Reading Room requests

ArchivesGateway user guide

Queensland Government

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Introduction

This user guide provides an overview and instructions of how to request access to your agency's records in the Reading Room at Queensland State Archives (QSA) using ArchivesGateway.

The information in this guide applies to all government agency staff who use ArchivesGateway to manage and access their records held at QSA.

Other user guides are available for other functions within ArchivesGateway. See the training and user guides section for details on how to find and access these other user guides.

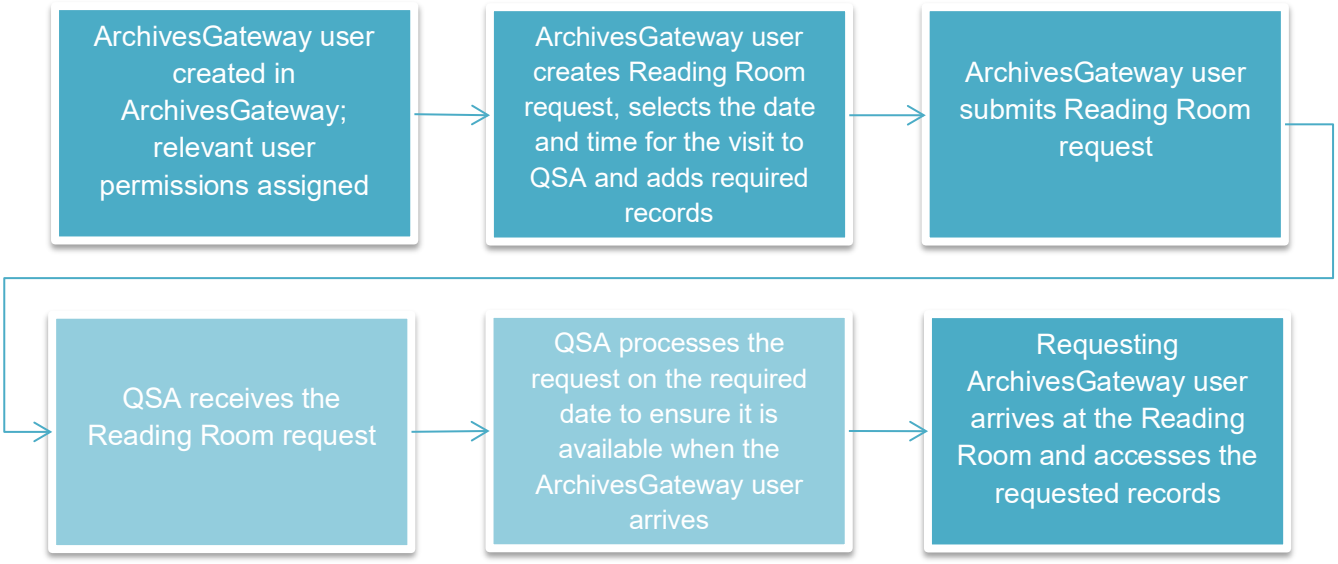
See the ArchivesGateway user guide: Manage users and locations for information on how to access and login to ArchivesGateway, create users and set user permissions.

See the information on QSA research facilities for information on coming to QSA and using the Reading Room.

Definitions and references

Relevant definitions of recordkeeping and archival terms used in this guide can be found in the glossary on the For Gov website.

Brief overview of reading room requests process



1 Request to view your agency's restricted records

Restricted or closed records can be requested to view onsite at QSA by completing a Reading Room request in ArchivesGateway. The agency user completing the request **must** be the person that accesses the records onsite on the required day. Requests completed on behalf of another representative within your agency **will not** be accepted as QSA will not grant access to the requested record to anyone but the named individual on the request.

If the representative within your agency requiring access to the restricted records does not have access to ArchivesGateway to complete the Reading Room request, they can request these records via ArchivesSearch (the public catalogue). Requests made through ArchivesSearch will require authorisation from your agency's delegate. Authorisation **must** be provided to QSA using an *Access to Restricted Records* form before the restricted records can be accessed. See the advice on how to provide access to restricted records for more information.

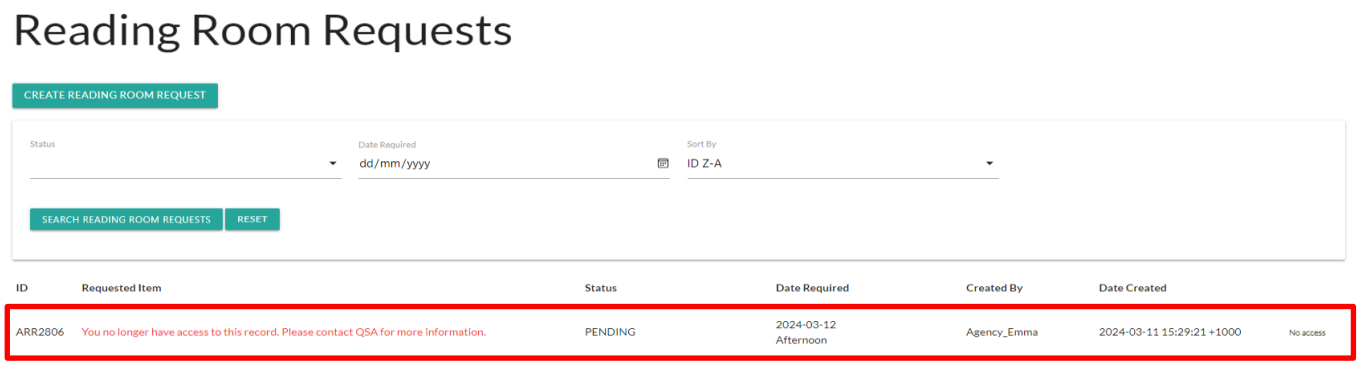
Alternatively, access to ArchivesGateway can be requested by contacting your agency's Senior Agency Administrator. The Senior Agency Administrator can then set up an account enabling requests for restricted records to the Reading Room to be completed via ArchivesGateway.

Anyone requesting to view restricted records in the Reading Room at QSA regardless of whether the request has been submitted by ArchivesGateway (agency portal) or ArchivesSearch (public catalogue) will need to show a form of ID - either government ID or other identification - to QSA staff before gaining access to the records.

2 Request to view records under Access Classifications

The physical records able to be requested to the Reading Room or viewed in ArchivesGateway are dependent on the level of access permissions assigned to the requester by the Security Administrator. Permissions within ArchivesGateway are set up by the Security Administrator using a three-tier hierarchy based on the records' sensitivity. This ensures that access to records and metadata is only granted to users with the approved permissions in accordance with the Access Classification Labels that have been applied to the records.

For further information on the three permission types in ArchivesGateway and what levels of access they cover, refer to the Access Classification Labels and Access Permissions Agency Toolkit located on the website.

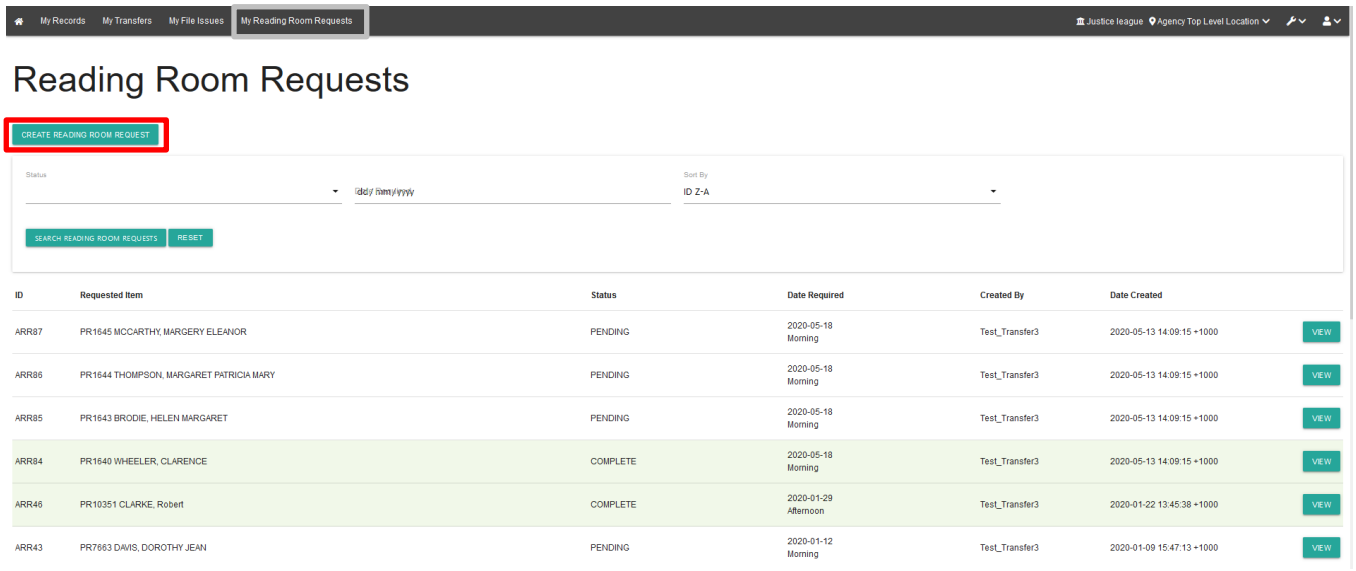


3 Reading Room requests

3.1 Creating a Reading Room Request

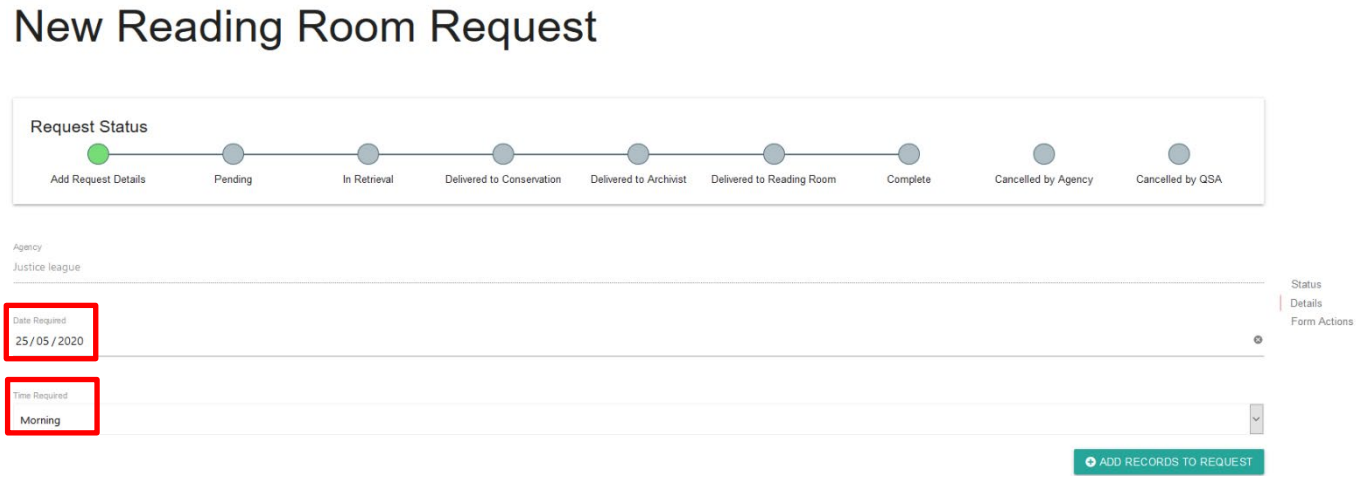
To create a Reading Room request:

1. Navigate to the ‘My Reading Room Requests’ tab along the top bar.
2. Select the ‘Create Reading Room Request’ button.



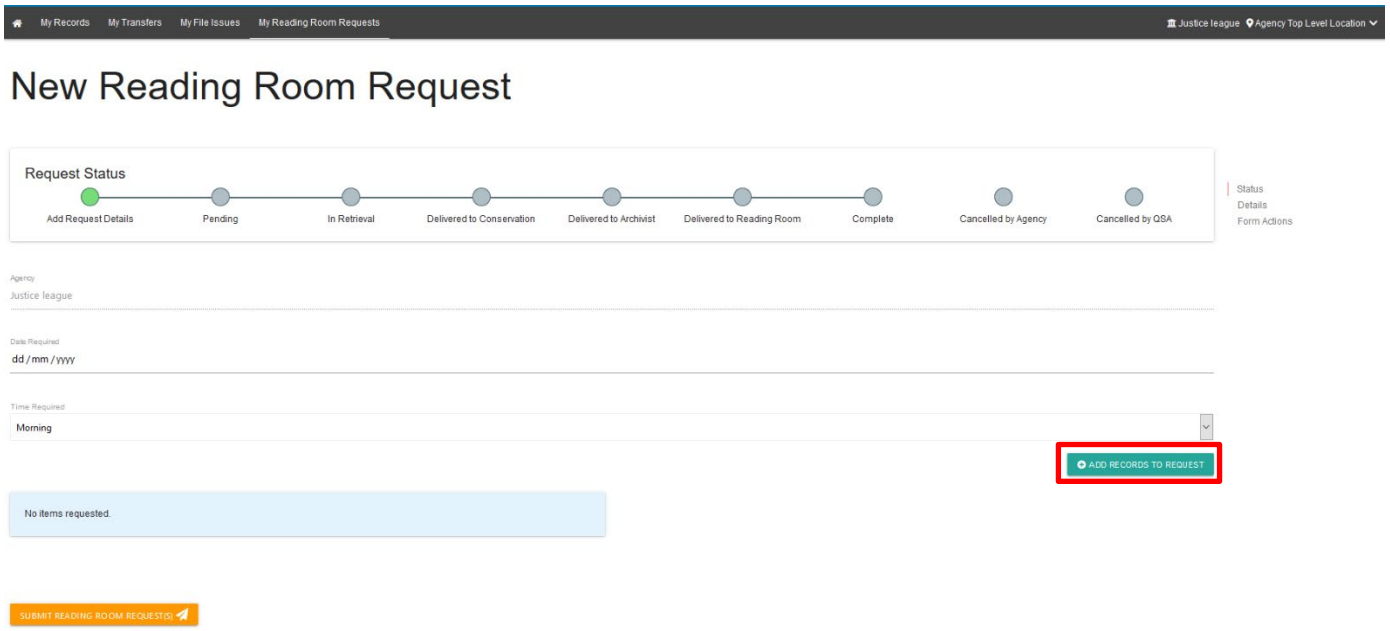
3.1.1 Add details of date and time for request

1. Choose the date to view the records – this can be any date that the Reading Room is open
2. Indicate either morning or afternoon.



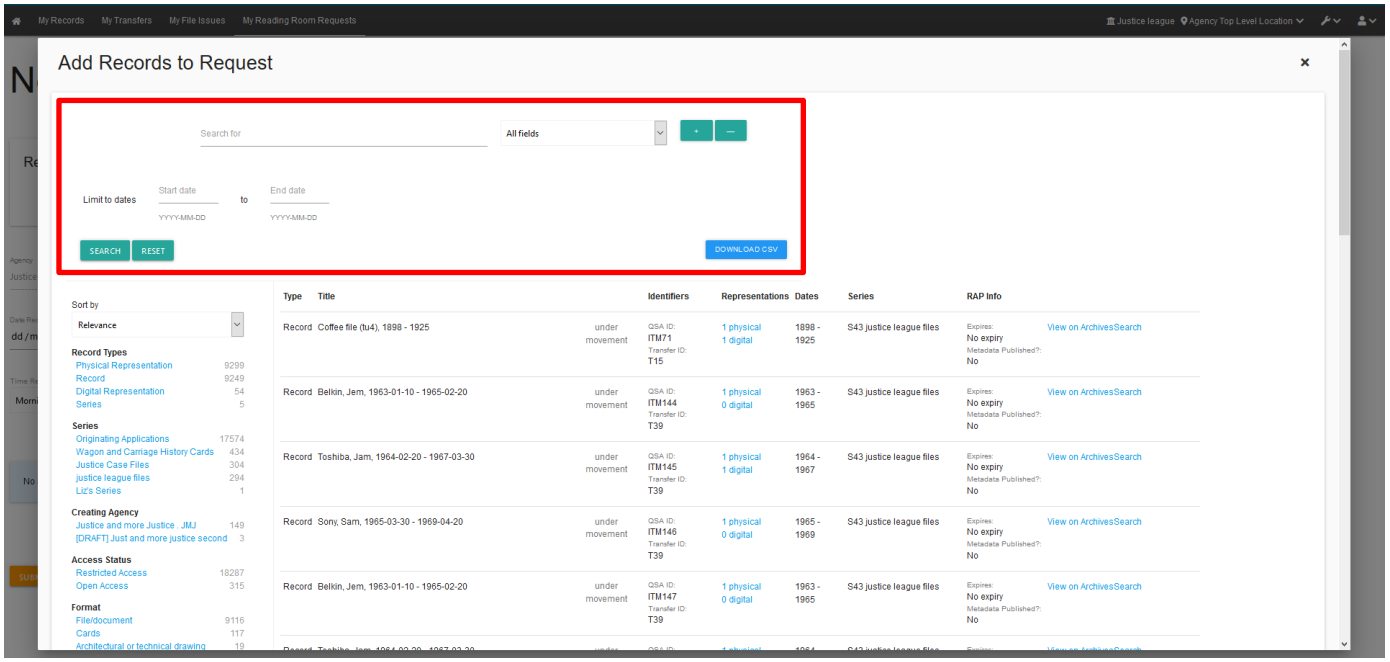
3.1.2 Add physical representations to the request

1. Click on the ‘Add Records to Request’ button.



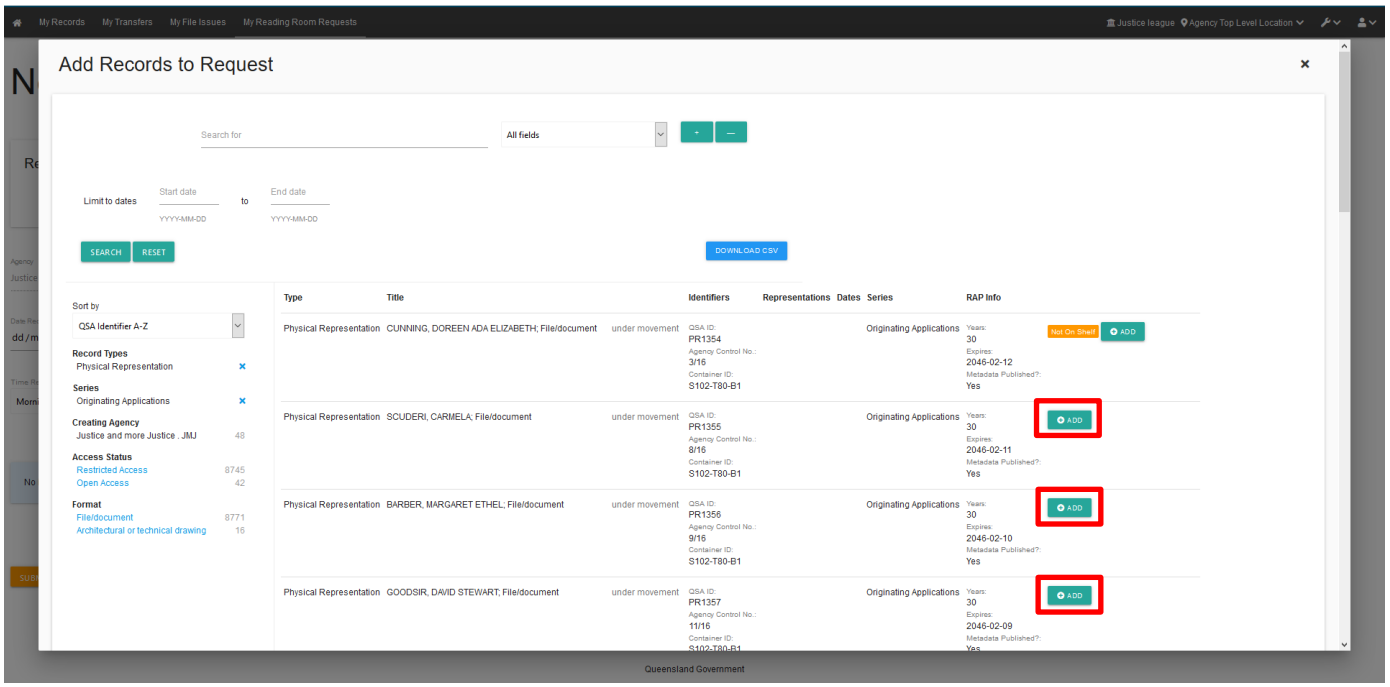
2. In the new window, search through the controlled records.
3. Add the required physical representations to the request.

Note: this window has the same search functionality as the 'Controlled Records' search page. See the [ArchivesGateway user guide: Searching and search requests service] for more information.

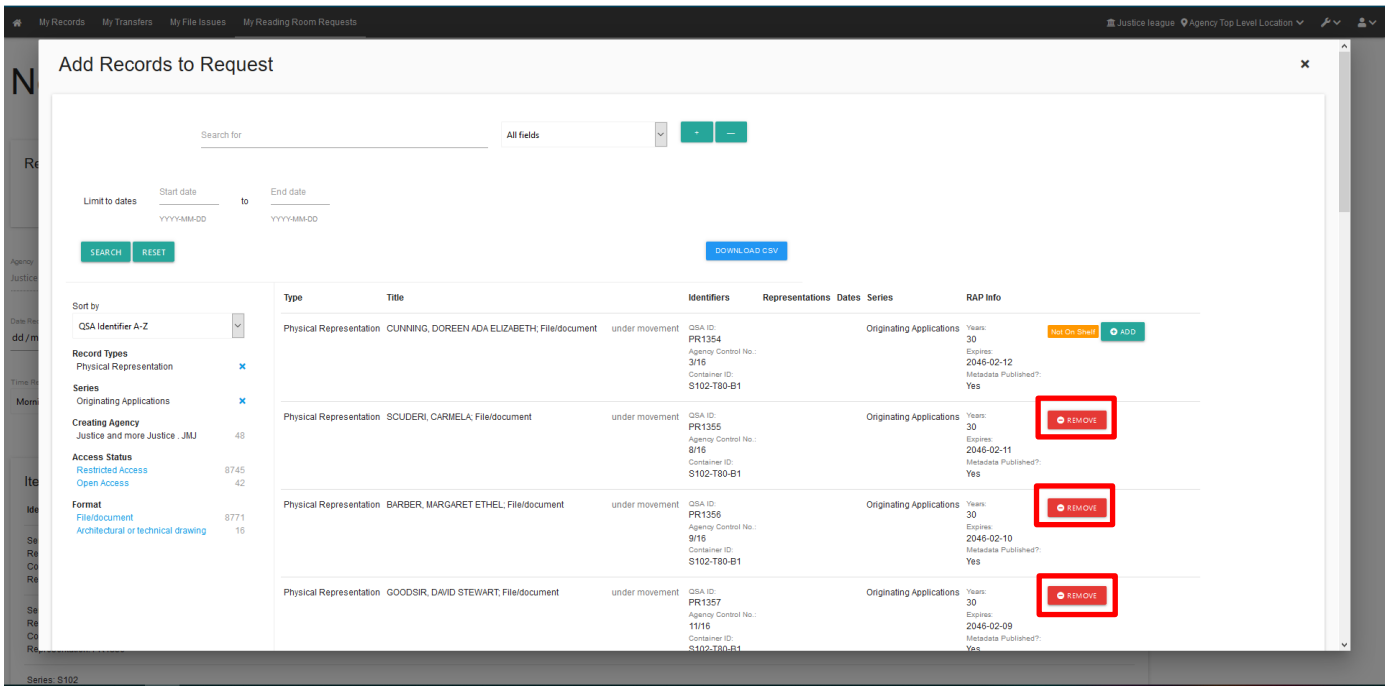


4. Click on the 'Add' button next to each of the physical representations to be viewed in the Reading Room.

Note: records can only be added to the request according to the Access Classification permissions set for the requester. See [Requests to view records under Access Classification] for more information.



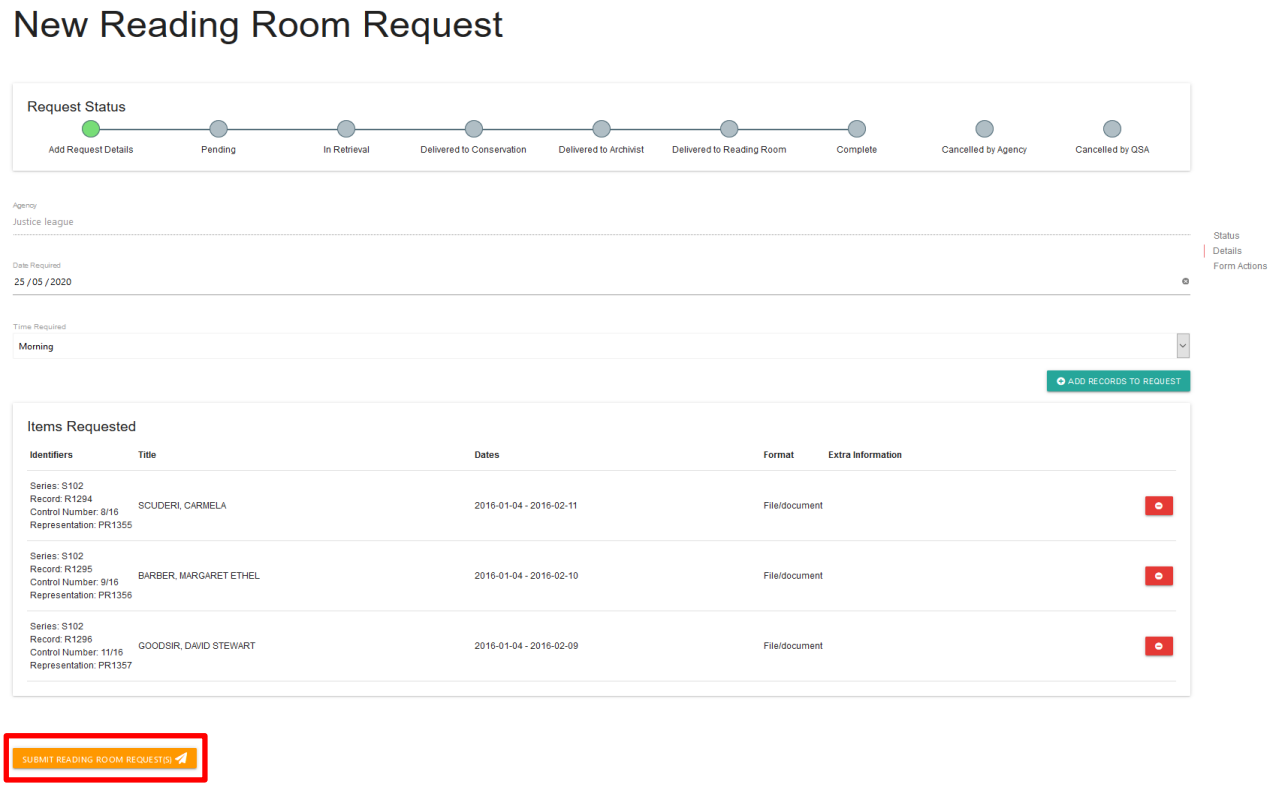
5. The delete button allows representations to be removed if necessary.



3.2 Submitting a Reading Room request

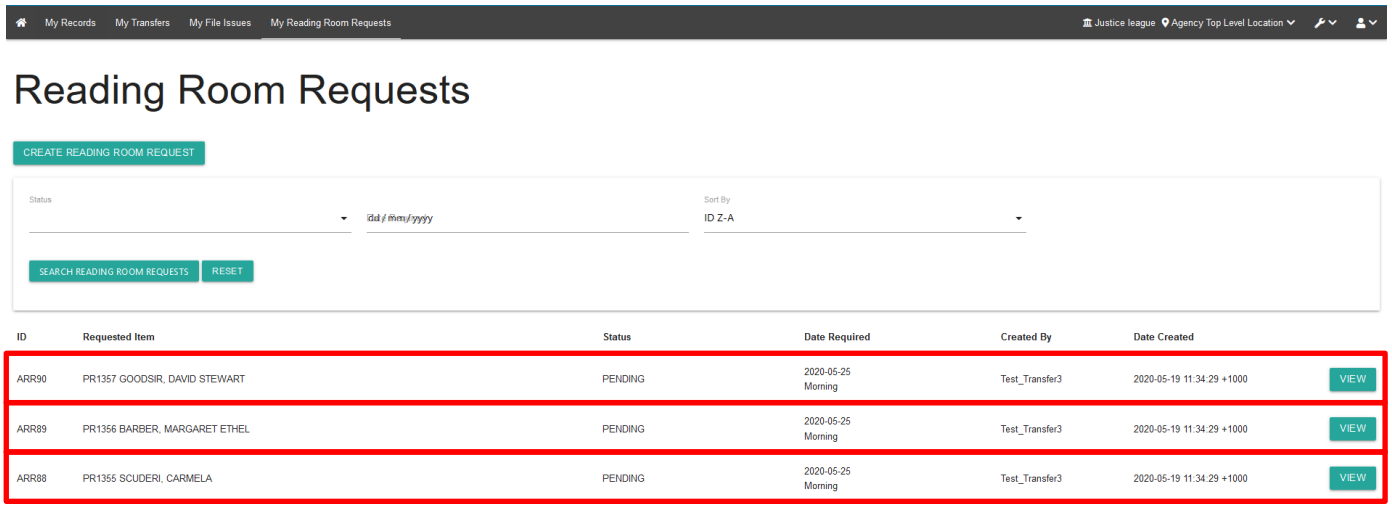
Once the required physical representations have been added:

1. Click on the ‘Submit Reading Room Request(s)’ button.



This will create a unique identifer with an ARR prefix for each representation requested and will send the request to QSA for completion.

When the Reading Room request has been submitted, the requests will appear on the home page of ‘My Reading Room Requests’.



3.3 Cancelling a request

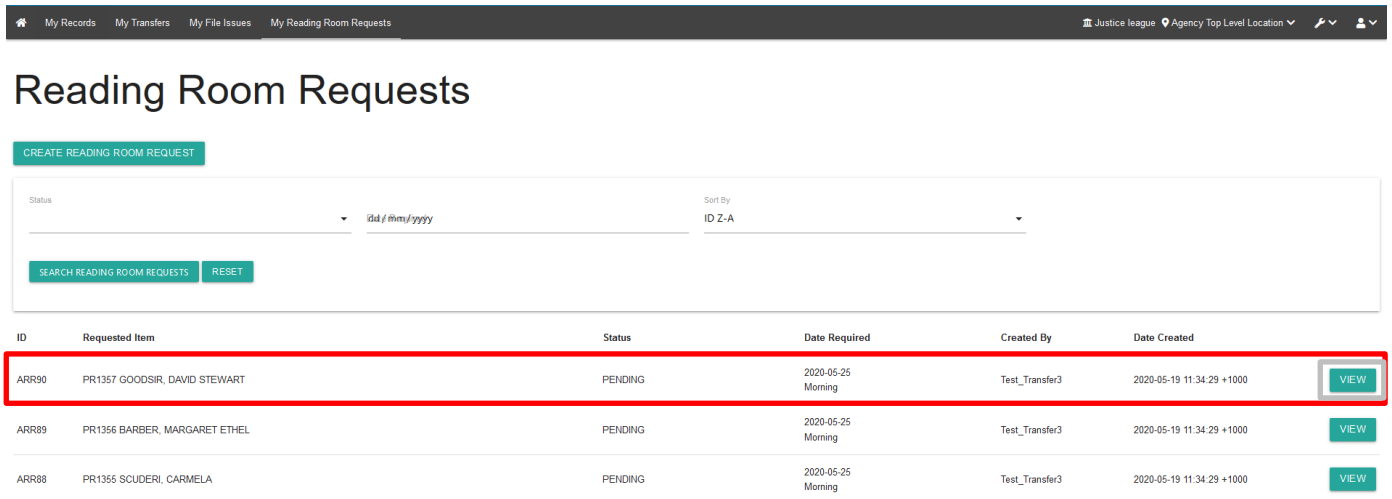
Reading Room requests can be only be cancelled by agencies when the status is ‘pending’.

Once the status changes to ‘retrieved’, only QSA will be able to cancel the request.

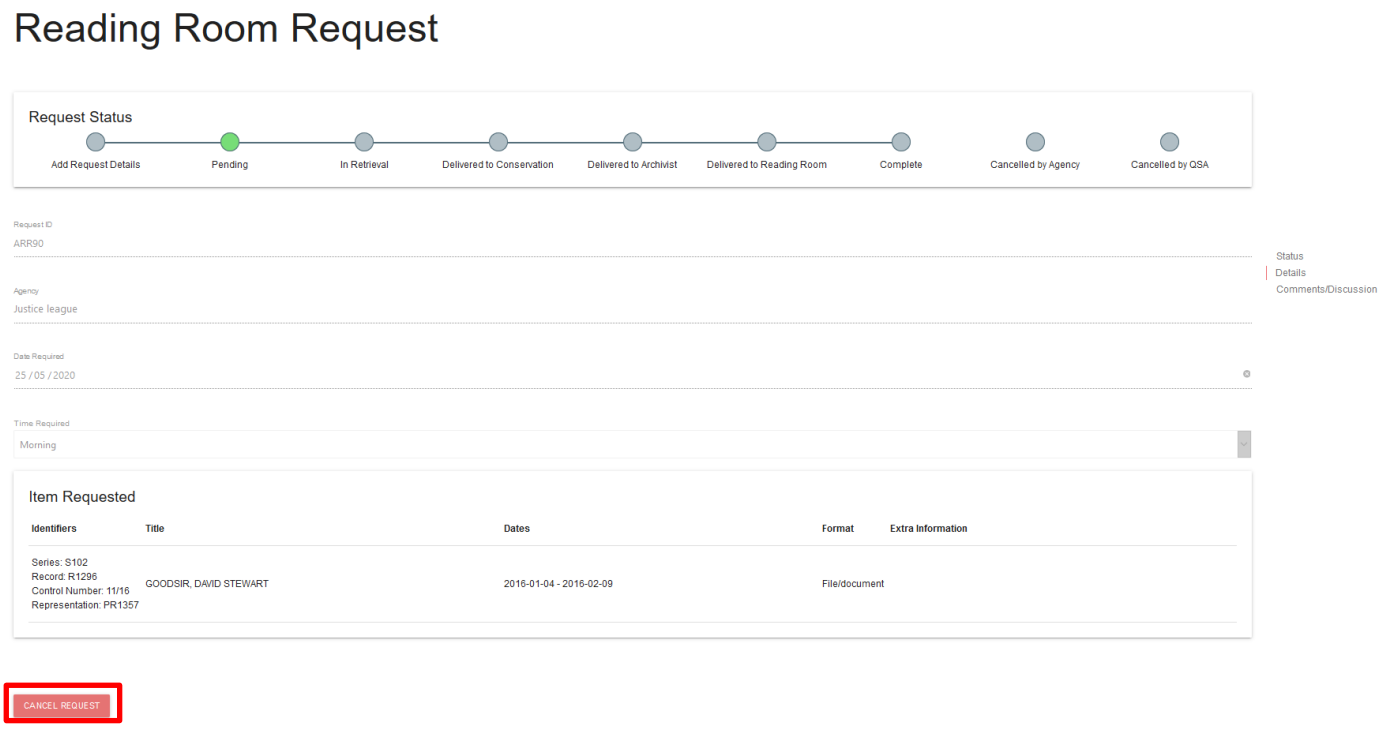
3.3.1 Cancel a pending request

To cancel pending Reading Room request:

2. Click ‘view’ on the requested representation to be cancelled.

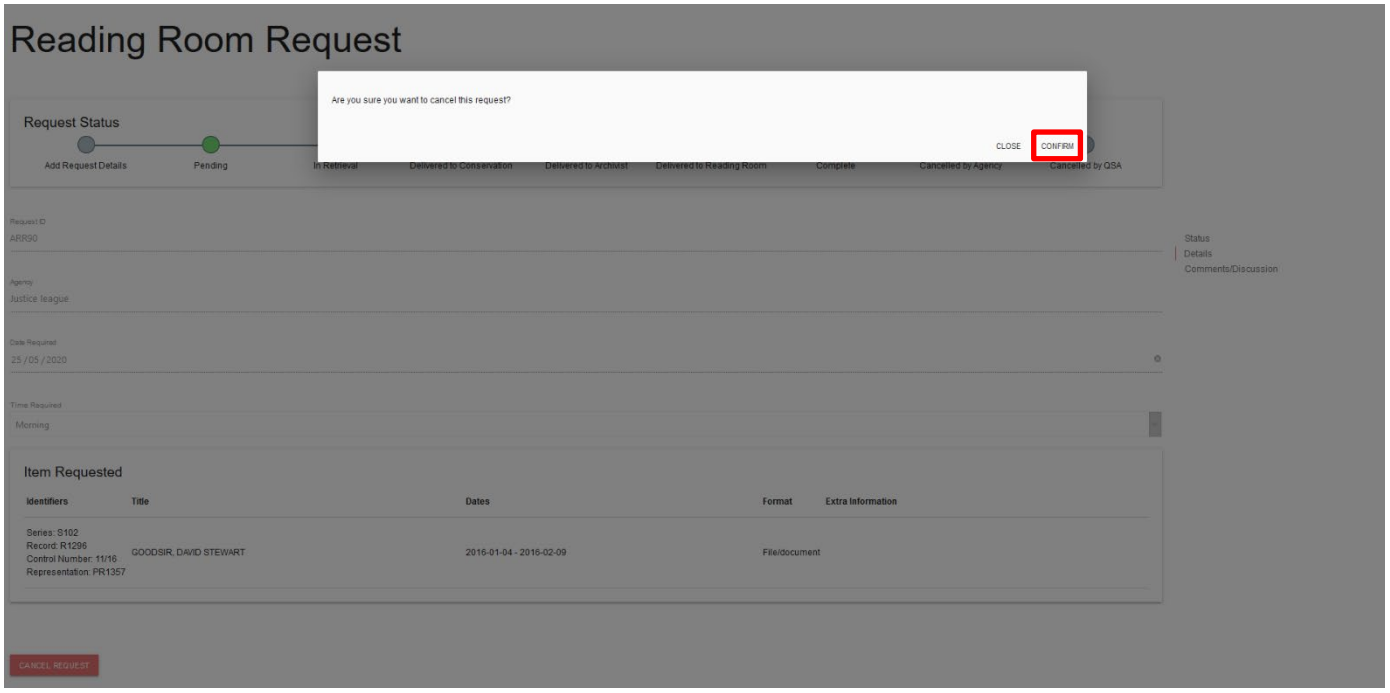


3. Scroll down to the bottom of the request
4. Click ‘cancel request’.

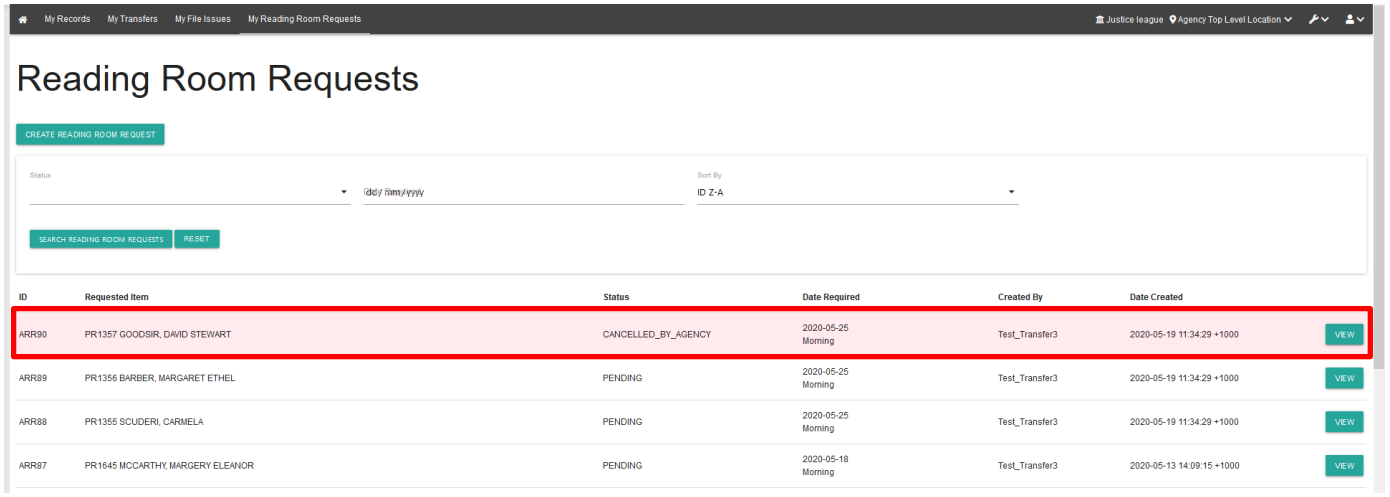


5. When the ‘cancel’ button has been clicked a warning will appear ‘Are you sure you want to cancel this request?’.

6. To cancel the request, click ‘confirm’.



7. Once the ‘confirm’ button has been clicked, the status of the request will be updated to ‘CANCELLED_BY_AGENCY’.



Note: any requests cancelled by agencies will not be able to be resubmitted to QSA. A new request will need to be created.

3.3.2 Cancel a retrieved request

If request must be cancelled once it has the status of ‘retrieved’ use the comments/discussion feature within that reading room request to communicate this to QSA.

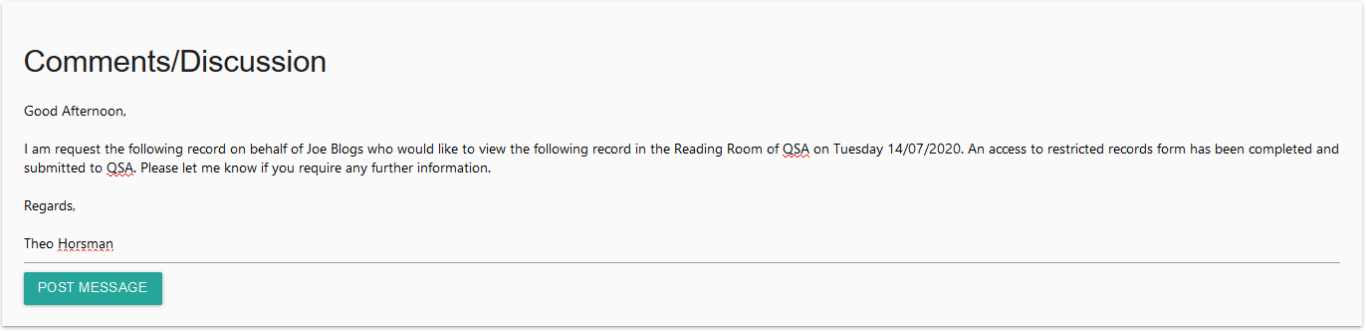
Alternatively, contact the Reading Room team on 07 3037 6777 or email info@archives.qld.gov.au.

4 Use the comments/discussion feature

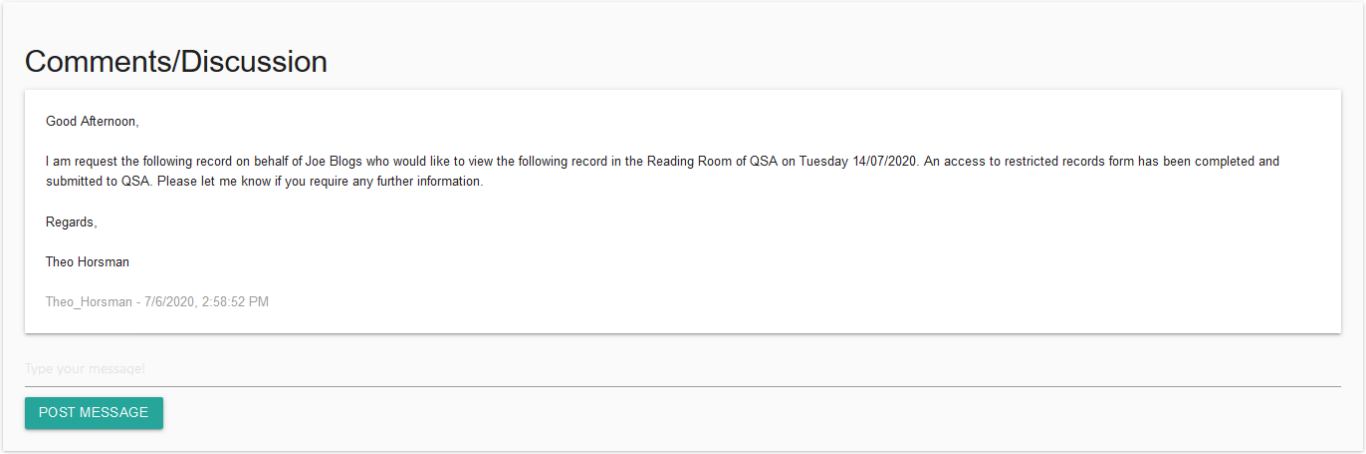
The comments/discussion feature within ArchivesGateway can be used to communicate with QSA staff after a request has been submitted.

To send a message to QSA regarding a submitted Reading Room request:

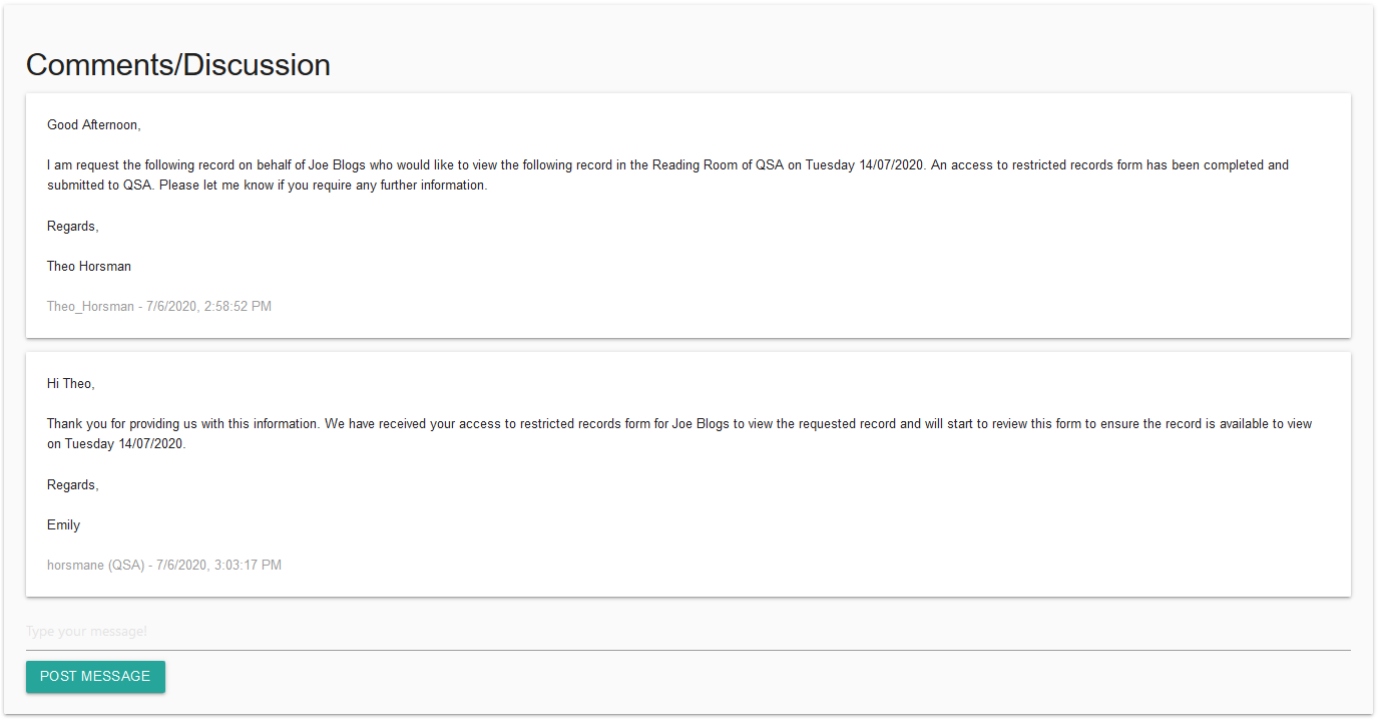
8. Scroll down to the bottom of the page to the comments/discussion section.
9. Type into the message field.
10. Click ‘post message’.



11. Once ‘post message’ is clicked, QSA will be able to view this message within the search request.



12. When QSA responds it will appear below any previous messages.



13. Use the message field as per steps above to respond to any comments posted by QSA.

5 More information

Further information about managing records at QSA and using ArchivesGateway is available on the Recordkeeping section of the For Gov website:

- Use ArchivesGateway
- Transfer records to QSA
- Restrict access to records at QSA (Restricted Access Periods)
- Retrieve or access your agency's records at QSA (File Issue service)
- Provide access to closed records.

Other user guides are also available for specific functions within ArchivesGateway and are available on the relevant pages listed above.

If further assistance with ArchivesGateway is required, contact us via email: fileissue.qsa@archives.qld.gov.au.

Further information on accessing records at QSA and using the Reading Room can be found on the QSA website.

If you require assistance with Reading Room requests submitted through ArchivesSearch, contact the Access team via email info@archives.qld.gov.au or call 07 3037 6777.