BRAC GUIDE TO BASIC RECORD ORDERING AND REVIEW

IMPORTANT NOTE:

Only items located at Bendigo repositories can be accessed at the BRAC Reading Room. Items at North Melbourne, Ballarat and other repositories cannot be delivered to BRAC (and vice versa).

BASIC ORDERING

- 1. Go to www.prov.vic.gov.au
- 2. Log in to your PROV account or create a free account

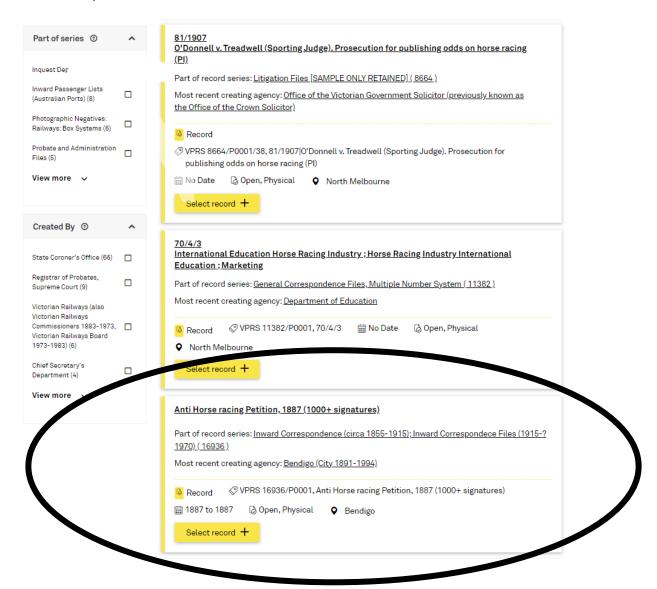




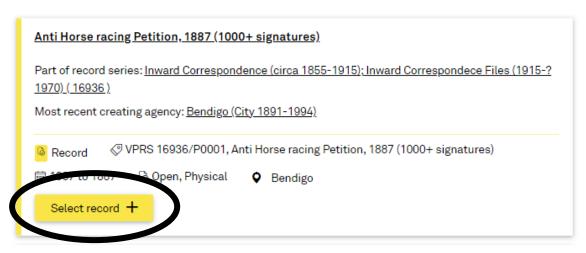
3. Using the Collection search bar, search for the item you would like delivered to the BRAC Reading Room.



4. On the results page, find the record you would like to order



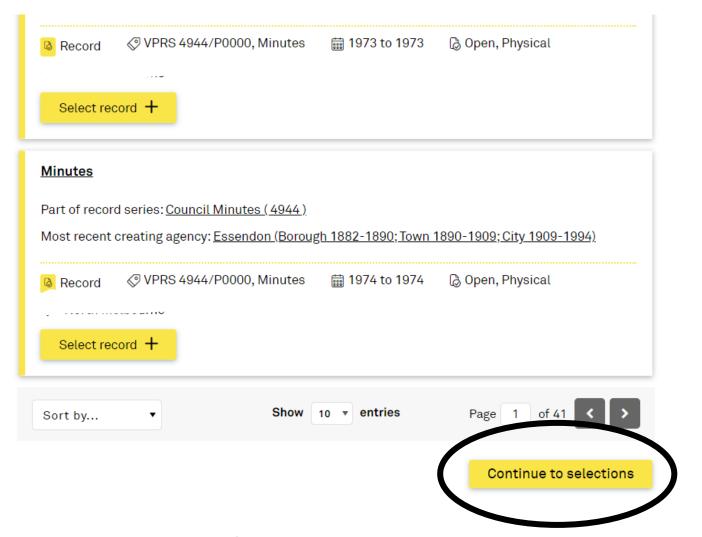
5. Click 'Select Record'.



6. If you have successfully selected the record, this button will change to 'Deselect record'.



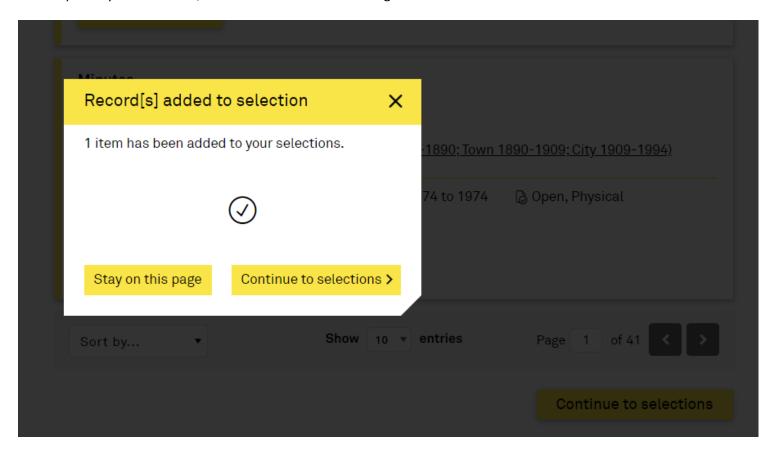
7. Continue to click 'Select record' for as many records you want to order on this page. After you have chosen your records, scroll to the bottom of the page and click 'Continue to selections'.



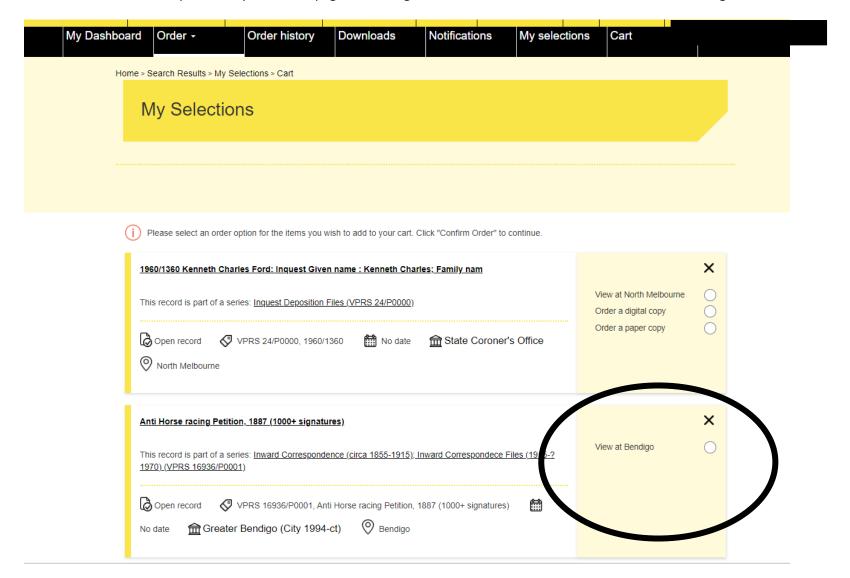
DO NOT go to the next page of results without completing this step as your selections on this page will not save.

8. A confirmation window will appear (pictured below) – 'Record added to selection'.

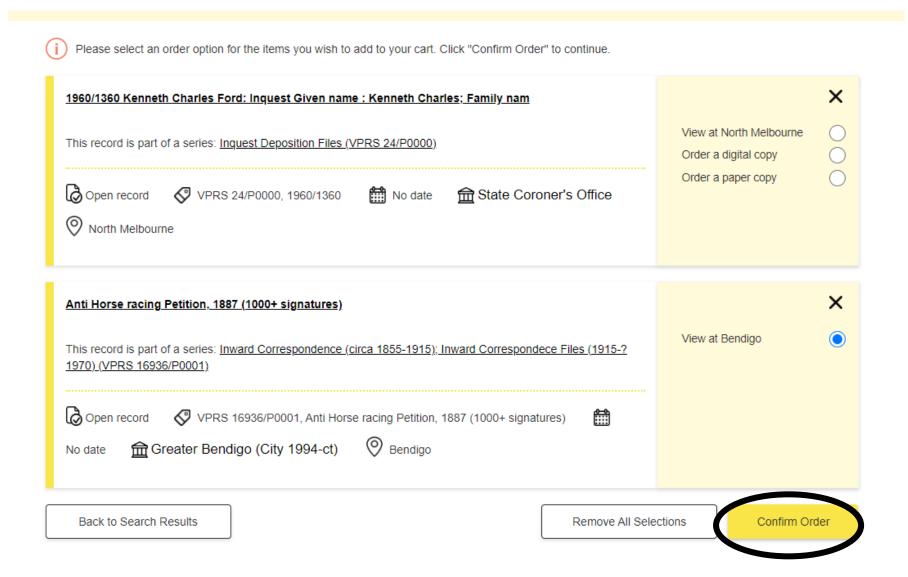
If you want to select records on subsequent results pages, click 'Stay on this page' and then click the grey arrow to see the next page of records. If you have completed your selections, click 'Continue to selections' again.



9. You will be taken to the first step of the My Selections page. On the right hand side of EACH RECORD, select 'View at Bendigo'.

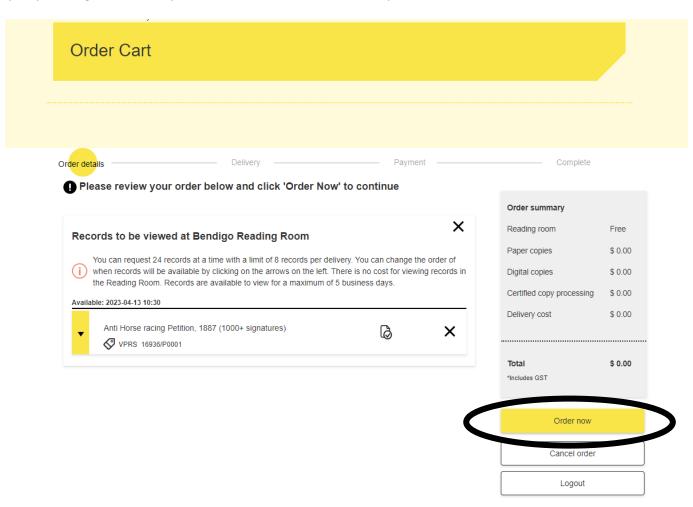


10. Once you have completed this step for each record, scroll to the bottom of the page and click 'Confirm order'.

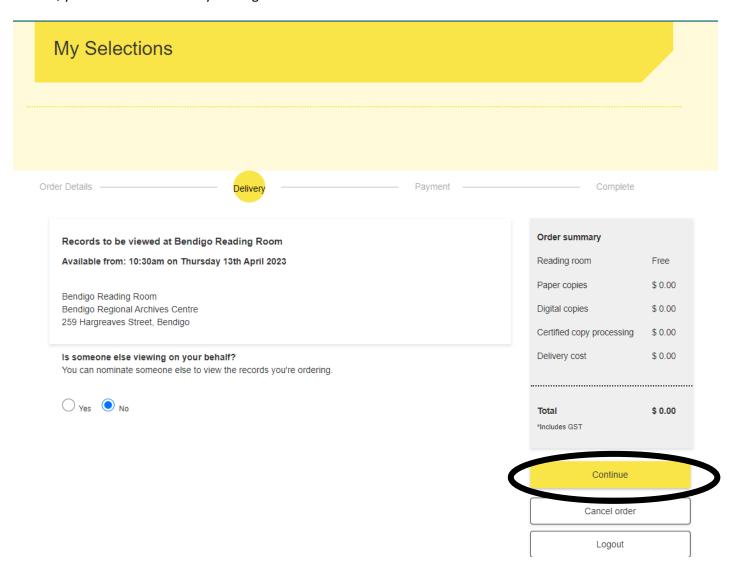


11. You will be taken to the Order Cart page.

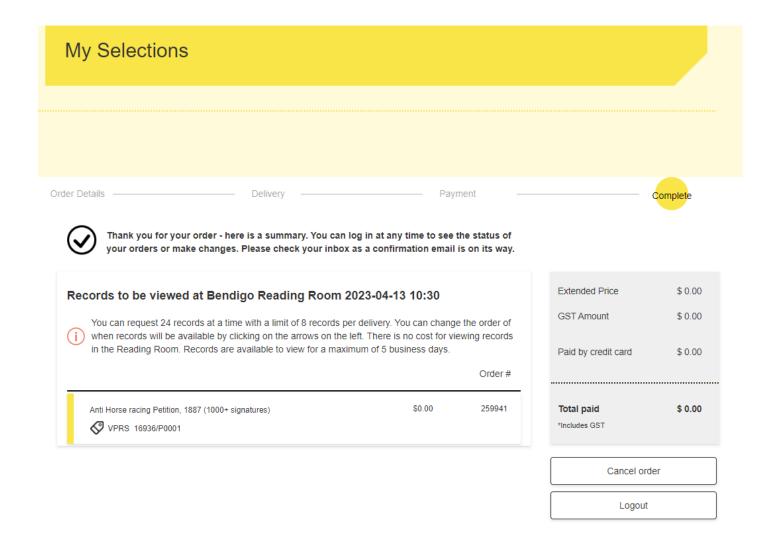
If the order list is correct, select 'Order now' on the right to complete the process. If you have a proxy viewing the records, you will need to select 'Yes' for this question.



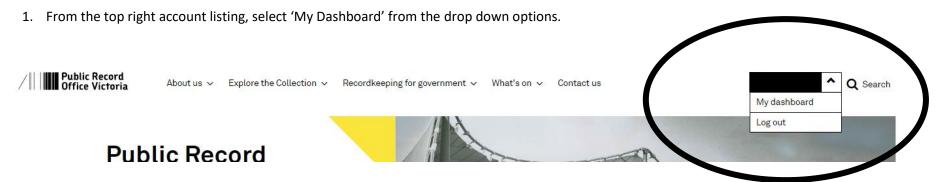
12. You will be taken to the My Selections page. This page will provide you with confirmation of the date, time and location your records will be available. To receive the records, you must confirm this by clicking 'Continue'.



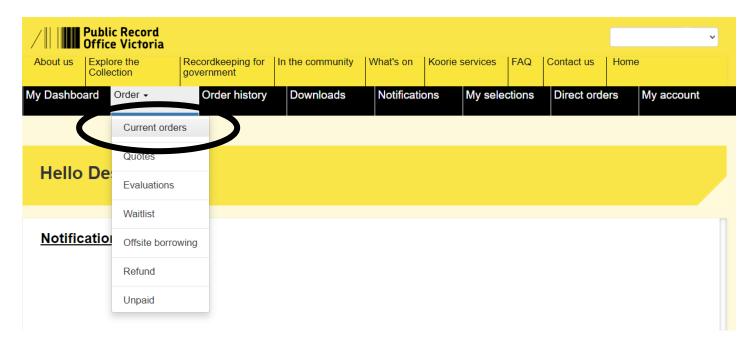
13. Your order has now been logged and you will receive an email confirming the order details.



REVIEW OR CANCEL YOUR ORDERS

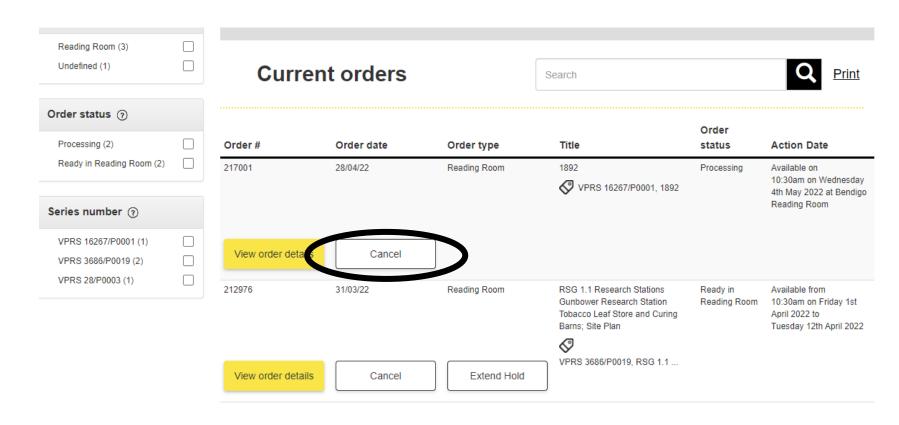


2. Under the 'Order' tab, select 'Current orders'.

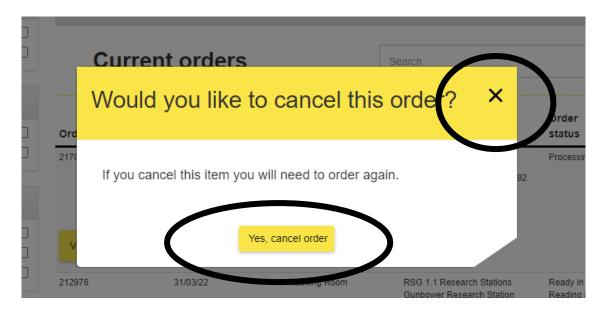


3. This screen will list all your current (unissued) records.

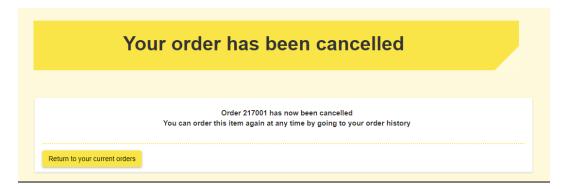
To cancel an order, click 'Cancel' for the relevant record.



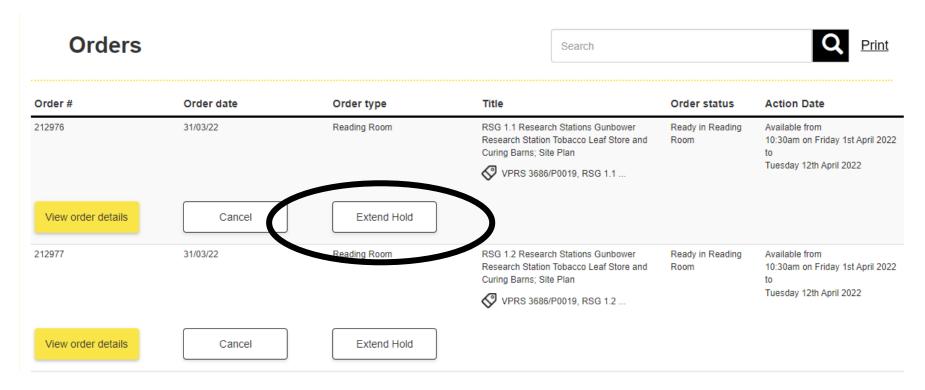
4. Click 'Yes, cancel order' or if you have clicked 'Cancel' by mistake or have changed your mind, simply close the box by clicking on the cross at the top right of the window.



5. A window will appear confirming your cancellation. You will also receive an email confirming the cancellation.



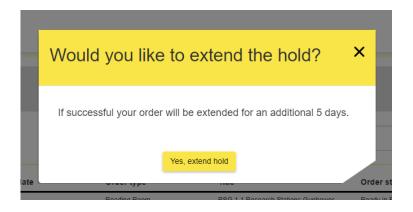
6. If for any reason you are unable to attend the Reading Room before the expiry date of the order (five working days from the date the record is made available to the Reading Room), you can have the record held over for up to a further five days by clicking 'Extend Hold'.



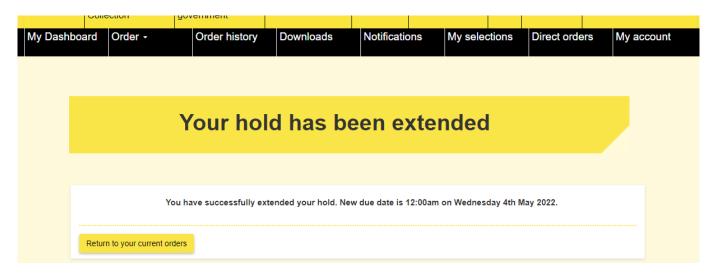
7. A confirmation window will appear – click 'Yes, extend hold' if you do want to extend the hold.

IMPORTANT: Despite the wording of the confirmation window, the hold will add ONLY the number of days which have already expired from the five day period.

For example – a record made available from June 1 will be returned after June 5. If you click 'Extend Hold' on the second, it will only extend to June 6, not add the full five days available to June 10. If you wish to extend the hold to June 10, wait until June 5 to exercise this option.



8. A further confirmation window will appear with the new expiry dates for your record.



9. Only eight records can be ordered for any daily delivery, and a maximum of 24 records can be on order for any given patron at any given time. You can still add records to your selection for future ordering by simply following steps 1-7 for Basic Ordering (above). These will be recorded under the 'My Selections' tab in your Dashboard so you can easily order them in the future by initiating steps 8-12.

