READING ROOM REQUEST SERVICE

ArchivesGateway user guide

Queensland State Archives

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Introduction

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

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

Other user guides are available for other functions within ArchivesGateway. See the <u>more information</u> <u>section</u> for details on how to find and access these other user guides.

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

See the information on <u>QSA research facilities</u> for information on coming to QSA and using the Reading Room.

Note: Currently, all visitors to the Reading Room need to pre-book a session. To book a session and find out more about accessing the Reading Room, see the <u>Reading Room Bookings</u> in Eventbrite.

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.

See recordkeeping and archival terms and their definitions.

Brief overview of reading room request process

Senior Agency Admin to set up staff access including usernames, passwords and permissions in ArchivesGateway

Agencies have the ability to search/sort/view controlled records

QSA receive the Reading Room request submitted by the agency user

After all required information is provided the user submits the Reading Room request to QSA QSA begins processing the request to ensure it is available by the requested date and time

Requesting user arrives at the Reading Room and accesses the requested records

Users with File Issue permissions can create new reading room requests and add the physical representations they would like to view when visiting the Reading Room at QSA and add the date and time they will be visiting

1. Requests to view restricted records

If you are requesting closed or restricted records, the person accessing the records **must** have permission to access these records.

If they do not have permission, you will need to follow the process to <u>grant or provide access to the</u> <u>restricted records.</u>

The access to restricted records form must be completed and submitted to QSA at least 1 week before the intended visit.

This form must be completed for anyone in your agency that does not currently have access or another agency that requires access to these records.

Ensure you include the details of the person requesting the records in the Reading Room request form in ArchivesGateway using the Comments/Discussion feature.

Anyone requesting to view restricted records in the Reading Room at QSA will need to show their government ID to QSA staff before they will be allowed to view the records.

See the advice on how to Provide access to closed records on the website for more information.

2. Reading Room requests

1.1 Create a Reading Room requests

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.

i My Re	cords My Transfers My File Issues My Reading Room Reque	ests						≁~ ≛~
Rea	ading Room Requ	lests						
CREATE REA	ADING ROOM REQUEST							
Status	-	Gldy filmydysyly		Sort By ID Z-A		•		
SEARCH	READING ROOM REQUESTS RESET							
ID	Requested Item		Status		Date Required	Created By	Date Created	
ARR87	PR1645 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

Add details of date and time for request

- 3. Choose the date you would like to view the records this can be any date that the Reading Room is open
- 4. Indicate whether you would like to view the requested records in the morning or afternoon.

New Reading Room Request												
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									Status Details			
Tate Required									Form A			
Morning								D RECORDS TO REQUE	✓ST			

Add physical representations to the request

You will need to add the physical representations you would like to view at QSA to the request.

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

🚓 My Records My Transfers	My File Issues My Re:	ading Room Requests						🏛 Justice le:	ague 🍳 Agency Top Level Location 🗸			
New Reading Room Request												
Request Status	Pending	In Retrieval	Delivered to Conservation	Delivered to Archivist	Delivered to Reading Room	Complete	Cancelled by Agency	Cancelled by QSA	Status Details Form Actions			
Ageroy Justice league												
Date Required dd / mm / yyyy												
Time Required Morning								~				
								ADD RECORDS TO REQUEST				
No items requested.												
	_											
SUBMIT READING ROOM REQUEST	SI 名											

- 6. In the new window, search through your agency's records.
- 7. Add the required physical representations to the request.

Note: This window has the same search functionality as the 'Controlled Records' search page. See the <u>ArchivesGateway user guide: Searching and search requests service</u> for more information.

	s My Re	ading Room Requests								
dd Records to Re	ques	st								×
Sear	th for		All fields	× •	-					
Limit to dates	to	End date								
SEARCH RESET		Type Title		Identifiers	DOWNLOAD CSV Representation	as Dates	Series	RAP Info		
	¥ 9299	Record Coffee file (tu4), 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	View on ArchivesSearch	
Digital Representation Series Series	9249 54 5	Record Belkin, Jern, 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	View on ArchivesSearch	
Originating Applications Wagon and Carriage History Cards Justice Case Files justice league files Liz's Series		Record Toshiba, Jam, 1964-02-20 - 1967-03-30	under movement	QSA ID: ITM145 Transfer ID:	1 physical 1 digital	1964 - 1967	S43 justice league files	Expires: No expiry Metadata Published?: No	View on ArchivesSearch	
				T39				140		
Creating Agency Justice and more Justice . JMJ (DRAFT) Just and more justice secon Access Status		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	View on ArchivesSearch	
Creating Agency Justice and more Justice JUJJ (DRAFT) Just and more justice secon Access Status Restricted Access Open Access Format		Record Sony, Sam, 1965-03-30 - 1969-04-20 Record Belkin, Jem, 1963-01-10 - 1965-02-20		QSA ID: ITM146 Transfer ID:			S43 justice league files S43 justice league files	Expires: No expiry Metadata Published?:	View on ArchivesSearch	

8. Click on the 'Add' button next to each of the physical representations you would like to view in the Reading Room.

Add Records to R	eques	·								
Sea	urch for		All fields	~	+ –					
Limit to dates	_ to	End date								
SEARCH RESET		YYYY-MM+DD			DOWNLOA	DCSV				
Sort by		Type Title			Identifiers	Representations Date:	s Series	RAP Info		
QSA Identifier A-Z	~	Physical Representation CUNN	ING, DOREEN ADA ELIZABETH; File/docume	nt under movement	QSA ID: PR1354		Originating Applications	Years: 30	Not On Shelf O ADD	
Record Types Physical Representation	×				Agency Control No. 3/16 Container ID: \$102-T80-B1			SU Expires: 2046-02-12 Metadata Published? Yes		
Series Originating Applications	×									
Creating Agency Justice and more Justice , JMJ	48	Physical Representation SCUDE	ERI, CARMELA; File/document	under movement	QSA ID: PR1355 Agency Control No.		Originating Applications	Years: 30 Expires:	O ADD	
Access Status Restricted Access Open Access	8745 42				8/16 Container ID: S102-T80-B1			2046-02-11 Metadata Published? Yes		
Format File/document Architectural or technical drawing	8771 16	Physical Representation BARBE	ER, 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	O ADD	
		Physical Representation GOOD	SIR, DAVID STEWART; File/document	under movement	QSA ID: PR1357 Agency Control No. 11/16		Originating Applications	Years: 30 Expires: 2046-02-09	O ADD	

9. The button will then change to allow you to remove the representation if necessary.

Records My Transfers My File Issu	es MyRe	ading Room Requests					🏛 Justice league 🍳 Agen	cy Top Level Location 🗸 🛛 🥬
Add Records to R	eques	t						×
Sea	rch for	All fields	~	• =				
Limit to dates <u> YYYYAMM-DD</u> SEARCH RESET	to	End date vvvv4aaADO		DOWNLOAD C	sv			
Sort by		Type Title		Identifiers F	epresentations Dates Series	RAP Info		
QSA Identifier A-Z Record Types Physical Representation Series	×	Physical Representation CUNNING, DOREEN ADA ELIZABETH; File/		OSA ID: PR1354 Agency Control No.: 3/16 Container ID: S102-T80-B1	Origina	ting Applications Years: 30 Expires: 2046-02-12 Metadata Published?: Yes	Not On Shelf O ADD	
Originating Applications Creating Agency Justice and more Justice . JMJ Access Status Restricted Access Open Access	× 48 8745 42	Physical Representation SCUDERI, CARMELA, File/document		QSA ID: PR1355 Agency Control No.: 8/16 Container ID: S102-T80-B1	Origina	ting Applications Years: 30 Expires: 2046-02-11 Metadata Published?: Yes	REMOVE	
Format File/document Architectural or technical drawing	8771 16	Physical Representation BARBER, MARGARET ETHEL; Filedocume		QSA ID: PR1356 Agency Control No.: 9/16 Container ID: S102-T80-B1	Original	ting Applications Years: 30 Expires: 2046-02-10 Metadata Published?: Yes	REMOVE	
		Physical Representation GOODSIR, DAVID STEWART; File/document		OSA ID: PR1357 Agency Control No.: 11/16 Container ID: S102-T80-B1	Origina	ting Applications Years: 30 Expires: 2046-02-09 Metadata Published?: Yes	REMOVE	

1.2 Submitting a Reading Room requests

Once all the physical representations have been added:

10. Click on the 'Submit Reading Room Request(s)' button.

New Re	eading Ro	oom Re	equest						
Request Status	Pending	In Retrieval	Delivered to Conservation	Delivered to Archivist	Delivered to Reading Room	Complete	Cancelled by Agency	Cancelled by QSA	
Igency Iustice league									
ate Required 5 / 05 / 2020								0	Status Details Form Actions
ime Required Morning								~	
Items Requested								ADD RECORDS TO REQUEST	
Series: S102 Record: R1294	Title SCUDERI, CARMELA		Dates 2016-01-04 - 20	016-02-11	Format File/docum	Extra Information		•	
Series: S102 Record: R1295 Control Number: 9/16 Representation: PR1356	BARBER, MARGARET ETHEL		2016-01-04 - 20	016-02-10	File/docur	nent		0	
Series: S102 Record: R1296 Control Number: 11/16 Representation: PR1357	GOODSIR, DAVID STEWART		2016-01-04 - 20	016-02-09	File/docur	nent		٥	
SUBMIT READING ROOM REG	QUEST(S) 🚀								

This will create a unique identifer with an ARR prefix for each representation requested and will be sent 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 F	Records My Transfers My File Issues My Reading Roon ———————————————————————————————————	n Requests				宜 Ji	ustice league $ igodoldsymbol{Q}$ Agency Top Level Location $ igodoldsymbol{arphi}$	۶۰ ≛۰
Re	ading Room Re	quests						
CREATE	READING ROOM REQUEST							
Status		 Idal / mm//yyýy 		Sort By ID Z-A		•		
SEARC	CH READING ROOM REQUESTS REBET							
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
ARR87	PR1645 MCCARTHY, MARGERY ELEANOR		PENDING		2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW

1.3 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.

Cancel a pending request

To cancel pending Reading Room request:

1. Click 'view' on the requested representation you would like to cancel.

🚷 My i	Records My Transfers My File Issues My Reading Room 	Requests				盦 Just	ice league ♥Agency Top Level Location ✔	<i>₽</i> ~ ≛ ~			
Re	ading Room Re	quests									
CREATE READING ROOM REQUEST											
Status		lda≢mm∤syyjy		Sort By ID Z-A		•					
SEAR	EH 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			
ARR87	PR1645 MCCARTHY, MARGERY ELEANOR		PENDING		2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW			

- 2. Scroll down to the bottom of the request
- 3. Click 'cancel request'.

Readin	g Room	Reques	st							
Request Status	Pending	In Retrieval	Delivered to Conservation	Delivered to Archivist	Delivered to Reading Room	1	Complete	Cancelled by Agency	Cancelled by QSA	
equest D RR90										Stat Deta Cor
Agency Justice league										
25 / 05 / 2020 Time Required Morning										
Item Requested	Title		Dates		For	mat	Extra Information			
Series: S102 Record: R1296 Control Number: 11/16 Representation: PR1357	GOODSIR, DAVID STEWART		2016-01-04 - 2	016-02-09	File	/documen	ıt			
CANCEL REQUEST										

- 4. When the 'cancel' button has been clicked a warning will appear asking, 'Are you sure you want to cancel this request?'.
- 5. To cancel the request, click 'confirm' on the warning.

Reading Room Red	quest		
Request Status	Are you sure you want to cancel this request?	CLOSE CONTRU	
Add Request Defails Pending In	Refrecal Delivered to Conservation Delivered to Archivist Delivered		and by QSA
Request D ARR90			Status Details Commenta/Discussion
Agensy Justice league			
Data Required 25 / 05 / 2020			•
Time Required Morning			
Item Requested	Dates	Format Extra information	
Series: S102 Record: R1296 Control Number: 11/16 Representation: PR1357	2016-01-04 - 2016-02-09	File/Occurrent	
CANCEL INCOMENT			

6. Once the 'confirm' button has been clicked, the status of the request will be updated to 'CANCELLED_BY_AGENCY'.

i My Re	cords My Transfers My File Issues My Reading Room Requ	重 Justice league ♥Agency Top Level Location ♥	≁~ ≛~					
Reading Room Requests								
CHEATE READING ROOM REQUEST								
Status		 Iddy filmy/iyyiy 	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		CANCELLED_BY_AGENCY	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	
ARR87	PR1645 MCCARTHY, MARGERY ELEANOR		PENDING	2020-05-18 Morning	Test_Transfer3	2020-05-13 14:09:15 +1000	VIEW	

Note: Any requests cancelled by agencies will not be able to be resubmitted to QSA. You will need to create a new request.

Cancel a retrieved request

If you need to cancel a request once it has been retrieved use the <u>comments/discussion feature</u> 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.

3. 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.

Note: This feature is also available in the Transfer Proposals/Transfers, File Issue Request/File Issue and Search Request sections within ArchivesGateway.

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

- 1. Scroll down to the bottom of the page to the comments/discussion section.
- 2. Type in your message into the message field.
- 3. 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				
POST MESSAGE				

4. Once you click on 'post message', the message will appear above where the message was typed and 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! POST MESSAGE

5. When QSA responds to your message, it will appear below your original 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					
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					

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

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)
- <u>Retrieve or access your agency's records at QSA (File Issue service)</u>
- 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 you require further assistance with ArchivesGateway, please contact the ArchivesGateway team via email: <u>ArchivesGateway@archives.qld.gov.au</u>.

You can find further information on accessing records at QSA and using the Reading Room on the <u>QSA</u> website.

Note: Currently, all visitors to the Reading Room need to pre-book a session. To book a session and find out more about accessing the Reading Room, see the <u>Reading Room Bookings</u> in Eventbrite.

If you require assistance with Reading Room requests, contact the Access team via email <u>info@archives.qld.gov.au</u> or call 07 3037 6777.