

Reading Room requests

ArchivesGateway user guide

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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.

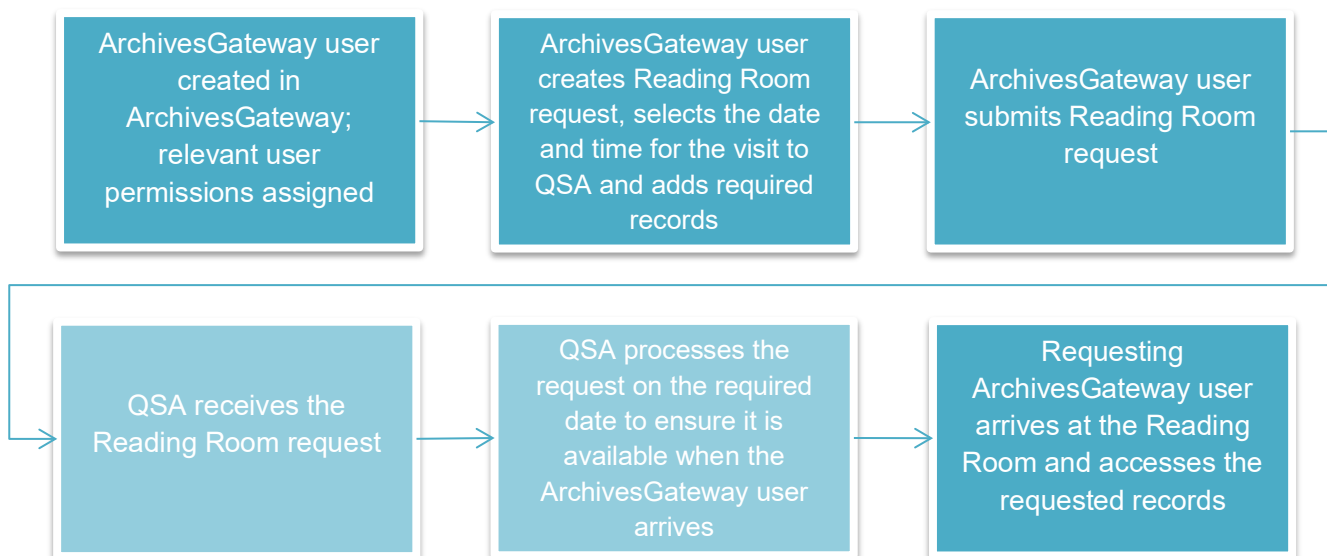
See the [ArchivesGateway user guide: Manage users and locations](#) for information on how to access and login to ArchivesGateway, create users and set user permissions.

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.

Reading Room Requests

CREATE READING ROOM REQUEST

Status Date Required dd/mm/yyyy Sort By ID Z-A

SEARCH READING ROOM REQUESTS RESET

ID	Requested Item	Status	Date Required	Created By	Date Created	
ARR2806	You no longer have access to this record. Please contact QSA for more information.	PENDING	2024-03-12 Afternoon	Agency_Emma	2024-03-11 15:29:21 +1000	No access

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.

ID	Requested Item	Status	Date Required	Created By	Date Created	
ARR87	PR1545 MCCARTHY, MARGERY ELEANOR	PENDING	2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW
ARR86	PR1644 THOMPSON, MARGARET PATRICIA MARY	PENDING	2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW
ARR85	PR1643 BRODIE, HELEN MARGARET	PENDING	2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW
ARR84	PR1640 WHEELER, CLARENCE	COMPLETE	2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW
ARR46	PR10351 CLARKE, Robert	COMPLETE	2020-01-29 Afternoon	Test_Transfer3	2020-01-22 13:45:38 +1000	VIEW
ARR43	PR7663 DAVIS, DOROTHY JEAN	PENDING	2020-01-12 Morning	Test_Transfer3	2020-01-09 15:47:13 +1000	VIEW

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.

New Reading Room Request

Request Status

Agency: Justice league

Date Required: 25/05/2020

Time Required: Morning

[ADD RECORDS TO REQUEST](#)

3.1.2 Add physical representations to the request

1. Click on the 'Add Records to Request' button.

New Reading Room Request

Request Status

Agency: Justice League

Date Required: dd/mm/yyyy

Time Required: Morning

ADD RECORDS TO REQUEST

No items requested.

SUBMIT READING ROOM REQUESTS

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.

Add Records to Request

Search for: All fields

Limit to dates: Start date: YYYY-MM-DD to End date: YYYY-MM-DD

SEARCH RESET DOWNLOAD CSV

Type	Title	Identifiers	Representations	Dates	Series	RAP Info
Record	Coffee file (bu4), 1898 - 1925	under movement QSA ID: ITM71 Transfer ID: T15	1 physical 1 digital	1898 - 1925	S43 justice league files	Expires: No expiry Metadata Published?: No
Record	Belkin, Jem, 1963-01-10 - 1965-02-20	under movement QSA ID: ITM144 Transfer ID: T39	1 physical 0 digital	1963 - 1965	S43 justice league files	Expires: No expiry Metadata Published?: No
Record	Toshiba, Jam, 1964-02-20 - 1967-03-30	under movement QSA ID: ITM145 Transfer ID: T39	1 physical 1 digital	1964 - 1967	S43 justice league files	Expires: No expiry Metadata Published?: No
Record	Sony, Sam, 1965-03-30 - 1969-04-20	under movement QSA ID: ITM146 Transfer ID: T39	1 physical 0 digital	1965 - 1969	S43 justice league files	Expires: No expiry Metadata Published?: No
Record	Belkin, Jem, 1963-01-10 - 1965-02-20	under movement QSA ID: ITM147 Transfer ID: T39	1 physical 0 digital	1963 - 1965	S43 justice league files	Expires: No expiry Metadata Published?: No

Sort by: Relevance

Record Types: Physical Representation (9299), Record (9249), Digital Representation (54), Series (5)

Series: Organising Applications (17574), Wagon and Carriage History Cards (434), Justice Case Files (304), justice league files (294), Li's Series (1)

Creating Agency: Justice and more Justice_JMJ (149), [DRAFT] Just and more justice second (3)

Access Status: Restricted Access (18287), Open Access (315)

Format: File/document (9116), CarDS (117), Architectural or technical drawing (19)

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.

My Records My Transfers My File Issues My Reading Room Requests Justice League Agency Top Level Location

Add Records to Request

Search for All fields

Limit to dates Start date to End date
 YYYY-MM-DD YYYY-MM-DD

Sort by	Type	Title	Identifiers	Representations	Dates	Series	RAP Info
QSA Identifier A-Z	Physical Representation	CUNNING, DOREEN ADA ELIZABETH; File/document	under movement	QSA ID: PR1354 Agency Control No.: 3/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-12 Metadata Published?: Yes
Record Types Physical Representation							<input type="button" value="Not On Shelf"/> <input type="button" value="ADD"/>
Series Originating Applications	Physical Representation	SCUDERI, CARMELA; File/document	under movement	QSA ID: PR1355 Agency Control No.: 8/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-11 Metadata Published?: Yes
Creating Agency Justice and more Justice .JMJ							<input type="button" value="ADD"/>
Access Status Restricted Access 8745 Open Access 42	Physical Representation	BARBER, MARGARET ETHEL; File/document	under movement	QSA ID: PR1356 Agency Control No.: 9/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-10 Metadata Published?: Yes
Format File/document 8771 Architectural or technical drawing 16							<input type="button" value="ADD"/>
	Physical Representation	GOODSIR, DAVID STEWART; File/document	under movement	QSA ID: PR1357 Agency Control No.: 11/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-09 Metadata Published?: Yes
							<input type="button" value="ADD"/>

Queensland Government

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

My Records My Transfers My File Issues My Reading Room Requests Justice League Agency Top Level Location

Add Records to Request

Search for All fields

Limit to dates Start date to End date
 YYYY-MM-DD YYYY-MM-DD

Sort by	Type	Title	Identifiers	Representations	Dates	Series	RAP Info
QSA Identifier A-Z	Physical Representation	CUNNING, DOREEN ADA ELIZABETH; File/document	under movement	QSA ID: PR1354 Agency Control No.: 3/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-12 Metadata Published?: Yes
Record Types Physical Representation							<input type="button" value="Not On Shelf"/> <input type="button" value="ADD"/>
Series Originating Applications	Physical Representation	SCUDERI, CARMELA; File/document	under movement	QSA ID: PR1355 Agency Control No.: 8/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-11 Metadata Published?: Yes
Creating Agency Justice and more Justice .JMJ							<input type="button" value="REMOVE"/>
Access Status Restricted Access 8745 Open Access 42	Physical Representation	BARBER, MARGARET ETHEL; File/document	under movement	QSA ID: PR1356 Agency Control No.: 9/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-10 Metadata Published?: Yes
Format File/document 8771 Architectural or technical drawing 16							<input type="button" value="REMOVE"/>
	Physical Representation	GOODSIR, DAVID STEWART; File/document	under movement	QSA ID: PR1357 Agency Control No.: 11/16 Container ID: S102-T80-B1		Originating Applications	Years: 30 Expires: 2046-02-09 Metadata Published?: Yes
							<input type="button" value="REMOVE"/>

Series: S102

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.

New Reading Room Request

Request Status

Add Request Details Pending In Retrieval Delivered to Conservation Delivered to Archivist Delivered to Reading Room Complete Cancelled by Agency Cancelled by QSA

Agency: Justice league

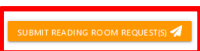
Date Required: 25 / 05 / 2020

Time Required: Morning

[ADD RECORDS TO REQUEST](#)

Items Requested

Identifiers	Title	Dates	Format	Extra Information
Series: S102 Record: R1294 Control Number: 8/16 Representation: PR1355	SCUDERI, CARMELA	2016-01-04 - 2016-02-11	File/document	
Series: S102 Record: R1295 Control Number: 9/16 Representation: PR1356	BARBER, MARGARET ETHEL	2016-01-04 - 2016-02-10	File/document	
Series: S102 Record: R1296 Control Number: 11/16 Representation: PR1357	GOODSIR, DAVID STEWART	2016-01-04 - 2016-02-09	File/document	



This will create a unique identifier 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'.

My Records My Transfers My File Issues My Reading Room Requests

Justice league Agency Top Level Location

Reading Room Requests

[CREATE READING ROOM REQUEST](#)

Status: Sort By: ID Z-A

[SEARCH READING ROOM REQUESTS](#) [RESET](#)

ID	Requested Item	Status	Date Required	Created By	Date Created	
ARR90	PR1357 GOODSIR, DAVID STEWART	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW
ARR89	PR1356 BARBER, MARGARET ETHEL	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW
ARR88	PR1355 SCUDERI, CARMELA	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW

3.3 Cancelling a request

Reading Room requests can 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.

ID	Requested Item	Status	Date Required	Created By	Date Created	
ARR90	PR1357 GOODSIR, DAVID STEWART	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW
ARR89	PR1356 BARBER, MARGARET ETHEL	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW
ARR88	PR1355 SCUDERI, CARMELA	PENDING	2020-05-25 Morning	Test_Transfer3	2020-05-19 11:34:29 +1000	VIEW

3. Scroll down to the bottom of the request

4. Click 'cancel request'.

Reading Room Request

Request Status

Add Request Details | Pending | In Retrieval | Delivered to Conservation | Delivered to Archivist | Delivered to Reading Room | Complete | Cancelled by Agency | Cancelled by QSA

Request ID: ARR90

Agency: Justice league

Date Required: 25 / 05 / 2020

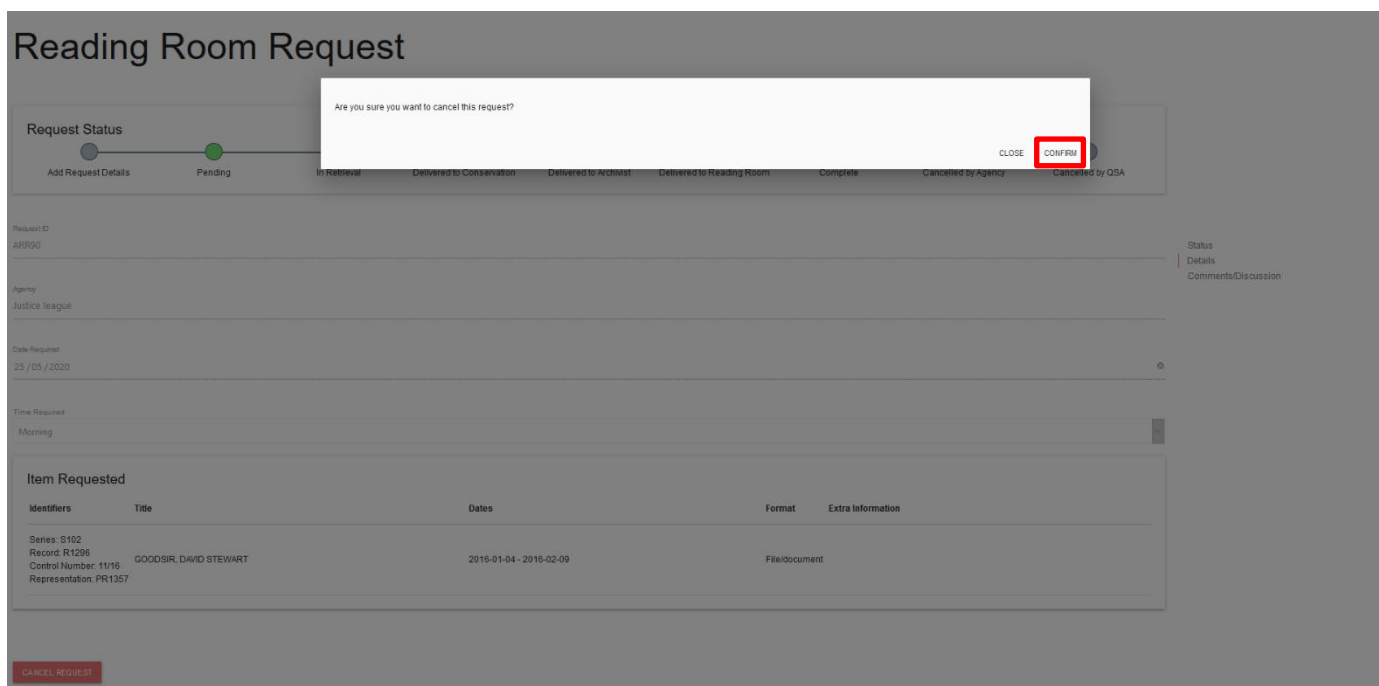
Time Required: Morning

Identifiers	Title	Dates	Format	Extra Information
Series: S102 Record: R1296 Control Number: 11/16 Representation: PR1357	GOODSIR, DAVID STEWART	2016-01-04 - 2016-02-09	File/document	

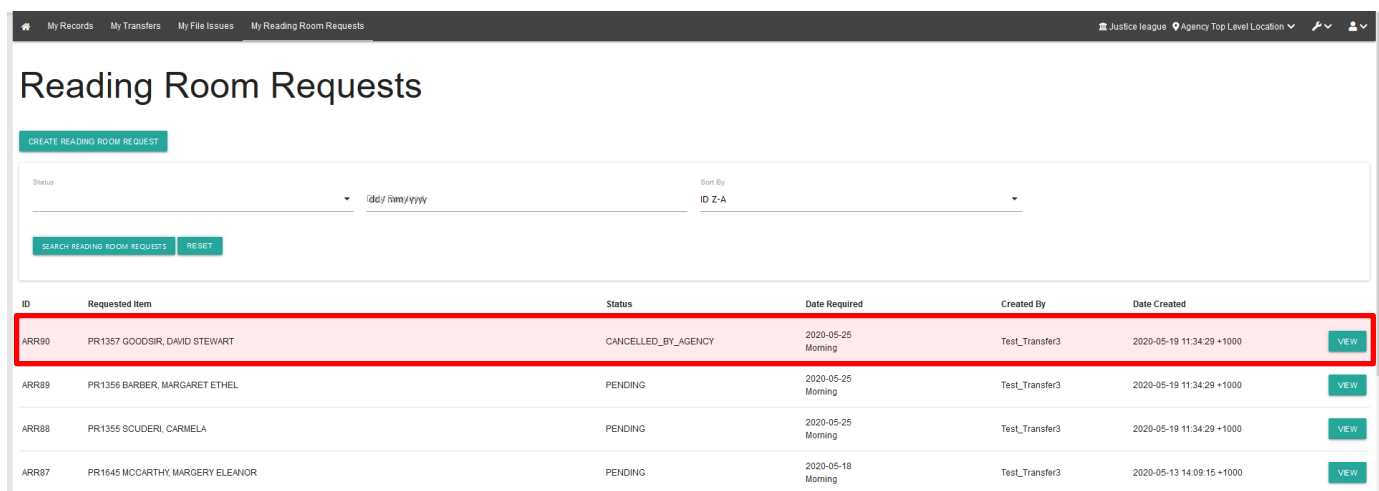
[CANCEL REQUEST](#)

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'.

Comments/Discussion

Good Afternoon,

I am request the following record on behalf of Joe Blogs who would like to view the following record in the Reading Room of QSA on Tuesday 14/07/2020. An access to restricted records form has been completed and submitted to QSA. Please let me know if you require any further information.

Regards,

Theo Horsman

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

Comments/Discussion

Good Afternoon,

I am request the following record on behalf of Joe Blogs who would like to view the following record in the Reading Room of QSA on Tuesday 14/07/2020. An access to restricted records form has been completed and submitted to QSA. Please let me know if you require any further information.

Regards,

Theo Horsman

Theo_Horsman - 7/6/2020, 2:58:52 PM

Type your message!

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

Comments/Discussion

Good Afternoon,

I am request the following record on behalf of Joe Blogs who would like to view the following record in the Reading Room of QSA on Tuesday 14/07/2020. An access to restricted records form has been completed and submitted to QSA. Please let me know if you require any further information.

Regards,

Theo Horsman

Theo_Horsman - 7/6/2020, 2:58:52 PM

Hi Theo,

Thank you for providing us with this information. We have received your access to restricted records form for Joe Blogs to view the requested record and will start to review this form to ensure the record is available to view on Tuesday 14/07/2020.

Regards,

Emily

horsmane (QSA) - 7/6/2020, 3:03:17 PM

Type your message!

POST MESSAGE

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.