(Goossens et al., 1997)   first citation
(Goossens et al., 1997)   second citation
(Goossens, Rahtz, and Mittelbach, 1997)   forced
(Goossens, User, Doe, et al., 1997)   first citation
(Goossens et al., 1997)   second citation

References

Goossens, M., S. Rahtz, and F. Mittelbach (1997). *The LATEX Graphics Companion: Illustrating Documents with TEX and PostScript*. Tools and Techniques for Computer Typesetting. Reading, MA, USA: Addison-Wesley Longman.

Goossens, M., B. User, J. Doe, et al. (1997). Ambiguous citations. Submitted to the IBM J. Res. Dev.