 2011. *Qualité des données: quelle(s) vérité(s) dans les entreprises: 25 expériences issues du terrain*. Paris: Electronic Business Group.

Book chapter

SURNAME, First name², year. Title of chapter. In: SURNAME, First name³ (if different from the author of chapter). *Title of book*. Edition. Place: publisher, date of publication, pages. Collection, number. ISBN

Examples

BÄNI, Renée, 2010. Le buzz au cœur du Web 2.0 : aspects sociologiques. In: *Quel avenir pour le buzz online?* Sarrebruck: Ed. universitaires européennes, pp. 12-24. ISBN 978-613-152224-6

SOUDOPLATOFF, Serge, 2011. Le codesign comme nouvelle approche de la relation client à l'ère du web 2.0. In: BRIFFAUT, Jean-Pierre (dir.). *Univers virtuels et environnements collaboratifs : visions multidisciplinaires théoriques et pratiques*. Paris: Hermès Science Publications, pp. 119-133. Management et informatique. ISBN 978-2-7462-3283-9

Collaborative encyclopedia

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

Example – no author

Développement durable. *Wikipédia: l'encyclopédie libre* [online]. Last modification of the page on 30 April 2013 at 21:50. [Viewed 2 May 2013]. Available from: http://fr.wikipedia.org/w/index.php?title=D%C3%A9veloppement_durable&oldid=97051944



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

For articles in print encyclopedias, see *Book chapter*.

² Of the author/s of the chapter.

³ Of the author/s of the book.

Comment on a website/blog

See template: *Message on a discussion/chat/instant message forum*

Company catalog (print)

SURNAME, First name/NAME OF COMPANY, year. *Title*. Date of publication.

Other relevant information

Example

SERVICE SUISSE AUX BIBLIOTHEQUES, 2016. *Mobilier: catalogue général ekz.*

Computer software, program

SURNAME, first name⁴, year. *Name of software/program* [medium]. Version. Publisher. Date of publication. [Viewed day month year]. Required configuration: computer model, name of operating system, amount of memory, necessary software, necessary peripheral devices.

Example

APACHE, 2013. *Apache Flex*® [software]. Version 4.9. Apache Software Foundation. [Viewed 3 May 2013]. Available from: <http://flex.apache.org/installer.html>

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

Conference, symposium, congress

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

⁴ Of the creator/s.

Example – online

FRANCE. Centre d'analyse stratégique, 2010. *La France et l'Europe face à la crise économique: actes du colloque, Paris, Maison de la Chimie, 20 September 2010* [online]. Paris: La Documentation française. [Viewed 2 September 2011]. Rapports et documents, 31. Available from: http://www.strategie.gouv.fr/system/files/france_europe_web.pdf

Example - print

FRANCE. Centre d'analyse stratégique, 2010. *La France et l'Europe face à la crise économique: actes du colloque, Paris, Maison de la Chimie, 20 September 2010*. Paris: La Documentation française. Rapports et documents, 31.

Contribution to a conference, symposium, congress

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

Example – online

BARRELL, Ray, 2010. Les instruments et les objectifs de la coopération économique en Europe. In: FRANCE. Centre d'analyse stratégique. *La France et l'Europe face à la crise économique: actes du colloque, Paris, Maison de la Chimie, 20 September 2010* [online]. Paris: La Documentation française, pp. 59-60. [Viewed 1 September 2011]. Rapports et documents, 31. Available from: http://www.strategie.gouv.fr/system/files/france_europe_web.pdf

Example - print

BARRELL, Ray, 2010. Les instruments et les objectifs de la coopération économique en Europe. In: FRANCE. Centre d'analyse stratégique. *La France et l'Europe face à la crise économique : actes du colloque, Paris, Maison de la Chimie, 20 september 2010*. Paris: La Documentation française, pp. 59-60. Rapports et documents, 31.

⁵ Of the contributor/s.

⁶ Of the author/s at the symposium.

Course material

SURNAME, First name, year. *Title* [medium]. Date of publication/update.

Course material: name of course, school, year

Example

DUBOSSON, Françoise, 2007. *De l'onciale à la caroline: IVe-VIIIe siècles* [PDF document].

Course material: Course « Histoire des pratiques professionnelles 2 », Haute école de gestion de Genève, Information Studies degree program, academic year 2006-2007



See also template: *Electronic file*

« Digital native » document such as PDF, Word, Excel, PowerPoint, etc.

If the document is accessible online, see template: *Ebook* or *Web page*

If the document is in electronic format but not online (ex.: USB key or hard drive), see template: *Electronic file*

If the document is printed, see template: *Internal company or organization document (print)* or *Book*.

Discussion forum

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

Example

Programmation. *Comment Ça Marche* [online]. 2012 [Viewed 23 January 2012]. Available from:

<http://www.commentcamarche.net/forum/programmation-3>



Reminder: If you cannot find an author, start the reference with the forum title.

DVD, CD, CD-ROM

SURNAME, First name, year. *Title* [medium/format]. Edition/Version. Format/Configuration required. Place: publisher/production company, date of publication. Collection, number.

Examples

POWELL, Mark, 2011. *Dynamic presentations* [CD]. Cambridge: Cambridge University Press. Cambridge Business Skills.

CARRE, Jean-Michel, 2009. *J'ai très mal au travail: cet obscur objet de haine et de désir* [DVD]. PAL. [Paris]: Editions Montparnasse.

Ebook

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

Examples

ORGANISATION DE COOPÉRATION ET DE DÉVELOPPEMENT ÉCONOMIQUES, 2011. *La transition vers une économie sobre en carbone: objectifs publics et pratiques des entreprises* [online]. Paris: Éditions OCDE. [Viewed 28 August 2011]. Available from: <http://dx.doi.org/10.1787/9789264090255-fr> [subscription-based access]

OBADIA, Maurice, 2008. *Quelle économie voulons-nous ? Pour en finir avec le toujours plus...* [online]. Paris: Eyrolles. [Viewed 25 January 2012]. Available from: <http://hesge.scholarvox.com/catalog/book/docid/10294890> [subscription-based access]



For the absence of page numbering in ePub format, see comment in *Ebook chapter*.

Ebook chapter

SURNAME, First name⁷, year. Title of chapter. In: SURNAME, First name⁸ (if different from the author of chapter). *Title of book* [online]. Edition. Place: publisher, date of publication, pages. [Viewed day month year]. Collection, number. Available from: URL

Examples

CRAGER, John, HUBERT, Cindy and O'KANE, Mike, 2005. Creating and maintaining a balanced scorecard. In: *Balanced scorecard: APQC's passport to success series?: a guide for your journey to best-practice processes* [online]. Houston: APQC, pp. 33-38. [Viewed 2 March 2012]. Available from: <http://hesge.scholarvox.com/catalog/book/docid/10294890> [subscription-based access]

ORGANISATION DE COOPÉRATION ET DE DÉVELOPPEMENT ÉCONOMIQUES, 2011. Réduire les émissions de GES. In: *La transition vers une économie sobre en carbone: objectifs publics et pratiques des entreprises* [online]. Paris: Éditions OCDE, pp. 59-82. [Viewed 28 August 2011]. Available from: <http://dx.doi.org/10.1787/9789264090255-fr> [subscription-based access]

A book in ePub format does not have any page numbering as it is determined by font or screen size. It is necessary to use other elements, such as the chapter or section number to indicate a part of the document.

Example

CENTER, Berkman, DULONG DE ROSNAY, Melanie, FISHER, William, VANTSIOURI, Petroula, OSMAN, Inge, COX, Emily, SCOTT, David and TISHYEVICH, Dmitriy, 2011. Activism. In: *Copyright for Librarians* [electronic book]. Houston: Connexions. Chapter 10. [Viewed 29 May 2013]. Available from: <http://cnx.org/content/col11329/latest/>

⁷ Of the author/s of the chapter.

⁸ Of the author/s of the digital book

Electronic file

(Word, Excel, PDF, PowerPoint, etc.)

SURNAME, First name, year. *Title* [medium/format]. Edition/Version.

Date of publication/update.

Location

Additional information

Examples

IBM, 2011. *Rapport annuel* [Microsoft Word file].
Internal company document

HAUTE ECOLE DE GESTION (Genève). Infothèque, 2011.
Budget 2011 [Excel file]. Updated 7 July 2011

DUBOSSON, Françoise, 2007. *De l'onziale à la caroline: IVe-VIIIe siècles* [PDF document].

Course material: Course « Histoire des pratiques professionnelles 2 », Haute école de gestion de Genève, Information Studies degree program, academic year 2006-2007

RENAUD, Armand, 2012. *Le service Recherche & Innovation* [PowerPoint file]. 16 January 2012.
Internal company document, Giumo SA



If the document is available online, see template *Ebook* or *Web page*



If the document is printed, see template *Internal company or organization document (print)* or *Book*.

Email

SURNAME, First name, year. *Title of message/Subject* [electronic message]. Date.

Other relevant information

Example

ROHR, Salomé, 2012. *Re: question périod.* [electronic message]. 12 January 2012.

Facebook

See template: *Social media*

Film

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

Example

SPIELBERG, Steven [director], 2002. *Minority report* [film].
USA: Twentieth Century Fox.

Grey literature

See *Electronic file* or *Internal company or organization document (print)* Internal company or organization document (print)

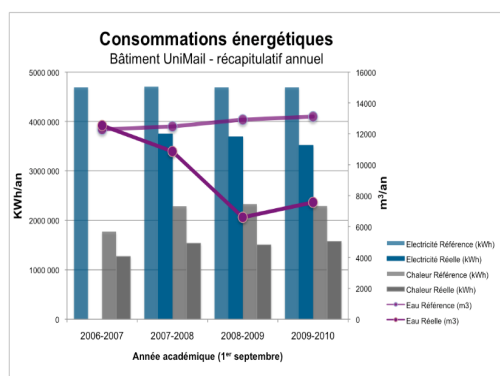
Image, graph, diagram, screenshot

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

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

Example – Website image

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



Complete reference

Source: UNIVERSITE DE NEUCHATEL. Energo. *Unine* [online]. [Viewed 7 March 2012]. Available from: <http://www2.unine.ch/unine/page-2061.html>

If you create a figure based on an existing figure, cite your source, preceded by the indication « adapted from ». For example:

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

Writing a bibliography and citing sources

Example - Googlemap screenshot

Abbreviated reference



Source : GOOGLE MAPS, 2019

Instagram

See template: *Social media*

Internal company or organization document (print)

SURNAME, First name/NAME OF COMPANY, year. *Title*. Date of publication.

Internal company XYZ document

Other relevant information

Examples

PUBLIA SA, 2011. *Rapport annuel 2011*.

Internal company document

DUNAND, Charles, 2011. *Concerne: courrier du 2 avril 2011 – réclamation client IU230*. 5 May 2011.

Kari SA internal document

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



See also template *Electronic file*.

Interview, verbal communication

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

Description, place, date.

Example

The company changed suppliers in September 2011.¹

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

When the interview is transcribed in an appendix, include brackets with a reference to the appendix in question

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



It is important to make sure that the interviewees have given their consent for the interview to be disseminated.

Journal (number)

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

Example

GUERRE, Louise [editorial director], 2011. Choisir ses logiciels. *Archimag guide pratique*. N° 43.

Journal (journal title / periodical title)

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

Example

IB COM: informatique, bureautique, communication. Year 20, no 311(1999)-. Lausanne: IB COM, 1999-.

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

Law, legal text

Online

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

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

Example

Loi fédérale du 14 décembre 2012 sur l'encouragement de la recherche et de l'innovation (LERI ; RS 420.1). *Les autorités fédérales de la confédération suisse* [online]. 14 December 2012. Updated 1st March 2014. [Viewed 26 March 2014]. Available from: <http://www.admin.ch/opc/fr/classified-compilation/20091419/index.html>

In print

Title. Date of publication. Page numbering⁹.

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

Example

Loi fédérale du 13 décembre 2002 sur la formation professionnelle (LFPR ; RS 412.10). 13 December 2002.

Example – article in a law

Art. 64 al. 2 let. b. Loi fédérale du 13 décembre 2002 sur la formation professionnelle (LFPR ; RS 412.10). 13 December 2002. Pp. 4557-4586.

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

Message on a discussion/chat/instant message forum

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

Example

KEKOU [pseudonym], 2008. Éditer un site avec Vuze. *Programmation* [online]. 15 November 2008. [Viewed 23 January 2012]. Available from: <http://www.commentcamarche.net/forum/affich-9432030-editer-un-site-avec-vuze>

⁹ Page numbering: use with an article of a law.

Online article

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

Example

BEAUTE, Bertrand, 2011. « Oui, j'emploie des travailleurs au noir. Comme tout le monde ». *PME Magazine* [online]. 27 July 2011. [Viewed 26 August 2011]. Available from: <http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183560>

PERNICE, Mark, 2016. Marketing revolutionizing customer service. *Harvard Business Review* [online]. April 2016. Vol. 94, issue 4, pp. 26-27. [Viewed 05.09.2016]. Available from: <http://web.b.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=6&sid=45b40604-31ec-4549-80d5-be70d25bd16a%40sessionmgr101&hid=116> [subscription-based access]

Online video

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

Example

GRIRA, Cyril, 2011. Cloud computing: vecteur de la productivité en entreprise [video recording]. *YouTube* [online]. 21 April 2011. [Viewed 25 January 2012]. Available from: <http://www.youtube.com/watch?v=NimSGm6x21A>

Patent

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

¹⁰ Of the holder/s or applicant/s.

Example

GAJANOVIC, Borislav and GAJANOVIC, Zeljko, 2011. *Method and Internet platform for providing a communication connection* [online]. International patent WO 2011/101040 (A1). 25 August 2011. [Viewed 31 August 2011]. Available from:

<http://worldwide.espacenet.com/publicationDetails/biblio?CC=WO&NR=2011101040A1&KC=A1&FT=D&ND=2&date=20110825>

Podcast

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

Example

SWISS BROADCASTING CORPORATION, 2012. What economic slump? Future looks rosy for the Swiss watch industry after a record 2011 [podcast]. *Swissinfo.ch* [online]. 17 January 2012. [Viewed 24 January 2012]. Available from:

http://www.swissinfo.ch/eng/multimedia/audios_podcast/What_economic_slump.html?cid=31951744

Print article

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

Example

EGAN, Math, 2011. Clarity from Chaos. *The Hub Magazine*. July/August 2011. Vol. 7, n° 43, pp. 38-39.¹¹

Research paper

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

¹¹ This journal does not have an ISSN.

Social media

An account

SURNAME, First name, year of account creation. Account handle. *Name of the social media account* [online]. Date of update. [Viewed day month year]. Available from: URL

A post

SURNAME, First name, year of post publication. Account handle. Beginning of the message. *Name of the social media post* [online]. Date of publication, time. [Viewed day month year]. Available from: URL

Examples - Facebook account

NESPRESSO, 2014. *Facebook account* [online]. Updated 14 October 2019. [Viewed 26 November 2019]. Available from: <https://www.facebook.com/Nespresso.FR/>

AGENTGB [pseudonym], 2014. @AgentgbOfficiel. *Facebook account* [online]. Updated 17 November 2019. [Viewed 26 November 2019]. Available from: <https://www.facebook.com/AgentgbOfficiel/>

Example - Facebook post

NESPRESSO, 2019. @Nespresso.FR. Et si nos cafés vous faisaient voyager... *Facebook post* [online]. 14 October 2019, 11:44. [Viewed 26 November 2019]. Available from: <https://www.facebook.com/Nespresso.FR/>

Example - Twitter account

GATES, Bill, 2009. @BillGates. *Twitter account* [online]. Updated 25 November 2019. [Viewed 26 November 2019]. Available from: <https://twitter.com/BillGates>

Example - Tweet

BIBLIOTHEQUE BNF, 2019. @laBnF. Dans le cadre de réflexions sur les données de Mandragore... *Twitter post* [online]. 25 November 2019, 8:00. [Viewed 26 November 2019]. Available from: <https://twitter.com/laBnF/status/1198858860489932800>

Example - Instagram account

HEG INFORMATION DOCUMENTAIRE, 2016. @heg_id_. *Instagram account* [online]. Updated 17 June 2019. [Viewed 26 November 2019]. Available from: https://www.instagram.com/heg_id/

Example - Instagram post

HEG INFORMATION DOCUMENTAIRE, 2019. @heg_id_. 100 ans ID. *Instagram post* [online]. 30 May 2018. [Viewed 19 November 2019]. Available from: <https://www.instagram.com/p/BjZiiaJFvJL/>



Warning: the Instagram account creation date is not available. Either you mention the date of publication of the first post or you mention [no date] in the field « date of creation ».

Standard, research paper, technical report

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

Example – online

LATINA, Joëlle and RAMIREZ, José V., 2012. *The end of compulsory school for migrants: one more year for low-track students* [online]. Geneva: Haute école de gestion. [Viewed 12 September 2012]. Research paper, HES-SO/HEG-GE/C--12/2/1--CH. Available from: <http://doc.rero.ch/record/28328>

Example - print

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION, 2008. Systems and software engineering - software life cycle processes = Ingénierie des systèmes et du logiciel - processus du cycle de vie du logiciel. 2nd ed. Geneva: ISO, 1st February 2008. ISO/IEC 12207.

Thesis, dissertation (Bachelor, Master, PhD)

SURNAME, First name, year. *Title* [medium]. Place: name of school. Type of work. [Viewed day month year]. Available from: URL

Example - online

TANGUY, Hervé, 2011. *Les enjeux de la sécurité informatique* [online]. Geneva: Haute école de gestion de Genève. Bachelor thesis. [Viewed 25 January 2012]. Available from: <http://doc.rero.ch/record/28003>

Example - print

TANGUY, Hervé, 2011. *Les enjeux de la sécurité informatique*. Geneva: Haute école de gestion de Genève. Bachelor thesis.

TV/radio broadcast

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

Example

Frais bancaires et sécurité: de quoi râler et s'angoisser ! [TV broadcast] À bon entendeur [online]. 6 March 2012. [Viewed 8 March 2012]. Available from: <http://www.rts.ch/emissions/abe/3736706-frais-bancaires-et-securite-de-quoi-raler-et-s-angoisser.html>

Twitter

See template: *Social media*

Web page

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

Example

FAUJAS, Alain, 2012. En 2012, le FMI prévoit une récession européenne, mais pas mondiale. *Le Monde.fr* [online]. 24 January 2012. [Viewed 24 January 2012]. Available from: http://www.lemonde.fr/crise-financiere/article/2012/01/24/la-zone-euro-seule-region-du-monde-en-recession-cette-annee-selon-le-fmi_1633870_1581613.html

Website

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

Examples

ZOONEKYND, Vincent, 2004. *Statistiques avec R* [online]. 13 October 2004. [Viewed 21.03.2014]. Available from: http://zoonek2.free.fr/UNIX/48_R_2004/all.html

HAUTE ECOLE DE GESTION (GENEVE), 2014. *Haute école de gestion Genève* [online]. [Viewed 19.03.2014]. Available from: <http://hesge.ch/heg>

2. Citation methods

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

2.1. Author(s)-date system

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

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

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

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

Text

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

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

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

In the bibliography, unless otherwise specified by the teacher, bibliographic references are listed in alphabetical order by the author's name (and title for documents with no authors), without making separations by type of document:

Bibliography

DELCROIX, Eric, 2012a. *LinkedIn*. Montreuil: Pearson. ISBN 978-2-7440-9493-4

DELCROIX, Eric [opponent], 2012b. *Les réseaux sociaux sont-ils nos amis?* Paris: Le Muscadier. Le choc des idées. ISBN 979-10-90685-04-8

PISANI, Francis and PIOTET, Dominique, 2011. *Comment le web change le monde: des internautes aux webacteurs*. 2nd ed. Paris: Pearson. Les temps changent. ISBN 978-2-7440-6448-7

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

Up to 3 authors

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

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

The **complete reference** in the bibliography:

SACKRIDER, Françoise, GUIDE, Gwenola and HERVE, Dominique, 2008. *Lèche-vitrines: distribution & merchandising visuel dans la mode*. 2nd ed. Paris: Institut français de la mode.

More than 3 authors

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

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

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

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

ALPHONSE, Pascal, DESMULIERS, Gérard, GRANDIN, Pascal and LEVASSEUR, Michel, 2010. *Gestion de portefeuille et marchés financiers*. Paris: Pearson.



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

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

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

The **complete reference** in the bibliography:

ALPHONSE, Pascal, et al., 2010. *Gestion de portefeuille et marchés financiers*. Paris: Pearson.

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

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

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

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

Développement durable. Wikipedia, the free encyclopedia [online]. Last modification of the page on 15 November 2019 at 18:38. [Viewed 18 November 2019]. Available from: http://fr.wikipedia.org/w/index.php?title=D%C3%A9veloppement_durable&oldid=97283554

No author, but a contributor

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

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

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

HIRAUX, Françoise [editor], 2013. *Les archives personnelles: enjeux, acquisition, valorisation*. Louvain: Academia. Publications des archives de l'Université catholique de Louvain, 30.



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

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

2.2. Numeric system

After each direct quotation or paraphrase, a number in brackets is inserted in the text in numerical order. Each number corresponds to a complete bibliographic reference at the end of the work.

It is possible to indicate several references for the same information (2, 4), as well as to indicate the precise page (3, p.3) in case of direct quotation (if it is appropriate for the source).

Text

Social media have become an inescapable part of our lives, as much in teenagers' social lives (1) as in personal branding in the world of business (2). Nevertheless, there is a stubborn reluctance among the over-40s to use these tools.

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

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

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

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

Bibliography

1. PISANI, Francis et PIOTET, Dominique. *Comment le web change le monde: des internautes aux webacteurs*. 2nd ed. Paris: Pearson, 2011. Les temps changent. ISBN 978-2-7440-6448-7
2. DELCROIX, Eric. *LinkedIn*. Montreuil: Pearson, 2012. ISBN 978-2-7440-9493-4
3. DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis?* Paris: Le Muscadier, 2012. Le choc des idées. ISBN 979-10-90685-04-8

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

Example

1. BEAUTE, Bertrand. « Oui, j'emploie des travailleurs au noir. Comme tout le monde ». *PME Magazine* [online]. 27 July 2011. [Viewed 26 August 2011]. Available from: <http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183560>

2.3. Footnotes

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

Text

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

In the words of Delcroix³:

« Je me rends compte que nous avons tous été baignés depuis notre enfance (je parle des plus de 40 ans) dans un monde où nous faisons référence

[...] au roman 1984 de George Orwell. [...] Big brother reste pour la plupart d'entre nous la représentation de l'Etat policier et de la perte de ses droits individuels. ».

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

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

This system replaces the Latin abbreviations « *ibid.* » and « *op. cit.* ».

A footnote may contain several references if the information originates from several sources.

In a complete footnote

¹ PISANI, Francis and PIOTET, Dominique. *Comment le web change le monde: des internautes aux webacteurs*. 2nd ed. Paris: Pearson, 2011. Les temps changent. ISBN 978-2-7440-6448-7

² DELCROIX, Eric. *LinkedIn*. Montreuil: Pearson, 2012. ISBN 978-2-7440-9493-4

³ DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis?* Paris: Le Muscadier, 2012. Le choc des idées. ISBN 979-10-90685-04-8

OR

In an abbreviated footnote

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

² DELCROIX, Eric. *LinkedIn*. 2012

³ DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* 2012. P. 62

Only the third reference indicates the page number because it is a direct quotation instead of a paraphrase.

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

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

Example

BEAUTE, Bertrand. « Oui, j'emploie des travailleurs au noir. Comme tout le monde ». *PME Magazine* [online]. 27 July 2011. [Viewed 26 August 2011]. Available from: <http://www.pme.ch/de/artikelanzeige/artikelanzeige.asp?pkBerichtNr=183560>

2.4. A few tips on writing quotations

Alternate quotations and paraphrase

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

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

Quotation

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

Paraphrase

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

Quotation in a foreign language

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

- If a published translation of the text exists, you must quote the existing translation and mention the translated document in the reference.
- If there is no translation of the text, translate the quotation yourself and mention that this is a personal translation, indicating for example in brackets: (our translation).

Bibliographic references are created according to the documents used:

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

Quotation layout

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

Example

Companies need a strategic diagnosis to develop social corporate responsibility (CSR). According to Borello, Bottolier-Depois and Hazard (2012, p. 86), « [...] la stratégie d'expansion ou de diversification doit être réalisée dans le cadre d'une analyse stratégique approfondie ».

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

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

Modification of a quotation

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

Original phrase

The action or practice of taking someone else's work, idea, etc., and passing it off as one's own (Oxford English Dictionary).

Modifications

Integration into the text:

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

Modification of part of the text:

Nonetheless, he was aware that « [t]he action or practice of taking someone else's [previously published] work, idea, etc., and passing it off as [his] own » was plagiarism.

Omission of part of the text:

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

Citation of an author cited in another work or a secondary citation

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

Example

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

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

LATOUCHE, Serge, 2006. *Le pari de la décroissance*. Paris: Fayard.

Publication date

(Author)-date system: the year of publication appears in the in-text citation and in the complete reference after the author's name:

Text

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

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

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

Bibliography

DELCROIX, Eric, 2012a. *LinkedIn*. Montreuil: Pearson. ISBN 978-2-7440-9493-4

DELCROIX, Eric [opponent], 2012b. *Les réseaux sociaux sont-ils nos amis ?* Paris: Le Muscadier. Le choc des idées. ISBN 979-10-90685-04-8

PISANI, Francis et PIOTET, Dominique, 2011. *Comment le web change le monde: des internautes aux webacteurs*. 2^e éd. Paris: Pearson. Les temps changent. ISBN 978-2-7440-6448-7

Numeric system: the year of publication only appears in the final bibliography, after the publishing company name

Bibliography

1. PISANI, Francis et PIOTET, Dominique. *Comment le web change le monde : des internautes aux webacteurs*. 2^e éd. Paris: Pearson, 2011. Les temps changent. ISBN 978-2-7440-6448-7

2. DELCROIX, Eric. *LinkedIn*. Montreuil : Pearson, 2012. ISBN 978-2-7440-9493-4

3. DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* Paris: Le Muscadier, 2012. Le choc des idées. ISBN 979-10-90685-04-8

Footnotes: the year of publication appears in the footnotes (complete or abbreviated) and in the final bibliography, after the publishing company name

In a complete footnote

³ DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* Paris: Le Muscadier, 2012. Le choc des idées. ISBN 979-10-90685-04-8

OR

In an abbreviated footnote

³ DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* 2012. P. 62

Bibliography

3. DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* Paris : Le Muscadier, 2012. Le choc des idées. ISBN 979-10-90685-04-8

Page numbering

Page numbers are only inserted when citing between quotation marks.

Quotation

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

Paraphrase

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



Warning: this does not always apply. For example, for a web page you cannot indicate page numbers:

Quotation

« Le concept de durabilité a été défini quelques années auparavant. »
(Développement durable 2019)

Complete reference

Développement durable. *Wikipédia : l'encyclopédie libre* [online]. Last modification of the page on 15 November 2019 at 10:38. [Viewed 18 November 2019]. Available from: http://fr.wikipedia.org/w/index.php?title=D%C3%A9veloppement_durable&oldid=97283554

The abbreviated reference of a direct quotation footnote includes page numbering:

Quotation

In the words of Delcroix³:

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

Abbreviated footnote

³ DELCROIX, Eric [opponent]. *Les réseaux sociaux sont-ils nos amis ?* 2012. P. 62

2.5. Reference management software

Collecting bibliographic references, preparing citations and creating a bibliography can be partly automated with the help of reference management softwares. There are many available, each one with its own characteristics and advantages (see for example on Wikipedia « [Reference management software](#) »).

The most popular ones are EndNote, Reference Manager, BibTex, Mendeley and, for some time now, Zotero. Zotero is recommended by the Infothèque for a number of reasons, including:

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

Historically, this software was presented as a Firefox browser extension. Now, however, Zotero works independently from a browser (Standalone), which allows you to use the browser you like: Firefox, Chrome, Safari or Opera.

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

The Zotero guide made by the Infothèque and written in French is available online:

https://www.hesge.ch/heg/sites/default/files/infotheque/guide_zotero_infotheque_2019_v2.pdf.

For English support, consult Zotero forums : <https://forums.zotero.org/>.

HEG recommends the citation model « Haute école de gestion de Genève - ISO-690 (English) » which allows to apply the rules presented in this guide, apart from a few corrections. To install this style in Zotero:

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

HEG English Model

Zotero Style Repository

Here you can find [Citation Style Language](#) 1.0.1 citation styles for use with [Zotero](#) and other

Style Search

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- [ISO-690 \(author-date, Czech\)](#) (2017-06-02 04:32:45)
- [ISO-690 \(author-date, English\)](#) (2016-12-28 18:29:48)
- [ISO-690 \(author-date, French\)](#) (2015-01-22 16:05:05)
- [ISO-690 \(author-date, no abstract, French\)](#) (2014-08-30 16:59:28)
- [ISO-690 \(author-date, Slovak\)](#) (2015-01-17 13:37:43)
- [ISO-690 \(author-date, Spanish\)](#) (2016-02-25 04:55:40)
- [ISO-690 \(full note, Slovak\)](#) (2018-02-25 04:33:48)
- [ISO-690 \(note, no abstract, French\)](#) (2014-08-28 01:36:46)
- [ISO-690 \(note, without bibliography, Czech\)](#) (2016-12-05 05:12:46)
- [ISO-690 \(numeric, brackets, Czech\)](#) (2016-12-05 05:12:46)
- [ISO-690 \(numeric, English\)](#) (2015-01-22 16:01:48)
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