Searching and Search requests

ArchivesGateway user guide

Table of contents

Introduction

This user guide provides an overview of how to search in ArchivesGateway for your agency's records that have been transferred to Queensland State Archives (QSA). Instructions on how to create and submit search requests to QSA when required records cannot be found are also included in this guide.

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

Other user guides are available for other functions within ArchivesGateway. See the more information 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 ArchivesGateway, create users and set user permissions.

Definitions and references

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

See recordkeeping and archival terms and their definitions.

1 Searching and viewing your agency's records in ArchivesGateway

1.1 Access Classification labels and definitions

In ArchivesGateway, records (both physical and digital) will have Access Classifications applied to them, to ensure that sensitive information is only accessible to users with the approved and allocated permissions to minimise the risk of inappropriate access. These classifications will be applied in the transfer list by the agency, in consultation with QSA, at the point of Transfer. Access Classifications differ from the Queensland Government Information Security Classification Framework (QGISCF), and this will have to be considered as agencies set the value for this field.

The Access Classifications that can be applied are:

Non-sensitive	Use for records where there is little risk to the relevant person or agency if the information is released. Examples of non-sensitive records can include photographs of open events, routine correspondence and records of hearings heard in open court. Any Agency user in ArchivesGateway can view non-sensitive digital or digitised records that are controlled by their agency, regardless of permission levels.
Sensitive	Use for records which contain sensitive information about a person, event or business activity that poses medium or moderate risk to the person or agency if it is released before the restricted access period has expired. This may include information subject to legal professional privilege, personal information, or information about law enforcement operations. Only Agency users with the 'Access Sensitive' permission can access Sensitive records in ArchivesGateway.
Highly sensitive	Use for records which contain detailed information of a sensitive nature about a person, event or business activity that poses a high risk to the person or agency if it is released before the restricted access period has expired. This may include sensitive medical records, culturally sensitive material, confidential financial records, or security related information. Only Agency users with the 'Access Highly Sensitive' permission can access Highly Sensitive records and Highly Sensitive digital records can only be accessed via the file issue service.

Access Classification labels will be assigned retrospectively to records previously transferred to QSA. As a result, until Access Classification labels are assigned to these records, they will be accessible to all agency users regardless of their access permissions assigned by the Security Administrator.

1.1.1 Access Classification impacts on Controlled Records screen

If a record has been assigned an Access Classification, the associated label will be visible in the 'Type' column within the record listing on the Controlled Records screen. No label will be present on records without an Access Classification.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Record Non-sensitive	Physical record 2, 1995-01-01 - 1995-12-31	QSA ID: ITM3914460 Agency Control No.: 95-2 Transfer ID: T6919	1 physical 0 digital	Series: S21644 Department of Demo Series 1	1995	Years: 30 Expires: 2025-12-31 Metadata Published?: Yes	View on ArchivesSearch
Record Sensitive	Physical record 6, 1996-01-01 - 1996-12-31	QSA ID: ITM3914464 Agency Control No.: 96-1 Transfer ID: T6919	1 physical 0 digital	Series: S21644 Department of Demo Series 1	1996	Years: 30 Expires: 2026-12-31 Metadata Published?: Yes	View on ArchivesSearch
Record Highly Sensitive	Physical record 11, 1997-01-01 - 1997-12-31	QSA ID: ITM3914469 Agency Control No.: 97-1 Transfer ID: T6919	1 physical 0 digital	Series: S21644 Department of Demo Series 1	1997	Years: 30 Expires: 2027-12-31 Metadata Published?: Yes	View on ArchivesSearch
Record	test create, 2000-01-01 - 2000-12-31	QSA ID: ITM3914546	0 physical 1 digital	Series: S21644 Department of Demo Series 1	2000	Years: 30 Expires: 2030-12-31 Metadata Published?: Yes	

The records a user will be able to see in the Controlled Records screen are dependent on the access permissions assigned to that user by the agency's Security Administrator. This ensures that access to records and metadata is only granted to users with the approved and allocated permissions in accordance with the Access Classification labels that have been applied. Refer to the table below for further information on how users access permissions impact what Access Classification labels are visible to them.

Permission Level	How it's displayed in ArchivesGateway	Coverage
Access to non-sensitive and unclassified records	*No Permissions set*	The most basic setting for general users does not include any permissions and only grants visibility to records and metadata that are either classified as non-sensitive or have no Access Classification assigned. ArchivesGateway users at this level can see the metadata of Sensitive records but not the records themselves. They can also see the metadata of Highly Sensitive records if it is published to the public catalogue, ArchivesSearch.
Access to sensitive records	*allow_access_sensitive*	This permission level allows users to see the metadata of all records that have an Access Classification of Sensitive, Non-sensitive, or have no Access Classification assigned. They will also be able to view digital records with these Access Classifications. If users have File Issue permissions, they will be able to request these records through the File Issue service. They can also see the metadata of Highly Sensitive records if it is published to ArchivesSearch.
Access to highly sensitive records	*allow_request_highly_sensitive*	This permission levels allows users to see all records. This includes records that have an Access Classification of Highly Sensitive, Sensitive, Non-sensitive, or have no Access Classification assigned. Users will be unable to view Highly Sensitive digital records in ArchivesGateway, but will be able to request them, as well as Highly Sensitive physical records through the File Issue service.

If a user without permission to access Highly Sensitive records searches for a specific unpublished record with an Access Classification label of Highly Sensitive, they will not be able to see any metadata for that record in the Controlled Records screen.

See the Access Classification Labels and Access Permissions agency toolkit for more information on how access permissions relate to Access Classification labels.

1.2 The My Records screen

As mentioned above, the records each user can see in the Controlled Records screen is dependent on their assigned access permissions. Therefore, only the permissible records for each user will be displayed upon searching and these may be different for different users.

To see and search the list:

1. Log in to ArchivesGateway – see the [Managing users and locations user guide](#) for more information.

2. Click on the 'My Records' tab.

3. Go to the 'controlled records' tab (if it doesn't open already)

The sidebar displays the total number of Series and Records.

1.3 Search for records

1.3.1 Main search bar

The main search bar in the My records screen can be used to search within one or more of the categories listed below:

- All fields

- QSA ID

- Agency Control No.

- Title (previously known as Description)

- Transfer ID

- Series ID

- Container ID e.g. S102-T80-B1 or S102-T80-B1.00000 or S102-T80-B0.00001

- Previous System ID

- Parent QSA ID
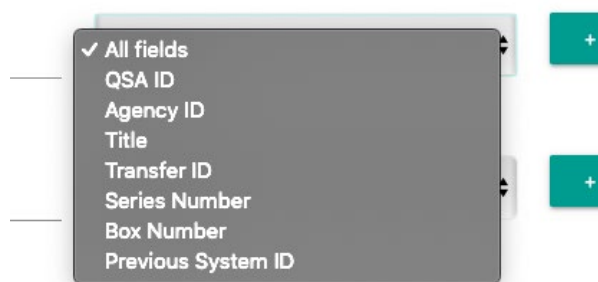
Boolean statements AND, OR, NOT can be used with the search lines.

To add more lines to a search, click on the '+'

To remove lines from a search, click on the '-'.

1.3.2 Searching by date

Records can be searched by dates.

This works for overall searching as well as within a Series.

1. In the date fields, type the date in as:

   a. YYYY

   b. YYYY-MM, or

   c. YYYY-MM-DD

2. Click search.

Public Trust Office - Agency Top Level Location

Search for [   ]   All fields [⌄]   [+] [—]

Limit to dates

Start date   End date
2016   to   2017
YYYY-MM-DD   YYYY-MM-DD

[SEARCH] [RESET]   [DOWNLOAD CSV]

1.3.3 Filters and refinements

Use the options in the sidebar to refine search results by the categories listed and/or sort the results as required.

Categories include:

- Record type

- Series

- Creating agency

- Access status

- Format

Access Status
Restricted Access   83
Open Access   3

Format
Architectural or technical
drawing   22
File/document   14
Object   2
Cards - Punchcard   1

Subject
Agricultural Experiment
Stations   2
2010-2019   1
Administrative decision review 1
Agricultural sciences   1
Air raid shelters   1

1.3.4 Searching within a series

When a series is selected, there is an option to only search for records that are in that series.

To search within a series:

1. Click the 'search within a series' option to the right of the series in the list.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Series	Miners Homestead Lease Files Toggle Description	QSA ID: S35	17725 physical 4 digital	Child Items: 17531 Children	1800 - 2012		View on ArchivesSearch Search within series
Series	Triplicate Deeds of Grant - Town Lot B Registers Toggle Description	QSA ID: S46	109 physical 13 digital	Child Items: 109 Children	1860 - 1921		View on ArchivesSearch Search within series
Series	Triplicate Deeds of Grant - Land Purchase A Registers Toggle Description	QSA ID: S47	550 physical 11 digital	Child Items: 550 Children	1860 - 1991		View on ArchivesSearch Search within series

2. Type in the keywords to search for within the Series.

3. Click 'search'

4. To stop searching within a Series, click on "Reset" next to the name of the Series being searched in next to the keyword entry field.

Department of Resources - Agency Top Level Location

Searching within series: Miners Homestead Lease Files [reset]

| Search for | | All fields ⌄ | + | — |

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

SEARCH   RESET   DOWNLOAD CSV

1.4 Search results

1.4.1 Representations

To see the representations for an item (record):

1. Find or navigate to the item in question

2. Click the blue linked text in the Representations column.

3. The linked Representations will appear under that Item.

4. To collapse the Representations under the Item, click on the blue linked text again.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Record	Register of Miners Homestead Perpetual Leases, 1872-01-18 - 1874-10-29 Toggle Description	QSA ID: ITM1484175 Agency Control No.: VOL 1 FOL 1-120 Transfer ID: T5696	1 physical 1 digital	Series: S19418 Registers of Miners Homestead Leases - Lands Department / Land Office / Land Department / Public Lands Office	1872 - 1874	Years: 30 Expired: 1904-10-29 Metadata Published?: Yes	View on ArchivesSearch
Digital Representation	Register of Miners Homestead Perpetual Leases; PDF	QSA ID: DR86267 Agency Control No.: VOL 1 FOL 1-120	Intended Use: Access Copy File Size: 87.75MB		1872 - 1874	Years: 30 Expired: 1904-10-29 Metadata Published?: Yes	View on ArchivesSearch View Digital Record
Physical Representation	Register of Miners Homestead Perpetual Leases; Volume/register	QSA ID: PR1484175 Agency Control No.: VOL 1 FOL 1-120 Container ID: S19418-T5696-B0.00001 Transfer ID: T5696			1872 - 1874	Years: 30 Expired: 1904-10-29 Metadata Published?: Yes	View on ArchivesSearch

Note: to enable a better user experience and access, digital representations will now include additional metadata, such as file size. This is particularly relevant as users will be able to download a copy of the file directly from ArchivesGateway. See Downloading digital records in ArchivesGateway section for more information.

1.4.2 Associated Records

The Series information will appear in the Associated Records column as a link. This link will take the user to the Series record where associated metadata can be viewed.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Record	Register of Miners Homestead Perpetual Leases, 1872-01-18 - 1874-10-29 Toggle Description	QSA ID: ITM1484175 Agency Control No.: VOL 1 FOL 1-120 Transfer ID: T5696	1 physical 1 digital	Series: S19418 Registers of Miners Homestead Leases - Lands Department / Land Office / Land Department / Public Lands Office	1872 - 1874	Years: 30 Expired: 1904-10-29 Metadata Published?: Yes	View on ArchivesSearch

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Series	Registers of Miners Homestead Leases - Lands Department / Land Office / Land Department / Public Lands Office Toggle Description "Miners homestead" leases for the leasing of land within a mining area were available to holders of miners rights or mining leases The volumes in this series contain Gold Fields, Mineral and subsequently Miners Homestead Leases (MHPL) issued under various Acts: "Gold Fields Homestead Act of 1870", Gold Fields Homestead Lease Amendment Act of 1880", "Gold Fields Homestead Lease Act of 1886", "Mineral Homestead Leases Act of 1891, the "Mining Act of 1898". and the "Miners' Homestead Leasing Act 1913". (For an explanation of the conditions of these Acts relating to Homestead Leases see the Description in series 35 Miners Homestead Lease Files). Details recorded on each proforma lease agreement include the date of lease, name of the applicant, period of the lease and amount of rent, and either transfers of the lease to other lessees, or endorsements which may include transfers or surrender of the lease, and other transactions such as sale of the lease and mortgages, re-valuations or changes to amounts of rent. A sketch of the lease and the property description is included and the lease is signed by the Governor.	QSA ID: S19418	595 physical 756 digital	Child Items: 604 Children	1872 - 1995		View on ArchivesSearch Search within series

When viewing the Series record, the Associated Records column lists the number of records in the series – in this example, 604 Children. Clicking on the blue link within that column takes users to a paginated view of the 604 records within the series and their associated metadata.

Note: this functionality is similar to the 'Search within series' link available in the right-hand column, however 'Search within series' includes the Series record and associated metadata at the top of the paginated list.

The Associated Records column is also used to display other record relationships where appropriate. Clicking on the blue ITM ID link will take users to the metadata of the associated record.

1.5 Downloading digital representations in ArchivesGateway

Digital representations with non-sensitive, sensitive or no Access Classification assigned can be downloaded directly from ArchivesGateway depending on a user's access permissions. See [Access Classification impacts on Controlled Records screen](#) for more information.

Digital representations attached to items will display in the 'Controlled records' tab in ArchivesGateway.

To view, access or download the digital representation:

1. Find or navigate to the item in question in the 'Controlled records' tab.

2. Click the blue linked text in the Representations column.

3. The Representations linked under that Item will become visible.

4. Click on the 'View Digital Record' button next to the digital representation.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Record / Non-sensitive	Register of Miners Homestead Perpetual Leases, 1884-01-31 - 1906-06-28	QSA ID: ITM1484179 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	1 physical 2 digital	Series: S19418 Registers of Miners Homestead Leases - Lands Department / Land Office / Land Department / Public Lands Office *Associated Items:* ITM1484180	1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	View on ArchivesSearch
Digital Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases - Part 1 of 2; PDF	QSA ID: DR56312 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	Intended Use: Access Copy *File Size:* 96.73 MB		1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	View on ArchivesSearch <mark>View Digital Record</mark>
Digital Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases - Part 2 of 2; PDF	QSA ID: DR56323 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	Intended Use: Access Copy *File Size:* 92.58 MB		1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	View on ArchivesSearch <mark>View Digital Record</mark>
Physical Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases; Volume/register	QSA ID: PR1484179 *Agency Control No.:* VOL 5 FOL 1-289			1884 - 1906	Years: 30 *Expired:* 1936-06-28	View on ArchivesSearch

5. This will start the download process.

1.6 View records on ArchivesSearch

A 'view on ArchivesSearch' link will be visible next to each published record and associated representations displayed in the controlled records screen. This link can be used to navigate to the record page within ArchivesSearch (the public facing catalogue) if required.

Type	Title	Identifiers	Representations	Associated Records	Dates	RAP Info	
Record / Non-sensitive	Register of Miners Homestead Perpetual Leases, 1884-01-31 - 1906-06-28	QSA ID: ITM1484179 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	1 physical 2 digital	Series: S19418 Registers of Miners Homestead Leases - Lands Department / Land Office / Land Department / Public Lands Office *Associated Items:* ITM1484180	1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	<mark>View on ArchivesSearch</mark>
Digital Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases - Part 1 of 2; PDF	QSA ID: DR56312 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	Intended Use: Access Copy *File Size:* 96.73 MB		1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	<mark>View on ArchivesSearch</mark> View Digital Record
Digital Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases - Part 2 of 2; PDF	QSA ID: DR56323 *Agency Control No.:* VOL 5 FOL 1-289 *Transfer ID:* T5696	Intended Use: Access Copy *File Size:* 92.58 MB		1884 - 1906	Years: 30 *Expired:* 1936-06-28 *Metadata Published?:* Yes	<mark>View on ArchivesSearch</mark> View Digital Record
Physical Representation / Non-sensitive	Register of Miners Homestead Perpetual Leases; Volume/register	QSA ID: PR1484179 *Agency Control No.:* VOL 5 FOL 1-289			1884 - 1906	Years: 30 *Expired:* 1936-06-28	<mark>View on ArchivesSearch</mark>

1.7 Download records lists and search results

To download the search results for all your Controlled Records, click 'Download CSV' and confirm the action.

Note: the CSV only includes Series and Item/Record information. Representations no longer have a dedicated line within the CSV. To search within the CSV users will need to use the ITM ID or keyword. The number of representations linked to a particular Series or Item/Record is captured in columns S-U of the CSV.

No of Items	No of Physical Representations	No of Digital Representations
8	24	12
	3	1
	3	1
	3	1
	3	1
	3	3
	3	1
	3	3
	3	1

Additionally, not all columns are relevant to all record types and are left blank where not applicable.

1.8 Records inherited or transferred as part of a machinery-of-government change

Series, Items, and Representations that change ownership due to a machinery-of-government (MOG) change, will have the new ownership reflected in ArchivesGateway.

Where ownership for records is transferred to another agency:

- both the preceding and successor agencies will be able to see the records for a period of 3 months
- the records will show an 'under movement' note against them in ArchivesGateway
- can still be requested and issued to the preceding agency
- display as records belonging to the successor agency in their list.

Once the three-month grace period is over, the preceding agency will no longer be able to see or access the records in ArchivesGateway.

If access is required, they will need to request access from the succeeding agency.

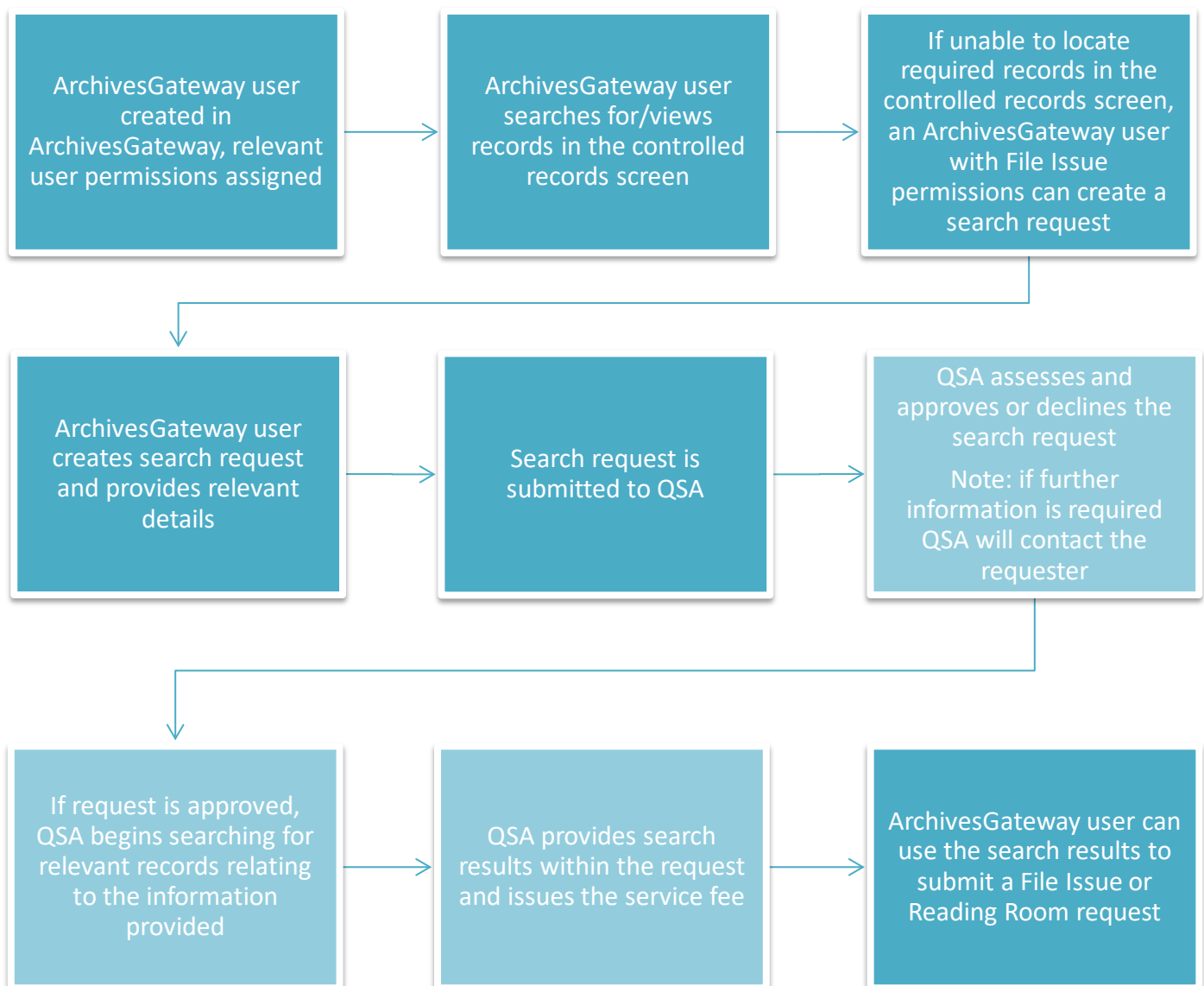|				
Record	Another rainy day		Record 118	0 physical; 0 digital
Series	Series for Assessment	under movement	Series 46	0 physical; 0 digital
Record	Object (item) for Assessment	under movement	Record 52	0 physical; 0 digital

See our advice on [Custody, ownership and responsibility for records during a MOG or administrative change](#) for more information on the transfer of ownership for records.

See our advice on [Manage and provide access to records during a MOG or administrative change](#) for more information on how preceding and succeeding agencies can manage and arrange access to records both agencies need.

2 Search Requests

If unable to locate the records required, a search request can be submitted through ArchivesGateway. QSA will then conduct a search of your records for up to one hour. This is a fee-based service.

2.1 Brief overview of search request process

```
┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ ArchivesGateway user │     │ ArchivesGateway user │     │ If unable to locate  │
│ created in           │ ──> │ searches for/views   │ ──> │ required records in  │
│ ArchivesGateway,     │     │ records in the       │     │ the controlled       │
│ relevant user        │     │ controlled records   │     │ records screen, an   │
│ permissions assigned │     │ screen               │     │ ArchivesGateway user │
│                      │     │                      │     │ with File Issue      │
│                      │     │                      │     │ permissions can      │
│                      │     │                      │     │ create a search      │
│                      │     │                      │     │ request              │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘
```

```
┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ ArchivesGateway user │     │ Search request is    │     │ QSA assesses and     │
│ creates search       │ ──> │ submitted to QSA     │ ──> │ approves or declines  │
│ request and provides │     │                      │     │ the search request   │
│ relevant details     │     │                      │     │ Note: if further     │
│                      │     │                      │     │ information is        │
│                      │     │                      │     │ required QSA will     │
│                      │     │                      │     │ contact the requester │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘
```

```
┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ If request is        │     │ QSA provides search  │     │ ArchivesGateway user │
│ approved, QSA begins │ ──> │ results within the   │ ──> │ can use the search   │
│ searching for        │     │ request and issues   │     │ results to submit a  │
│ relevant records     │     │ the service fee      │     │ File Issue or        │
│ relating to the      │     │                      │     │ Reading Room request │
│ information provided │     │                      │     │                      │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘
```
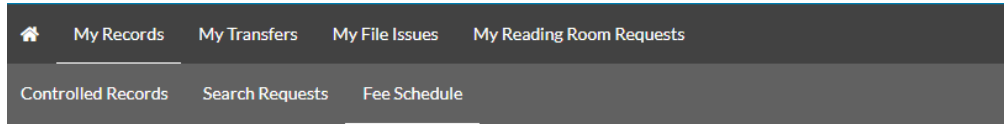
2.2 Search fees and invoicing

A standard fee per 15 minutes of searching applies, even if the search returns no results.

To view the fee schedule for searches, click on the View Fee Schedule link in the instructions box. This will open in a new tab.

After the search results have been provided by QSA, your agency will be charged for the service.

The search fee for each search request submitted to QSA will be included in the quarterly invoice sent to your agency.

2.3 Search request status bar

Each Search request created and submitted to QSA includes a status bar at the top of the request screen.

The status bar tracks the progress of a request as it progresses.

2.4 Creating search requests

To create a search request:

1. Navigate to the 'My records' screen.

2.4.1 From the Controlled records screen

2. Open the 'Controlled records' tab.

3. Click on the 'Create Search Request' button.

2.4.2 From the Search requests screen

4. Click on the 'Search requests tab.

5. Click on the 'Create Search Request' button.

2.4.3 Complete search request form

6. Fill out the required fields in the search request form.

   Provide as much information as possible to assist in the search. Information provided could include:

   - the persons name including any possible spelling variations or subject matter

   - previous system identifiers

   - agency control numbers

   - type of record

   - date range

   - any relevant series or transfer the required records may be included in

   - purpose of the request e.g. rti or redress

Note: if the request is **urgent**, use the comments/discussion feature to let QSA know OR include it in the request details field in the form.

New Search Request

When making a Search Request, please be aware of the following:

- Provide as much detail as possible, including (where possible) file numbers, dates, full names of people involved, any relevant geographical locations or institution names and locations;
- A search will not be undertaken if insufficient information is provided;
- Analysis of records will not be undertaken;
- Staff will spend up to 1 hour on your search;
- Charges will be applied in accordance with the fee schedule.

View Fee Schedule

Status
Details
Form Actions

Agency
Justice league

Agency Location
Agency Top Level Location

* Request Details

Date Details

Purpose
Other

Please enter your Purpose...

SAVE SEARCH REQUEST   SUBMIT SEARCH REQUEST

2.5 Saving and submitting search requests

Agencies have the option to save, submit or cancel a search request.

2.5.1 Saving a request

To **save** a request:

1. Click 'save search request' at the bottom of the form.

A unique identifier will be created with an SR prefix.

Saved requests will show as 'inactive' in the list of search requests and will not be visible to QSA.

2.5.2 Submitting a request

To **submit** a request to QSA:

1. Click on the 'Submit Search Request' button.

This will send the search request to QSA for completion.

The information in the search request can be edited until it has been approved by QSA.

Search Request

QSA Staff may send a message using the comments/discussion box at the bottom of the Search Request form.

This system can also be used to respond or send new messages to QSA.

2.6 Canceling a request

Search requests can be cancelled through ArchivesGateway until it has been approved by QSA.

To cancel a saved request:

1. In the Search request list, navigate to the request to be cancelled.

2.6.1 From the search request tab

2. Click 'cancel' button next to the request.

2.6.2 From the search request details screen

3. Click view to see the search request details

4. Scroll down to the bottom of the form.

5. Click 'cancel'.

Search Requests

2.6.3 Confirming a cancellation

6. A warning will appear, asking, 'Are you sure you want to cancel this search request?'.

7. Click 'confirm' to cancel the request
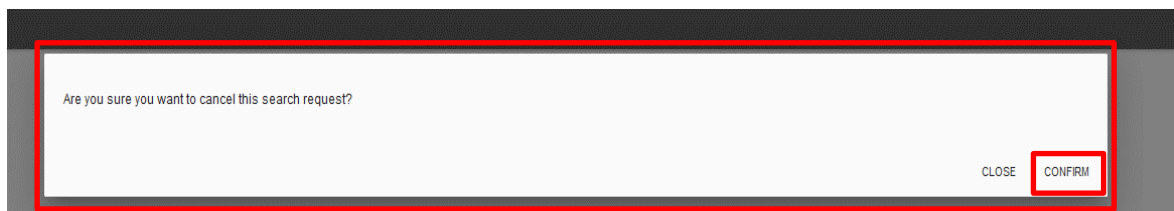
8. Once confirmed the status of the request will be updated to 'CANCELLED_BY_AGENCY'.

Note: any requests cancelled by agencies will not be able to be resubmitted to QSA. Instead, a new request must be submitted.

Search Requests

2.6.5 To cancel a submitted request.

Once the request has been submitted and approved, only QSA can cancel the request.

Use the comments/discussion feature within that search request to advise QSA that the search request is no longer required.

3   Completed search request

Completed requests will appear as 'closed' in the status bar for that request.

Note: once completed, no changes can be made to the request.

3.1 Search results

Notification of the search results will be either:

- Through the Comments/Discussion feature if:
  - o   the search was unsuccessful

    or

  - o   there were limited search results
- Search results will be uploaded if the search provided many results.

3.1.1 Search results and access permissions

Records located during the search that fall outside the requestor's access permissions (assigned by the agency's Security Administrator) will be withheld from the search results provided by QSA, unless the metadata is visible in ArchivesSearch. In this instance, QSA will notify the requestor that records exist that they cannot access and will advise who in their agency can assist.

3.1.2 View search results

To view the search results:

1. Open the Search Request.

2. The search results and the [service fee](#) will have populated.

3.1.3 Downloading search results

If QSA has provided search results in a document, this can be downloaded.

To download the results:

1. Navigate to the 'Search Results' section of the Search Request in ArchivesGateway

2. Click on the green 'download' button

Search Request

When making a Search Request, please be aware of the following:

- Provide as much detail as possible, including (where possible) file numbers, dates, full names of people involved, any relevant geographical locations or institution names and locations;
- A search will not be undertaken if insufficient information is provided;
- Analysis of records will not be undertaken;
- Staff will spend up to 1 hour on your search;
- Charges will be applied in accordance with the fee schedule.

View Fee Schedule

Status
Details
Search Results
Service Fee
Form Actions
Comments/Discussion

Request ID
SR1766

Agency
Justice league

Agency Location
Agency Top Level Location

• Request Details
Theodore Wells - Coolangatta district

Date Details
1970 - 1981

Purpose
RTI

Search Results

Filename	Mime Type	
rti-and-royal-commission-searches-form-apr2020.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	DOWNLOAD

3.1.4   Search results in the Comments/Discussion feature

If QSA has provided search results using the Comments/Discussion feature

1. Scroll to the bottom of the Search request details screen.

2. View the comment and respond if required.

See the instructions for using the comments/discussion feature for more information.

3.2 View search request fees

Once a search request is completed, the search request fee section will be populated by QSA with the cost of the search.

To view the cost of the search:

1. Open the search request details page.

2. Scroll down to the 'service fee' section.

Service Fee

Unit Description	Unit Cost	No. of Units	Cost
Search fee	A$16.35 per 15min	1	A$16.35
TOTAL			A$16.35

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3.3 Request records found in search

If required, use the search results to create a File Issue or Reading Room request to access the records.

See the advice on how to [Retrieve or access your agency's records at QSA (File Issue service)](#) and the [File Issue requests user guide](#) or Reading Room requests user guide for further information.

4 Comments/discussion feature

The comments/discussion feature within ArchivesGateway can be used to communicate with QSA staff.

To send a message to QSA regarding a search request or search results:

1. Scroll down to the bottom of the search request page to the comments/discussion section

2. Type the message into the message field

3. Click 'post message'.
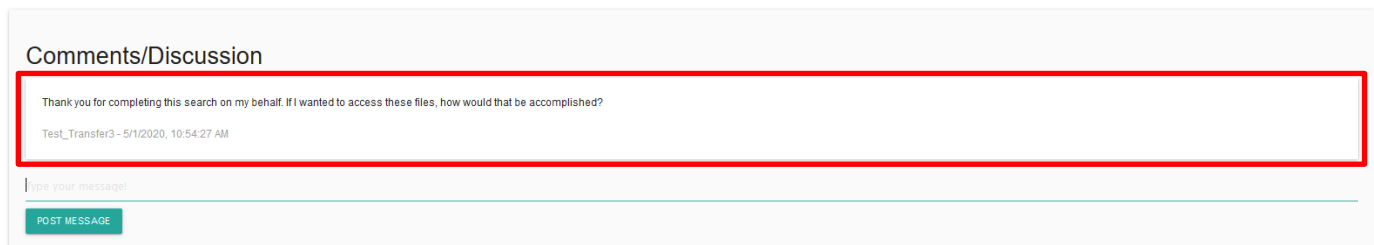
4. The message will appear above where the message was typed and QSA will be able to view this message within the search request.
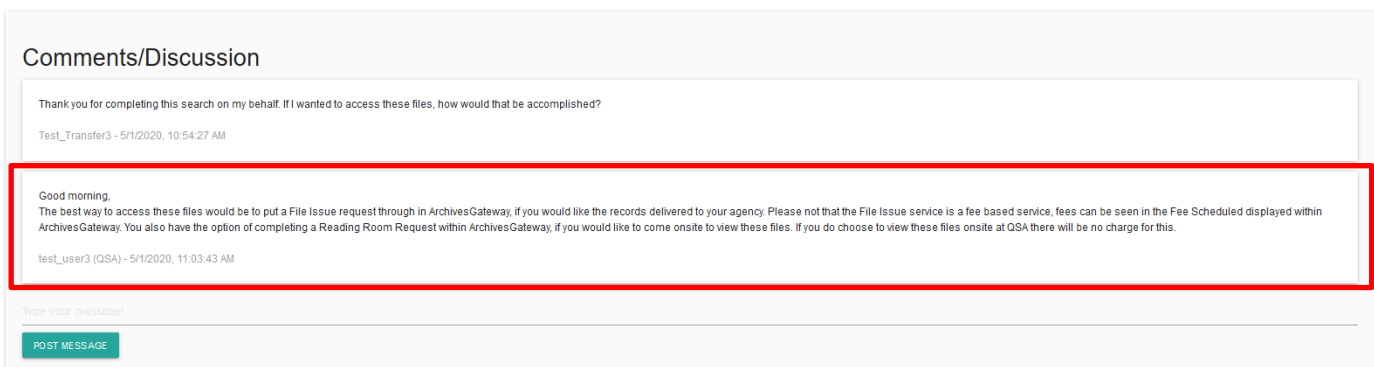
5. When QSA responds it will appear below the original message.

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

5 More information

Further information 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 is required with ArchivesGateway or you require assistance with searching or search requests, contact us via email: fileissue.qsa@archives.qld.gov.au.