Using quotes

When we write assignments at university we need to include the ideas of other authors. We can do this by **quoting directly** (verbatim) or we can **quote indirectly** by taking the ideas from the original text and **paraphrasing** them.

Quoting directly (verbatim)

Direct quotes use exactly the same words as in the original text. We use direct quotes when the ideas are best presented as the original author wrote them. Technical terms or ideas and concepts that are very precise and cannot be put in other words without losing or changing the meaning are often quoted directly. We indicate exactly which words are being quoted (copied) from the original by enclosing the quotes in 'quotation marks'* and providing the name(s) of the author(s), the year of publication AND the page number(s)**. The following examples follow the VU Harvard style of in-text referencing.

> Darus (2012, p. 5) argues that 'Malaysian corporations must make behavioral changes with the objective of internalizing the concept of CSR'.
>
> In defining what we mean by learning, Nagel (2013, p. 78) argues that it is 'both a product and a process'.
>
> For group work to be successful, all members need to 'understand their roles within the group and contribute to achieving the group's goals in a timely manner' (Fantini & Glover 2005, pp. 16–17).

Direct quotes that are **longer than around 30 words or 3-4 lines** need to be formatted differently. They are referred to as **long direct quotes** or **block quotes**. Further information about this can be found in the VU Library Referencing Guides. Long direct quotes should be used sparingly in your writing.

* Different styles of referencing use either single or double quotation marks. The examples given here use single quotation marks following the VU Library Harvard Style. Another common referencing style, APA, uses double quotation marks.
** Direct or verbatim quotes that are taken from a webpage usually don't include a page number because often no page numbers are given.

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Quoting indirectly (paraphrasing)

This is when we re-write the ideas from the original text and put them into our own words. We paraphrase for a number of reasons: Firstly, we might want to use just part of an author's ideas rather than copy a whole sentence or section and it might be easier to do that by rewording or by speaking generally about the ideas presented. Secondly, by paraphrasing the ideas, our writing is more likely to flow smoothly because the style of writing will be more consistent. Finally and most importantly, by paraphrasing, we are demonstrating that we understand what the author is saying.

It is important when we paraphrase to tell the reader where the ideas have come from. We need to acknowledge the original author(s) and, as with direct quotes, we do this by referencing. We include the name(s) of the author(s) and the year of publication. The following examples follow the VU Harvard style of in-text referencing.

Talking about corporate social responsibility in the Malaysian context, Darus (2012) identifies key dimensions and provides an overview of the current state.

A number of authors discuss the importance of corporate social responsibility and the advantages it can bring to an organisation (Johnston & Ng 2013; Pomerang 2014; Segel & Neville 2006, 2011).

Learning is not confined to what takes place in schools (Nagel 2013).

Formatting your quotes

For all quotes and in-text references, pay close attention to the punctuation (use of full stops, commas, parentheses / brackets, etc.), spacing and other aspects of formatting. You need to follow these carefully according to the style guide used in your College or discipline.

Other resources
- Purdue University 2015, *Quoting, paraphrasing and summarizing,* Online Writing Lab, viewed 20 February 2015, http://owl.english.purdue.edu/owl/resource/563/01/
- Victoria University Library Referencing Guides http://www.vu.edu.au/library/referencing-copyright/referencing-guides-0

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