

View online:

47F

Request summary

Request

RSref173686

Details of your enquiry

I would like to bring to your attention [REDACTED] I would like to point out that on the end of each day his totals are:

47F



First photo 2079 was taken at [REDACTED]

Picutre 2081 shows he's finished at [REDACTED]

Can you check the IP addresses. [REDACTED] he did [REDACTED]

This all needs to be checked please.

 [IMG_2079.JPG](#)

 [IMG_2081.JPG](#)

Item summary

[REDACTED]

47F

Answer

Dear [REDACTED]

47F

47F

Thank-you for your interest and support of Trove, and for sharing your concerns with us.

My colleagues in the Trove Community Liaison Team have been responding to your correspondence about the behaviour of other users in relation to text correction, and your latest message has been escalated to me.

As previously advised, we review the behaviour of users on a case by case basis when they are brought to our attention. If we identify behaviour that does not align with our text correction guidelines and Terms of Use we take further action.

We have mentioned that we purposefully collect minimal information about Trove users beyond the corrections, tags, lists and notes and have no means of identifying whether multiple individuals are logged into a single account. All users are responsible for maintaining the security of their username and password information and are therefore responsible for all activity on their account.

As has also been previously advised, we do not discuss the use of Trove without the users permission. This means that we will not be advising you of the outcome of our reviews.

While we appreciate that it is frustrating to see examples of apparent misuse, we have received seven notices from you since December. Please appreciate that we will not be responding individually to you about each outcome.

Thank-you again for your work on Trove,

Regards,

[REDACTED]

47F

Pronouns [REDACTED]

47F

The National Library of Australia acknowledges First Australians as the Traditional Owners and Custodians of this land and pays respect to Elders – past and present – and through them to all Aboriginal and Torres Strait Islander peoples.



Parkes Place Canberra ACT 2600 Australia

www.library.gov.au

47F

Previous answer

Hi [REDACTED]

47F

Thank you for the additional information. We will conduct our investigation and take further action if required.

Kind Regards,

[REDACTED]

Trove Support

47F

Status

Closed

Wednesday,
2 April 2025
02:06 PM



[Redacted]

Response provided

47F

Question progress: Completed

Answer:

Dear [Redacted]

47F

Thank-you for your interest and support of Trove, and for sharing your concerns with us.

My colleagues in the Trove Community Liaison Team have been responding to your correspondence about the behaviour of other users in relation to text correction, and your latest message has been escalated to me.

As previously advised, we review the behaviour of users on a case by case basis when they are brought to our attention. If we identify behaviour that does not align with our text correction guidelines and Terms of Use we take further action.

We have mentioned that we purposefully collect minimal information about Trove users beyond the corrections, tags, lists and notes and have no means of identifying whether multiple individuals are logged into a single account. All users are responsible for maintaining the security of their username and password information and are therefore responsible for all activity on their account.

As has also been previously advised, we do not discuss the use of Trove without the users permission. This means that we will not be advising you of the outcome of our reviews.

While we appreciate that it is frustrating to see examples of apparent misuse, we have received seven notices from you since December. Please appreciate that we will not be responding individually to you about each outcome.

Thank-you again for your work on Trove,

Regards,

[Redacted]

47F

Pronouns: [Redacted]

47F

The National Library of Australia acknowledges First Australians as the Traditional Owners and Custodians of this land and pays respect to Elders – past and present – and through them to all Aboriginal and Torres Strait Islander peoples.



Parkes Place Canberra ACT 2600 Australia

www.library.gov.au

47F

Pre answer

Hi [Redacted]

47F

Thank you for the additional information. We will conduct our investigation and take further action if required.

Regards,

47F

Support

Item summary:



To:

RSre

our Trove enquiry

[\[View email message\]](#)

47F

47F

47F



Requester email response: [\[more\]](#). [\[original email\]](#).



Note attachment added to request



IMG_3559.jpg

Note attachment added to request



IMG_3563.jpg

47F

Re-opened (requester)



More info request:

[Redacted]

47F

[Redacted]

[Redacted]

47F

[Redacted]

47F

Seriously something wrong about what is going on here.

[Redacted] They or he are just playing with Trove.

47F

Tuesday,
11 March
2025
09:01 AM



[Redacted]

Tuesday,
11 March
2025
09:01 AM



[Redacted]

		<p>Mob: [REDACTED]</p> <hr/> <p>From: trovesupport@nla.gov.au [mailto:trovesupport@nla.gov.au] Sent: Tuesday, 4 March 2025 6:48 AM To: [REDACTED] Re: [REDACTED]</p> <p>.....</p> <ul style="list-style-type: none"> Question progress: Imported Objective response date: 18/03/2025 09:15 AM Target date: 18/03/2025 09:15 AM Open date: 11/03/2025 09:01 AM <p>Note attachment added to request IMG_3557.jpg Note attachment added to request IMG_3558.jpg</p>	47F 47F
Tuesday, 11 March 2025 09:01 AM		Requester response by email	47F
Thursday, 6 March 2025 09:15 AM		<p>Response provided</p> <ul style="list-style-type: none"> Question progress: Completed An Hi [REDACTED] <p>Thank you for the additional information. We will conduct our investigation and take further action if required.</p> <p>[REDACTED] regards, [REDACTED] support</p>	47F
		<ul style="list-style-type: none"> Item summary: [REDACTED] <p>@ To: [REDACTED] our Trove enquiry [View email message]</p>	47F 47F
Thursday, 6 March 2025 08:51 AM		<p>Re-opened (requester)</p> <ul style="list-style-type: none"> More info request: Hi [REDACTED] <p>I took this last night also.</p> <p>[REDACTED] Mob: [REDACTED]</p> <hr/> <p>From: trovesupport@nla.gov.au [mailto:trovesupport@nla.gov.au] Sent: Thursday, 6 March 2025 7:26 AM To: [REDACTED] Re: [REDACTED]</p> <p>.....</p> <ul style="list-style-type: none"> Question progress: Imported Objective response date: 12/03/2025 04:45 PM Target date: 12/03/2025 04:45 PM Open date: 6/03/2025 08:51 AM <p>Note attachment added to request IMG_2084.jpg</p>	47F 47F
Thursday, 6 March 2025 08:51 AM		Requester response by email	47F
Thursday, 6 March 2025 08:25 AM		<p>Response provided</p> <ul style="list-style-type: none"> Question progress: Completed An Hi [REDACTED] <p>Thank you for sharing your concerns with us.</p> <p>We will investigate the recent activity and if we identify a breach of the Trove Terms of Use or activity that does not align with the text correction guidelines we will take appropriate action.</p> <p>Trove is committed to maintaining the security of our systems and your data within our system. To maintain your privacy, we will not discuss your use of Trove without your permission, nor will we discuss other Trove users use of the system with you.</p> <p>Thank you for all the hard work you do to make Trove better for all users.</p> <p>[REDACTED] regards, [REDACTED] support</p>	47F
		<ul style="list-style-type: none"> Item summary: [REDACTED] 	47F 47F

Tuesday,
4 March
2025
07:47 AM



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

47F
47F

New request (requester)

- Your name: [redacted]
- How would you like to be contacted: Email
- Email address: [redacted]
- Phone number: [redacted]
- Post code: [redacted]
- Country: [redacted]
- Staff location: Triage Pool
- Last Visited URL: Unknown
- Client location: Trove Partner Liaison
- Details of your enquiry:

47F
47F
47F
47F

[redacted] like to bring to your attention [redacted]
[redacted] I would like to point out [redacted] are:

47F

[redacted] 9 was taken at [redacted]
[redacted]
[redacted]

47F

- This all needs to be checked please.
- Send to CMG: No
- Enquiry category: Other
- Trove query type - other: Misuse of Trove
- Request #: RSref173686
- Receipt location: Triage Pool
- Request state: Active
- Question progress: Requester entered
- Received date: 4/03/2025 07:47 AM
- Objective response date: 10/03/2025 04:45 PM
- Target date: 10/03/2025 04:45 PM
- Open date: 4/03/2025 07:47 AM
- Service type: Requester service
- Request form: Contact Trove Support
- Request type: New Trove User Enquiry
- Received via: Web page
- Browser Name: chrome
- Browser version: 133.0.0.0
- 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/133.0.0.0 Safari/537.36
- Item summary: [redacted]
- URL of referring page: <https://trove.nla.gov.au/>
- Device Type: Desktop
- Client language: English
- I can be contacted via Teams: No
- Remove [redacted] use: No
- Loca [redacted]

47F

47F

47F

47F

47F

47F

@ To: [redacted]
RSre [redacted] ceipt of your contact with Trove [\[View email message\]](#)