



## **STYLE GUIDE**

### **DEPARTMENT OF INTERNATIONAL PROTECTION**

#### **PROTECTION INFORMATION SECTION**

**United Nations High Commissioner for Refugees  
CP 2500, CH – 1211 Geneva 2, Switzerland**

**E-mail: [HQPR11@unher.ch](mailto:HQPR11@unher.ch)**

**Web Site: <http://www.unhcr.ch/refworld>**

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## 1. INTRODUCTION

The Protection Information Section (PIS) at the Department of International Protection (DIP) of the Office of the United Nations High Commissioner for Refugees (UNHCR) serves as an information resource centre for UNHCR as well as for external users including intergovernmental organizations, governments, non-governmental organizations, research institutes, students and the public at large. Its information services cover the range of information relating to refugees, including causes giving rise to flight, current information on countries of origin and reports on human rights from a vast variety of sources, the international and national legal framework.<sup>1</sup>

In recognition of the variety of issues dealing with the protection and durable solutions for refugees, prevention, statelessness, nationality, citizenship, etc., PIS together with the UNHCR Library, also collects resources on minorities, conflict resolution and post-conflict reconstruction, and related developments in international and national law and policy.

In cooperation with its information partners and the Regional Bureaux of UNHCR, PIS identifies gaps in coverage and, to the extent that they cannot be produced by the PIS, commissions reports and reviews from its implementing partner WRITENET, a private non-profit organization based in the United Kingdom.

Given their specific purpose and the nature of their audience, all issue papers and country profiles compiled aim to meet the highest standards of objectivity and reliability. The guidelines below are intended to provide a general framework for preparing such papers. They are not, however, intended to be exhaustive in the rules to be applied. PIS appreciates any comments as to ways in which these guidelines could be improved.

## 2. GENERAL GUIDELINES

**Keep in mind the purpose of the paper.** It is not always possible to fully cover the situation in any given country in any given report. What is required, however, is current information that focuses on law and practice, the denial of basic human rights, internal displacement, and the lack of national remedies, which may lead to flight. While historical events are often important in explaining the situation today, such events should form the background for the presentation of relevant current events and the use of the historical context when necessary to illustrate linkages, context, continuity, root causes etc. Any facts or events should be related to factors that may trigger mass displacements of people or other factors of immediate concern to UNHCR.

**Keep in mind the readers of the paper.** Generally, they are busy with many other tasks keeping abreast of situations in various countries. Re-read your paper to make sure that it answers questions rather than raising new ones. Make sure that the paper flows smoothly and logically from one section to the next and is easy to read. In principle, keep it short and simple, use direct language, use the present or simple past tense to convey facts, and rely on the active voice rather than the passive, e.g.

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<sup>1</sup> The text of this Style Guide is an edited and revised version of the Style Guide published by the Centre for Documentation and Research (CDR) in July 2000, and replaces the Style Guide dated October 2002.

Note: Any comments and suggestions for improvement of these guidelines are most welcome. Please send your feedback via e-mail to [HOPR11@unhcr.ch](mailto:HOPR11@unhcr.ch), or address it by mail to Protection Information Section, Case Postale 2500, CH – 1211 Geneva 2 D p t, Switzerland.



‘President NAME reportedly signed the agreement...’ rather than ‘the agreement has reportedly been signed by the president’.

**Do not use language to advocate or to find fault.** Please remember that single actors rarely have the sole power to determine events; rather, events are influenced by overall trends, the economy, public sentiments and history, all of which contribute to a certain situation. The aim of a country or issue paper should not be to advocate or to pass judgment on certain actors, whether they are states or organizations or individual persons. The objective should be to explore the facts and potential consequences or implications of particular, relevant situations.

**Avoid unqualified judgments and personal opinions** such as ‘the return of ... is where the problems really begin’; ‘the only guarantee’, etc. While political analysis is encouraged, the analysis should be backed up by facts and fully supported. What is not obvious, certain or clear should not be presented as such. Where analysis is taken from others, these sources should be clearly indicated. Avoid such language as: ‘the government is clearly...’, ‘there is no doubt...’, ‘it is obvious ...’. Sources from the public domain are defensible as they can be corroborated. However, they are not infallible and your report should reflect this by indicating e.g. that ‘the government *reportedly* undertook certain steps....’, ‘NAME was *alleged* to be the mastermind behind the hold-up...’, ‘it is reported that...’, ‘it appears to be the case’, etc.

Also, when you cite the media, regional specialists or human rights advocates, contrast these sources with official ones if possible. This allows for a more objective presentation of views in respect of a situation.

**Do not use colloquial language or slang**, even if the terms are used in newspapers, wire services etc. This applies to such terminology as ‘cutting a deal’, ‘a done deal’, ‘was sacked’, ‘gunned down’, ‘had been had’, ‘rich pickings’, ‘last ditch effort’, ‘call his bluff’, ‘a sure thing’, etc. Spell out ‘coup d’état’ rather than using ‘coup’. Where possible, **use gender-neutral language**, i.e. ‘chairperson’ rather than ‘chairman’, for undefined persons ‘they’ rather than ‘he’. Use **‘politically correct language’**, instead of ‘country regime’ prefer ‘Government of the country’. Avoid acronyms where possible. When citing political parties, indicate the full name before using the acronym (see also ‘Abbreviations and Contractions’ under Sub-Topic 4.1).

When **naming** specific politicians or other persons, give title and name or the full name, not simply the first or the last name. Avoid mentioning only last names in general; use titles such as Member of Parliament, President, General or others as necessary. Generally, the specific government or authorities or more specific indications of WHO is involved should be given rather than just country or capital names, i.e. Moscow does not do something as a city in and of itself. Therefore, identify who took action, i.e. regional or federal authorities or others as pertinent.

The **choice of sources** is of extreme importance. To the extent possible, you should rely on local sources, which are more difficult to access by the general reader. Reuters, for example, is available on the network in UNHCR and PIS has access to a wide range of electronic news sources through NEWSEDGE, NEXIS/LEXIS, The Economist Intelligence Unit, etc. Avoid secondary sources, and where possible rely on original sources. It is not very helpful, for example, to cite a local source, which is citing Reuters. Where there appears to be general agreement or wide coverage of events or facts, limit yourself to one or two sources rather than mentioning every source. However, ensure a wide variety of sources. Abuse of one source leads to a one-sided picture of events. Moreover, if sources prove contradictory, you may cite them in order to illustrate that there is no single verifiable opinion in respect of a particular event or events.

Issue papers and country profiles are intended to be used as background papers for research, policy formulation and individual status determination either by UNHCR or government officials. For this



reason, there is a need for objective, clearly sourced, balanced papers stating the facts and providing analyses that are backed up by facts. The papers should in all cases attempt to fulfill these criteria. The reader should not have the impression that a paper is conveying one side of a story where there are others. The report should provide the reader with a comprehensive picture, regardless of the author's personal convictions. All sources should be in the public domain and fully cited.

### **3. FORMAT GUIDELINES**

#### **3.1 General Guidelines**

**Word processor:** Microsoft Word 7.0

**Font:** Times New Roman 12pt, single-spaced

Sources should be provided as footnotes and a bibliography needs to be appended.

#### **3.2 Specific Guidelines**

##### *(a) Paragraphs*

In general, all texts should be fully justified and single-spaced. Paragraphs should be normal style and separated by a single empty line. Before and after chapter headings no empty lines should be entered as the spacing formatting of the headings shall apply.

##### *(b) First Edits for Spelling and General Grammar*

The author should use the spell check provided with the word processor and ensure proof-reading for basic grammar mistakes and errors, such as incomplete sentences, spelling mistakes, missing or inappropriate syntax, etc. The author will also ensure a first edit before the paper is circulated for comment by others prior to finalization.

##### *(c) Title Page and Table of Contents*

Each paper should have a title page formatted by its author and should include a table of contents on a separate page.

##### *(d) Style for Chapter Headings and Sub-sections*

### **COUNTRY: TITLE (Capital letters, 16pt)**

- 1. Introduction** (Heading 1)
- 2. Subject** (Heading 1)
- 3. Subject** (Heading 1)
  - 3.1 Sub-Topic One** (Heading 2)
    - 3.1.1 Sub-Topic One-One** (Heading 3)
    - 3.1.2 Sub Topic One-Two** (Heading 3)
  - 3.2 Sub-Topic Two** (Heading 2)
- 4. Subject** (Heading 1)
- 5. Conclusions** (Heading 1)
- 6. Bibliography** (Heading 1)



Chapter headings should be formatted as follows:

## **Heading 1**

**Font:** Time New Romans

**Font style:** Bold

**Font size:** 14pt

**Paragraph alignment:** Justified

**Paragraph indentation:** none

**Paragraph spacing:** Before: 18 - After: 12 - Line spacing: single

## **Heading 2**

**Font:** Time New Romans

**Font style:** Bold

**Font size:** 12pt

**Paragraph alignment:** Justified

**Paragraph indentation:** none

**Paragraph spacing:** Before: 12 - After: 12 - Line spacing: single

## ***Heading 3***

**Font:** Time New Romans

**Font style:** Bold and Italics

**Font size:** 12pt

**Paragraph alignment:** Justified

**Paragraph indentation:** none

**Paragraph spacing:** Before: 12 - After: 6 - Line spacing: single

### ***(e) List of Abbreviations / Glossary***

Where many acronyms or abbreviations are used, it may be useful to include a list of abbreviations and/or glossary, in addition to giving the full name with the abbreviation or acronym in parentheses in the first citation. For example:

#### **LIST OF ABBREVIATIONS / GLOSSARY (14pt)**

UNHCR – United Nations High Commissioner for Refugees

PIS – Protection Information Section

See also *Master Glossary of Terms*, DIP/PIS, July 2005.

### ***(f) Source Referencing***

Use footnotes (font: Times New Roman, size: 10). Footnotes should be used only to give source citations, not to provide explanatory text. See under Sub-Topic 4.2 for specific guidelines.

Sources cited in the text should not be bolded. Titles of publications only should be in italic. A complete bibliography should be added at the end of the paper following the guidelines given under Sub-Topic 4.2.



## 4. STYLE GUIDELINES

The present DIP/PIS Style Guide is not intended to be exhaustive and comments will be appreciated.

### 4.1 Style Guidelines for Texts and Reports

#### (a) *Headings*

Try not to use more than three kinds of headings within a chapter; the more there are, the more difficult it will be for the reader to distinguish one grade from another.

Headings and subheadings should be in lower case, except for the first letter of: the first word, the last word, the principal parts of speech (nouns, pronouns, verbs, adjectives and adverbs) and prepositions more than five letters long. See above 3.2 for headings' styles.

No line space between and after a heading or a subheading and the text should be typed, as the paragraph spacing is preset in the style of the headings. Headings and subheadings in the text should be numbered.

#### (b) *Cross-References*

Cross-references to illustrations, tables, etc., should be completed and checked before you finalize the paper. Be consistent in your use of capitals for such words as Chapter, Appendix, Table, Fig., Vol., etc.

#### (c) *Abbreviations and Contractions*

In general, avoid using too many abbreviations. Common abbreviations like *etc.* (and so forth), *e.g.* (for example) and *i.e.* (that is) are acceptable in moderation.

Common acronyms for newswire services (e.g., AP, AFP, DPA) should be used in the text with the full name cited in the reference list. Other acronyms or abbreviated forms of the names of organizations, political parties etc. are acceptable, provided they are first identified. Amnesty International is an exception: do not use AI in the text; write it out in full. You may use AI in a parenthetical reference. In issue papers and country profiles, write out the name in full the first time it is used, followed by the acronym or abbreviation in parentheses. Thereafter, the acronym or abbreviation alone may be used.

Acronyms are written in upper case without periods between the letters (e.g., UN, UNHCR). If the names of these organizations are repeated in the reference list, they should be written out in full followed by the acronym or abbreviation.

Professional and official titles (e.g., Professor, Commander, Reverend, Vice-President) should not be abbreviated in a text. Social titles (e.g., Mr, Ms, Mme) are not used in issue papers or country profiles.

Where acronyms are in a foreign language, the English name should be given in full, then the full name given in the foreign language followed by the acronym. Example: Islamic Salvation Front (*Front Islamique du Salut* – FIS)



**(d) Percent**

Be consistent in your use of ‘per cent’ and ‘%’: ‘per cent’ should be used in the text, but ‘%’ is preferred in tables. A zero should be used before the decimal point if less than one per cent (e.g., 0.5 per cent). Write out numbers from one to nine denoting percentages; use figures for higher numbers.

**(e) Dates**

Dates should appear in the form 18 September 1927, 1830s, nineteenth century (hyphenated when used as an adjective), 500 B.C. but A.D. 500. Write 1967-1968, not 1967-68. In B.C. references the full dates must be given, e.g. 250-245 B.C.; 250-45 B.C. means something different. Use ‘between 1971 and 1975’ and ‘from 1971 to 1975’, but not ‘between 1971-5’ or ‘from 1971-75’.

**(f) Measurements**

Units of measure are spelled out in a text if the amount is also spelled out; if the amount is expressed in figures, use the abbreviation. Abbreviations of metric units are written in lower case with no periods. Abbreviations are identical in the singular and plural. In general, all measurements should be given in metric units: 4 m, 3 kg.

**(g) Numbers**

Numbers expressing precise quantities or compared with others in statistical discussion should be in figures rather than words, as should numbers used for identification, such as page numbers. Other numbers up to 10 should be in words, e.g. five hospitals, 20 years. Series of numbers should usually be in figures, e.g. ‘7 sheep and 108 cows’.

Avoid beginning a sentence with a numerical figure; always try to reorder the sentence. If this is not possible, the only solution may be to write out the number. The second of a pair of numbers other than quantities should be abbreviated, except for the numbers 11 to 19, which retain the 1, e.g. 101-2, 130-1, but 111-12. However, note the usage when referring to years (see Dates above).

Do not abbreviate millions or billions. Always write out, e.g., 20 million, not 20 m. If you have to refer to billions, use the word in the British sense, i.e. a million million. (in American usage, a billion is a thousand million).

Use ‘fifth floor’, instead of ‘5th floor’.

**(h) Fractions**

Simple fractions should be written out. Connect the numerator and denominator with a hyphen unless either already contains a hyphen (e.g., one-half, two-thirds, but thirty-five hundredths). If using fractions becomes awkward, try to devise an alternative way of expressing them. For example, instead of saying “one and one-half to two and one-half years”, say “18 to 30 months”.

**(i) Possessives and Apostrophes**

Be consistent in your inclusion or omission of ‘s’ after the apostrophe in possessives of names ending in ‘s’ in the singular. It is usual to include the second ‘s’ except when the last syllable is pronounced ‘iz’, e.g. Bridges’, Moses’ but James’s, Thomas’s. It is included after names, which end in a silent ‘s’, e.g. Rabelais’s.

The apostrophe should be omitted in plurals such as 1960s and NGOs.

**(j) Quotations**

Use double quotations (“...”) except for quotes within quotes (“...’...’...”)



Prose quotations occupying more than five lines should be presented in a separate indented paragraph in block format (single-spaced and indented left and right). These quotations may be printed without quotation marks. The block should be separated from the preceding and following text by two single line spaces in a single-spaced document. Quotations within them will take single quotation marks.

Quotations must be accurately copied from the source, with omissions and additions appropriately indicated. All additions to a quoted text must be enclosed in square brackets [...]. Omission of material from a quoted passage should be indicated by ellipses (...).

Punctuation is to be placed after the closing quotation mark except for a dash, exclamation mark or question mark belonging to the quoted words, or a full stop if the quotation is or ends with a grammatically complete sentence starting with a capital letter.

Footnote reference numbers for all quotations should be placed after the closing quotation mark or at the end of the sentence.

Check all quotations very carefully before finalizing your paper.

#### *(k) Spelling*

Every effort should be made to harmonize the way words are spelled by using the *International Thesaurus of Refugee Terminology* (available in the REFWORLD databases) and the *Oxford English Dictionary*.

Inconsistencies will irritate and possibly mislead the reader. Some examples of alternative spellings that are often inconsistent are given below. Please use the first version indicated:

acknowledgement rather than acknowledgment  
biased rather than biassed  
connection rather than connexion  
cooperate rather than co-operate  
coordinate rather than co-ordinate  
encyclopedia rather than encyclopaedia  
focused rather than focussed  
judgement rather than judgment  
medieval rather than mediaeval  
defence rather than defense  
programme rather than program

Use:            -ize rather than -ise  
                  -zation rather than -sation  
                  analyse rather than analyze  
                  coup d'état rather than coup

**Exception:** When quoting from other publications or giving titles of publications, you should follow the original spelling.

For **country names**, use the English spelling provided in the *UN Terminology Bulletin* or the *International Thesaurus of Refugee Terminology*. For other place names, use English spellings where they exist and harmonize spellings.



***(l) Capitalization***

Capitalize posts in government, government representatives (where they relate to specific posts) and specific government agencies or organs, governments and states (when referring to specific countries), e.g. Foreign Minister of Greece, the Government of Germany, Supreme Court of Justice, Head of State, Member of Parliament, and also when using personal names, e.g. Justice Minister Petar Kornazhev. However, do not capitalize these words when used as a generic term, i.e.: governments of the world, meeting of presidents, etc.

Principal parts of speech should be capitalized in titles of sources and publications as indicated under Sub-Topic 4.2.

***(m) Hyphens***

Hyphens should be used only to avoid possible misunderstanding, e.g. re-cover and recover, deep blue sea and deep-blue sea.

Avoid hyphenation where not necessary:

‘extralegal’ rather than ‘extra-legal’ (Use extralegal rather than extrajudicial unless you are referring specifically to extrajudicial killings.)

‘rightwing’ rather than ‘right-wing’

‘intercommunal’ rather than ‘inter-communal’

‘intergovernmental’ rather than ‘inter-governmental’

But:

‘non-governmental’ rather than ‘nongovernmental’

‘multi-party elections’ rather than ‘multiparty elections’

‘build-up’ rather than ‘buildup’

‘Secretary-General’ rather than ‘Secretary General’

***(n) Italic Type***

Italics should be used for foreign words in an English sentence, except in the following cases: the names of organizations such as political parties, ministries, commercial firms, and of streets and buildings; words now naturalized; common abbreviations (i.e., e.g., etc.), and quotations.

Other uses of italics are: for titles of periodicals and books in the bibliography and footnotes.

***(o) Tables***

Tables should be in a form that is easy to read and the purpose of a table should be clearly indicated. Sources should be indicated in the same form for each table and captions should be added as necessary. Any notes should follow immediately below the table.

## **4.2 Source Citation**

***(a) Bibliography and Footnotes***

Footnotes should be used rather than in-text citation or endnotes.



*Op. cit.* and *loc. cit.* should not be used. You may use *ibid.* if the exact same source is used in footnotes immediately following each other.

Font: Times New Roman 10pt, single spaced.

The style to be used for footnotes is described below:

**(i) Books**

Give the full details when the book is first mentioned, as follows:

(1) Author's surname, followed by author's initials. If more than one author, provide a maximum of three names and add *et al.* If corporate author, follow examples given below

(2) Title of book, in *italic* except for unpublished theses and manuscript sources; capitalize the first word, the principal parts of speech (nouns, pronouns, verbs, adjectives and adverbs) and prepositions more than five letters long. Articles, conjunctions, the 'to' in infinitives and prepositions of five letters or less are set in lower case

(3) Editor, compiler or translator, if any. If there is no author, the editor or compiler will appear in (1), followed by *ed.* or *eds.* in parenthesis

(4) Series, if any, plus volume number in the series. The series name should not be italicized

(5) Edition (if not the first)

(6) Publication place: publisher, date. Publication places should usually be anglicized. If there are several places or publishers, separate each item by a semi-colon (;)

(7) Volume (if more than one) and page number. It is usual to include 'vol.' and 'p.' (or 'pp.' if more than one page), e.g. pp. 508-516 or pp. 300. Note that references to articles whether in journals or chapters of books, should include the first and last page numbers of the article preceded by pp.

The references should be punctuated as in the following examples: (The comma serves as separator. Please note that there is no comma before an opening parenthesis.)

**Examples:**

MacFarlane, L.J., *The Theory and Practice of Human Rights*, London: Maurice Temple Smith, 1985, p. 2

Hodges, T., *Western Sahara: The Roots of a Desert War*, Westport: Lawrence Hill, 1983, p. 45

**Examples of Corporate Authors:**

Africa Watch, *War in South Sudan: The Civilian Toll*, New York, October 1993, p. 12

*The Europa World Year Book 1998*, Vol.1, London: Europa Publications, 1999, p. 433

*The New Encyclopedia Britannica*, Vol.1, Chicago: Encyclopedia Britannica, 1998, p. 245

*Political Parties of the World*, 10th ed., Chicago: St. James Press, 1998, p. 126



U.S. Department of State, *Country Reports on Human Rights Practices for 1998, Angola*, Washington (DC): U.S. Government Printing Office, 1999, p. 789

**Later references (only for footnotes)** to the same publication should contain the author's surname and the page number; or the author's name, short title and page number if there is more than one entry under that surname in the bibliography. The second reference should thus contain:

- (1) Author's surname
- (2) Short title (if necessary)
- (3) Volume and page number

e.g. Hodges, p. 102 (or, if necessary) Hodges, *Western Sahara*, p. 102

**(ii) Chapters of Books**

(1) Author's surname followed by author's initials. If more than one author, provide a maximum of three names and add *et al.* if necessary.

Item (2) above is amplified as follows:

- (a) Title of chapter (not in italics). Follow the same capitalization rules as for books
- (b) in
- (c) Editor's name followed by '(ed.)', or '(eds.)' if there is more than one editor
- (d) Title of book in *italics*

**Examples:**

Munoz, F., Pacific Islanders: Life Patterns in a New Land, in R. Endo, S. Sue, and N. Wagner (eds.), *Asian-American: Social and Psychological Perspectives*, Vol. 2, New York: Behavior Books, 1980, p. 143

**Later references** will be:

Munoz, p. 143 or Munoz, Pacific Islanders: Life Patterns in a New Land, p. 143

**(iii) Journal Articles or Media References**

The first reference should contain:

- (1) Author's surname, followed by author's initials
- (2) Title of the article (not in italics). Follow the same capitalization rules as for books
- (3) Title of journal, in *italics*; be consistent about capitalization
- (4) Place, if there is more than one journal with the same name
- (5) Volume number in figure, preceded by 'Vol.'; plus issue number if the volume is not paginated continuously preceded by 'No.'



(6) Date

(7) Relevant page number(s) with 'p.', 'pp.' Note that references to articles whether in journals or chapters of books, should include the first and last page numbers of the article preceded by pp.

**Examples:**

Burkhalter, H.J., The 'Costs' of Human Rights, *World Policy Journal*, Vol.11, No.1, Spring 1994, pp. 39-44

Dore, La démocratie, *Jeune Afrique* [Paris], 30 August - 5 September 1992.

Zia's Unwanted Legacy, *Asiaweek* [Hong Kong], 11 August 1993.

**(iv) UN Documents**

Give name of UN body (United Nations, Security Council etc.), name of subsidiary body (if applicable), full title and subtitle (not in italics), number of document, date.

**Example:**

United Nations Security Council, Report of the Secretary-General Pursuant to Paragraph 2 of Security Council Resolution 808 (1993), S/25704, 3 May 1993

When abbreviating the United Nations use 'UN' with no punctuation.

**(v) Government Documents**

United Kingdom, Central Statistical Office, *Social Trends*, No. 4, London: Her Majesty's Stationary Office, 1973, p. 94

**(vi) Unpublished Manuscripts**

Use the same guidelines as for books, except do not italicize the title. Add indication of type of manuscript and place of presentation.

**(vii) Online Information Services**

The name of the information service is placed in parenthesis at the end of the reference.

*BBC Summary of World Broadcasts*, Sudanese Prime Minister Denies Government's Resignation, 24 July 1985, quoting *Radio Khartoum*, 22 July 1985 (NEXIS)

*International Press Services World News*, Children-Sierra Leone: Militia Admits Recruiting Child Soldiers, 29 June 1998, <http://www.oneworld.org/ips2/jul98/13-41-045.htm> [accessed 15 October 1998]

Kaplan, R.D., The Coming Anarchy, February 1994, <http://www.TheAtlantic.com/atlantic/election/connection/foreign/anrcf.htm> [accessed 22 October 1998]

If the name of electronic service is not known, say 'electronic format' in parenthesis at the end of the reference.



***(viii) Databases***

Example of citing the UNHCR databases

United Nations, Commission on Human Rights, Situation of Human Rights in the Territory of the Former Yugoslavia, E/CN.4/1993/50, in UNHCR/ REFWORLD 2004, issue 13, CD 5.

***(ix) Interviews***

It is very important that people interviewed agree to being cited and that the citation form is acceptable to them. They must understand that their name will appear in publicly available documents.

**Examples:**

First Secretary, Embassy of Algeria, Montreal, Telephone interview, 21 December 1998.

M. Cameron, Associate Professor of International Affairs, Carleton University, Ottawa, Personal interview, 13 July 1998.

***(b) Layout of the Bibliography***

The bibliography should be arranged alphabetically, presented in font size 11, and the author's surname should precede his initials. Keep the order within each entry, and also the capitalization and punctuation, consistent throughout the bibliography.

Check your notes against the bibliography, because it will confuse and irritate the reader if the details given are not the same.