

Request summary

Request # RSref174294

Details of your enquiry As per my last comment I just want to know what I am doing wrong as I received your email - I type what is in the article exactly as it appears in the original scanned article. Also I thought to save after each letter is better than saving after a big lot as sometimes a glitch appears in the system and you may lose what you have done - better to lose a letter than a whole paragraph - Just wanting to know what I have done wrong so as to earn this email from you - I do want to keep doing Trove as I believe in its principles but criticism for a voluntary effort is never appreciated by anyone

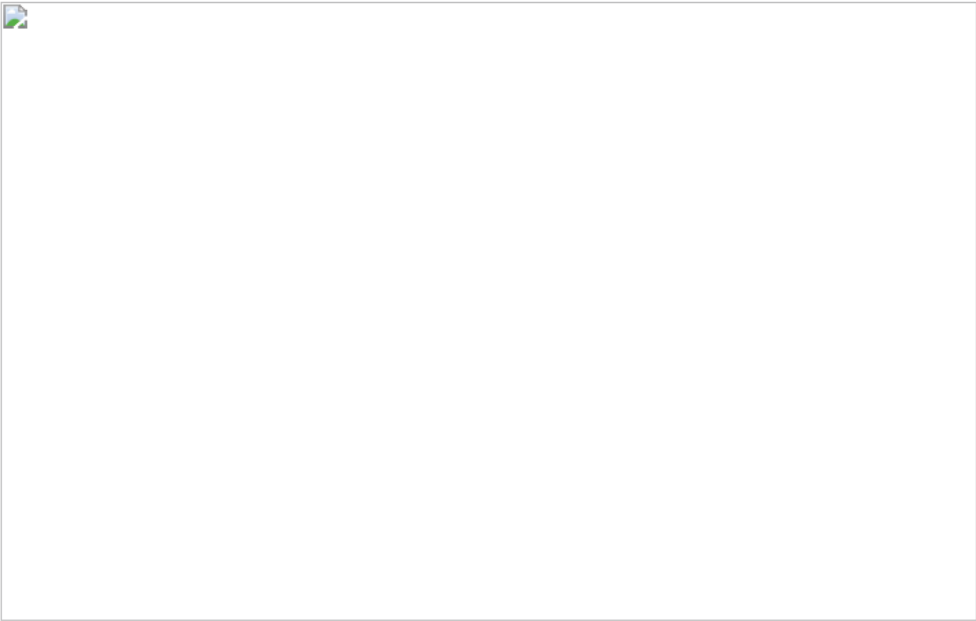
Item summary [redacted] 47F

[redacted] 47F

Answer Hello [redacted] 47F

I apologise, I included a snapshot image, and although I can see it on my end, it doesn't seem to have sent. I have included it again below and have attached it, in case it doesn't display again.

Kind regards, [redacted] 47F



 [Text Corrections Screenshot.jpg](#)

Status Closed

Thursday,  
20 March  
2025  
02:55 PM



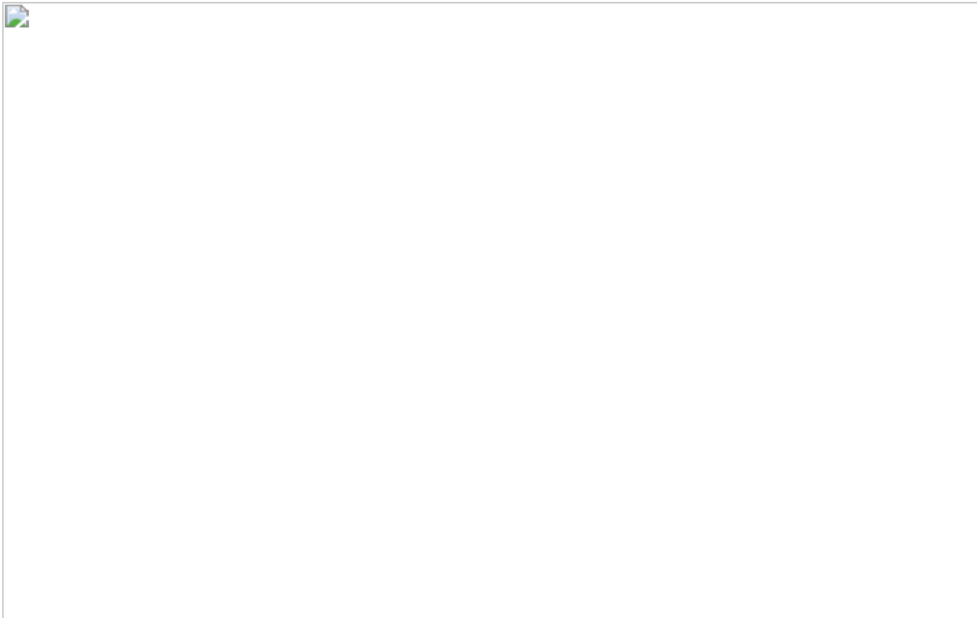
Response provided 47F

 Question progress: Completed

 Answer Hello [redacted], 47F

I apologise, I included a snapshot image, and although I can see it on my end, it doesn't seem to have sent. I have included it again below and have attached it, in case it doesn't display again.

[redacted] egards, 47F



Item summary: [redacted]

Answer attachment added to email Text Corrections Screenshot.jpg

To: [redacted]  
RSre [redacted] our Trove enquiry [\[View email message\]](#)

Re-opened (requester)

More request:  
Hi [redacted] - thanks for your response - it is good to know I am appreciated but you have included a for instance statement in your reply but there is nothing there - can you provide this example as it would be good to know what I am supposed to do - regards [redacted] end

On Thu, Mar 20, 2025 at 11:00AM <[trovesupport@nla.gov.au](mailto:trovesupport@nla.gov.au)> wrote:  
[\[more\]. \[original email\]](#)

- Question progress: Imported
- Objective response date: 27/03/2025 02:30 PM
- Target date: 27/03/2025 02:30 PM
- Open date: 20/03/2025 02:16 PM

Requester response by email

Response provided

Question progress: Completed

Answer:  
Hello [redacted]

Thank you for contacting us.

I'm glad that you would like to keep text correcting on Trove. We really appreciate your commitment to improving the transcripts on Trove.

To clarify, in the future, when text correcting, we would prefer that you edited the entire line as it appears in the image. This means if you add text to the line, you delete the errors before saving to finalise the line rather than saving after each character that you correct. For instance:



This aims to maximise the time that the image matches the text as recommended in our text correction guidelines.

I understand your concern about work not being saved. We recommend that you save your work regularly - after each line you finish correcting.

I hope that information makes it clearer. We are planning to revisit our Terms of Use and help pages to provide further guidance for our users.

You do excellent work on Trove. Your corrections improve the usability of Trove for everyone.

Kind regards,  
[redacted]

Item summary: [redacted]

Evaluation rating: No response yet

To: [redacted]  
RSref174294 Response to your Trove enquiry [\[View email message\]](#)

New request (requester)

- Your name: [redacted]
- How would you like to be contacted: Email
- Email address: [redacted]

Thursday,  
20 March  
2025  
02:16 PM



Thursday,  
20 March  
2025  
02:16 PM



Thursday,  
20 March  
2025  
11:00 AM



Thursday,  
20 March  
2025  
08:40 AM



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|  |     |
|--|-----|
| ☐ Phone number (Including area code): [REDACTED]   | 47F |
| ☐ Post code: [REDACTED]  | 47F |
| ☐ Country: [REDACTED]  | 47F |
| ☐ Staff location: Triage Pool  |     |
| ☐ Last Visited URL: Unknown  |     |
| ☐ Client location: Trove Partner Liaison   |     |
| ☐ Details of your enquiry: As per my last comment I just want to know what I am doing wrong as I received your email - I type what is in the article exactly as it appears in the original scanned article. Also I thought to save after each letter is better than saving after a big lot as sometimes a glitch appears in the system and you may lose what you have done - better to lose a letter than a whole paragraph - Just wanting to know what I have done wrong so as to earn this email from you - I do want to keep doing Trove as I believe in its principles but criticism for a voluntary effort is never appreciated by anyone |     |
| ☐ Send to CMG: No  |     |
| ☐ Enquiry category: Newspapers and gazettes  |     |
| ☐ Request #: RSref174294   |     |
| ☐ Receipt location: Triage Pool  |     |
| ☐ Request state: Active  |     |
| ☐ Question progress: Requester entered   |     |
| ☐ Received date: 20/03/2025 08:40 AM   |     |
| ☐ Objective response date: 26/03/2025 04:45 PM   |     |
| ☐ Target date: 26/03/2025 04:45 PM   |     |
| ☐ Open date: 20/03/2025 08:40 AM   |     |
| ☐ Service type: Requester service  |     |
| ☐ Request form: Contact Trove Support  |     |
| ☐ Request type: New Trove User Enquiry   |     |
| ☐ Received via: Web page   |     |
| ☐ Browser Name: microsoft edge   |     |
| ☐ Browser version: 134.0.0.0   | 47F |
| ☐ Library URL: WinNT   |     |
| ☐ IP Address: [REDACTED]   |     |
| ☐ Browser user agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/134.0.0.0 Safari/537.36 Edg/134.0.0.0  | 47F |
| ☐ Item summary: [REDACTED]   | 47F |
| ☐ URL of referring page: <a href="https://librariesaustraliaref.shire.nla.gov.au/ref120.aspx">https://librariesaustraliaref.shire.nla.gov.au/ref120.aspx</a>   | 47F |
| ☐ Device Type: Desktop   |     |
| ☐ Client language: English   |     |
| ☐ I can be contacted via Teams: No   |     |
| ☐ Remove contact details after close: No   | 47F |
| ☐ Locale: [REDACTED] (1)   | 47F |
| @ To: [REDACTED] (1)<br>RSref174294 Confirming receipt of your contact with Trove <a href="#">[View email message]</a>   |     |