

Online Catalogue – Ordering Records

This guide outlines step by step how to order physical records on [PROV's Online Catalogue](#), and how to manage your Order History, and Alerts. Wherever you go on PROV's online catalogue, you can click on the Help icon to see detailed information relating to the page that you are currently using.

Records can be ordered from the following catalogue pages:

- Search Results
- Series, Consignment, Unit and Item Details pages
- My Orders: History
- My Orders: My Alerts
- Direct Order
- Ordering Wills and Probate
- Ordering Inquests

You will need to register and log in to order physical records. See [PROVguide 19](#) for information on registering as a Public User Account, or [PROVguide 12](#) for information on registering a Government User Account.

See [PROVguide 4](#) for ordering and records collection information for Government users.

See [PROVguide 68](#) for information about ordering Wills and Probate Records.

See [PROVguide 8](#) for information about ordering Inquest Records.

What Records Can I Order?

Access restrictions are applied to certain classes of records, in accordance with the *Public Records Act 1973*. Records may be closed for various reasons, the most common being personal privacy and preservation. The access classification of records is displayed in the Access display column in lists of records, such as a Search Result, and in the Public Access field on Series, Consignment, Unit, Item and Sub-Item Details pages on PROV's online catalogue.

If you hold a Public user account you can view contextual information about open and closed records in PROV's collection. However, you cannot order records that have been closed to public access. If you hold a Government user account you can view contextual information about open and closed records, and order closed records for which your agency is responsible.

You can order up to 20 Units or Items at one time.

Accessing Your Orders

The location of the repository (either North Melbourne or Ballarat) will be shown on the Location field of a Search Result on PROV's Online Catalogue, and cannot be changed. Government user account holders are advised to also consult [PROVguide 4 Ordering and Collecting Records – Government Access](#).

Victorian Archives Centre

Records are delivered to the VAC Reading Room on weekdays and on [Saturday openings](#) (two per month) at the following times: 9.30am, 11.00am, 2.00pm and 3.30pm

To receive records at these collection times, records must be ordered before:

- 9.30am to make the 11.00am collection time
- 11.30am to make the 2.00pm collection time
- 2.00pm to make the 3.30pm collection time
- 4.00pm to make the 9.30 collection time the next working day.

There are up to four units or items per delivery for each researcher. Records are held in the Reading Room for 10 working days before being returned to the repository.

Please note: records held in cold storage require 24 hours before they can be delivered to a Reading Room.

Ballarat Archives Centre

The Ballarat Archives Centre is open from 9.30am – 4.30pm on Monday and Tuesday. Records are delivered to the Reading Room at the Ballarat Archives Centre throughout the day.

Your User Account – Your Records

Records will be issued only to the person who has ordered them. Written authorisation must be provided to enable someone else to view the records you have ordered. The person viewing records on your behalf will need to present photo ID to Reading Room staff when requesting records for viewing.

How Do I Order from a Search Results Page?

After performing a successful search or browse a Search Results or Browse Results page will be displayed. (See [PROVguide 20](#) for information about searching online.)

Step 1: Tick the check box next to the Units or physical Items you wish to order.

Step 2: Click on the **Order selected entries** button. You will be taken to your **Current Orders** page which displays the status of entries for records that are active on your user account.

PUBLIC RECORD OFFICE VICTORIA

Research Tools | Searching | Ordering | My Details | Log in | Help

Search Results

You have searched for Type: Series OR Item
AND Any of: rose
AND From: 0
AND To: 2005

Number of results: 47

Order selected entries

Displaying 41 to 47 of 47 3 of 3 Display 20 entries per page

All	Title	Date Range	Type	Access	Location
<input type="checkbox"/>	Rollo St - Rose St, Country Roads Board Ledger VPRS 11726/P0001/103	-	Unit	OPEN	North Melbourne
<input checked="" type="checkbox"/>	Rose St - Royal Pde, Country Roads Board Ledger VPRS 11726/P0001/104	-	Unit	OPEN	North Melbourne
<input type="checkbox"/>	The Modern School Visual Histories : Book Four Patchett T. S & Rose R. W. Rep... Ministerial Library Textbook Collection VPRS 13554/P0002/17	1948 - 1948	Item	OPEN	North Melbourne
<input checked="" type="checkbox"/>	The Red Rose & The White - Or the Story of the Fifty Years' War Between the H... Ministerial Library Textbook Collection VPRS 13554/P0002/17	1880 - 1880	Item	OPEN	North Melbourne

How Do I Order from a Details Page?

You can order directly from a Series, Consignment, Unit and Item Details page. These are pages that contain contextual information about records held by Public Record Office Victoria. For example when you are in a Series Details page:

Step 1: Click on the **Accessing the Records** tab, then click on the blue heading, **Consignments**.

Step 2: Select the Consignment eg. P0000, P0001 or P0002, that you wish to browse.

Step 3: Use the same steps outlined above for ordering from a Search Result page to order from a **Details page**.

How Do I Order from a My Orders: History Page?

You can order records directly from your **My Orders: History page**. This is a page that contains a list of records that you have ordered, and that have been returned to the repository. Use the same steps outlined above for ordering from a Search Result page to order from a **My Orders: History page**.

How Do I Direct Order?

If you know the Series, Consignment, Unit and Item details of records you wish to order, you can enter these into the Direct Order page. Direct Order can also be used to bulk order multiple units from the same Series.

Step 1: Select **Direct Order** from the Ordering menu. The Direct Order page will be displayed.

The screenshot shows the 'Direct Order' page on the Public Record Office Victoria website. The page has a blue header with the site name and navigation links. A left sidebar contains a menu with 'Direct Order' selected. The main content area has a form with the following fields: 'Series No' (9599), 'Consignment' (P2), 'Unit number' (143), and 'Item' (91/3811, 91/3814). There are 'Clear' and 'Order' buttons. Below the form is a table with columns: Title, Date Range, Type, Available From, Location, Status, Order Date. The table is currently empty, showing 'No order entries'. The footer contains contact information and copyright details.

Step 2: Ordering an Item: Enter valid numbers for all fields; Series No, Consignment, Unit and Item, as in the example above.

To order **multiple Items from a Unit**, enter the Unit number and the Item numbers. The Item numbers must be separated by a comma, as in the example above.

Step 3: Click on the **Order** button.

Ordering a Unit

Use the same steps as above but click on the **Unit** tab and enter valid numbers for the Series No, Consignment and Unit fields.

Bulk Ordering Units

To order multiple **Units from the same Series and Consignment**, select the Unit tab, and enter the Series number and Consignment number, and the Unit numbers. When entering the Unit numbers, ensure that each number is separated by a comma.

If your request has been successful, the ordered record/s will be displayed in the **Current Orders** list at the bottom of the page. This list displays all the orders that are visible on your My Orders: Current page.

How Do I Place and Cancel Alerts and Order From My Alerts?

If you try to order a record that is currently on order by another user, an **Order Status** page will be displayed. From here, alerts can be placed on any records that are orderable, but currently unavailable. When the record becomes available for ordering, the alert will appear in your **My Orders: My Alerts** page. The record can be ordered from this page.

Placing Alerts

Step 1: Tick the check box next to entries for records that you would like to receive an alert about when they become available.

Step 2: Click on the **Place Alerts** button. The records that were put on alert will be removed from the list displayed in the Order Status page.

Viewing Alerts

When a Unit or Item has been placed on alert and it becomes available, the alert will be displayed on your **My Orders: My Alerts** page.

Ordering from My Alerts

If an alert is displayed on your **My Orders: My Alerts** page you can order the record.

Step 1: Select **My Orders** from the **My Details** menu. Your **My Orders: Current** page will be displayed.

Step 2: Click on the **My Alerts** tab, and the **My Orders: My Alerts** page will be displayed.

Step 3: Tick the check box next to alerts to be ordered. Click on the **Order selected Alerts** button. The selected alerts will be ordered and appear in your **My Orders: Current** page.

PUBLIC RECORD OFFICE VICTORIA

HOME | CONTACT | SITE MAP

Research Tools | Searching | Ordering | My Details | Log out | Help

ABOUT PROV
ACCESS TO THE COLLECTION
RECORDS MANAGEMENT
EVENTS & PROGRAMS
PUBLICATIONS
ONLINE EXHIBITIONS

Terms of use for accessing public records can be found on our [Copyright](#) statement.
Our addresses can be found on the [Contact Us](#) page.
Telephone: +61 3 9348 6000
Freecall: 1800 657 452
Email: ask.prov@dvc.vic.gov.au

My Orders

Current | History | **My Alerts** | ?

Order selected entries
Cancel selected Alerts

Display 20 entries per page

All	Title	Date Range	Type	Location	Date Set
<input checked="" type="checkbox"/>	Annual Examination of Patients Register APRS 7438/7038171		UNIT	North Melbourne	

Display 20 entries per page

top

Department for Victorian Communities

© Copyright 2005 Government of Victoria. Disclaimer Privacy Statement Contact Us 102

Site last reviewed: 28/02/05

Cancelling an Alert

If an alert is displayed on your **My Orders: My Alerts** page, but you no longer wish to order the record, the alert can be cancelled.

Step 1: Select **My Orders** from the **My Details** menu. Your **My Orders: Current** page will be displayed.

Step 2: Click on the **My Alerts** tab, and the **My Orders: My Alerts** page will be displayed.

Step 3: Tick the check box next to alerts to be cancelled. Click on the **Cancel selected Alerts** button. The selected alerts will be cancelled and removed from the list.

For help with ordering records contact PROV's Help Desk

Tel: 1800 657 452 (toll free in Australia)

Email: ask.prov@dvc.vic.gov.au