

READING ROOM REQUEST SERVICE

ArchivesGateway user guide

Queensland State Archives

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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 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 [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 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.

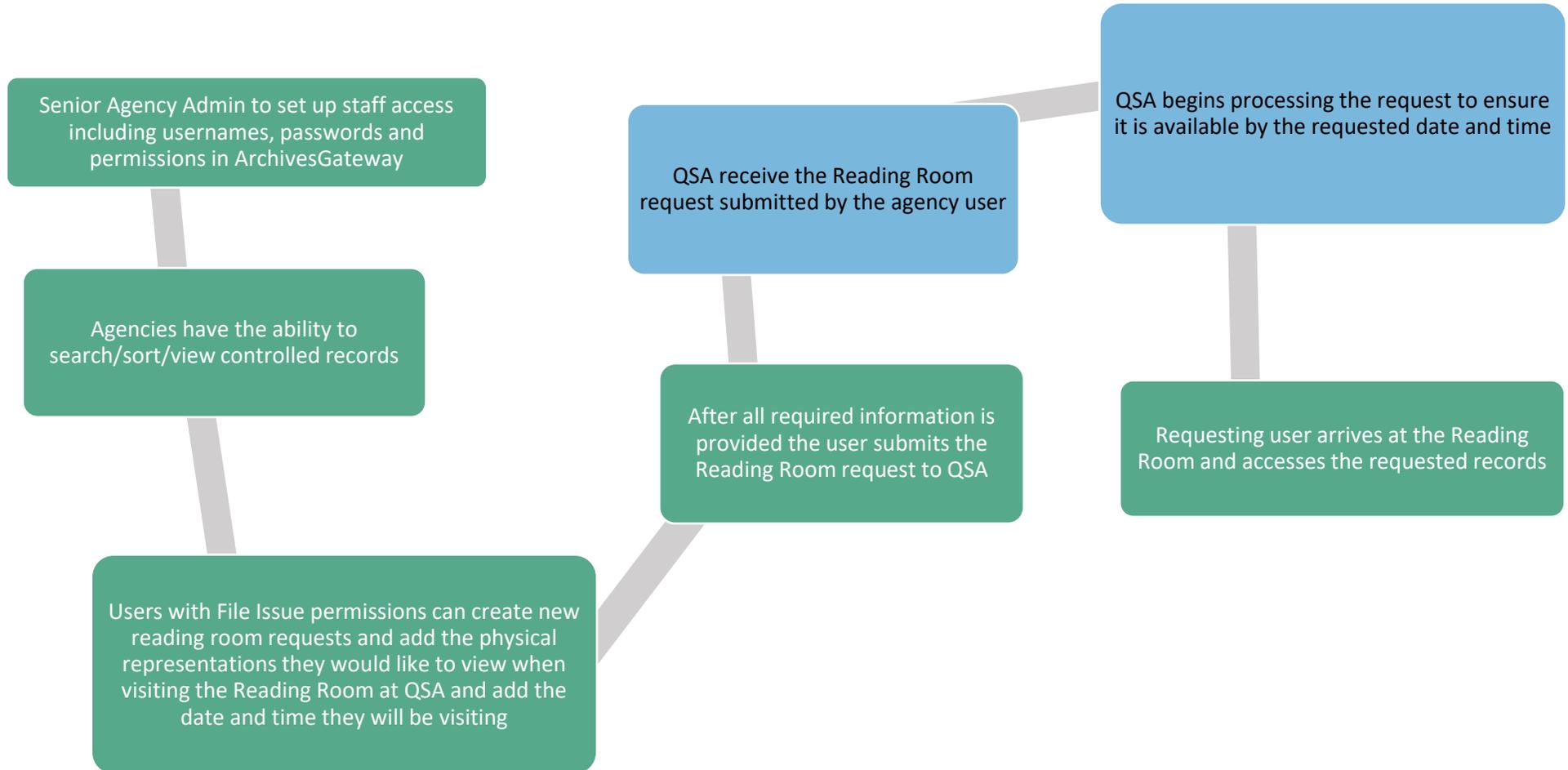
Note: Currently, all visitors to the Reading Room need to pre-book a session. To book a session and find out more about accessing the Reading Room, see the [Reading Room Bookings](#) in Eventbrite.

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



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 [grant or provide access to the restricted records](#).

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.

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

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](#)

Status
Details
Form Actions

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 Reading Room Requests Justice league Agency Top Level Location

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
dd/mm/yyyy

Time Required
Morning

[ADD RECORDS TO REQUEST](#)

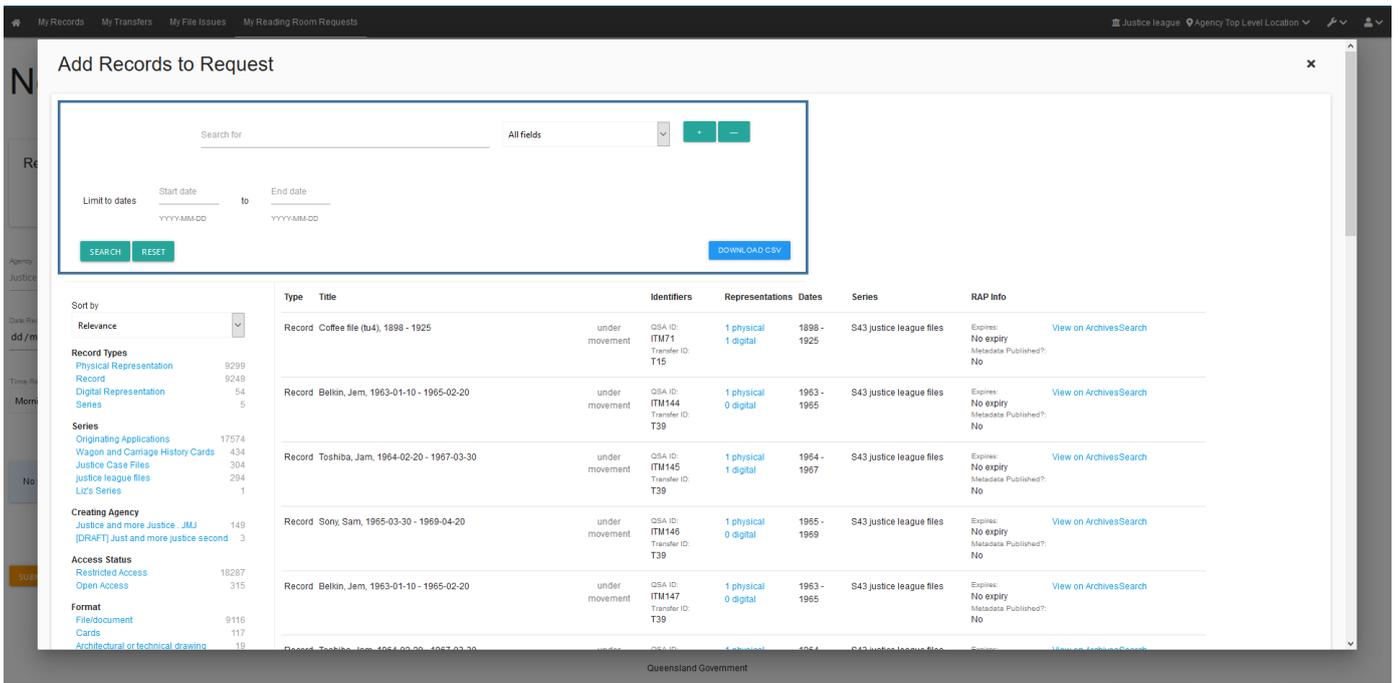
No items requested.

[SUBMIT READING ROOM REQUESTS](#)

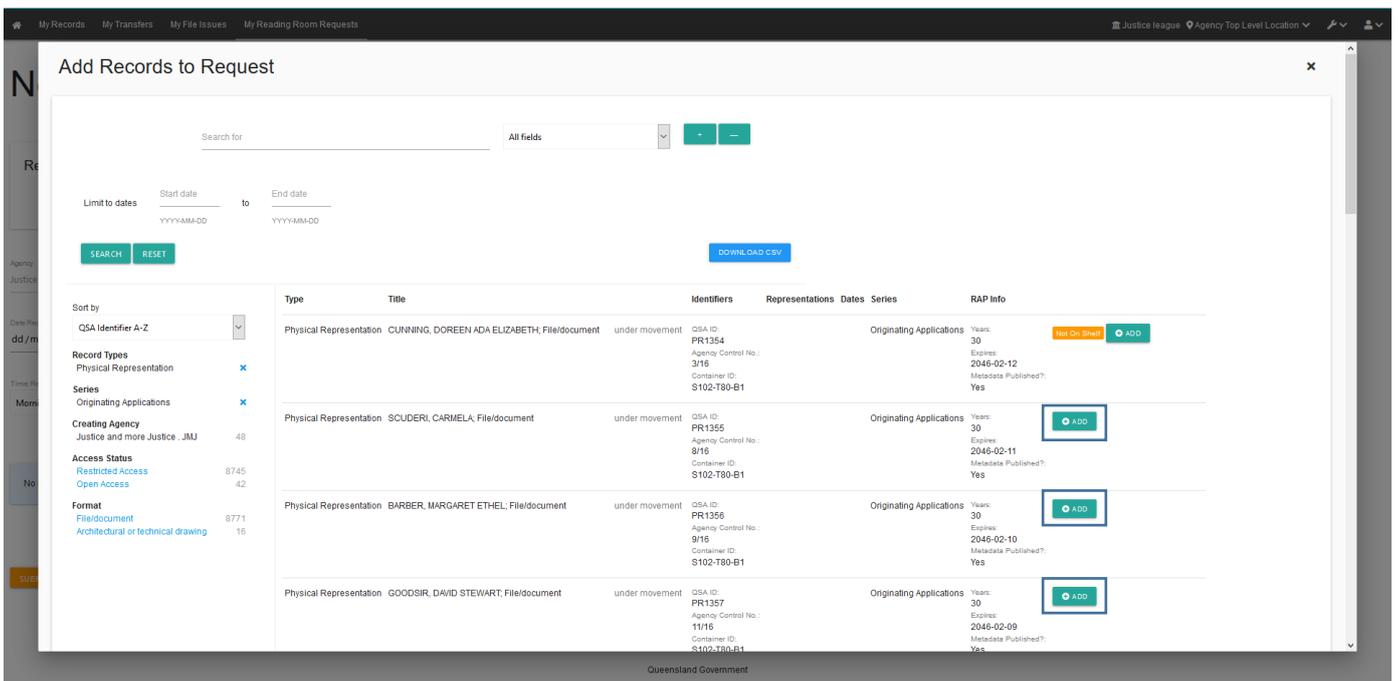
Status
Details
Form Actions

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

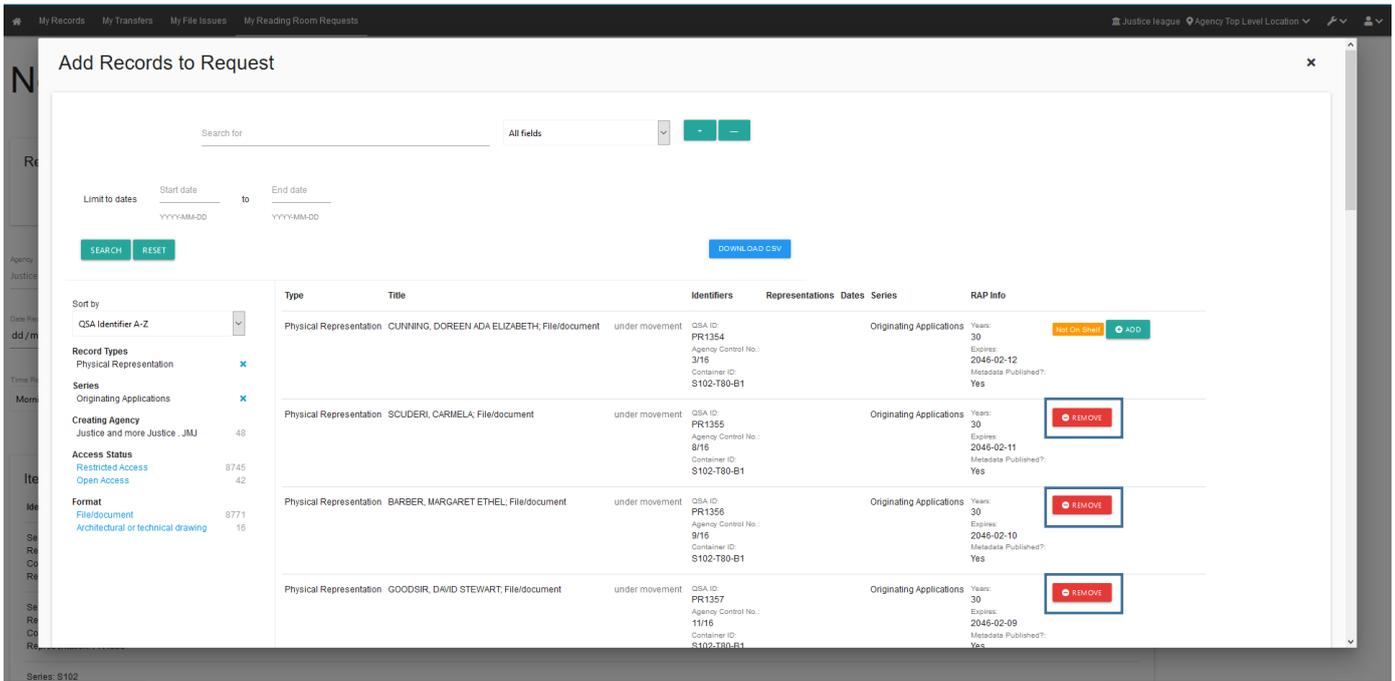
Note: This window has the same search functionality as the 'Controlled Records' search page. See the [ArchivesGateway user guide: Searching and search requests service](#) for more information.



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



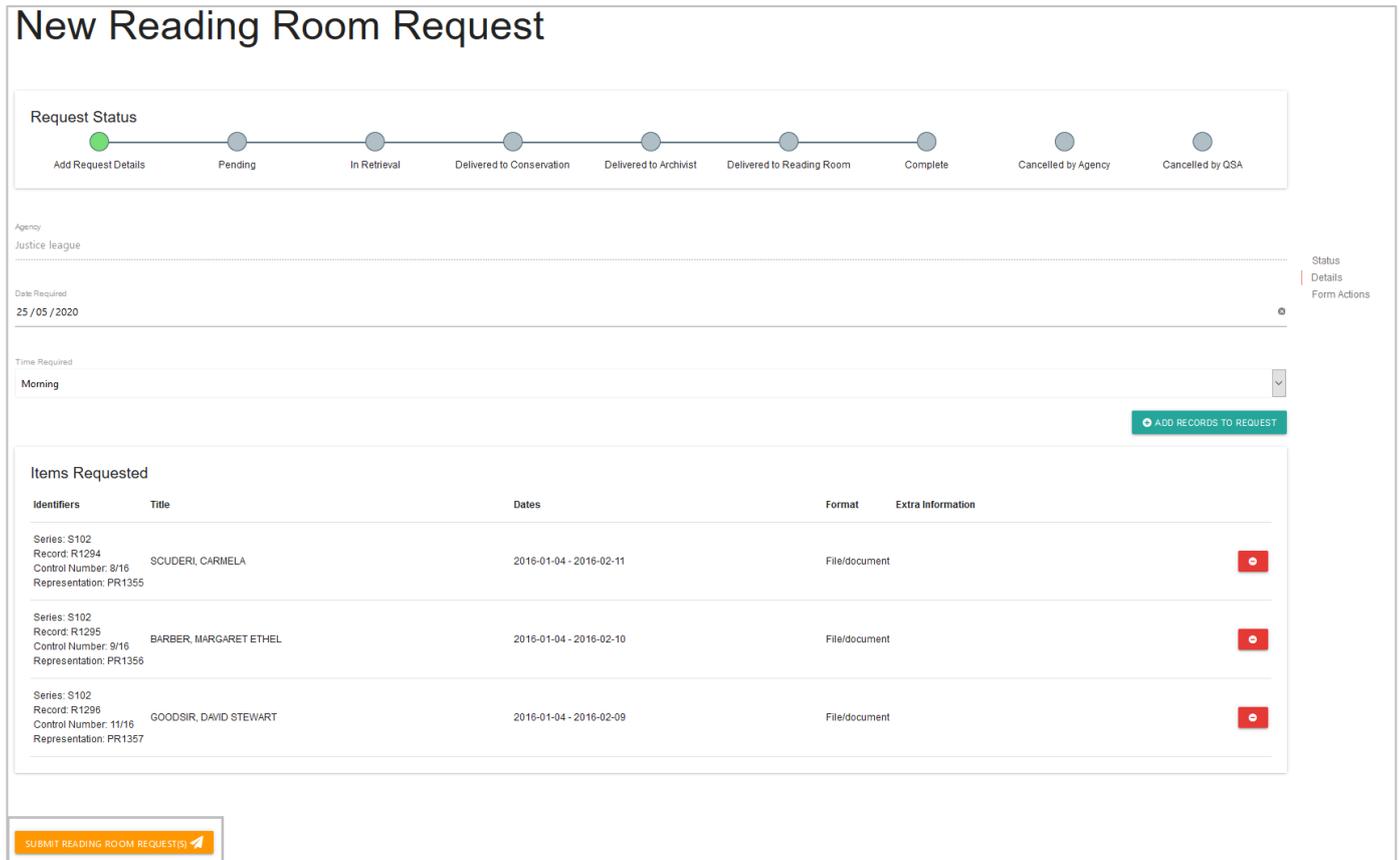
9. The button will then change to allow you to remove the representation if necessary.



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.



This will create a unique identifier 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'.

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.

2. Scroll down to the bottom of the request
3. 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 OSA

Request ID
ARR90

Agency
Justice league

Date Required
25 / 05 / 2020

Time Required
Morning

Item Requested

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](#)

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

Reading Room Request

Are you sure you want to cancel this request?

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

Request ID
ARR90

Agency
Justice league

Date Required
25 / 05 / 2020

Time Required
Morning

Item Requested

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](#)

[CLOSE](#) [CONFIRM](#)

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

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 [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.

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 \(Restricted Access Periods\)](#)
- [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.

You can find further information on accessing records at QSA and using the Reading Room on the [QSA 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 [Reading Room Bookings](#) in Eventbrite.

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