

# Document 1

View online:

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## Request summary

### Request #

RSref171922

### Details of your enquiry

Would you please examine the edits  
I don't believe anyone can edit that fast if he is making serious edits.

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### Item summary

### Answer

Hello,

Thank you for contacting us.

We are in the process of investigating the recent activity of this user, and we will take action if we identify a breach in the Trove Terms of Use.

We appreciate the feedback you have provided on Trove.

Kind regards,

47F

### Status

Closed

Tuesday,  
7 January  
2025  
08:51 AM



### Response provided

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**Question progress:** Completed

**Answer:**

Hello,

Thank you for contacting us.

We are in the process of investigating the recent activity of this user, and we will take action if we identify a breach in the Trove Terms of Use.

We appreciate the feedback you have provided on Trove.

Kind regards,

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**Item**

**To:**

RSref

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

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### Request change (requester)

**Change (requester):**

Updating my earlier request (last line changed):

Please check this user again  
Somehow he managed to ad  
That is better than one line every 2 seconds.  
NO ONE who is editing properly can manage that.  
It is at least FOUR times my rate of editing when I am faced with a reasonably easy article to edit, and I consider myself a pretty fast editor.  
I MIGHT be able to duplicate that rate IF I was editing only the first character on each line.  
Also, he made DOZENS of submissions during that half hour (I was continually refreshing the page and watching his count g  
The number of edits he has made (10,000) would take about 20 hours of editing if done properly

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**To:**

RSref

Trove enquiry update [\[View email message\]](#)

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### Re-opened (requester)

**More info request:**

Please check this user again  
Somehow he managed to ad  
That is better than one line every 2 seconds.  
NO ONE who is editing properly can manage that.  
It is at least FOUR times my rate of editing when I am faced with a reasonably easy article to edit, and I consider myself a pretty fast editor.  
I MIGHT be able to duplicate that rate IF I was editing only the first character on each line.  
Also, he made DOZENS of submissions during that half hour (I was continually refreshing the page and watching his count g  
The number of edits he has made (more than 8000) would take about 16 hours of editing if done properly.

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**Question progress:** Requester entered

**Objective response date:** 8/01/2025 04:45 PM

**Target date:** 8/01/2025 04:45 PM

**Op** PM

**To:**

RSref

Trove enquiry information requested by Trove Support [\[View email message\]](#)

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### Response provided

**Question progress:** Completed

**Answer:**

Hello,



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Wednesday,  
1 January  
2025  
10:28 PM



Monday,  
16  
December



2024 04:00 PM		<p>I can assure you that we have received your report and will review a selection of the reported user's text correction activities to ensure that they in line with our Text Correction guidelines and Terms of Use. We will contact the user directly with the results of the review and any action we will take, if we find that either the guidelines or Terms of Use have been contravened.</p> <p>If you have concerns about the actions of another user on Trove, you find spam or information added to transcripts that doesn't appear in the image, or any anonymously created harmful notes or tags, please contact us with the relevant details so we can investigate further.</p> <p>I hope that information helps.</p> <p>regards, a</p>	
		<p>It</p>	47F
		<p>To: Trove enquiry <a href="#">[View email message]</a></p>	47F
Sunday, 15 December 2024		<p>Re-opened (requester)</p>	47F
10:54 AM		<p>More info request: Could</p>	47F
		<p>of the morning. I suspect he is m ny chance of getting feedback this time so I know whether it is worth raising this in future?</p>	47F
		<p>Question progress: Requester entered Objective response date: 22/12/2024 10:45 AM Target date: 22/12/2024 10:45 AM</p>	47F
		<p>Open 4 AM To: Trove enquiry <a href="#">[View email message]</a></p>	47F
Thursday, 12 December 2024		<p>Response provided</p>	47F
11:19 AM		<p>Question progress: Completed Answer: Hello,</p>	
		<p>Thank you for contacting us with further information.</p>	
		<p>We will investigate their recent activity and if we identify a breach of the Trove Terms of Use, we will take appropriate action.</p>	
		<p>If you have any further queries, contact <a href="#">Trove Support</a>.</p>	
		<p>regards,</p>	47F
		<p>To: Trove enquiry <a href="#">[View email message]</a></p>	47F
Wednesday, 11 December 2024		<p>Re-opened (requester)</p>	47F
09:03 AM		<p>More info request: Could you please take a further look into his edits</p>	47F
		<p>Question progress: Requester entered Objective response date: 18/12/2024 09:15 AM Target date: 18/12/2024 09:15 AM</p>	47F
		<p>Open 3 AM To: Trove enquiry <a href="#">[View email message]</a></p>	47F
Monday, 9 December 2024		<p>Response provided</p>	47F
10:08 AM		<p>Question progress: Completed Answer: Hello,</p>	
		<p>Thank you for contacting us regarding your concerns about text correcting and this user.</p>	
		<p>We will investigate their recent activity and if we identify a breach of the Trove Terms of Use, we will take appropriate action.</p>	
		<p>We appreciate the feedback you have provided on Trove. If you have any further queries, please contact us at <a href="#">Trove Support</a>.</p>	
		<p>regards,</p>	47F
		<p>summary:</p>	47F
		<p>Eva nse yet To: Trove enquiry <a href="#">[View email message]</a></p>	47F

Saturday,  
7 December  
2024  
12:07 AM



New request (requester)

- Your name: [redacted]
- How would you like to be contacted: Email
- Email address: [redacted]
- Post code: [redacted]
- Country: [redacted]
- Staff location: Trove Partner Liaison
- Last Visited URL: Unknown
- Client location: Trove Partner Liaison

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- I am a new user and I don't know what to do

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- Send to CMG: No
- Enquiry category: Other
- Request #: RSref171922
- Receipt location: Trove Partner Liaison
- Request state: Active
- Question progress: Requester entered
- Received date: 7/12/2024 12:07 AM
- Objective response date: 13/12/2024 04:45 PM
- Target date: 13/12/2024 04:45 PM
- Open date: 7/12/2024 12:07 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: 126.0.0.0
- 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/126.0.0.0 Safari/537.36
- Item summary: [redacted]
- URL of referring page: [ariesaustraliaref.shire.nla.gov.au/ref100.aspx?pmi=7418714649102613559](#)
- Device Type: Desktop
- Client language: English
- I can be contacted via Teams: No
- Remove this request: No

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- Location: [redacted]
- To: [redacted]

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RSref171922 is the point of your contact with Trove [\[View email message\]](#)

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