

Handling Quotations

- Aim for accuracy of quotation. Only change a quote in order to:
 - correct slips of grammar
 - remove filler words like "ah" or "um"
 - fix typos from emails or texts.
- If you leave out the middle of a quote, show this by using three ellipsis points (...).
- Only edit an audio/video clip to remove pauses or stumbles.
- If you have not recorded a quote, then paraphrase what the speaker said using your own words. DO NOT try to remember the speaker's words and put them in quotation marks, since this may lead to misquotation.
- If a quotation doesn't make sense (e.g. if you think the speaker used a wrong word), check back with the speaker to clarify, if possible, before publishing.
- If the interviewee refused to answer a direct, specific question, say so.
- Include non-verbal cues that affect the meaning of words (e.g. he said, winking).
- Mention when a quote has been translated (e.g. Speaking through a translator, the resident said, ...).

Troubleshooting Problems with Sources

- If an official (e.g. a representative of an organization) did not respond in time for a deadline, say so.
- If a source refused an interview, say so and give any reason provided.
- If the source of the quotation is unknown (e.g. if it's an anonymous online comment), make this clear.
- Always take note of the name of your sources for your own records; however, sometimes it is not necessary to include that name in an article (e.g. if it is the name of a bystander who confirmed the time of the accident).
- When using unnamed sources:
 - only do so if that source is providing vital information (not an opinion) that is only available on the condition of anonymity.
 - state why the source is unnamed (e.g. a whistleblower who would only speak if her identity was kept anonymous for fear of reprisal)
 - when possible, try to confirm any info provided with 1 or 2 other sources
 - question *how* or *why* the source would know that info.