Department of Library Services brochure

2020
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Message from the director

The Department of Library Services would like to welcome all our students to the University of Pretoria. The Library offers more than just books and a place to study. The friendly and knowledgeable staff are available to help you make the most of these resources to achieve your academic goals. Based in 10 locations across our campuses, the Library provides information resources to support all undergraduate and postgraduate programmes.

We invite you to visit the libraries, to chat to our staff, or email, or make a booking for a consultation. Libby would also welcome meeting you. We invite you to visit the MakerSpace to ignite your creativity and meet other students. We also have a vast collection of novels and books you can read to relax. We would recommend at least spending 20 minutes spent reading for fun.

We invite you to explore our spaces, our collections, our training programmes and to meet our staff.
Library hours
http://www.library.up.ac.za/aboutus/hours.htm

<table>
<thead>
<tr>
<th></th>
<th>Merensky 2</th>
<th>Groenkloof and Law</th>
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<tr>
<td>Mon, Wed &amp; Thurs</td>
<td>07:00–21:00</td>
<td>07:30–21:00</td>
<td>07:30–20:00</td>
<td>07:30–17:00</td>
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<td>Tues</td>
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<td>08:30–21:00</td>
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<td>07:30–18:00</td>
<td>07:30–21:00</td>
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<td>Tues</td>
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</table>

**Merensky 2 Library extended hours during exams**
The library remains open until 24:00 two weeks before and during exams. For other exceptions see the library website.

**Registration/Library membership**
Once your registration at the University has been finalised, you will automatically be registered as a library user within 24 hours.

**Borrowing privileges**
First, second and third year students may borrow 6 books for 14 days. From the fourth academic year borrowing privileges increase.

Check the library website continuously for any changes.
Branch and Faculty Libraries
Hatfield Campus

Merensky Library: Faculty Libraries
S25° 45' 21" E28° 13' 51"

General Services:
• Computer and printing facilities, including Wi-Fi access, are available.
• Open-collection books, journals and reference books are available.

Level 1: Social Sciences, Philosophy, Psychology, Religion and Ancient Languages
http://www.library.up.ac.za/human/index.htm
• Group discussion room available.

Level 2: Economic and Management Sciences
http://www.library.up.ac.za/eco/index.htm
• A postgraduate study centre is available for EMS students.
• Individual and group discussion rooms are available and can be booked for a maximum of four hours at a time for postgraduate students

Level 3: Learning Centre: Undergraduate students
A one stop Undergraduate service
General and subject specific enquiries
Printing and password support
Tel: +27 12 420 5375/76
http://www.library.up.ac.za/learningcentre/index.htm

Services
• Main desk: access and lending, general enquiries, interlending, password support, assistance with generating a printing pin.
• Subject specific enquiry desk: advanced enquiries, assignment support, individual learning, basic Wi-Fi support.
• Reference books, e.g. dictionaries, encyclopaedias.
• Printing, copying and scanning.
• General Wi-Fi access on each level.
Postgraduate students

For further research, support and assistance postgraduate students can contact the relevant information specialist.

The following links can also be of value:

Research Commons
Research Support
Research Guide
Research Data Management

Online Services

UPMobile App

Our free mobile app lets you locate and search your library catalogue wherever you are!

Find information on how to download and access your library app at the following link: https://www.up.ac.za/mobileapp

Apple App Store Download
Google Play Android download
Self Service

• **Libby** (Merensky library only)
Tap Libby on the head and she will answer your frequently asked questions about the library’s services, resources, and facilities.

• **Chatbot**
Our Chatbot is conveniently located on our library website. You can use the Chatbot to make library-related inquiries 27/7.

• **Self issuing**
You can use the self issuing machines to borrow books without needing assistance from a staff member.

• **Self help portals**
These are touchscreen displays that provide you with information specific to your location inside the library as well as visual maps of where resources and facilities can be located.

• **Online booking system**
Conveniently book a discussion room, study venue, or make a reservation to attend an event or training session online.

• **Teaching and Learning Roadmap**
This interactive online product provides step-by-step information about your academic journey and related tasks and activities and information about how the Library can assist you in each step.

• **Teaching and Learning Beehive**
The Beehive enables quick and easy discovery of Library services and products through an interactive and immersive design. Links are also provided to various webpages where more information can be found.
Facilities

• Open group discussion areas at Study Collection and on Level 3 (Learning Centre) with Wi-Fi access.
• Closed group discussion areas in the Learning Centre and Study Collection area (Book at Subject Specific Desk (main desk level 3).
• Study centre with 800 seats for individual quiet studying (open 24 hours).
• Wi-Fi hotspots at the library providing access with different devices (laptop, tablet and smart phones).
• Training rooms for information literacy and staff training.
• Vidyo facilities.
• Computer workstations (See “How do I” section on how to access these computers).
  ✷ **Stand-up carousels:** for ClickUP access and printing.
  ✷ **Sit-down carousels:** Internet access, word processing, ClickUP access and printing.

**Level 3: (on entry turn left) Study Collection/Reserved Collection**

http://www.library.up.ac.za/facilities/gv.htm

• Books in high demand (prescribed, recommended and textbooks) are located in this collection.
• Only two items for a period of two hours will be issued from the Reserved Collection.
• A fine of R5.00 per item per hour or part of an hour will be imposed if the loan period is exceeded.

**Policy for the use of material in the Study Collection**

• Study Collection books cannot be renewed.
• Books can be issued overnight but only two hours before the library closes. These books must be returned the following morning when the library opens.
Special needs

Services and facilities for people with special needs are located in the Study Collection section of the Merensky Library.

Group discussion rooms
- Four group study rooms are available for use.
- The rooms have electrical outlets and wireless connectivity.
- Bookings are made online for groups of three or more students, and each session can last up to two hours only. Visit https://up-za.libcal.com to make your booking.
- Students who arrive 15 minutes after the booking time will forfeit the booking.

Makerspace
- The Library Makerspace is a physical workspace in the Merensky Library where students, staff and faculty can gather and have room and opportunity to share resources and knowledge, work on projects, network, and build. A Makerspace is often associated with fields such as engineering, computer science, graphic design and digital art. Expert advisors may be available some of the time, and training courses will be presented on a regular basis.

Level 4: Research Commons – research area for full-time master's and PHD students only.
http://www.library.up.ac.za/research_commons/index.htm

Level 5: Engineering, Built Environment and Information Technology
http://www.library.up.ac.za/ebit/index.htm
Group discussion room available.

Special Collections
Special Collections provide access to Africana, Tukkiana, RES, pre-2004 printed theses, and South African music collections on a one-day internal loan basis. Resources in Special Collections are identified by call numbers starting with Z, TUK, RES and JUR. More detail can be found on the library website. The special collections are open from 07:00 - 16:00 on weekdays.
http://www.library.up.ac.za/special/index.htm

Level 6: Humanities, Languages, Arts, Literature and History, and Political Sciences
http://www.library.up.ac.za/human/index.htm

Audio-visual collection
Audio-visual material (DVDs, movies, documentaries and scientific material) are available in the audio-visual collections of the different faculty libraries.
Training

The Merensky Library provides daily training sessions. Topics covered are: basic library training, assignment writing, training on e-journals, databases, Turnitin, and anti-plagiarism.

See the online training schedule at:
http://www.library.up.ac.za/training/docs/schedule.pdf

Tutorial/videos
http://www.library.up.ac.za/training/index.htm

Online support

Subject guides: for general and subject-specific support
http://up-za.libguides.com/

Ask a Librarian:
https://goo.gl/Htn1K5

Chat with a Librarian:
https://univofpretoria.on.worldcat.org/chat/librarian

Chatbot:
https://www.library.up.ac.za (Bottom right-hand side of the homepage)

Join us on a social network

http://tinyurl.com/UPLSFB

http://twitter.com/UPLibrary

https://www.youtube.com/playlist?list=PL4qwrc9NpoVEuaDIq1kZ3iGiKhqTaabFr

@uplibrary
https://www.instagram.com/uplibrary/?hl=en
Branch libraries

**Music Library (Musaion, Hatfield Campus)**
http://www.library.up.ac.za/music/index.htm
Provides books, serials, sheet music, orchestral music, listening table and sound-proof room.

**Oliver R Tambo Law Library (Law Building, Hatfield Campus)**
http://www.library.up.ac.za/law/index.htm
Provides a closed library collection and access to free online legislation.

**Education Library**
S25° 46' 10” E28° 12’ 34”
http://www.library.up.ac.za/edu/index.htm
Media Building, Groenkloof Campus
cnr George Storrar Drive & Leyds Str
Tel: +27 12 420 5536

**Veterinary Library**
http://www.library.up.ac.za/vet/index.htm

**Jotello F Soga Library**
S25° 38’ 52” E28º 10’ 54”
Level 4, Sir Arnold Theiler Building
Onderstepoort Campus
Zoutpan Road (M35)
Tel: +27 12 529 8009

**Mamelodi Library**
S25° 43’ 22” E28º 23’ 56”
http://www.library.up.ac.za/mamelodi/index.htm
Mamelodi Library, Mamelodi Campus
cnr Hinterland Avenue &
Solomon Mahlangu Drive
Tel: +27 12 842 3589

**Health Sciences**
http://www.library.up.ac.za/health/index.htm

**Medical Library**
S25° 43’ 57” E28º 12’ 10”
http://www.library.up.ac.za/health/staff_medical.htm
Faculty of Health Sciences
HW Snyman Building
31 Bophelo Road, Gezina
Tel: +27 12 356 2298

**BMS/Dentistry Library**
http://www.library.up.ac.za/health/staff_clinical.htm
Basic Medical Sciences Building
9 Bophelo Road, Gezina
Tel: +27 12 319 2242

**Klinikala Library**
http://www.library.up.ac.za/health/staff_klinikala.htm
Klinikala Building
Klipspringer Road, Atteridgeville
Tel: +27 12 373 1031

**Witbank Library**
http://www.library.up.ac.za/health/staff_witbank.htm
Witbank Hospital, E-Health Centre
Mandela Drive, eMahlehleni
Tel: +12 653 2342
How do I ...

Access the library

• You have to be a registered student of the University of Pretoria.
• Always use your valid student card for the current year to enter the library.

Access computers in the library

• The username for Portal Password is “u”, followed by your student number, e.g. u12345678.
• The password is the same as your Portal/ClickUP/Tuks Gmail and Wi-Fi password.
• This password has to be between 8 to a maximum of 25 characters, and includes at least one capital letter, one lower-case letter and a number.
• Ask at the Subject specific enquiries desk on level 3 for password assistance.
Print, copy and scan


Load credits on your student card at any of the Copy shops or self help machines.

**Step 1**: Deposit money into your printing account.
- To use the system, you must have money in your TuksPrint account.
- Go to your nearest Konica Minolta Service Desk (Copy shop at your nearest library).
- Present your student card and the amount of money you wish to deposit to the assistant.
- You will receive an e-mail notification confirming the transaction.

**Step 2**: Generate your PIN.
- Sign on to the Student Portal OR
- Click on TuksPrint icon on your library computer desktop.
- Click on TuksPrint.
- Select generate PIN in the middle of the screen to generate your unique 5 digit PIN which will be emailed to you, or you can also note it down when it is displayed on the screen.

**Step 3**: How do I print, scan or copy.
- Logon to a computer and submit your printing job and selecting B/W or colour.
- Go to the nearest printer/copier.
- Type in your 5 digit PIN.
- Tap your student card through the card reader (magnetic strip up).
- Type in your username (u-no. on your student card) and Portal password to verify your registration (first time only).
- Select Print, copy or scan.
- Select print job which you submitted via your computer and print.
- Select the blue button to print the selected job.
- Choose the "Delete" option to delete your print jobs if needed.
How do I …

Do TuksPrint Wireless Printing

• Send a file/files as an e-mail attachment form your TuksPrint linked email address (student gmail account) to tuksprint@up.ac.za.
• Go to your nearest printer and follow the normal printing procedure.

Do Colour Printing

Colour printing takes place on level 3.

Access full text e-resources off campus

You will need your Portal/ClickUP password to access e-resources externally.

Renew books

• Under My Library Space, select Renew Library Items.
• Type in your student number and your Portal/ClickUP password.
• Your library record will appear.
• You can see which books you have out on loan.
• Renew items due to expire.
• You are allowed to renew your books a maximum of six times (if there is not a hold on an item).
• Alumni are allowed to renew books a maximum of three times.

Know what my borrowing privileges are?

http://www.library.up.ac.za/circulation/borrow.htm

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<td>UP Masters &amp; Doctorate</td>
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<td>Full time staff</td>
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<td>Part time staff</td>
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<td>30</td>
</tr>
<tr>
<td>Retired UP staff</td>
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How do I …

Become an external library member?
http://www.library.up.ac.za/circulation/membership.htm

Access subject specific Information?
Subject specific information and links can be accessed through the subject guides. http://up-za.libguides.com/

Access and use Google Scholar?
Your PC or Laptop settings need to be correct follow the tutorial on the Using Google Scholar. http://up-za.libguides.com/access/googlescholar

Request books/documents from Branch Libraries (under- and postgraduates)?

Request books/documents from national Libraries (Postgraduates)?
• Ask at circular desk (Level 3) or interlending inquiry
• Find the interlending website and information http://www.library.up.ac.za/interlending/index.htm

Access research support Information?
http://www.library.up.ac.za/research/index.htm

Find the research subject guide?
http://up-za.libguides.com/c.php?g=485435

Access UP thesis and dissertations? http://repository.up.ac.za/

Avoid plagiarism? http://www.library.up.ac.za/plagiarism/index.htm

Get online support and assistance?
Ask a Librarian http://www.library.up.ac.za/askalibrarian/index.htm
Chat to a Librarian http://www.library.up.ac.za/askalibrarian/index.htm

Access online Dictionaries http://up-za.libguides.com/az.php?t=17527

Access e-reference books
http://www.library.up.ac.za/ebooks/subref.htm

Access Newspapers and databases
  Ebsco Newspaper Source
  SAMEDIA
  Press-reader
How do I ... 
Find a printed or e-book

**Printed books**

Go to the library homepage: http://www.library.up.ac.za

Under **Search**, select **Books**.

Type in keywords, titles or authors for books.
Filter on the left by selecting **Print Book**.
Select UP Libraries.
Scroll down and filter by year when necessary.
The location and shelf number will be indicated underneath the information of the book.
The green circle indicates that the book is available.
Click on the title to see the location of the book.
To see other editions that are available:
- Click on **view all editions**
- Click on the title of the specific edition (ensure that it is available at UP libraries)
- Find the location/call number at UP libraries

**E-books**

Go to the library homepage: http://www.library.up.ac.za

Under **Search**, select **Books**.

Type in keywords, titles or authors for e-books.
Select and filter to the e-book option on the left.
Click on the **Access online** underneath the record.
You will now be able to access the content pages as well as the button to download or read the book online.
Supply your Portal/ClickUP password when prompted for it.
## Classification numbers (Call numbers)

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<td>All</td>
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<tr>
<td>Computers and Encyclopaedias</td>
<td>004-006, 030</td>
<td>All</td>
</tr>
<tr>
<td>Philosophy and Psychology</td>
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<tr>
<td>Religion and Theology</td>
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<td>Social Sciences: Sociology, Social Work, Psychology and Philosophy</td>
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<td>Botany</td>
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<td>Zoology</td>
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<td>Technology and Engineering</td>
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<td>Domestic Science</td>
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<tr>
<td>Business Management</td>
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<td>Art, Design and Recreation</td>
<td>700-799</td>
<td>6</td>
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<td>Crafts</td>
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<td>Sport</td>
<td>796</td>
<td>6</td>
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<td>Literature and Fiction</td>
<td>800-899</td>
<td>6</td>
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<tr>
<td>Geography and Travel</td>
<td>910-919</td>
<td>5</td>
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<td>History and Biography</td>
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<tr>
<td>Anthropology</td>
<td>VC and VT Collection</td>
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<td>Speech Therapy</td>
<td>SPN Collection</td>
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How do I ...

Find e-resources/journals for articles (using a reference or doing a subject search).

Name of author(s)  Year  Title of article

- Communication of Alcohol Facts and Hazards by a Warning Poster.
- Journal of Public Policy & Marketing,
  Vol 12 (1)  pp 78–90  Title of journal
Find Journal articles for an assignment

Worldcat Discovery searches
- Go to the library homepage: http://www.library.up.ac.za
- Select Everything underneath the search option in the middle of the screen.
- Type in keywords.
- Select Downloadable Article and Article from the filter on the left.
- Click on Access online to access the full text.

Specific Database searches
- Go to the library homepage: http://www.library.up.ac.za
- Select Search from the blue search bar above the picture.
- Click on Databases from the dropdown menu.
- Select a database from the alphabetical list.
- Search by keyword and find relevant articles on the most relevant database.

OR

Google Scholar Searches
- Go to the library homepage: http://www.library.up.ac.za
- See the Using Google Scholar link for further support.
- Do a keyword search.
- Click on the PDF or full text link on the right.

OR

Find a specific Journal article from a reference
- Go to the library homepage: http://www.library.up.ac.za
- Select Journals underneath the Search option.
- Type the journal title as stated on the reference.
- Click on View Online with Access online
- Click on View online.
- Select the year, volume and issue.
- Find the relevant article and click on the PDF.
- Download or print the article.

Supply your ClickUP/Portal password to access full text articles externally.
How do I …

Find past exam papers
• Go to the library homepage: http://www.library.up.ac.za
• Under Search select Exam Papers.
• Type in the course code with a space between the letters and numbers e.g. WTW 110.
• Select the exam paper according to year.
• Click on the link next to Journal.
• The system will require your student number and Portal/ClickUP password when you are off campus.
• Only exam papers from 2013 are available on the library website.
• Note that not all Departments send old exam papers to the library.
• Contact your Department for papers that are not available on the library website.

Avoid plagiarism
• You commit plagiarism when you present someone else’s ideas (published or unpublished) as your own.
• Use the anti-plagiarism software Turnitin, which can be found on ClickUP.
• Ask your lecturer about Turnitin.
• Know how to paraphrase.
• Attend anti-plagiarism training in the library.

Get access to Wi-Fi in the library
Do referencing
Consult your departmental guide/study guide for the specifications and guidelines for referencing of the relevant department.

**Harvard**

**APA**
https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

**PULP**

**Vancouver**
http://www.library.up.ac.za/health/Vancouver.htm

**Sky 400**
http://www.library.up.ac.za/law/docs/ref_sky.pdf

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**Harvard referencing technique**

**Printed Books**
Author(s) of book - surname and initials, Year of publication, Title of book - italicised, Edition, Publisher, Place of publication.

**Printed Journal article Sources from the Internet**
Author(s) of article - surname and initials Year of publication, ‘Title of article - in single quotation marks’, Journal name - italicised, volume number, issue number, page number(s).

**Internet**
Author (person or organisation) Year (site created or revised), Name (and place if applicable) of sponsor of the site, date of viewing the site (date month year), <URL>.

**e-Books**

**Electronic journals**
Author(s) of article - surname and initials Year of publication, ‘Title of article - in single quotation marks’, Journal name - italicised, volume number, issue number, page number(s), viewed 8 Nov 2004, http://www.catchword.com/

**Lecturer Notes**
SURNAME, INITIAL(S). Year of presentation. Lecture title, lecture notes distributed in the topic module code (capitalised) title of module. Teaching organisation, the location on date. Do not use italics.

**In-text referencing, the example below places emphasis on the writer**
Rajaratnam (2001, p.1005) concludes that, ‘The cost to the nation’s health of working out of phase with our biological clocks is probably incalculable at present.’ (Rajaratnam 2001, p.1005).
APA referencing technique

Printed Books
Author surname, author initial(s).(Year of publication). Title of the book (edition number if it is not the 1st edition). Place of publication: Name of the publisher.

Printed Journal article
Author surname, author initial(s).(Year of publication). Title of the article. Title of the Journal, volume number (issue number), page numbers of the article.

Sources from the internet
Author/editor surname, author/editor initial(s). (Year, month and date of last update or copyright). Title of the page/document. Month, date and year of retrieval (if necessary), and the URL

e-Books
Cite electronic books as printed books unless only available electronically. To reference the entire book use “Available from” and the URL. Use “Retrieved from” when directing readers to specific material. Cite the same as for the print version but include either a Digital Object Identifier (DOI) or a URL at the end. If a DOI is available, include it at the end of the citation. The database name is not necessary. If no DOI is available, include the URL at the end of the citation.

Electronic journals
Use exact URL for articles freely available. Use the journal homepage URL for those available by subscription (not the database URL in which it was seen). Do not use a retrieval date. Indicate material type in square brackets after title.

Lecturer Notes
Include university name and location. When outside SA give city, state and country unless it is part of the university name.

In-text referencing (example)
This was seen in an Australian study (Conger, 1979).
Vancouver referencing technique

**Printed Books**

**Printed Journal article**
Author’s surname, Initials, Title of article. Title of Journal. [abbreviated] Year of publication Month date; Volume number (issue number): page numbers.

**Sources from the internet with Author**
Author/Editor/Organisation’s name. Title of the page [homepage on the Internet]. Place of publication: Publisher’s name; [updated year month day; cited year month day]. Title of page being cited. [number of screens]. Available from: URL

**e-Books**

**Electronic journals**
Author’s surname, Initials, Title of article. Abbreviated Title of Journal [serial on the Internet]. Year of publication Month day [cited Year Month Day]; Volume number (Issue number): [about number of pages or screens]. Available from: URL

**Lecture Notes**

**In-text referencing**
Example: ... as one author has put it “the darkest days were still ahead” [1]: which is well documented in the literature. [2-3] this proves that “the darkest days were still ahead”. [1]

When multiple references are cited at a given place in a text, use a hyphen to join the first and last numbers that are inclusive, e.g. [6-8]. Use commas (no spaces) to separate non-inclusive numbers e.g. [2,3,4,5,7,9] is abbreviated to[2-5,7,9].

Placement of citation numbers with a text should be carefully considered, e.g. a particular reference may be relevant to only part of a sentence. However, as a general rule, reference numbers should be placed outside full stops and commas, inside colons and semi-colons.
Department of Library Services

Library website: http://www.library.up.ac.za/
Tel: +27 12 420 2235 (Merensky Library, Hatfield Campus)