

# SEARCHING AND SEARCH REQUEST SERVICE

Archives Gateway User Guide

**Queensland State Archives**

July 2020

Security classification: Public



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## Introduction

This user guide provides an overview and instructions of how to search your agency's records in ArchivesGateway and how to submit search requests to Queensland State Archives (QSA) when required records cannot be found.

The information in this guide applies to all government agency staff involved 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.

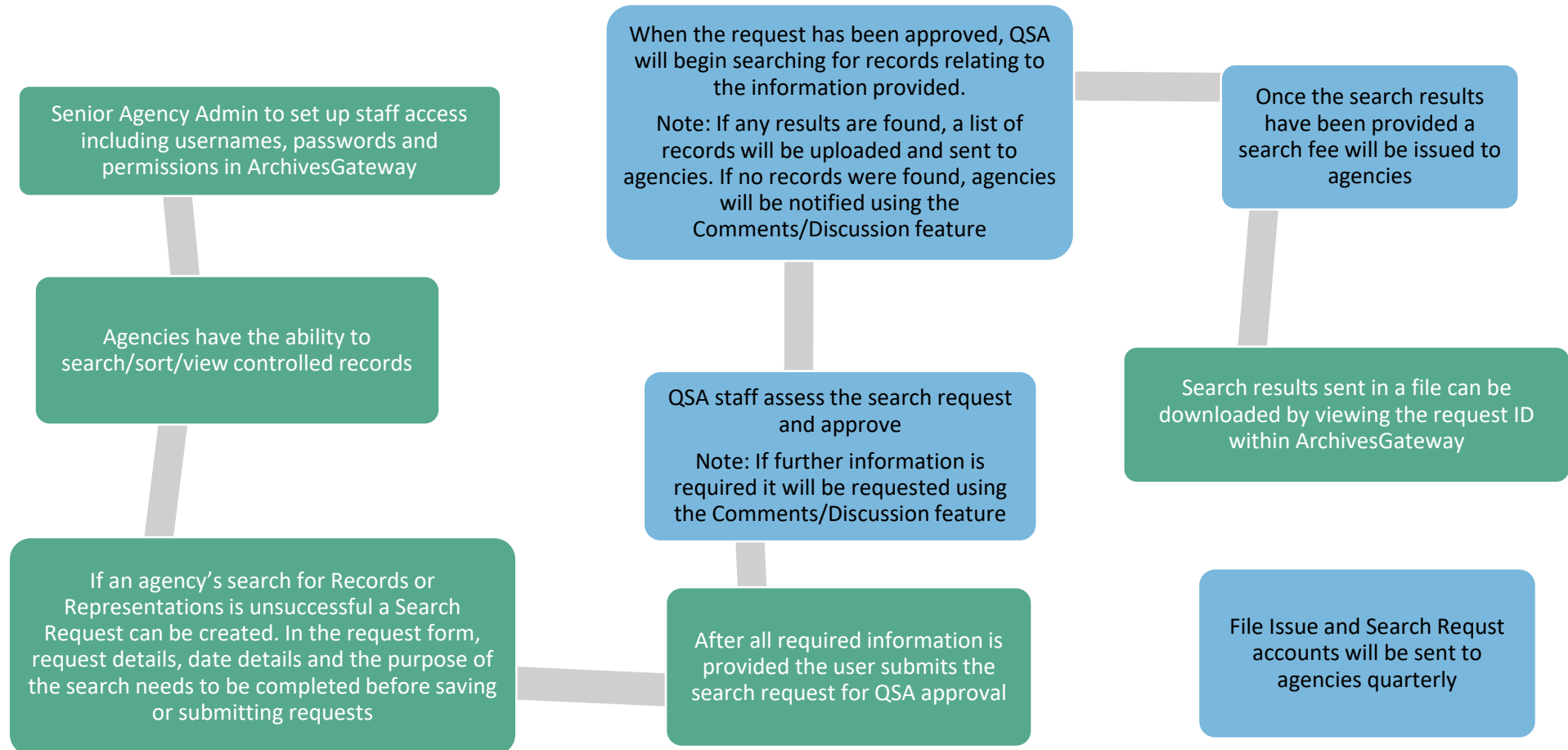
See the [ArchivesGateway user guide: Manage users and locations](#) for information on how to access ArchivesGateway, create users and set user permissions.

## 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](#).

## Brief overview of search request process



# 1 Searching and viewing your records in ArchivesGateway

## 1.1 The My Records screen

The My Records screen shows a list of all the Series, Records and Representations controlled by your agency.

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, Records and Representations.

Department of Education (II) - Agency Top Level Location

Search for: \_\_\_\_\_ All fields [+] [-]

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

[SEARCH] [RESET] [DOWNLOAD CSV]

Sort by	Type	Title	Identifiers	Representations	Dates	Series	RAP Info
Relevance	Record	Plans of proposed Brisbane grammar school, 1867-01-01 - 1868-12-31	QSA ID: ITM339150 Previous System ID: RSN15153/1/1, A1 Item ID 339150 Transfer ID: T3585	1 physical 0 digital	1867 - 1868	S18196 Plans of Brisbane Grammar School buildings [microfilm]	Expired: 1868-12-31 Metadata Published?: Yes
	Record	Admission Register - Duchess State School, 1938-02-01 - 1965-09-26	QSA ID: ITM384888 Agency Control No.: 583 - 842 Previous System ID: SRS42/1/1, A1 Item ID 384888	3 physical 0 digital	1938 - 1965	S42 Admission Registers - Duchess State School	Years: 20 Expired: 1985-09-26 Metadata Published?: Yes

**Record Types**

- Physical Representation: 76620
- Record: 46134
- Digital Representation: 11412

**Series**

- Inspectors' Reports: 15702
- General Correspondence - Education: 8262
- Statistical Returns Furnished by Head Teachers of Provisional and State Schools: 7048
- Corporate School Files -

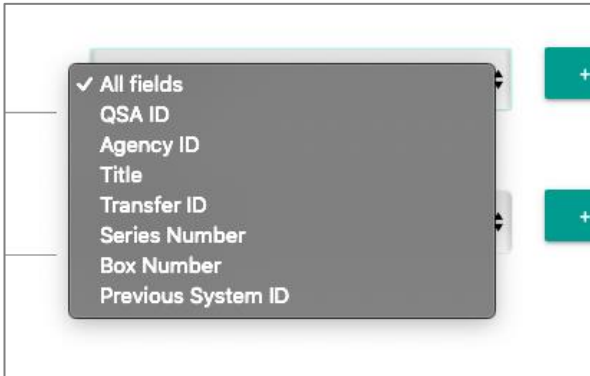
## 1.2 Search for records

### Main search bar

The main search bar in the My records screen can be used to search within 1 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-B1.00000 or S102-T80-B0.00001.
- Previous System ID



You can use Boolean AND, OR, NOT statements with the search lines.

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

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

**Note:** This search screen is also used within the 'My File Issue' and 'My Reading Room requests' tabs, where you select 'create new request' and then choose the 'add records to request' button.

### Filters and refinements

Use the options in the sidebar to refine your 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
Apparatus licensing	1
Minutes (administrative records)	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. You will now see the Representations linked under that Item.
4. To collapse the Representations under the Item, click on the blue linked text again.

Type	Title	Identifiers	Representations	Dates	Series	RAP Info
Record	Intestacy register, 1877-10-30 - 1887-01-12	QSA ID: ITM298699 Agency Control No.: 1/1878 - 237/1886 Previous System ID: A/51787; RSI3960/1/2; A1 Item ID 298699 Transfer ID: T1073	<a href="#">3 physical</a> <a href="#">1 digital</a>	1877 - 1887	S9602 Intestacy Registers	Years: 30 Expired: 1917-01-12 Metadata Published?: Yes <a href="#">View on ArchivesSearch</a>
Physical Representation	Intestacy register; Volume/register	QSA ID: PR298699 Agency Control No.: 1/1878 - 237/1886 Previous System ID: A/51787; RSI3960/1/2; A1 Item ID 298699 Container ID: S9602-T1073-B0.00002				Years: 30 Expired: 1917-01-12 Metadata Published?: Yes <a href="#">View on ArchivesSearch</a>
Physical Representation	Intestacy register; Microform - Microfilm - Duplicate <a href="#">Toggle Description</a>	QSA ID: PR3554334 Agency Control No.: 1/1878 - 237/1886 Previous System ID: A1 Previous System ID: Z2871; A1 Microfilm ID: 2871; A1 Item ID: 298699 Container ID: 2871				Years: 30 Expired: 1917-01-12 Metadata Published?: Yes <a href="#">View on ArchivesSearch</a>
Physical Representation	Intestacy register; Microform - Microfilm - Master <a href="#">Toggle Description</a>	QSA ID: PR3554335 Agency Control No.: 1/1878 - 237/1886 Previous System ID: A1 Previous System ID: M2320; A1 Microfilm ID: 39148; A1 Item ID: 298699 Container ID: 39148				Years: 30 Expired: 1917-01-12 Metadata Published?: Yes
Digital Representation	Intestacy register	QSA ID: DR50494				Years: 30 Expired: 1917-01-12 Metadata Published?: Yes <a href="#">View on ArchivesSearch</a>



**Note:** You can also view, access and download Open Access Digital Representations using the ‘View on ArchivesSearch’ button which displays next to the Restricted Access Period (RAP) information in the search results.

## Searching within a series

When a series is selected, there is an option to search within 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	Dates	Series	RAP Info
Series	Intestacy Register - Townsville	QSA ID: S7229	1 physical 0 digital	1898 - 1899	S7229 Intestacy Register - Townsville	<a href="#">View on ArchivesSearch</a> <a href="#">Search within series</a>
Series	Register of Administration of Inestate Estates - Townsville	QSA ID: S7231	1 physical 0 digital	1898 - 1900	S7231 Register of Administration of Inestate Estates - Townsville	<a href="#">View on ArchivesSearch</a> <a href="#">Search within series</a>
Series	Accounts of Estates in Intestacy and Insanity - Court of Petty Sessions, Barcaldine	QSA ID: S8795	1 physical 0 digital	1887 - 1911	S8795 Accounts of Estates in Intestacy and Insanity - Court of Petty Sessions, Barcaldine	<a href="#">View on ArchivesSearch</a> <a href="#">Search within series</a>

2. Type in the keywords you wish 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 you are searching in next to the keyword entry field.

Public Trust Office - Agency Top Level Location

Searching within series: Intestacy Register - Townsville [\[reset\]](#)

Search for  All fields

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

## Searching by date

You can search 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 2016 to End date 2017  
YYYY-MM-DD YYYY-MM-DD

SEARCH RESET DOWNLOAD CSV

### 1.3 Download records lists and search results

To download the search results or all your Controlled Records:

1. Click 'Download CSV'
2. Confirm that you want to download the CSV.
3. Once the 'download' button has been selected, a window will open with the option to open or save the file.
4. Save or open the file as required.

**Note:** Columns in the CSV file will only populate if the information is filled out in [ArchivesSpace](#).

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

### 1.4 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 a '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 3-month grace period is finished, 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.

## 1.5 Downloading digital representations from ArchivesSearch

Digital representations of items will be added to the catalogue and can be accessed through ArchivesSearch.

You will be able to see if there is a digital representation attached to an item in the 'Controlled records' tab in ArchivesGateway.

You will also see this in the 'Add records to request' tab in File Issue and Reading Room requests.

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. You will now see the Representations linked under that Item.
4. Click on the 'View on ArchivesSearch' button next to the digital representation.
5. This will take you to the item in ArchivesSearch, which includes the different representations.
6. Click 'view digital copy'.
7. Click on the digital representation you wish to view.

Queensland Government home > For Queenslanders > Recreation, sport and arts > Arts, culture and heritage > Heritage > Queensland's archives > ArchivesSearch

**ArchivesSearch**

- > Items
- > Series
- > Agencies
- > Functions
- > Mandates

**MARSHALL, Archibald James**

Item

Request to view in Reading Room Request digital copy **View Digital Copy**

Log in to access your cart Log in to access your cart

ID	START DATE	END DATE
ITM1498707	24/04/1918 (exact)	31/12/1919 (exact)

**Access Status Summary** [Open](#)

**Previous System Identifiers**  
SRS335/2/214; A1 Item ID 1498707

**Agency Control Number**  
5567

**Description**  
Member of the Australian Imperial Forces

**Subjects**  
Intestacy file; Queensland; 1910-1919

**Copyright Status**  
Copyright State of Queensland

**Record Context**

- Intestacy Files, Brisbane
- MONTGOMERY, John
- MARSHALL, Archibald James, 24 April 1918 - 31 December 1919
- DAVISON, Blanche, 02
- MARSHALL, Archibald James, 31/12/1919
- DODD, William, 28/07
- ANDERSON, Robert, 0
- HOLTON, Francis (or S), 20/01/1920
- BORT, Christopher, 16

Browse all 39074 siblings

8. A pop-up window will open with the option to open or save the file.
9. Save or open as required.

## 2 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.



## 3 Submit a search request

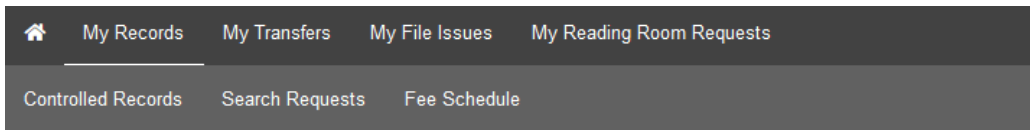
If you are not able to find any items/records or representations related to your search criteria, QSA can search your agency's records on your behalf for up to 1 hour.

This is a fee-based service.

### 3.1 Search fees

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.



# Fee Schedule

## Agency request for a search of records

Unit Description	Unit Cost
Search fee	\$16.35 per 15min

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.

### 3.2 Creating search requests

To create a search request:

1. Navigate to the 'My records' screen.

## From the Controlled records screen

2. Open the 'Controlled records' tab.
3. Click on the 'Create Search Request' button.

## From the Search requests screen

4. Click on the 'Search requests tab'.
5. Click on the 'Create Search Request' button.

## Complete search request form

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

### New Search Request

● Inactive
● Submitted
● Open
● Closed
● Cancelled  
By User
● Cancelled  
By QSA

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](#)

Agency
Status

Justice league

Agency Location
Details

Agency Top Level Location

Request Details
Form Actions

\* Request Details

Date Details

Date Details

Purpose

Other

Please enter your Purpose...

Please enter your Purpose...

SAVE SEARCH REQUEST
SUBMIT SEARCH REQUEST

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

- The persons name
- Type of record
- Date range
- Purpose of the request

**New Search Request**

Inactive Submitted Open Closed Cancelled By User Cancelled By QSA

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](#)

Agency  
Justice League

Agency Location  
Theodore Wells - Coolangubra district

Date Details  
1970 - 1980

Purpose  
RTI

[SAVE SEARCH REQUEST](#) [SUBMIT SEARCH REQUEST](#)

Status  
Details  
Form Actions

**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.

### 3.3 Saving and submitting search requests

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

#### 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.

#### 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.

You will be able to edit the information in the search request until it has been approved by QSA.

## 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](#)

Request ID  
SR1766

Agency  
Justice league

Agency Location  
Agency Top Level Location

Request Details  
Theodore Wells - Coolangatta district

Date Details  
1970 - 1980

Purpose  
RTI

SAVE SEARCH REQUEST    SUBMIT SEARCH REQUEST

Status  
Details  
Form Actions

QSA Staff may send you a message using the [comments/discussion](#) box at the bottom of the Search Request form.

You may also use this system to respond or send new messages to QSA.

**Note:** the status of the Search Request will update in the Status Bar as it is progressed.

### 3.4 Canceling a request

Search request 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 you wish to cancel.

#### From the search request tab

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

#### 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

CREATE SEARCH REQUEST

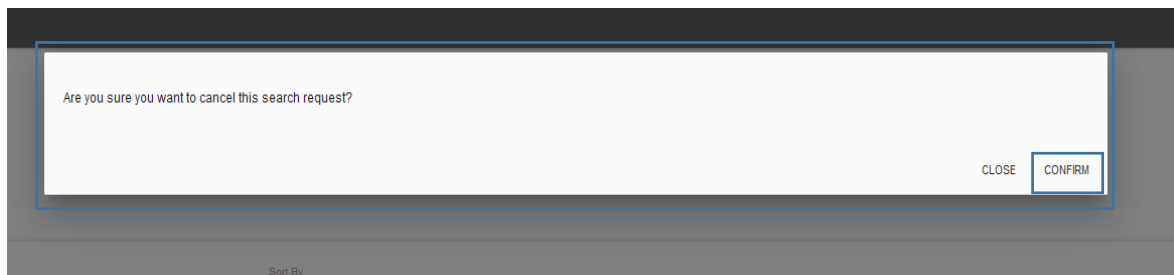
Status Sort By  
ID Z-A

SEARCH REQUESTS RESET

ID	Purpose	Details	Status	Created By	Date Created	
SR1767	Redress	Sara Sky - Mackay District	INACTIVE	Test_Transfer3	2020-04-29 09:06:14 +1000	VIEW CANCEL
SR1766	RTI	Theodore Wells - Coolangatta district	INACTIVE	Test_Transfer3	2020-04-29 07:42:59 +1000	VIEW CANCEL
SR1765	Other	Any records relating to Edith Sharp	OPEN	Test_Transfer3	2020-04-24 10:25:17 +1000	VIEW
SR1743	RTI	farm maryborough 475	OPEN	Test_Transfer3	2019-12-10 13:49:02 +1000	VIEW
SR11	Other	records relating to Jam Toshiba	INACTIVE	Test_Transfer3	2019-07-11 09:50:24 +1000	VIEW CANCEL
SR10	Other	looking for records relatedd to Jem Belkin between 1963 - 1965	CLOSED	Test_Transfer3	2019-07-11 09:49:11 +1000	VIEW
SR9	Other	Looking for records relating to a Sam Sony between 1963 - 1965	SUBMITTED	Test_Transfer3	2019-07-11 09:47:54 +1000	VIEW CANCEL

### Confirming a cancellation

- A warning will appear asking, 'Are you sure you want to cancel this search request?'
- To cancel the request, click 'confirm' on the warning.



- 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. Instead, a new request must be submitted.

## Search Requests

CREATE SEARCH REQUEST

Status Sort By  
ID Z-A

SEARCH REQUESTS RESET

ID	Purpose	Details	Status	Created By	Date Created	
SR1767	Redress	Sara Sky - Mackay District	CANCELLED_BY_AGENCY	Test_Transfer3	2020-04-29 09:06:14 +1000	VIEW
SR1766	RTI	Theodore Wells - Coolangatta district	INACTIVE	Test_Transfer3	2020-04-29 07:42:59 +1000	VIEW CANCEL
SR1765	Other	Any records relating to Edith Sharp	OPEN	Test_Transfer3	2020-04-24 10:25:17 +1000	VIEW
SR1743	RTI	farm maryborough 475	OPEN	Test_Transfer3	2019-12-10 13:49:02 +1000	VIEW



## To cancel a submitted request.

Once the request has been submitted and approved, only QSA will be able to cancel the request.

To cancel a submitted requested, use the comments/discussion feature within that search request to advise QSA that the request has been cancelled.

## 4 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.

### 4.1 Search results

After QSA has completed the search, you will be notified of the results either by:

- Using the Comments/Discussion feature if:
  - the search was unsuccessful
  - or
  - there were limited search results
- Uploading a search results document if the search provided many results.

Request ID  
SR1766

---

Agency  
Justice league

---

Agency Location  
Agency Top Level Location

---

Request Details  
Theodore Wells - Coolangatta district

---

Date Details  
1970 - 1981

---

Purpose  
RTI

[Status](#)  
[Details](#)  
[Search Results](#)  
[Service Fee](#)  
[Form Actions](#)  
[Comments/Discussion](#)

**Search Results**

Filename	Mime Type	Action
rti-and-royal-commission-searches-form-apr2020.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document	<a href="#">DOWNLOAD</a>

**Service Fee**

Unit Description	Unit Cost	No. of Units	Cost
Search fee	A\$18.00 per 15min	3	A\$48.00
<b>TOTAL</b>			<b>A\$48.00</b>

Issued: 2020-04-29

## View search results

To view the search results:

1. Open your Search Request.
2. You will see the search results have populated and the service fee has appeared.

## Downloading search results

If QSA has provided your search results in a document, you will be able to download this document.

To download the results:

1. Navigate to the 'Search Results' section of the Search Request in ArchivesGateway
2. Click on the 'download' button next to the 'Mime Type' column.

The screenshot displays the 'Search Request' interface. At the top, a progress bar shows the request status as 'Open' (indicated by a green dot). Below the progress bar, there is a yellow box with instructions for making a search request. The main form contains the following fields:

- Request ID: SR1766
- Agency: Justice league
- Agency Location: Agency Top Level Location
- Request Details: Theodore Wells - Coolangatta district
- Date Details: 1970 - 1981
- Purpose: RTI

At the bottom, the 'Search Results' section shows a table with the following columns: 'Filename' and 'Mime Type'. A single result is listed with the filename 'rti-and-royal-commission-searches-form-apr-2020.docx' and the mime type 'application/vnd.openxmlformats-officedocument.wordprocessingml.document'. A 'DOWNLOAD' button is visible next to the mime type.

3. Once the 'download' button has been selected, a window will open with the option to open or save the file.
4. Save or open the file as required.

## 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.

## 4.2 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
Issued: 2020-07-02			

**Note:** Individual search request fees will be included in the quarterly invoice sent to your agency.

### 4.3 Request records found in search

If required, use the search results to create a File Issue 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 service user guide](#) for further information.

## 5 Comments/discussion feature

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

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

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 in your message into the message field
3. Click 'post message'.

Comments/Discussion

Thank you for completing this search on my behalf. If I wanted to access these files, how would that be accomplished?

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.

Comments/Discussion

Thank you for completing this search on my behalf. If I wanted to access these files, how would that be accomplished?

Test\_Transfer3 - 5/1/2020, 10:54:27 AM

Type your message

POST MESSAGE

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

Comments/Discussion

Thank you for completing this search on my behalf. If I wanted to access these files, how would that be accomplished?  
Test\_Transfer3 - 5/1/2020, 10:54:27 AM

Good morning.  
The best way to access these files would be to put a File Issue request through in ArchivesGateway, if you would like the records delivered to your agency. Please note that the File Issue service is a fee based service, fees can be seen in the Fee Scheduled displayed within ArchivesGateway. You also have the option of completing a Reading Room Request within ArchivesGateway, if you would like to come onsite to view these files. If you do choose to view these files onsite at QSA there will be no charge for this.  
test\_user3 (QSA) - 5/1/2020, 11:03:43 AM

Type your message!

POST MESSAGE

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

## 6 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 you require further assistance with ArchivesGateway, please contact the ArchivesGateway team via email: [ArchivesGateway@archives.qld.gov.au](mailto:ArchivesGateway@archives.qld.gov.au).