

Question #	Progress	Received date	Question	Answer	Enquiry Type	New Enquiry Type	Breakdown	Column1	Column2
RSref144225	Completed	7/1/2020	TROVE Advanced Search - Newspapers. Loving the new TROVE but having one problem that I can't find under HELP. When I want to REFINE an Advanced Search I can't refine Search Words / Phrase etc. - I have to start all over again. What am I missing?	Dear [name redacted],Thanks for your follow up enquiry.The filters displayed on the right under "REFINE YOUR SEARCH" are always displayed on the results page. If you click on "Show filters" above that, it will reopen the advanced search options at the top of the page where you change your search terms, or whether to search "any of these words" "the phrase" etc. You may be interested in https://us02web.zoom.us/webinar/register/WN_byoqB3cfTr-qGbu17WQheA (registering) registering for our Discover newspapers in the updated Trove webinar on 22 July at 1.00pm (AEST) to learn more about: Finding newspapers through searching and browsing. Viewing articles in the Newspapers and Gazettes viewers. Text correcting and tracking your progress. Thanks again for your feedback and for being a dedicated Voluntrove.Kind regards, [staff name redacted]	User Education - Search	Deliver - Training/learning	Bug/problems - Fixed Trove 10.5.0	Show filters' changed to 'Show advanced search'	
RSref144304	Cancelled	7/2/2020	Hello, I'm loving the new Trove! Looks great and is much more user friendly. However it possible to return the feature of old Trove which highlights your key search words in newspaper articles (on the newsprint)? It's easier to spot the article you are looking for, particularly as the newsprint can sometimes be small and difficult to read. Thanks for all the work you do.		----- Trove-----	Delivery - Enquiries/Services	Bug/problems - Fixed Trove 10.4.0	Search term highlights in newspapers viewer now visible	

RSref144312	Completed	7/2/2020	<p>Congratulations on the new version of TROVE. I'm in the US and have benefited from the service and the content since 2008. I was wondering if you are taking feedback as you continue to make improvements. One of the changes I noticed from the previous version, and one I've unfortunately seen in other similar applications has to do with returning to the list after reviewing the selected item. Instead of landing on the item selected, the list returns to the top of the page. Having to page again and be sure of which item was just reviewed is not always easy. Just a thought. Great work and a fantastic resource.</p>	<p>Dear [name redacted], Thanks for your feedback and for trying new Trove. We are glad to hear that you like the new design. We have been making incremental improvements since the launch of the new Trove. One of the first was restoring the function to return you to the item, not the top of the page, when you navigate back to your search results. This should be working correctly for you now. We know there have been some bugs since the rollout, and we are continuing development to resolve them. Hopefully, the new features – such as the modern, mobile-friendly design, collaborative lists, and greater access to collections from the National Library's extensive network of partners – make your Trove experience even more rewarding. After you've had a chance to get used to the new Trove, we hope you find it even more helpful than the old one. Thanks again for your feedback and for being a dedicated Voluntrove. Kind regards, [staff name redacted]</p>	<p>Functionality - General</p>	<p>Delivery - Technical Support</p>	<p>Bug/problems - Fixed Trove 10.4.0</p>	<p>When navigating "back" to search results from a viewer, you are returned to the place on the page where you last clicked a link</p>
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RSref144321	Completed	7/2/2020	<p>User feedback Submitted on Saturday, 27 June, 2020 - 16:12</p> <p>Submitted by user: Submitted values are:</p> <p>Name: [redacted] Address: [redacted] Contact phone number: [redacted] Email: [redacted]</p> <p>Nature of comment: Suggestion</p> <p>Service or product commenting on: Other</p> <p>Your comment: I am a long-time user of TROVE and have found the 'new look' functions very easy to navigate around. Thank you for updating such a well-used resource. However, there is one aspect of the 'new' TROVE that makes finding a specific reference very difficult and time consuming, particularly if searching in certain newspapers, and that is that the keyword(s) entered in the advanced search page is/are no longer highlighted in the text or the article itself. This means having to scroll slowly through the text searching for the word(s), or through the article itself (even more</p>	<p>Dear [name redacted], Thanks for your feedback and for trying new Trove. I'm sorry that you are not having a good experience with viewing newspapers new Trove. We have been making incremental changes to the system since we launched. At this stage, highlighting has been restored if you do a keywords search. However phrase searches are still not highlighting. Our development team are working on resolving this, and further usability improvements in the newspapers viewer. Hopefully, the new features – such as the modern, mobile-friendly design, collaborative lists, and greater access to collections from the National Library's extensive network of partners – make your Trove experience even more rewarding. After you've had a chance to get used to the new Trove, we hope you find it even more helpful than the old one. Thanks again for your feedback and for being a dedicated Voluntrove. Kind regards, [staff name redacted]</p>	Functionality - Newspapers	Delivery - Technical Support	Bug/problems - Fixed Trove 10.4.0	Search term highlights in newspapers viewer now visible
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time consuming in some newspapers such as the Sydney Morning Herald). Would you please, please consider reinstating the highlighting function in TROVE? Thank you. Would you like a response? Yes

RSref144328	Completed	7/2/2020	<p>I am a regular registered user of Trove (since 2008) and I note in the new Trove that lists can contain a maximum of 1000 items. I ask because I now have 2 Private lists which are each over the limit. These are used for my family history research. I am enjoying the new Trove and getting used to the changes. I cannot find anywhere what might happen to lists that are OVER the 1000 items. So my Question is: Should I cull those lists? Or what do you recommend. Many thanks [name redacted]</p>	<p>Dear [name redacted], Thank you for your positive feedback and we hope the redesign continues to make your Trove experience even more rewarding. Trove has been designed to provide a warning when you attempt to add items to a list over 1,000 items. This is currently happening if you add items to a list in Trove itself, however we have identified that if you add items from the newspapers viewer then the limit is not being applied. Our developers are working on fixing this. Existing lists with over 1,000 items will not reduce and should stay as is. You will not however be able to create any new lists or update existing lists with over 1,000 items. Thanks again for your support of Trove. Kind regards, [staff name redacted] Trove Support Team</p>	Functionality - General	Delivery - Technical Support	Bug/problems - Raised with IT - Pending	Lists greater than 1000
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RSref144425	Completed	7/3/2020	Hi i love the newly updated site but when i go to edit newspapers (which is part of my job) the new way to get to the editing page is very confusing and in the editing page the "edit text to match article to insert symbol" area is too big, it is taking up too much space and the edit box is too small and hard to read. Can this please be looked at and possibly fixed?	Dear [name redacted],Thanks for your feedback and for trying new Trove.I'm sorry that you are not having a good experience with navigating new Trove. It has been designed based on feedback from our community - as well as massive changes in search functionality - since Trove was launched in 2009.Regarding the newspaper text corrections, we have already made some adjustments since launch that we hope have improved the situation. We are continuing development on further usability improvements in the Newspapers and Gazettes viewer. Hopefully, the new features – such as the modern, mobile-friendly design, collaborative lists, and greater access to collections from the National Library’s extensive network of partners – make your Trove experience even more rewarding. After you’ve had a chance to get used to the new Trove, we hope you find it even more helpful than the old one.Even so, we’re collecting all feedback to consider for any future iterations of Trove so thank you for sending it through.Thanks again for your feedback and for being a dedicated Voluntrove.Kind regards, [staff name redacted]	Functionality - Text Corrections	Delivery - Technical Support	Bug/problems - Fixed Trove 10.4.0	Changes in text correction design to improve usability
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RSref144430	Completed	7/4/2020	Hi. I think I'm going to like the new Trove so thanks for all your hard work. However, the headings seem to take up half my screen and I can't see anywhere to change this. I can change the size of the article on the right but on the left where corrections can be made, I see about 2 lines at a time. Just wondering if anyone else has a similar issue with the new layout?I'm attaching a copy of what I can see.Thanks for letting me know. [name redacted]	Dear [name redacted],Thanks for your feedback and for trying new Trove.I'm sorry that you are not having a good experience with navigating new Trove. It has been designed based on feedback from our community - as well as massive changes in search functionality - since Trove was launched in 2009.Our research participants told us that search results in Trove were cluttered, making it hard to tell where items were located, or if they were available freely online. We’ve simplified the appearance of search results and worked to highlight the information that we were told was the most important for Trove users.Regarding the newspaper text corrections, we have already made some adjustments since launch. Such as changing the font and moving the add/remove line function. We are continuing development on further usability improvements in the Newspapers and Gazettes viewer. Hopefully, the new features – such as the modern, mobile-friendly design, collaborative lists, and greater access to collections from the National Library’s extensive network of partners – make your Trove experience even more rewarding. After you’ve had a chance to get used to the new Trove, we hope you find it even more helpful than the old one.Even so, we’re collecting all feedback to consider for any future iterations of Trove so thank you for sending it through.Thanks again for your feedback and for being a dedicated Voluntrove.Kind regards, [staff name redacted]	Functionality - Text Corrections	Delivery - Technical Support	Bug/problems - Fixed Trove 10.4.0	Changes in text correction design to improve usability
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RSref144438	Completed	7/4/2020	Re RSref143948Thank you for your response. My "problem" (and that of several other users) was that where the term "Simple Search" appeared above the magnifying glass, we assumed this was the simple search page and therefore clicked on it to bring up the page labelled Advanced Search and thence tried to do an "advanced" selection. Again, thanks for your response. Overall, the new version is much crisper than the former.	Dear [name redacted], Thank you for that feedback. It is quite interesting that "Simple search" looks more like a heading than a clickable option to some Trove users. I will make sure this feedback is referred on, it is very useful to my team. You may also be interested in https://us02web.zoom.us/webinar/register/WN_byoqB3cfTr-qGbu17WQheA (registering) registering for our Discover newspapers in the updated Trove webinar on 22 July at 1.00pm (AEST) to learn more about: Finding newspapers through searching and browsing. Viewing articles in the Newspapers and Gazettes viewers. Text correcting and tracking your progress. Kind regards, [staff name redacted]	User Experience (UX)	Deliver - Governance/Reporting	User experience - User experience (UX)
RSref144449	Completed	7/4/2020	Good Evening i have been using TROVE newspaper searching for many years .i really liked the feature of searching by State (e.g Victoria) and by 'Decade'and the by 'Year'it was so simple as I did not need to type in any dates Are these advanced features going to be added in a similar left-hand menu.i dud like the simplicity of the left hand visual menu. Hoping these can be included thanks [name redacted]	CLOSED Previous answer -Dear [name redacted],Thanks for your feedback and for trying new Trove.I'm sorry that you are not having a good experience with navigating new Trove. It has been designed based on feedback from our community - as well as massive changes in search functionality - since Trove was launched in 2009.You can filter your search by state or specific titles using the Titles and Places filter in the advanced search options. You can find information and advice on searching the digitised newspapers in the Trove help pages: https://trove.nla.gov.au/help/searching/advanced-search/newspapers-and-gazettes-advanced-search You can also still browse the Newspapers the same way as previously if you prefer. You can navigate to 'Explore' then click the link to 'Browse Newspapers and Gazettes': https://trove.nla.gov.au/newspaper/ Unfortunately, the Date range filter in Advanced Search for Newspapers and Gazettes is currently experiencing technical difficulties. We apologise for this inconvenience and are working to get it up and running again to help with your searches. In the meantime, I recommend that you search for your article date by using REFINE YOUR RESULTS in the search results list: While in the search results list for the Newspapers category, in the REFINE YOUR RESULTS column (on the right-hand side of the screen):	User Education - Search	Deliver - Training/learning	Bug/problems - Fixed Trove 10.5.0 Date range filter restored and return correct search results

Go to the Date range section Select the date range containing your date Select the year Select the month At the top of the amended search results list, in the Sort by drop-down menu, choose to sort by year (earliest) This will mean a longer search for the date that you want, but hopefully it is helpful in the meantime. Hopefully, the new features – such as the modern, mobile-friendly design, collaborative lists, and greater access to collections from the National Library’s extensive network of partners – make your Trove experience even more rewarding. After you’ve had a chance to get used to the new Trove, we hope you find it even more helpful than the old one. Even so, we’re collecting all feedback to consider for any future iterations of Trove so thank you for sending it through. Thanks again for your feedback and for being a dedicated VolunTrove. Kind regards, [staff name redacted]

RSref144477	Completed	7/5/2020	<p>Hello! use Trove regularly and am generally happy with the new format. There is one small concern however. When I am correcting newspaper articles you have minimised the area that I can use. I only have about 2 or 3 lines to look at in the correction panel. The panel is blocked at the bottom by an ad for your digital supporter. Could you stop this showing up there please? Perhaps you could put it somewhere else. Thanks for providing this valuable research tool. Cheers [name redacted]</p>	<p>Dear [name redacted] Thank you for your feedback and for trying new Trove.. The blue banner at the bottom of the correction panel should disappear when you click on the 'match text' button. If it isn't would you be able to send us a screenshot of what you are seeing. If you are aware you can make the correction panel a little bigger by hovering over the black line above the 'match text' button and when it changes to a double arrow you can drag the line up a little bit to give you more lines. This does make the area for the original article a little smaller. I hope this information is helpful. If you have any further questions about Trove please http://https://trove.nla.gov.au/about/contact-us (contact us) contact us. regards [staff name redacted] Trove Support Team</p>	Functionality - Text Corrections	Delivery - Technical Support	Functionality - Text corrections
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RSref144625	Completed	7/8/2020	<p>Hi TroveDo you have a list somewhere of your most recently-digitised newspapers?I have been researching a topic for some time and I am finding a whole lot of new pages from the Melbourne Herald and other newspapers that look unfamiliar, and (unless I missed something a while ago) I am guessing this is because they have only recently become available. If so, as a researcher it would help to have a list of the most recently digitised resources so that I can search them specifically.It could ALSO help to include in advanced search "newspapers digitised since <>" This would allow users to limit search results to new materials only. Thanks for your website - for me it is one of a few favourite places to go to on the web, and it is exciting to see the recent developments (though I am still finding my way around the new site when searching for a topic).Thanks - look forward to hearing from you.</p>	<p>Dear [name redacted], Thank you for your enquiry and suggestion relating to recently digitised newspapers. There is not a list of the most recently digitised newspapers, however you can check Newspapers and Gazettes coming soon page for titles currently being digitised. Once they have been digitised then the title will be removed from this list. You may also be interested in this blog article on digitised content coming soon https://trove.nla.gov.au/blog/2020/05/19/hot-press https://trove.nla.gov.au/blog/2020/05/19/hot-press We are collecting all feedback to consider for any future iterations of Trove so thank you for sending through your suggestion about the 'digitised since date' filter option in Advanced Search. This will be added to our future enhancements program for evaluation. Thanks for you continued support of Trove and apologies for the delay in response. Kind regards, [staff name redacted] Trove Support team</p>	<p>User Education - General</p>	<p>Deliver - Training/learning</p>	<p>Suggestion - Possible enhancement</p>	<p>Add list of most recently digitised newspapers and include in advanced search "newspapers digitised since <></p>
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RSref144652	Completed	7/9/2020	TROVE editing UI Thank you for the updates you have made to New Trove's Editing screen. The changed font is much easier to read and much less prone to errors when placing the mouse cursor. I no longer have to squint when using my 13" screen. The removal or shrinking of 'clutter' has given given me a useful-sized working area. Again, many thanks for responding do quickly to user feedback.	Feedback logged, no further response required.	Trove Launch Compliment	Feedback	Compliment - General	
RSref144784	Completed	7/11/2020	Dear Trove. Firstly I am pleased with the revamp. Well done to all involved. Is it still possible to research a topic and have the findings come up from more than one paper at the same time? Eg Having relevant articles from the Euroa Gazette and The Euroa Advertiser appear one under the other. This no longer appears to be the case. It appears we can only have articles listed by one paper paper, and then have to return to the list of Victorian papers and select again. Secondly, re the list of papers. Is	Dear [name redacted] Thank you for your feedback and exploring new Trove. Sorry for taking so long to respond to your enquiry. When you want to search specific newspapers in a particular state or certain titles we recommend you try an Advanced Search of the Newspapers & Gazettes category (formerly called zones). To select multiple states and/or titles to include in your search you can add multiple titles into the search filter by starting to type the name of the newspaper, then click on the newspaper title or state when displayed. This will add the title or state to the search box in a green box. You can then add another title in the same field by repeating the process. When you execute your search it will then search over the newspaper titles selected. You can then refine your results is done by selecting the options on the right hand side, such as Date range and then Year, as well as Family Notices. Both old and new Trove have the same title filter operation under 'Refine your results'. The title filter is providing an overview of the results, for example, if you search on a term and number of titles are Victorian titles, that gives you extra context around the search. If the search results under this filter were listed alphabetically, it is likely that the same titles will appear at the top of the list and not accurately represent the range of titles. I hope this information is helpful. If you have any further questions about Trove please https://trove.nla.gov.au/about/contact-us (contact us) contact us. regards [staff name redacted] Trove Support Team.	Functionality - Newspapers	Delivery - Technical Support	User Education - Newspapers Search	Searching newspapers multiple titles/ List refine results in alphabetical order

it possible to have them alphabetical order to choose from?

RSref144920	Completed	7/14/2020	I hope this is the right place for my query.I am a volunteer TOVE corrector. Name [user name redacted] Since the new TROVE system started, I have had trouble with deleting unwanted lines in articles I have been correcting.The attached screenshot shows a blank line that should not be there. When I try to move the mouse to click the - (minus) symbol, it moves away from the line.I have tried this on a number of different	Dear [name redacted],Thanks for your feedback and for trying new Trove.I can confirm that a change to make it easier to select the insert and delete new line buttons is going to be available on new Trove in the next release.Kind regards, [staff name redacted]Trove Support Team	Functionality - Text Corrections	Delivery - Technical Support	Bug/problems - Fixed Trove 10.5.0	Add/ remove line function is more easily accessible and pinned to line of text
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computers and
operating systems
(both Windows and
several Linux) with
the same
result.Sometimes it
works after a while,
but sometimes
not.Thanks for all
the TROVE work. I
enjoy it immensely.
[name redacted]