

Service Information – PROV Records Access Service Charter

PROV is committed to providing a quality service to its clients. PROV staff will endeavour to provide its clients with the information they require, the assistance they need, and will deal with any complaints in a courteous and efficient manner.

This *PROVguide* describes the standards of service for our:

- Reading Rooms
- Reference Helpdesk
- Copying Services
- Public Programs
- Website

For more information about PROV's services see:

[PROVguide 1 PROV's Reading Room and Reference Services](#)

[PROVguide 2 Copying Services](#)

[PROVguide 3 Copying Services - Government Access](#)

Reading Rooms

Staff Assistance

PROV Reading Room staff offer expert and professional advice on all aspects of your PROV research. Staff on duty are clearly identified. Rules for the use of Reading Rooms are displayed prominently within the Victorian Archives Centre and the Ballarat Archives Centre. PROV staff can provide advice about researching at PROV but can not undertake research on your behalf.

Ordering Records

Records can be ordered through [PROV's online catalogue](#) before visiting a Reading Room in person.

See these *PROVguides* for information:

[PROVguide 19 Registering and Maintaining a Public User Account](#)

[PROVguide 12 Registering and Maintaining a Government User Account](#)

[PROVguide 20 Searching for Records Online](#)

[PROVguide 21 Ordering Records](#)

[PROVguide 4 Ordering and Collecting Records - Government Access](#)

Ordering and Delivery times at the Victorian Archives Centre when made on a working day:

By 9.30am	11.00am same day
By 11.30am	2.00pm same day
By 2.00pm	3.30pm same day
By 4.00pm	9.30am next working day.

At the Ballarat Archives Centre retrieval of records is on demand.

People with Special Needs

We aim to meet the special needs of visitors to our Reading Rooms. If you have a physical or hearing disability, are visually impaired or have special language needs, you are welcome to [contact us](#) before your visit if you would like to discuss how we can assist you.

Reference Helpdesk

We provide:

- A telephone enquiry service for the PROV online catalogue: (03) 9348 5600 or toll free in Australia 1800 657 452 from 9am-4:30pm Monday to Friday (excluding public holidays).
- An email and postal enquiry service. Email and letter enquiries will be responded to within 15 working days. Email ask.prov@prov.vic.gov.au.
- Postal Address is PO Box 2100, North Melbourne, VIC 3051.

PROV does not provide a research service

Please note that PROV staff are unable to undertake research on your behalf. We can however, refer you to professional search agents who charge a fee for their services. See [PROVguide 15 Search Agents](#).

Copying Services

Digital Cameras

Researchers can make photographic copies of records they have ordered using their own digital camera provided that certain conditions of use are observed. See [PROVguide 24 Use of Digital Cameras in PROV Reading Rooms](#) for details.

In-house Copying Services

PROV can provide copies of most of the material we hold. Researchers are required to identify records to be copied at the time of viewing them at a PROV Reading Room. Copy orders must be finalised and paid for by 4.15pm. PROV reserves the right to select the most appropriate copying process determined by the condition and size of the record. We aim to complete orders for photocopies of original material within 5 working days

External Copying Services

We aim to complete orders for photocopies of items larger than A3 format and photographic orders within 15 working days.

Fast track Photocopying Services

Same day service (up to 20 pages) – ordered before 3.00 pm.

Following day service (up to 20 pages) – ordered before 4.15 pm the previous day can be collected after 1.00 pm the next working day.

Full particulars of our copying services are provided in [PROVguide 2 Copying Services](#) and [PROVguide 3 Copying Services - Government Access](#).

Public Programs

We aim to provide a range of publications, talks, tours and seminars, which meet our clients' research needs. Fees may be charged for these activities. For more information see:

www.prov.vic.gov.au/events/patrn.asp, and www.prov.vic.gov.au/publications/ or email ask.prov@prov.vic.gov.au.

Web Site

We aim to maintain our Web site with timely and accurate information about Public Record Office Victoria and its records, services and products. Our URL is www.prov.vic.gov.au.

Your Feedback

We appreciate any feedback about our services and products. We have suggestion boxes in each Reading Room. You are most welcome to write or email us about any aspect of our services and products. If you are unhappy with any aspect of our services or products, please discuss it with a staff member, or if you prefer, contact the Senior Manager, Access Services at ask.prov@prov.vic.gov.au. The matter will be attended to and a response provided within 10 working days.