

6/22/2020 The new Trove makes me feel sick when it scrolls back to the top after selecting items on the right hand side in newspapers.

6/22/2020 Finding the new version totally bewildering, have looked at intro video and it's not really helping...and when swapping between current and future it is even more confusing as I lost all the great info I had. v sad about the changes and I hope it gets easier to use, like the old Trove was &##128533;

6/22/2020 Two issues with new trove:1. 'Contact us' on edit page has a combination of two addresses, i.e.:<https://trove.nla.gov.au><https://trove.nla.gov.au/about/contact-us>and, naturally, doesn't work. 2. I edit with Google Chrome on my laptop. The newspaper edit screen has so much overhead, with huge titling, large widgets, etc, that I can only see two lines at a time of text to be edited!! - See attached screen shot.(It would probably be better on my 24" monitor, but this would be difficult to use whilst sitting in bed)

6/22/2020 Is Trove accepting any negative feedback on the new search application?

6/22/2020 have tried your new trove. hopeless ! nothing wrong with the old one. cannot get where i want with this one. i expect lots of others will say the same

6/23/2020 I do not like the new version of Trove at all Not easy to navigate, really disappointed that you have changed it! Terribly frustrating!

6/25/2020 What a mess you have made of TROVE I am computer literate and this is too hard. Search options need to be narrowed down

6/25/2020 I have partially watched your "How to use Trove" video.  
I am profoundly deaf and even with my 'aids' turned to high, I found it extremely hard to hear the instructions with the music in the background, this seems to be the current perplexing phenomena with all media at the moment and it so very annoying.  
I do not like the new look Trove, but I know that I shall have to put up with it, I am too old to change, but it appears I must :-(  
Cheers  
[name redacted]

6/25/2020 Hi,  
I have watched your 56 minute video regarding the new version of Trove, and I have also had a good look at both old and new versions for what I use Trove for (correcting text, creating Lists, creating Tags, creating Comments).

I have to say that I wish you were not changing Trove. I have found a number of issues which I consider to be a backwards step.

Your video says that you are keeping all of the left hand side buttons and all of the functionality. This is not true.

The old version has 13 buttons, and the new version has 9 buttons. The buttons that are not in the new version are: 'Tags, Lists & Comments', 'Share', 'Display settings' and 'Toggle layout'.

They are all useful buttons. The button most useful to me is 'Display settings'. Using it, the font and size of the text can be changed. This button needs to be brought back, as unfortunately in the new version, the default text size is smaller than in the old version. I am an older person and I have sight issues. I do not understand why you have made the text smaller and also taken away the capability to change the size.

In the new version, when moving the cursor over the left button area, a scroll bar appears. This didn't happen on the video. I have checked this with two different browsers and two PCs and all have this problem. The scroll bar is useless, and it unfortunately blocks part of the buttons. It also means that the label for each button doesn't appear when you have the cursor over it. New users will not know what the buttons are for as they can't see a text label.

The + and – buttons used to add and delete rows respectively, were better positioned in the old version. There you have to position the cursor below the right end of the row. In the new version, these buttons are now at the right hand end of the row. I foresee that people will accidentally hit these and rows will accidentally be deleted. As a text corrector, it is clear to me that most Trove users don't know how to correctly edit text. It has been possible to see this, and I have fixed a number of bad corrections (eg: people typing too much on one row). I will no longer be able to see this, as you are no longer showing all corrections over time for each article.

In the old version, full Tag names are shown in the left hand side Tag window. In the new version, if the Tag name is long, the full name is not shown.

In the old version, if you put your cursor over a List name in the left hand side List window, it would show the owner's username. In the new version, the owner's username doesn't show.

I have quite a few Lists. In the old version in List view I could easily scroll around all my Lists. In the new version, the List view has been paginated. I will now have to scroll and click through pages to get to the desired List. This is cumbersome. It doesn't help that each List now takes up more space on the screen, so less Lists can now be seen on a screen.

In the old version, within a List, you used to be shown the date and username for the last text correction for an article. Could you at least bring back the last date corrected. This is important to me, so I know if I have amended an article in my List.

I wish that you had kept the Text corrections view as in the old version. I also wish that you had kept the full text corrections for each article, with date and username.

I'm really not happy with the changes. For me Trove will now be more cumbersome to use. If I cannot enlarge text to be corrected, then I may not be able to continue correcting text.

Kind regards  
[name redacted]

6/26/2020 Give us a choice between the old Trove interface and the new Trove interface. Or just do what ever you like. If you really want to improve Trove, give us more Newspapers, changing the interface is meaningless to people who are after information, but you people probably don't understand that concept so I'm wasting my time here.

6/26/2020 The new system is terrible  
[name and contact details redacted]

6/26/2020 I do not like the new Trove, it makes me sick looking at it, because it is flashing. It is slow and doesn't show me what I want quickly. Go back to the old system please. If it ain't broke don't fix it. [name redacted]

6/26/2020 WHY ON EARTH WOULD YOU WANT TO CHANGE FROM THE OLD TROVE TO THIS ONE. THE OLD ONE WAS SO EASY TO USE, THIS ONE YOU WOULD NEED A UNIVERSITY DEGREE TO BE ABLE TO FOLLOW IT ALL. I used to use Trove a lot to find newspaper articles, now even if I put a name in inverted commas eg "[name redacted]" I get every thing but the actual name. Why was this changed. The old saying, "if it an't broke, why change it" All I really wanted to do was go into Trove old newspapers, and to try to navigate everything now is incredible. Bet you get lots of complaints

6/26/2020 HI Trove, Thanx a lot for updating your system on 26/06/2020 - now I can't find a dam thing to edit. This new system is ???

6/26/2020 Congratulations, for some bazaar reason you have taken a perfectly workable trove site-mainly the Woman's Weekly section, and pretty much destroyed it. Unbelievable!

6/26/2020 Who was the hopeless twit who came up with this impossible to navigate alteration?

6/26/2020 Feedback? On first, second and third glances, your new format looks like it was designed by someone in the public relations department trying to make Trove look pretty, rather than someone interested in research.

6/26/2020 Dear Trove This version of Trove Newspapers is horrible and non-functional!!!! WAY too BIG - doesn't work properly, even on Google Chrome and Edge!! How do I make it the same size as before?? I use this in my job in Archives and need it to work PROPERLY. (Also, how do I permanently turn off the Indigenous warning?) Why did Trove have to fix something that wasn't in any way broken??? The other version worked beautifully!

6/26/2020 I have been using and loving Trove for decades. The new site is absolute garbage. Is it not possible to have the old one as an alternative?

6/26/2020 What have you with your new website? It is truly awful. Garish, poor advanced search abilities, dreadful result layout. Very, very disappointing.

6/26/2020 Sorry but your new format is very unfriendly. Why do you have to change something that is not broken? This new format is so unfriendly I cannot believe who thought this was an improvement

6/26/2020 I am a very frequent user of Trove to search newspapers. Someone has "improved" the website. Suddenly Trove has been changed and I am yet to work out how to search for a particular newspaper within a time frame for the term I want - which used to be very simple. Even my remembered login details have been lost. I will probably work all this out, but only after a lot of wasted time and frustration. My wife has also expressed the same frustration. Please pass this on to the bright spark(s) who "improved" the website. That said, plaudits for what Trove has previously done. I am about to publish a book on a slice of SA's pioneering history which would not have been possible without Trove.

6/26/2020 Hi Trovians, Can you offer an explanation for the thinking that went into the updated Trove site as I think the user experience has been degraded. From a researcher perspective, Trove has taken a step backwards with less searches able to be scanned per page and less abstract information visible (1-2 lines) and a pretty useless thumbnail image what is a thumbnail of a newspaper page meant to deliver? Also the text shown in the left pane of the newspaper text is double spaced making again difficult to quickly visually scan - there is a lot of wasted space there. At the cost of making the search-landing page look "pretty" it has lost some of its visual functionality and therefore its interface is less powerful. It appears that Trove has taken a generic cookie-cutter approach to webpage design (I could be looking any any local library or State library catalogue page really - not the best to use on any day) . I really hope that you are able to aggregate the feedback from your users and effect some changes to bring back ease of navigation and the ability to scan information better. Regards

6/26/2020 Can we please go back to the old version of Trove? The new one is a clunky, unfriendly, annoying mistake.

6/26/2020 Good Evening, Have just sat down to use trove as I have been doing for many years as I do research and now find it impossible to use, why would you change something that was very practical. My friends are also up in arms as they cannot use it either many of them in there 20`s & 30`s, so it`s not just me. What is your solution. Regards [name redacted]

6/26/2020 To whom it may concern. your site is unusable I`m frustrated trying to navigate it. I have used your site for many years and this now like infokoori. So dissatisfy Feel free to tell me you could give a \$&@T but I feel better I have expressed my opinion Regards [name redacted]

6/26/2020 What a nightmare Trove has become. It was one of my greatest pleasures to read articles in old Australian newspapers for family history research purposes. Now it is difficult to easily access the information I require. Why did you change it when it was working so well and so easily?>

6/26/2020 I wasn't aware you were about to completely alter Trove, which I have been in the habit of using quite often, and have always found easy to use use and one of the miracles of the modern world. I now have the utmost difficulty using it. WHAT THE HELL HAVE YOU DONE????

6/26/2020 When can I get the old Trove back?

6/27/2020 Dear Trove, After two years of wonderful research experience using Trove, I'm appalled to encounter the new web site. I'm frequently frustrated by 'improved' web sites where the site managers have paid good money indirectly to Colombian drug cartels in employing web designers obviously 'inspired' by the white stuff to produce sites that look 'jazzy' to the casual user, but for the serious researcher it is a sad, unnecessarily cumbersome and time consuming and almost unusable experience. I reside in the UK and have extolled the fantastic resource that Trove is (was) to everyone I know interested in history, because it far exceeds anything available here in the UK and as a research tool, is (was) easy to use, and more than a credit to South Australia Library Service - a world class service indeed. What on earth have you done?? I hope I've logged into the wrong website or something, yours in desperation, [name redacted]

6/27/2020 I've been doing Trove corrections for years, but this new format has me bewildered, bamboozled and bewildered, as I can't navigate it at all. In view of that, goodbye and good luck.

6/27/2020 Oh how i loved TROVE i do not like this new website at all difficult to navigate i miss the side bars of the Newspaper articles the years what state to look at, the articles that are illustrated i have gone from a very happy trover to very unhappy trover &###128563;&###128545;[name redacted]

6/27/2020 this trove is absolutely b.... awful for a search!!!!

6/27/2020 Hello, Does the old version of Trove still exist? I just want access to the newspapers and it was simple and fast. Thanks [name redacted]

6/27/2020 I have noticed you have changed your page for finding info....a bad move. It's hard to workout how to use it. Quite honestly it's a backward move! Please go back to the old system

6/27/2020 I have been using Trove for years and I am finding that the new format is not an improvement. The old site had a much quicker reaction time and the user was able to skim over many outcomes quickly as there were many more per page. This has slowed down research by more than 50%. When searching a surname in the newspapers section I often get the response that there are no items under this name whereas I know that there should be actually thousands. This does not apply for one name searched only but for many. Also my Mac computer now sends me a message, when using the new Trove site, that the Trove website is using an immense amount of memory and it suggests that I turn off the site. What a disappointment this new site is.

6/27/2020 New TROVE format is an absolute crock. Unbelievably terrible to conduct a simple search on old newspapers. You all should be ashamed of yourselves! NOT HAPPY.

6/27/2020 What have you done to TROVE. It is now totally impossible to use. This was such a valuable resource for family historians. Now it is a total waste of space. I assume it is now just a money making concern. How disgusting!

6/27/2020 Hi State library i really hate this new format for trove! I cant navigate it properly in either my computer or iphone. And my computer keeps giving me a 'debug this script' error message each time i tey and do a search. Any chance of reverting back to the much more user friendly version?

6/27/2020 what the hell have you done to trove its bloody horroble the new layout is so hard to use and understand!!!! "can we click on something to change the layout" this was a great site now id disgusting

6/27/2020 What have you done to us??????? Trove was working perfectly before. All I want to do is to put in my search word - give the years of when I am looking and to click on the relevant newspapers. How can I just automatically get this up? Am terribly disappointed what I have been presented with this evening. As far as I am concerned a huge step backwards. Why try to fix something that works perfectly and then b..... it up?

6/28/2020 Uh, no - how do I search without going completely out and having to re-select "newspapers", "sort by date", etc. each time? Before I could go back and scroll down multiple articles per page, each showing much more text of the article. I could change search terms, change states, article type etc. very easily. How do I do this now? And half the page is wasted on whitespace and headings, not search results. Please change it back

6/28/2020 The new Trove, for me, is an absolute disaster. This is my second message to you. The first did not get a reply. I have been working on the "old" (but great) Trove system of hunting down information pertinent to the sixth book I am now writing. The "old system" was terrific, easy to use, and showed quick and multiple pages that have been essential to me as a journalist and author. Your new system asking researchers to 'send us details of what you want', or words to that effect, is a joke as I in my game as an author I need to access scores of old documents every day. What on earth was wrong with the old system (?) where researchers - indeed anyone - could quickly access what they want without the need of one of your staffers to send me a page or two. WHY DO THIS TO US!?

6/28/2020 RE: NEW ONLINE FORMAT Hello Trove, I just noticed you've changed the format. Its really terrible ! Why change handy search column from the handy left to the very very annoying right ? I like your old format, I really find this new format annoying and the basic new layout is awful and time consuming to quickly find news articles. THISNOTAWELLPLANNED USER FRIENDLYFORMATTEDUPDATEDSITEANYMORE. "Facepalm emoji" Please fix it. Thanks [name redacted]

6/28/2020 What the heck have you guys done, cant find a thing on this now. I am not new to computers and reserarch all the time and you you site is driving me mad. Could find articles everytime in the old format..... i am nearly having a breakdown now I have to learn a whole new system.... why change when it was working - to make it look pretty.....??

6/28/2020 trove staff has too much time at the keyboardthe new interface is difficult to navigate 'revise search"counter intuitive and too WHITEtoo focused on BRANDING look at ME go back or offer the OLD format to users with an old people with an attention span

6/28/2020 The new search page is brokenthe date don't workthe revise search dont workthe page layout and formate is WHITEon a 26 inch monitor its constant scrolling its just a BAD page are you trying to justify or occupy NERDSis management going corporate and RE BRANDINGthere is always a learning curve with changewith the only benefit more WHITE pixels and BRANDINGif it isn't broke DONT fix itclearly NOW its BROKE

6/28/2020 Why has Trove changed? I went to use Trove this morning and found it very difficult to navigate. It is not user friendly any more! I have been using Trove for years and always enjoyed searching and finding out details on my family, but not any ore! Why change it for no reason?

6/28/2020 Why has Trove changed? I went to use Trove this morning and found it very difficult to navigate. It is not user friendly any more! I have been using Trove for years and always enjoyed searching and finding out details on my family, but not any more! Why change it for no reason?

6/29/2020 I have just used the new Trove for the first time and I consider it to be a significant step backwards as it is not as easy to use as the previous version. The only way I could find to comment on new Trove was to submit an enquiry.

6/29/2020 What has happened to Trove? I used to put in a name and get results now I have no idea how to even begin???? Not happy with your changes. [name redacted]

6/29/2020 What have you done to Trove.nla. newspapers?. It used to be so easy to search but I can't find my way around it now.. Please bring back to old....I don't need "new and improved"!

6/29/2020 I am lost! what have yo done to our TROVE! it is crashing and nothing like I have been used to all these years. Can hardly find anything. Can I go back to the old one please?

6/30/2020 I'm sorry but I am sitting here in tears and don't know what else to do except to ask you this: What the hell have you done to the once fabulous TROVE site? It's absolutely abominable now! An absolute disgrace in fact! I hope you are beyond embarrassed with what you have done to a once wonderful site that was engaging, easily navigated and a pure delight to use! I would LOVE to hear what you thought was wrong with it before because for the life of me I can't think of a single thing! This looks VERY much like one of those ridiculous "let's change it for changes sake" decisions which I despise! Someone there must either have too much time on their hands or too much money. I am just saddened beyond belief and I can tell you I'm not the only one! It's all over Facebook as to what an absolute disaster it now is and how UTTERLY DIFFICULT it is now to try and use. I REALLY, REALLY, REALLY hope you show this email to the person most relevant to making such a bad decision. Sorry I couldn't end on a positive note, but frankly, there isn't one! Kind regards, [name redacted]

6/30/2020 Extremely disappointed in the new format. I use Trove regularly and your changes are difficult to navigate. Not happy!

6/30/2020 I wish you would go back to the original Trove. The last update was horrible to search, this is even worse.

6/30/2020 Dear Trove, New portal sucks, can we please have the option of the old format? Thanks, love you lots, [name redacted]

6/30/2020 I'm really sorry to have to write this because for many years I have found TROVE to be THE most useful tool in finding all sorts of material regarding the early land exploration of Australia. In particular the easy access to maps and to newspapers has been a godsend. But the new version of TROVE - WHAT HAVE YOU DONE ??? I can find nothing any more and what I do find is incomplete -- PLEASE bring back the old version.

6/30/2020 Hello For several years I was regularly did manual newspaper searches at the State library. With Treasure Trove coming later coming on line my need to visit the State Library dimished greatly - as such a fantastic an easy to use site came accessable on the internet. Comment - I am finding the upgrade to Treasure Trove that has happened in the past few days a total disaster im afraid to say. Im a most competant PC user and have in the past also worked as a PC trainer - however I find the new Treasure Trove site per the upgrade totally user unfriendly, and very complex indeed . Regards [name redacted]

6/30/2020 Hi, Is it possible to have the old advanced search back as a special option to be run in the background by researchers who don't like the new 'dumbed down' and unintuitive version?

6/30/2020 As a former instructional designer, I am utterly staggered at the degradation of what used to be a marvellous research tool. Whoever designed this new format has no idea what they are doing. It is now so difficult to navigate it will almost definitely discourage users. I hope you are keeping statistics.