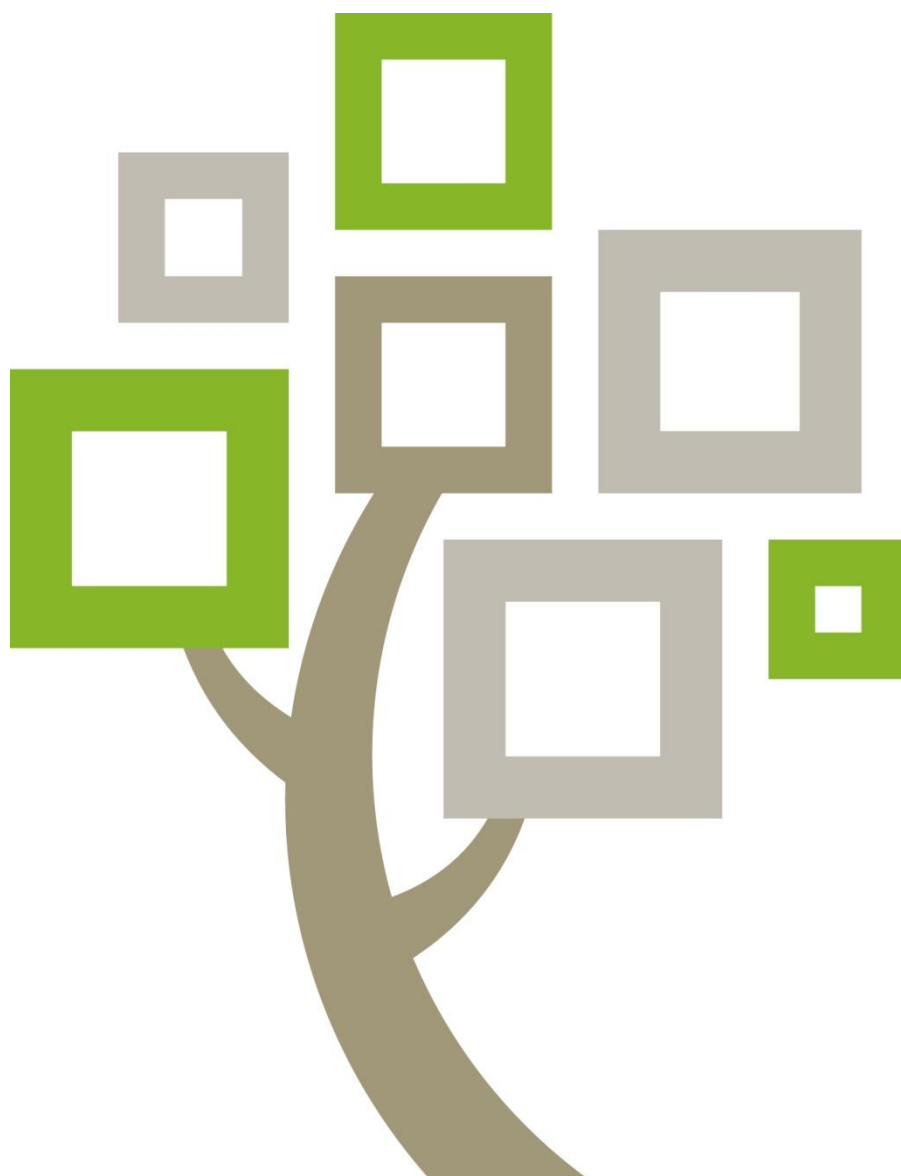# Family History Centre Operations: Europe (April 2014)

"You are called to represent the Savior. Your voice to testify becomes the same as His voice, your hands to lift the same as His hands. His work is to bless His Father's spirit children with the opportunity to choose eternal life. So, your calling is to bless lives.

"Your call has eternal consequences for others and for you. In the world to come, thousands may call your name blessed, even more than the people you serve here. They will be the ancestors and the descendants of those who chose eternal life because of something you said or did, or even what you were.

"The Lord will guide you by revelation just as He called you. You must ask in faith for revelation to know what you are to do." (Henry B. Eyring, "Rise to Your Call," *Ensign*, Nov. 2002, 76)

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

FamilySearch

Contents

1: Purpose of a Family History Centre

The purpose of a family history centre is to help Church members fulfill their divinely appointed responsibility to discover their families and submit their names for temple ordinances. Centres are a gathering place for members and community visitors to enrich their family history experiences through:

- One-on-one assistance.
- Classes and activities.
- Resources.

Effective centres find a way to draw in those who are not initially interested in family history. The high councillor for temple and family history work, under the direction of the stake presidency, oversees the family history centres in the stake. For multistake or FamilySearch Libraries, an assigned high councillor oversees them. The centre can also be a resource for priesthood leaders in the work of salvation, including missionary work, convert retention, activation of less-active members, temple and family history work, and teaching the gospel.

Family History Centre Director

The family history centre director does the following, along with other duties, depending on the area.

Helps members and community visitors; coordinates the activities and use of the centre.

Supports priesthood goals.

Works with the high councillor, stake technology specialist, and facility manager to maintain the facility and resources.

Help Members and Community Visitors

All visitors need to feel welcomed, invited, educated, and inspired.

Elder Clayton invited a family history department employee to help him at his office and described his experience:

"He just sat down next to me at my computer, and we opened the new FamilySearch program. He asked me what I wanted to do. I responded that we might start by finding my own family—Kathy, me, and our kids—and so he showed me how to do that. It was easy.

"We then looked at the families of my parents and Kathy's family and parents. Within an hour we had gone back several generations and even identified several names Kathy and I could take to the temple. He showed a few basic features, and we tried them out. Whenever I asked him about how something worked, he invariably replied, '*Let's try it and find out.*' Occasionally he would introduce something we hadn't yet tried but that he felt I would be interested in seeing and experimenting with.

"[He] returned to my office once or twice a week, each time for about an hour. He always remembered what names we had worked with the last time and where I had become 'stuck.' He patiently helped me

remember the earlier lessons, and then, using a style that I came to admire greatly, *he let my questions and needs steer our meetings*.'

"[He] never once said that we should look at his family's records. He didn't have any apparent need to tell me about all the work that he had done or to demonstrate his formidable knowledge. He never drew any attention to the fact that I was an absolute novice and he was an expert. Instead, he focused on me and on my needs. He took me from exactly where I was as a beginner and helped me learn, consistent with my abilities, interests, and needs. He neither said nor did anything that made me feel embarrassed or inadequate. I already felt that way. His nonthreatening and approachable manner promoted my confidence and my desire to continue.

"I have thought that what [he] did with me was just what missionaries are taught to do in *Preach My Gospel*. He understood that he wasn't teaching *lessons*; he was teaching *me*. (L. Whitney Clayton, family history consultants fireside address, 3–4).

Help visitors have a positive experience

- Encourage early success to build their confidence. Learn about their family tree and what they would like to accomplish so you can recommend the best steps to help them have early success.
- Be a friend. Listen to the stories they tell, and share in their enthusiasm. Keep family information confidential to maintain the trust of those you help.

Teach people, not lessons

- Adapt to their needs. Instead of following a specific lesson plan, help them with their needs and interests. Ask, "What do you want to do?"
- Be prepared. Know the resources in the centre. Show visitors how centre resources can answer their questions.
- Focus on their stories.

Help visitors act in faith

- Build faith. Members are entitled to pray and receive revelation.
- Allow them to act. Teach useful skills that will help them do the work themselves.
- Allow discovery. "Let's try it and find out."

Help visitors to progress

- Follow up. A research log can help you and the visitors remember what resources they used, what information they found, and what steps to take on their next visit.
- Be patient. Reaching the goal of finding information about a family may require several steps or visits.
- Focus on the positive. Point out what the members have accomplished.

Help visitors have a spiritual experience

- Seek inspiration. Ask the Lord to help you sense the readiness of each visitor to receive what you have to offer.
- Focus on stories, not technology. As you do, you help them turn their hearts to their fathers and have a spiritual experience.
- Testify and teach of blessings. Remind them of the bigger goal of performing temple ordinances and building eternal family units.

Help Families Discover Their Ancestors

The centre is a place where members and community visitors feel drawn to come and discover their ancestors. Consider ways in which you can create a discovery environment with activities for your centre. When possible, plan activities for the whole family. Here are some ideas:

- Plan discovery activities for primary children, youth groups, and families.
- Help a family connect to their ancestors through photos, stories, and documents.
- Print fan charts, and search for missing information.
- Plan classes and workshops. You can use resources on LDS.org or FamilySearch.org, such as the Learning Centre.
- Plan events and open houses where missionaries or members can bring investigators, less-active members, or new converts to discover their ancestors and learn how to start their family history.
- Add pictures and displays.
- Make sure the centre looks clean, uncluttered, and attractive. Have the room give a good first impression.

2: Support Priesthood Goals

Priesthood leaders hold the keys to do temple and family history work in the work of salvation. The high councillor for temple and family history work, under the direction of the stake presidency, oversees the family history centres in the stake. For multistake centres, high councillors from participating stakes work together to oversee the centre and provide staff and funds.

Counsel with your priesthood leaders on how the centre can assist with priesthood efforts and goals (see *To Turn the Hearts: Leader's Guide to Temple and Family History Work* and videos on LDS.org).

Periodically meet with the high councillor to discuss the following:

- Stake and ward goals, especially in regard to temple and family history work.
- How the centre can best organize to support stake and ward goals.
- How the centre can be better prepared to support stake goals, including staffing, funds, resources, and operations.

Set Centre Goals

Counsel with priesthood leaders to prayerfully set yearly goals for the centre that will help achieve stake goals. Some questions to ask to determine goals are:

- How can we better support priesthood efforts?
- How can we improve the centre's appearance and usefulness? How can we create a discovery environment that will draw members in?
- How can we improve the experience at the centre?
- How can we attract and assist more members, the youth, or community visitors? What discovery activities do we have for different groups?

Support Priesthood Efforts

Centres can support priesthood efforts in several ways. These may include working with youth groups, relief society leaders, local missionaries, less-active members, new converts, high priests group leaders, and family history consultants to assist with indexing efforts or help to organize training classes, workshops, or open houses. Here are some ideas:

- Invite priesthood leaders and their families to attend a presentation in the centre. Help them feel the Spirit as they discover their family.
- Encourage indexing by displaying materials about the indexing program and introducing members and community visitors to indexing. Sponsor an indexing party to see how many names can be indexed in an evening.
- Provide workshops to encourage members to record and gather living memories, stories, and photos from other family members.
- Train family history consultants how to help members get started in identifying deceased ancestors and providing temple ordinances for them.
- Work with local missionaries and priesthood leaders to assist new converts in identifying deceased ancestors who need baptism
- If requested by priesthood leaders, be available for extra hours to assist members in preparing names for a temple trip.

Work with:

High councillor
High priests group leaders
Family history consultants

Youth groups
Auxiliary leaders, such as
Relief Society, Young Men,
Young Women

Missionaries

Work with Missionaries

Those of other beliefs should feel free to ask about the Church, but they should not feel obligated to do so. Refer interested visitors to the missionaries.

Welcome the missionaries into the family history centre as guests, and help them be successful in their work. In the future, greater use of family history centres by missionaries is anticipated. Missionaries will be asked to conduct themselves in a way that is complementary to family history centre activities and to adhere to the following guidelines:

- Missionaries are encouraged to use family history centre computers for finding, teaching, contacting, and retention and activation work; however, family history centre visitors are given primary access to the computers for their family history activities during the open hours of the centre. Stake and mission presidents work closely together to oversee the use of family history centre technology for full-time missionary proselyting. Missionaries will be instructed not to engage in proselyting visitors of the family history centre (unless they are guests of the missionaries in the centre) and to ensure that their activities are sensitive to the general public visitors and do not make them feel uncomfortable in using the centre.
- Missionaries may use family history centre computers outside of normal centre open hours. They coordinate with the family history centre director for access at hours other than scheduled open times. Missionaries may be given keys by the centre director to the centre at the discretion of the stake president and mission president.
- Missionaries will be using a variety of websites approved by their mission president, including various social media, such as Facebook and email.
- Missionaries will be instructed not to install software, store data (such as videos, pictures, or documents) on computers, or modify or reconfigure family history centre computers.

To improve collaboration, provide the missionaries with centre information, including the address, phone, email, and open hours. Consider setting a time during the week when missionaries could bring investigators so they could learn how to start their family history.

3: Staffing and Training

Centre Staff

Family history centres are staffed by family history consultants and other member or community volunteers who have skills in teaching, doing family history research, and using FamilySearch technology. Staff members include:

- Family history centre director and assistant directors, if needed. Directors and assistant directors are recommended and approved by the stake presidency and the high council. The stake presidency may ask the assigned high councillor for a recommendation.
- Family history consultants. The high councillor coordinates through bishoprics and high priests group leaders to assign enough family history consultants to staff family history centres in the stake. Consultants are called by bishoprics and also serve in their corresponding units.
- Volunteer members of the general public. These individuals may serve in centres with the approval of the high councillor.
- Church-service missionaries called to other family history work, such as assisting world-wide support, may also work in a family history centre as their schedule allows and with the approval of the high councillor.

The director or an assigned staff member creates a schedule listing when each staff member works at the centre. Staff and visitors should keep Church standards on Church grounds.

In larger centres where more staff are available, centre directors should assign other staff members to assist with administrative duties, such as training staff, arranging classes and events, handling technical issues or microfilm circulation, and so forth.

Centre staff may acquire and wear name tags using centre or stake budget funds. You can list the person's name and title or name of the centre, such as "Mary, Family History Consultant." You cannot use Church or FamilySearch logos on locally made name tags. Missionaries serving in a centre may use their missionary name tag.

Church and FamilySearch Logos

Centres may create cards, pamphlets, and publications about their services and resources, listing the name of the centre and contact information, such as the address and official centre email. However, The Church of Jesus Christ of Latter-day Saints logo and the FamilySearch logo have copyright restrictions and should not be used on locally produced publications or name tags. There are generic cards and publications available from Distribution Services that include these logos that you may use. Church leaders may also contact the Family History Department for additional promotional items that may be available.

Staff Training

Directors and staff can receive training from:

- Local priesthood leaders who provide direction and goals for the centre.
- The Family History Department which provides training, newsletters, and online resources to learn about software and centre operations. You can find training on:
  - LDS.org under **Resources**, **All Callings**, **Family History Callings**, and the calling pages for **Family History Center Director** and **Family History Consultant** (in the same 10 languages as FamilySearch.org).

     ○ FamilySearch.org under **Get Help**, **Product Support**, and select a topic. There are videos, handouts, and you can search for answers to questions.

     ○ Additional information sent to the centre's official email address.

If desired, you can make a checklist, similar to the one below, of topics for staff to learn about. Encourage staff to practice learning about FamilySearch and research by using their own genealogy. The centre director or another staff member may assist in training staff or training other family history consultants in the stake. Be aware of any special skills or knowledge your staff may have in addition to the regular training. Encourage staff to share their skills with other staff members.

Overview

- The purpose of family history centres
- Services and resources provided by the centre
- Policies and procedures in the centre

FamilySearch

- Using FamilySearch Family Tree
- Adding photos and stories to the Family Tree
- Finding records on FamilySearch
- Finding records available in the catalogue
- Ordering microfilm
- Finding research advice in the research wiki
- Indexing records with FamilySearch indexing

Research

- Gathering information from home and relatives
- Organizing family records
- Identifying a research objective
- Conducting basic research and using key websites, local archives, or record offices
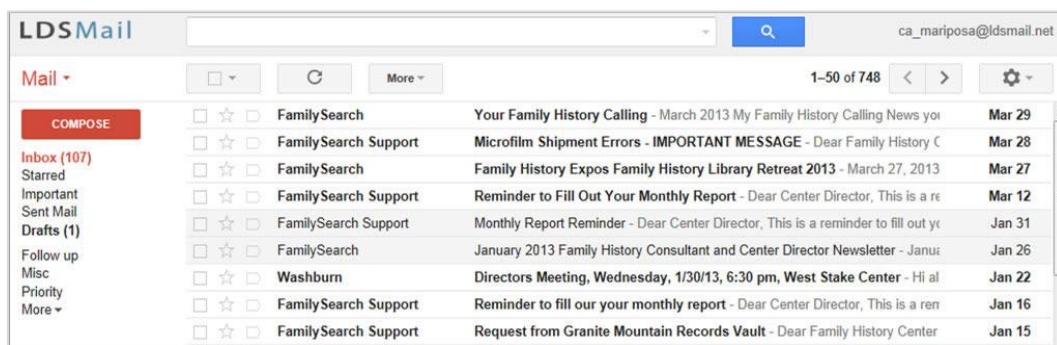- Evaluating information

Temple Ordinances

- Information needed to perform temple ordinances
- Policy on names to submit
- Reserving names for temple ordinances

4: Communication

Use LDSMail

The Family History Department has established an LDSMail email account for each family history centre. Use this account to view communication from the department as well as send email for centre operations. This is the official email for centre communication; avoid using your personal contact information.

Check the centre's LDSMail account (ldsmail.net) at least weekly. Where appropriate, share information with priesthood leaders, staff, and visitors. Use this official email for public or missionary contacts.

Training videos and handouts for LDSMail are available on LDS.org in the same languages as FamilySearch.org.

1. Go to LDS.org, click **Resources**, and select **All Callings**.
2. Click **Family History**.
3. Click **Family History Center Director**.

LDSMail is available in more than 40 languages. Basic instructions for using this Google Gmail website are also available in the website help. Contact FamilySearch Support if you need help changing the language settings.

Fill Out the Monthly Report

In the first week of each month, provide information about the centre in a report at reporteschf.org. Include the number of hours the centre is open, the number of visits made by members and other visitors, and the number of times a microfilm has been used. The user name and password is assigned to each centre. If you forget the user name or password, contact FamilySearch Support.

Keep tracking logs to collect and report this information to the Family History Department and the high councillor.

The purpose of this report is to measure the activity at the centre. Do not include family history consultant visits to members' homes. Do include activities sponsored by the centre, but conducted in other areas of the meetinghouse, such as a class or workshop.

The information you provide will help the Family History Department keep informed of centre progress and needs in order to help address and meet those needs.
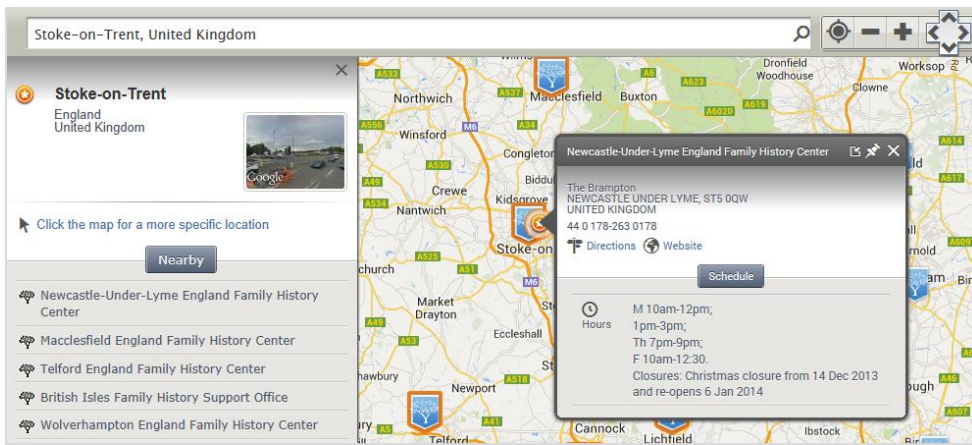
Keep the Director's Information Current

As a centre director, keep your personal contact information current with FamilySearch Support. Microfilm loans and materials are often sent to the centre director. If your address, email, or phone number changes, contact FamilySearch Support to let them know about the change.

For new directors, do the following:

- See the *Quick Start Guide*, available on the Family History Centre Director calling page on LDS.org.
- Inform FamilySearch Support that you are a new director. In order to use certain programs, such as the Church Directory of Organizations and Leaders (CDOL), FamilySearch Support will need your contact information and membership number.
- Make sure the stake clerk lists you as a centre director in MLS (Member and Leader Services). To see all the centre director resources, you will need to be identified as a centre director.
- Register for an LDS Account. **Note:** You may already have an LDS Account if you have registered for FamilySearch.org or LDS.org.
  1. Go to familysearch.org and at the top right, click **Sign in**.
  2. Click **Create an Account**.
  3. Follow the instructions on the screen.
  4. You will need your Church membership number (obtained from the ward or branch membership clerk or found on your temple recommend). Be sure to write down the user name and password you create. You will need this user name and password to sign in to several Church websites.

Keep Centre Information Current on CDOL

Information about authorized centres is available to members and the public on both LDS.org and FamilySearch.org. At both of these websites, people can view where the closest family history centre is located, its hours of operation, and any contact information.

Working with local priesthood leaders, determine the days and hours when the centre will be open. Centres may be open on Sundays for a family history class, and members may use the centre during other hours that do not conflict with regular Sunday meetings. Centres should not be open on Monday evenings, except for a family activity approved by local priesthood leaders. You can establish separate hours for member use only. However, do not advertise member-only hours to the general public.

Please update centre hours on the Church Directory of Organizations and Leaders (CDOL) website (cdol.lds.org) so the most current information is displayed. The username and password is the same as your LDS Account (the same username and password as for FamilySearch.org).

A training video and handout for updating centre information in CDOL is available on LDS.org in the same languages as FamilySearch.org.

1. Go to LDS.org, click **Resources**, and select **All Callings**.
2. Click **Family History**.
3. Click **Family History Center Director**.

Register for the General Newsletter

A FamilySearch newsletter (in the same 10 languages as FamilySearch.org) is sent periodically with the latest news and updates. You can view past newsletters. You may also find useful articles on FamilySearch.org. In the footer, click **Blog**.

To sign up for the newsletter, do the following.

1. Go to LDS.org, click **Resources**, and select **All Callings**.
2. Click **Family History**.
3. Scroll down, and click **Register Here**.
4. Sign in with your LDS Account user name and password.
5. On the My Preferences screen, select your calling, check the box to receive emails, and click **Save**.

Maintain a Centre Wiki Page

If the wiki is available in your language, to help promote the centre, maintain a centre wiki page on wiki.familysearch.org (select the language at the bottom of the page). Make sure it lists the address of your centre, contact information, and any special resources, events, or classes. A page with a few standard headings is available for every centre. An example in a training video and handout is available on LDS.org (currently only in English). If you keep this wiki page updated, you can use the link when promoting the centre.

Promote the Centre

Promote centre hours, resources, services, and events, such as classes or workshops with members. If you have the resources to support community visitors, and with the high councillor's approval, promote centre resources and services in the community. Work with the stake director of public affairs to promote the centre through the media (using centre contact information). Here are some ideas:

For Church members:

- Give talks or presentations to Church groups.
- Provide notices in ward bulletins.
- Provide notices on the stake and ward website.
- Display flyers in meetinghouses.
- Conduct family history open houses or workshops.
- Invite family history consultants to learn more about the centre so they can refer members there.
- Keep missionaries and priesthood leaders informed of centre services and events so they can invite investigators and others.
- Plan special events where ward and full-time missionaries can invite investigators to learn more about family history and the Church.

- Work with ward and stake leaders to schedule events in the centre.

For community visitors:

- Give presentations to local libraries, societies, schools, or retirement centres.
- Distribute flyers and brochures.
- Provide newspaper announcements about classes, open houses, or workshops.
- Use email distribution lists and newsletters (using LDSMail). **Note:** The law specifies that email must be an "opt-in" method only.
- Provide booths at local fairs or seminars.

5: Facility and Resources

Standard Furnishings and Equipment

Furnishings, such as tables, chairs, pictures, and lights are ordered by Facilities Management when a family history centre is established. Contact the facility manager for a list of standard furnishings. A separate telephone is authorized for family history centres with the approval of the stake presidency. Additional furnishings or equipment, not included in the standard for classrooms, can also be requested by the stake presidency.

Authorized computers, printers, scanners, multi-function devices (print, scan, and copy), and microfilm readers are assigned and delivered by the Family History Department. Other resources (office supplies, research materials, and so on) can be bought with local stake funds.

Coordinate with the agent bishop for access to a photocopy machine, if there is one in the building.

Maintaining and Replacing Furnishings and Equipment

Furnishings, such as tables, chairs, pictures, and lights are ordered and maintained by Facilities Management as part of the furniture in the building. The high councillor has the contact information for the stake physical facilities representative or local facility manager if there is a need to repair or replace furnishings.

Authorized computers, printers, scanners, and multi-function devices (print, scan, and copy) will be replaced by the Family History Department according to the following guidelines:

- Authorized computers will generally be replaced by the Family History Department every 5 years.
- Authorized printers, scanners, and multi-function devices will be replaced as needed.

Repairing Computers and Printers

The stake technology specialist is the first local contact for help with computers and printers in the centre. Coordinate needs for maintenance and repairs with the stake technology specialist. For computers or printers still under warranty, this usually involves contacting the manufacturer. FamilySearch Support can provide contact information and additional help.

Notify FamilySearch Support before disposing of any computers or printers as they are tracked in an inventory. The stake technology specialist should ensure that data is completely removed before an old computer is disposed of by Facilities Management, using the standard procedure for computer equipment.

Repairing Microfilm Readers

Maintenance and repair of microfilm readers should be coordinated with the facility manager. Repairing microfilm readers requires minimum mechanical skills and usually consists of replacing a broken part. Find local help for maintenance and repairs (stake technology specialist, facility manager, or another member). Contact the facility manager for assistance in ordering parts. Expenses for maintenance and repairs are covered by facility management operational funds.

Ordering Additional Equipment

Centres who need additional equipment should first get approval from the high councillor and stake president. Requests for additional equipment (computers, printers, or microfilm readers) should be made using the [Family History Computer Hardware and Software Order](#) form.

The family history centre should meet these requirements:

- Increase in visitor attendance in the centre, which cannot be accommodated by changing or expanding opening times. Visitor attendance is reported through the monthly report ([reporteschf.org](#)).
- Expanding or offering new services in a centre. Please explain why this requires additional equipment. The monthly reports submitted through [www.reporteschf.org](#) should validate the request for additional resources.

Establishing, Relocating, or Closing a Centre

If the stake presidency is considering establishing, relocating, or closing a family history centre, they contact their area family history advisors. The stake submits a Request to Create, Relocate, or Close a Family History Centre form to the area adviser. The area adviser reviews the request with the Family History Department and Facilities Management.

Authorized centres are given a Church unit number separate from the stake unit number and a Certificate of License to be posted in the facility. Where possible, centres should be placed in their own room, which may be used as a classroom during Church meetings on Sundays. Centres should not be located in the bishopric or clerk's office where the MLS computer is located. Because centres are open to the public, they should not be placed where confidential Church records are kept.

Movement of equipment, computers, and printers from one centre to another centre must be coordinated with area advisors and the Family History Department as their location is tracked.

If a centre is closing, microfilms may be moved to a nearby centre, where they are incorporated in the local inventory of that centre, or if not needed, returned to Distribution Services. Microfilm should never be discarded nor given to other individuals or organizations.

Internet Connection

Internet is authorized in family history centres, under the direction of the stake president, for purposes that support the mission of the Church. All computers in a family history centre should be connected to the Internet through the Church approved firewall as part of the building connection. Computers may be connected by network cable or wireless connection. When possible, a wired connection is preferred.

Visitors may connect their personal computers, handheld devices, or other equipment to a wireless Internet connection in the Church.

If you have Internet connection issues, work with the stake technology specialist or facilities manager. The responsibility for a working Internet connection is with facilities management. Internet connection issues are usually handled by the Global Service Centre. If the computer in the centre still cannot connect to the Internet, contact FamilySearch Support.

Safety and Security

Working with local priesthood leaders and the facility manager, establish safety and security procedures, including who should have keys to the Church building and centre.

- At least two staff members should be present when the centre is open to the public and is the only activity going on in the building.
- If other activities or meetings are being conducted in the building, one staff member is sufficient.
- Centres may refuse access to visitors who disrupt others or misuse equipment or resources. If a disruptive visitor poses a threat to safety, contact the assigned priesthood leader or local authorities, depending on the situation.
- Professional genealogists may use centre resources to research information for clients. However, they should not solicit business, promote themselves, receive payments, or arrange services on Church property.
- Keep an inventory or list of centre equipment, research materials, and software licenses in case of loss due to disaster, theft, or vandalism. Note the make, model, or serial number of equipment.

Research Materials

Centres may acquire a few research materials that are used often, such as reference books, maps, forms, or publications. These are obtained with stake budget funds or may be donated. Some materials are available from Distribution Services (see store.lds.org). You may want to list special resources on the centre's wiki page.

Keep a list of centre resources. If possible, also have a list of resources and services available at local libraries, archives, and societies at the town, county, state or province, or country level. Once a year, review the materials, and remove materials no longer needed.

- Return extended-loan microfilms that have been digitized and are available online or are no longer needed.
- Discard old publications, notices, memos, and instructions.
- Check with the Family History Library before disposing of books to see if the Library would like to digitize them. Otherwise, books you no longer need can be donated or discarded.

6: Computer Software and CDs

Required and Preferred Software

Computers may come with software already installed or with installation instructions. Only software that is licensed to the Church, is freely available (such as freeware or open source), or that the centre owns the license to use (such as purchased software for a nonprofit organization versus private home use) may be installed.

- Centre computers should have both **Sophos Antivirus** and **Tivoli** installed. Go to familysearch.org/remote/centers.html or emeasupport.org/fhc/software to download these programs.
- For preferred software with download links, go to: emeasupport.org/fhc/software.

Note: The Automated Software Installer, when run from the user account Patron with administrative rights, will customize and install all preferred software (marked with a star). Manual updates may be required afterwards.

- Other free useful software may be installed, including:

Internet browsers	Browser plug-in's	Word processing	Multimedia	Other
Mozilla Firefox Google Chrome Opera	Flash Silverlight	Open Office Libre Office	CDBurnerXP Paint.net Acrobat Reader	CutePDF PDFwriter genealogy software

- You may install other software helpful for family history research. If there is a cost for other software, it should come from stake budget funds.
- A CD license should specify whether it may be used on one computer or several.

FamilySearch International partners with several other genealogy businesses to grant access to their websites or use their products on centre computers. To see a list of all products that connect to FamilySearch.org, go to: familysearch.org/products (currently in English only). Centre staff may discuss and demonstrate other products. However, staff should not promote or sell commercial products. **Note:** Some software may be English only.

Computer User Accounts

There should only be two user accounts for centre computers:

- **Patron:** for everyday use.
- **Administrator:** to be used by the director or stake technology specialist as needed for maintenance.

Both user accounts are installed with standard passwords. If needed, the Patron user account may change the password on a regular basis, and the rights in the system can be limited to prevent abuse. The password for the Administrator user account should not be shared with visitors.

Password Recovery

For programs such as LDSMail.net or the reporting system that do not have a password recovery option, send an email requesting a new password to support@familysearch.org. If the password for a

computer Administrator user account has been lost and cannot be recovered, you may need to reinstall all computer software.

Family History Centre Services Portal (English Only)

The Family History Centre (FHC) Services Portal is a website with links to resources. It can be used only on centre computers. It provides links to not only FamilySearch resources, but also premium subscription websites that are offered free at a centre. Most of the resources will work only when the computer is connected to the Church network through the firewall provided by the Church.

To create a shortcut to the portal page, do the following:

1. Open a browser, and in the address line, type fhc.familysearch.org and press **Enter**.
2. Resize the browser so you can see both the browser and the desktop.
3. Click and drag the small icon on the left of the address bar, and drop it on the desktop.
4. To use the shortcut, double-click the new desktop icon.
5. To go to a resource, click the link to the portal page.

Currently (as of April 2014), the portal page provides links to the following:

Premium family history websites	These are subscription websites that are offered free at a centre. Currently, they include: **The 19th Century British Library Newspapers Digital Archive:** 48 British newspapers from 1800 to1900. **Access Newspaper Archives:** Newspaper articles from around the world. **Alexander Street Press:** American Civil War records and photos. **Ancestry.com:** Records from around the world **ArkivDigital Online:** Swedish Church records. **findmypast:** United Kingdom records.

	fold3: United States military records. **Godfrey Memorial Library:** United States records. **Heritage Quest Online:** United States census, books, PERSI, and other U.S. records; available only at some centres. **Historic Map Works:** Maps from around the world; available only at some centres. **Origins.net:** British and Irish records; available only at the Family History Library in Salt Lake City and at FamilySearch Libraries. **Paper Trail:** U.S. westward migration documents. **World Vital Records:** Records from around the world. **Note:** To use premium websites for free, you must have Tivoli installed on your computer and use the link from the portal page. If you experience problems, follow the instructions further down on the portal page.
FamilySearch	Links to the website where you can search for information about your ancestors.
FamilySearch Indexing	Links to a page where you can volunteer and get started with indexing.
FamilySearch Microfilm Ordering	Links to the website where you can order microfilms on loan to a centre.
Online Research Courses	Links to the FamilySearch website where you can find research courses and learn how to research your ancestors.
Tech Tips	Links to a FamilySearch website with tips for using technology for family history (Currently in English only).
FamilySearch Research Wiki	Links to a community resource where you can find research information.
FamilySearch Help Centre	Links to a website where you can find answers to questions, view video demonstrations, and get help from FamilySearch Support.
Online Guide	Links to the training and resources for family history centre directors and staff.

7: Finances

Centre Budget Funds

Operating funds for a centre are allocated from stake budget funds. Each year, work with the high councillor to submit an annual budget request for funds to the stake. The request should estimate funds for:

- Supplies, such as printer toner or ink, paper, postage, forms, and so forth.
- Surge protectors, uninterruptible power supplies, and connecting cables for computers and printers.
- Staff training materials created by the centre.
- Reference materials.
- Repair and maintenance of additional or donated equipment that is not supported by the Family History Department.

The family history centre should not handle money or cash. Coordinate with the stake financial clerk for any payment or reimbursements with centre operating funds.

Maintenance of furnishings and equipment is handled by Facilities Management funds. Maintenance of computers and printers is handled by the Family History Department.

Donations

Centres may accept donations of research materials, such as books, CDs with licenses for use in a public place (not for just one person), and so on. Centres may also accept new computers as long as they match the technical specifications and look similar to authorized computers for the current year. Check with FamilySearch Support for computer requirements. Centres may not accept money or used furnishings. All donations should be given outright to the centre with no restriction on its use or disposition. All donations become the property of the Church.

8: Microfilm Ordering

Online Film Ordering

With the Online Film Ordering system (familysearch.org/films), members and community visitors order microfilms and microfiche listed in the catalogue on FamilySearch.org. These microfilms are then on loan to a designated family history centre.

Members and community visitors can order any microfilms and microfiche listed, except the following:

- Restricted microfilms. The catalogue indicates items that cannot be circulated in the notes. If you have a question about a restricted microfilm, contact FamilySearch Support.
- Microfilms and microfiche currently available at the centre. Family history centre directors are responsible to ensure the microfilms in the centre are listed correctly in the system.

The following loan types are available.

60 day loan	60-day loan	
Extended loan		

Extended Microfiche Loan: No return date. All microfiche orders are extended loans.

Short-term Microfilm Loan: 60-day loan (60-day loan period with an additional 30 days for shipping). The loan starts once the film is marked as "shipped." If the person does not extend the loan, the microfilm is returned after the 90 days.

Extended Microfilm Loan: No return date.

Short-term Microfilm Loan Renewal: Renews an existing loan for an additional 60 days.

Extended Microfilm Loan Renewal: Renews an existing loan with no return date.

Extended loans may be returned when the following occurs:

- The director determines the microfilm is no longer being used.
- The microfilm has become restricted and should be returned.

When someone orders a microfilm or microfiche, the following occurs:

1. The order is put into a processing queue for 24 hours, giving the person time to cancel the order, if desired.
2. The order is sent to Distribution Services. If the microfilm is available, the order is shipped, and the person receives an email from the system indicating that the items are shipped. If the microfilm is not available, Distribution Services requests a copy from the Granite Mountain Records Vault in Salt Lake City, Utah, United States, and the person receives an email from the system indicating that the items are backordered. A backorder can take 90 days before it is ready to be shipped.
3. Within 1 to 30 days from shipping, the centre receives the order. The director or a staff member logs on to the Online Film Ordering Admin system and marks the microfilm as received. The person receives an email from the system indicating that the items are at the centre.

4. Seven days before the due date, the person receives an email from the system indicating that the microfilms are due to be returned. The person can then go online and extend the loan to a short-term loan renewal or extended loan renewal, if desired.
5. At the end of the loan time, the director or a staff member logs on to the Online Film Ordering Admin system, marks the microfilms that are past the due date as returned, and returns the microfilms to Distribution Services.

Please note the following

- Maintain a current mailing address that can be used to receive microfilm and other centre materials. If the address changes, contact FamilySearch Support immediately.
- Do not remove microfilm or microfiche from the centre or transfer them to another centre. You are responsible for the microfilm and microfiche sent to your centre. They do not belong to the person who ordered them or the centre. They belong to the Family History Department.
- Do not return microfilms until after the return date. Members and community visitors may renew a microfilm up to and including the return date.
- Because microfilms are loaned for a specific time period, let members and community visitors know when the centre will be closed. In the event of an extended closure due to remodelling, a disaster, or an emergency, contact FamilySearch Support.
- To see the price of a microfilm for the family history centre, the member or community visitor should sign in first. Film prices are subject to change. Check the website for the most current price.
- The Family History Department is working on digitizing the collection so that records will be available online without cost. However, some microfilm and microfiche will continue to be used if copyright holders have not given permission to digitize and post images online.

Status Definitions

There are two sets of status definitions: one for orders and one for tracking each item in the order.

Order Status

- **Pending:** The order did not process because the online payment did not go through. Reorder the items.
- **Processing:** The order was received and is in the 24-hour waiting queue. The order can be cancelled by the person at this point.
- **Requested:** The order has been sent to Distribution Services. It is awaiting shipment or backorder.
- **Cancelled:** The order was cancelled. The person receives an email notification. If payment was processed, contact FamilySearch Support for a refund.
- **Executed:** All of the microfilms in the order were received, renewed, and returned.

Track Status (of each microfilm and microfiche)

- **Pending:** The microfilm is waiting to be processed.
- **Requested:** The microfilm order has been sent to Distribution Services. The microfilm is awaiting shipment or backorder.
- **Backordered:** Another microfilm copy is being ordered from the Granite Mountain Records Vault. This process may take up to 90 days before it is ready to be shipped. The person receives an email about the backorder status.
- **Shipped:** The microfilm is shipped to the family history centre. The person receives an email notification.

- **Received:** The microfilm is marked as received. The person receives an email notification.
- **Returned:** The microfilm is marked as returned. It is shipped back to Distribution Services and is no longer in the centre. One week prior to the return date, the person receives an email notification that the microfilm is about to expire so he or she can renew it, if desired.
- **Cancelled:** This microfilm order was cancelled. The person receives an email notification.
- **Renewed:** The microfilm loan was renewed. For a short-term renewal, 60 days is added to the return date. For an extended renewal, the short-term loan changes to an extended loan with no return date.

Centre Tasks with Online Film Ordering

With Online Film Ordering (familysearch.org/films), centre staff may assist members and community visitors with the following:

- Creating an account.
- Setting the default family history centre.
- Ordering microfilms, except entering payment information. The person should enter that information themselves.
- Checking the status of an order.
- Renewing microfilms.

The director or a staff member can log into the Online Film Ordering Admin Panel (familysearch.org/films/admin) and do the following:

- Mark microfilms as received.
- Mark microfilms as returned.
- Check the status of microfilm orders for visitors.
- Add microfilms and microfiche to the inventory (film loans before the Online Film Ordering system was available for the centre).

Training videos and handouts for each task are available on LDS.org

1. Go to: LDS.org, click **Resources**, and select **All Callings**.
2. Click **Family History**.
3. Click **Family History Center Director**.

If you have other questions, contact FamilySearch Support.

Returning Microfilms

Microfilm orders are shipped by UPS. With every shipped order you will receive a UPS return label. Non-EU countries also receive a "Pouch for Commercial Invoices and Shipping Documentation." If the order does not exceed a total of 4 films, the box may be sent by regular mail. If you run out of return labels or, for non-EU countries, pouches, send an email to the Microfilm Ordering Centre to request more, or leave a note requesting more in the box with the films to be returned before the last label or pouch is used. The return label consists of 2 pages:

1. Paste both pages of the return label on the outside of the return box. If you are returning only a couple films and the box is too small, you will need to use a bigger box so that both labels fit. The Microfilm Ordering Centre pays for the shipping of packages using the UPS labels.

2. **For non-EU countries only**. Fill out and include an Invoice and Declaration of Value form with the return box. If you do not have an electronic copy of the form, send an email to the Microfilm Ordering Centre requesting one. Fill in all the green boxes and the signature information at the bottom.
   - Name and address of the shipper: Use the centre director's name and address.
   - Contact name, phone, and email: Use the family history centre's name, phone, and LDSMail email.
   - Shipment number: Use the centre's name and date, such as Zagreb, 17.2.2013.
   - Date: The date of the shipment.
   - Identification number: MOC
   - Quantity: The number of films in the box.
   - Signature: Should be signed by the centre director.
   - Title: The centre director's name.
   - Date: The date of the shipment.

Invoice and Declaration of Value

Shipper					
THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS	Name of the Shipper				
	Address of the shipper (Street)		Contact Name	FHC director	
	Address of the shipper (Zip Code/ City)		Contact Phone		
	Address of the shipper (Country		Contact e-mail		

Shipment Number			Date	Identification number	Page
			February 17, 2012		1 of 1

Shipping Information

Consignee		Church of Jesus Christ of Latter Day Saints	Ship via	UPS	Cost of Freight		Incoterm (named Port of destinatic)
Address		Microfilm Ordering Center			Cost of Insurance		**DDP Bad Homburg**
		Steinmühlstraße 16					
					Contact Name	Jennifer Rossin	
		61352 Bad Homburg			Contact Phone	496172492859	
Country		**Germany**			Contact e-mail		
In care of			Carrier or tracking number				

Item Number	Quantity	Unit of Measure	Description	HTS	Country of Origin	Net weight	Gross Weight	Unit Price	Total Price
	8	EA	Mikrofilm, exposed and developed	37059010	US	0,256	2,05	5,10 €	40,80 €

Total Pieces	8	Weight of packaging 0,30 kg	Total Kilos	2,050 kg	Total Invoice	40,80 €
						EURO

Additional Information	

Certification	
I certify that this invoice is complete and correct.	

Signature	Title	Date
		17-Feb-12

Print and sign 3 copies of the invoice. Put all 3 copies in the "Pouch for Commercial Invoices and Shipping Documentation," and place it on the outside of the return box.

3. Deliver the box to UPS by one of these methods. All costs of the return shipment are covered by the Microfilm Ordering Centre.

- When UPS delivers a new package, give them the return box.
- Drop off the return box at a UPS customer centre, express location, or mail box. See ups.com. After selecting your location and language, at the top, click **Locations** to locate a UPS customer centre. For UPS customer centres, you will need to show a photo ID card.
- Call UPS customer service (800-33-470 Norway, 0800-55-88-33 Switzerland) and ask them to pick up the box.
- Go to ups.com, and schedule a time for a UPS car to pick up the box. After selecting your location and language, at the top, under Shipping, click **Schedule a Collection**. Fill in the information requested. You will need the following information:
  - UPS Account number: 8VA272
  - UPS service option: UPS Standard
  - Total weight of the collection: If you do not have a scale available for package weight, estimate 200 grams per microfilm.

Schedule a Collection

Enter Collection Information

Required fields are indicated with ◆ .

1 **Shipping Label Questions**

Do you have pre-printed UPS Shipping Labels ⊡ for your shipment? ◆
◉ Yes
○ No

2 **Collection Information and Location**

UPS Account Information
UPS Account Number:
[8VA272]

Collection Address:
Company or Name:
[Augsburg Germany FHC] ◆
Contact Name:
[Gertraud Herber]
Street Address:
[Konrad-Zuse-Strasse 6a] ◆
Suite / Room:
[ ]
Floor:
[ ]
☐ Residential Address

Country:
Germany
City:
[Augsburg] ◆
Other Address Information:
[ ]
Postal Code:
[86159] ◆
Telephone: **Ext.:**
[49 821 5899068] ◆   [ ]

3 **Service and Package Information**

Select the number of packages in your collection, as well as the UPS Services indicated by your UPS Shipping Labels.

Package(s) in Your Collection: **Total Weight of Your Collection:**
[1 ▼]   [4] Kg. ◆

UPS Services in Your Collection:

▼ UPS Domestic Services   ▼ UPS International Services
☐ UPS Express Plus   ☐ UPS Express Plus
☐ UPS Express   ☐ UPS Express Saver
☐ UPS Express Saver   ☐ UPS Express
☑ UPS Standard   ☐ UPS Expedited
                                             ☐ UPS Standard

                                             ▼ UPS EU Transborder Services

Does your collection contain:
Items that weigh more than 32 Kg.?
○ Yes
◉ No

4 **Collection Date and Time**

Collection Date:
[Tuesday, February 4, 2014   ▼]

Earliest Collection Time: ⊡ ◆
[09 ▼] : [00 ▼]   ◉ AM ○ PM
Latest Collection Time: ⊡ ◆
[04 ▼] : [00 ▼]   ○ AM ◉ PM

Additional Collection Information
Preferred Collection Location: **Collection Reference:** ⊡
[Choose One ▼]   [ ]

Enter any special instructions to the UPS Driver:
[ ]

Microfilm Order Problems

For microfilm order problems, contact FamilySearch Support.

Wrong Microfilm Number: The microfilm number on the box does not match the microfilm number on the reel. This is usually the result of a person having accidentally switched films during a previous use.

1. Contact FamilySearch Support, and request a reorder or a refund.
2. Fill out a Microform Action Request (MAR) form, wrap the form around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep a copy of the MAR form for your records.
3. If you requested a reorder, another copy of the microfilm will be shipped to the centre.

Wrong Content: Content on the microfilm does not match the Film Notes in the catalogue, such as missing item numbers, missing years within a time span, and so forth.

1. Compare the microfilm with the Film Notes in the catalogue to confirm there is an actual problem.
2. Contact FamilySearch Support, and request a refund.
3. Fill out a Microform Action Request (MAR) form, wrap the form around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep a copy of the MAR form for your records.

Unreadable: The microfilm is unreadable due to being too light or dark, blurred, scratched, faded, etc. Some films are marked "Best Copy Available." Those films will not qualify for a replacement.

1. Check the microfilm to make sure it is not marked as "Best Copy Available."
2. If not, contact FamilySearch Support. They will ask the Granite Mountain Records Vault to make a better copy.
3. Fill out a Microform Action Request (MAR) form, wrap the form around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep a copy of the MAR form for your records.
4. When the replacement arrives, if you marked the other film as "returned," you will need to add it to your inventory manually. See the instructions on LDS.org for "Adding Microfilms to the Inventory."
5. If the vault cannot make a better copy, a refund will be issued.

Example of a Microform Action Request form:

THE CHURCH OF **JESUS CHRIST** OF LATTER-DAY SAINTS	**Microform Action Request** SALT LAKE DISTRIBUTION CENTER ATTENTION: MICROFORM RETURNS 1999 W 1700 SOUTH SALT LAKE CITY UT 84104-4233 UNITED STATES OF AMERICA

Most problems can be resolved over the telephone. Please call the following numbers for the following reasons:

Received duplicate copy, received broken film or reel, received film or fiche not ordered by this Family History Center™, received the wrong film, have questions on billing and shipping.

U.S./Canada/Spanish	800-537-5971, option 3	Facsimile 801-240-3685
Salt Lake City area	240-3800, option 3	
Outside the U.S.	801-240-1126	
Caribbean	800-537-9702	

For problems that cannot be solved over the phone or that need the film returned, submit one of these forms for **EACH** roll of film or **EACH** set of microfiche on which action is needed. Return the film/fiche and this form to the above address.

① Today's date 6 Dec 2013 **Family History Center name and unit number** Billingham England FHC, 391077 **Purchase order number** 1217422

Film/Fiche Requested
② Film or fiche number 1041140 **Exact title** Parish registers for Osmaston, near Ashborne Church of England **Item number on roll (if applicable)**

Film/Fiche Received
③ Film or fiche number 1041062 **Exact title** Parish registers for Greenock Church of Scotland **Item number on roll (if applicable)**

Please identify the problem

④
- ☐ Unreadable
- ☐ Too light
- ☐ Too dark
- ☐ Faded
- ☐ Scratched

- ☒ Misboxed (film in wrong box)
- ☐ We did not order this film
- ☐ We have already reordered
- ☐ Correction made (no further action needed)

☐ Catalog error (please explain) _____

_____

_____

_____

☐ Other (please explain) _____

_____

_____

⑤ Print your name Carol Pink **Daytime telephone number** (44 0)1642 56 3162

WHITE—Send with film/fiche   CANARY—Keep for your records   3/98. Printed in the USA. 31760

1. Fill in the date, centre name and number, and purchase order number.

2. List the film number and title ordered.

3. List the film number and title received.

4. Indicate the problem.

5. Print your name and a contact phone number.

9: Resources for Centres

FamilySearch Support

Email: support@familysearch.org

Phone: For specific centre issues, ask for Family History Centre Support. The most current list of phone numbers is on FamilySearch.org. At the top right, click **Get Help**, and then click **Call Us**.

Albania: [00 800 0010] + [800-371-0450]
Armenia: [0800-155] + [866-403-1907]
Austria: 0800-292846
Belarus: 882000110321
Belgium: 00-800-1830-1830
Bulgaria: 008001181161
Croatia: 08009668
Czech Republic: 800500357
Denmark: 00-800-1830-1830
Estonia: 800-00-444-63
Finland: 990-800-1830-1830
France: 00-800-1830-1830
Germany: 00-800-1830-1830
Greece: 00-800-1809-202-1575
Hungary: 06800-18362
Iceland: 800-8815
Ireland: 00-800-1830-1830
Italy: 00-800-1830-1830
Kazakhstan: 88003334517
Latvia: 800-040-74

Lithuania: 8-800-304-82
Luxembourg: 00-800-1830-1830
Malta: 80062311
Moldova: 080061473
Netherlands: 00-800-1830-1830
Norway: 00-800-1830-1830
Poland: 0-800-444-3829
Portugal: 00-800-1830-1830
Romania: 0800895974
Russia: 8-10-8002-1761044
Serbia: 0800190307
Slovak Republic: [0800-087-187] + [866-442-0829]
Slovenia: 080081292
Spain: 00-800-1830-1830
Sweden: 00-800-1830-1830
Switzerland: 00-800-1830-1830
Turkey: 0080014203758
Ukraine: 0800500438
United Kingdom: 00-800-1830-1830

Websites

LDS.org: The Church's main website (LDS.org) includes information about family history callings and programs. Select the language at the top.

1. Go to **LDS.org**, click **Resources**, and select **All Callings**.
2. Select **Family History**.
3. Then select **Family History Centre Director** or **Family History Consultant**.

The Family History Centre Director page has additional pages with information and links. You can also review conference talks and articles about family history, genealogy, and temple work on this website.

FamilySearch.org: The Church's main family history website (FamilySearch.org). Select the language at the bottom. On this website, you can do the following:

- View your family tree. The tree allows visitors to view, add, and correct information in their pedigree. Members can prepare names for temple ordinances.
- Search for ancestors. You can search for records about your ancestors, adding more information about them and the source to your family tree.
- View and add photos. You can add photos and stories about your ancestors.

- Get research advice. The FamilySearch research wiki (wiki.familysearch.org) is an online community where you can view and provide research guidance.
- Learn about research. The Learning centre (familysearch.org/learningcenter) provides online courses and videos about researching your family history. There are also videos about using the FamilySearch website and indexing records.
- Help index records. FamilySearch indexing allows you to volunteer and help index records, providing a way for the names on digital images to quickly and easily be searched.
- View Help resources. You can get technical or research support.
- View information about partner products. You can view a list of partner products (familysearch.org/products) that connect with FamilySearch. You can read the details about each product and what benefits it provides. Some of these products are available to download and use on centre computers for free.

FamilySearch Labs: On this website (labs.familysearch.org), FamilySearch features in development are presented and tested. You can view and use the new features and provide feedback. This website is in English only.

FamilySearch TechTips: This website (familysearch.org/techtips) provides tips for using technology with family history. This website is in English only.

Facebook Research pages: Pages have been created on Facebook for several countries, states, and nationalities so you can request research advice and assistance from others. For more information, see this wiki article: familysearch.org/learn/wiki/en/Research_Communities_on_Facebook

Family History Centre Portal: This website (fhc.familysearch.org) provides access to family history resources, including premium websites for use on centre computers only. This website is currently in English only.

LDSMail: This website (ldsmail.net) is the official email service for family history centres. You will receive regular updates and news from FamilySearch. Check this email at least weekly. Training videos and handouts for using LDSMail are available on LDS.org.

Church Directory of Organizations and Leaders (CDOL): This is a Church database (cdol.lds.org) where centre information is kept. Update the centre hours and contact information as needed. The language shown depends on the computer or browser language setting. A training video and handout for using CDOL is available on LDS.org.

Family History Centre Monthly Report: This website (reporteschf.org) is where centre directors fill out a monthly report about the centre.

FamilySearch Support Tools: This website (familysearch.org/remote) and (emeasupport.org/fhc/software) is where you download software for a centre computer.

LDSTech: This website (tech.lds.org) is a community support forum for centre technical issues and development. This website is in English only.

FHC Tech Group: This website (groups.yahoo.com/group/fhctech) is another community support forum for centre technical issues. This website is in English only.

Online Microfilm Ordering: This website (familysearch.org/films) is where members and community volunteers can order microfilms and microfiche on loan to a centre. Select the language from the drop-down list.

Online Microfilm Ordering Admin: This website (familysearch.org/films/admin) is for centre directors and staff to administer the microfilm orders. Training videos and handouts for using the online film ordering system are available on LDS.org.

Distribution Services

There are some helpful items available from Distribution Services. This website (store.lds.org) allows you to order items from Distribution Services. The following items are available.

Resource	Description	Language
Home and Family—Family History—Family and Personal History Basics		
To Turn the Hearts: Leader's Guide to Temple and Family History Work	A guide and DVD that describes how leaders can organize, lead, and implement temple and family history work in wards and stakes. Danish (08886110), Dutch (08886120), English (08886000) Finnish (08886130), French (08886140), German (08886150), Hungarian (08886135), Italian (08886160), Norwegian (08886170), Portuguese (08886059), Russian (08886173), Spanish (08886002), Swedish (08886180), Ukrainian (08886192).	Several
My Family: Stories That Bring Us Together	A booklet to help gather stories and photos from past and present generations. Danish (10974110), Dutch (10974120), English (10974000), Finnish (10974130), French (10974140), German (10974150), Hungarian (10974135), Italian, (10974160), Norwegian (10974170), Portuguese (10974059), Russian (10974173), Spanish (10974002), Swedish (10974180), Ukrainian (10974192).	Several
A Member's Guide to Temple and Family History Work	A manual for members on why we do temple and family history work and how to start. English (36795000), French (36795140), German (36795150), Italian (36795160), Portuguese (36795059), Russian (36795173), Spanish (36795002).	Several
How Do I Start My Family History?	A one-page guide on how to start. A blank pedigree is available on the back side. Bulgarian (32916112), Czech (32916121), Danish (32916110), Dutch (32916120), English (32916000), Finnish (32916130), French (32916140), German (32916150), Greek (32916133), Hungarian (32916135), Icelandic (32916190), Italian (32916160), Norwegian (32916170), Polish (32916166), Portuguese (32916059), Romanian (32916171), Russian (32916173), Slovak (32916176), Slovenian (32916177), Spanish (32916002), Swedish (32916180), Ukrainian (32916192).	Several
Family Group Record	A form to record genealogical information for a family. English (01615000), French (31827140), German (01615150), Icelandic (31827190), Italian (01615160), Polish (31827166), Portuguese (01615059), Romanian (31827171), Russian (01615173), Spanish (01615002).	Several
Pedigree Chart	A chart to list up to four generations of ancestors. English (01616000), French (01616140), German (01616150), Italian (01616160), Polish (31756166), Portuguese (01616059), Spanish (01616002).	Several
Preparing a Family History for	A guide to help you prepare a family history for publication (36023000).	English

Resource	Description	Language
Publication		
Research Log	A blank form to track research sources and results. Czech (31825121), Danish (31825110), Dutch (31825120), English (31825000), Finnish (31825130), French (31825140), German (31825150), Greek (31825133), Hungarian (31825135), Italian (31825160), Norwegian (31825170), Polish (31825166), Portuguese (31825059), Russian (31825173), Spanish (31825002), Swedish (31825180).	Several
Home and Family—Family History—Research Resources		
FamilySearch Pass-Along Cards	A small card that invites people to visit the FamilySearch website. There is space to write the address or contact information for a local centre. English (09822000), French (09822140), German (09822150), Italian (09822160), Portuguese (09822059), Russian (09822173), Spanish (09822002).	Several
Finding Records of Your Ancestors	A guide to finding ancestors within a certain time period and country. Denmark (36577000), England (06905000), Finland (36687000), France (36584000), Iceland (36693000), Italy (36580000), Norway (36578000), Sweden (36579000).	English
Tracing Your Jewish Ancestors	A guide to finding Jewish ancestors who immigrated to the United States from Europe (01759000).	English
Genealogical Word Lists	A guide that lists common terms found in genealogical records for a country. Afrikaans (36109000), Czech (36334000), Danish (31029000), Finnish (35815000), French (34060000), German (34067000), Hungarian (36335000), Icelandic (36346000), Latin (34077000), Norwegian (34093000), Polish (34098000), Portuguese (34099000), Spanish (34104000), Swedish (31028000).	English
Letter-Writing Guides	Guides to help request genealogical information from a language you do not speak. Czech (36340000), Finnish (36215000), French (34059000), German (34066000), Italian (36338000), Polish (36339000), Portuguese (36341000), Spanish (36245000).	English
French Republican Calendar	A guide to help convert dates from this calendar to the Gregorian one used today (34046000).	English
British Census Work Sheets	A form to help record information from British Census records (30414000).	English
Ireland Census Work Sheet	A form to help record information from the Ireland Census from 1901 or 1911 (31844000).	English
Home and Family—Family History—Family History Supplies		
Compact Discs Holder, Plastic Sleeve	A three-hole punched sleeve that holds up to 4 compact discs and can be stored in a three-ring binder (80847000).	
Microfilm Splicing Tape, J-Lar	A reel with 72 yards of 1" tape for repairing microfilm (80628000).	
Microfilm Reels	Call Distribution Services for this item. 16mm (#80624000), 35mm (#80625000), 35mm, blue, nonremovable (#80653000).	
Microfilm Boxes	Call Distribution Services for this item. 16mm (#80626000), 35mm (#80627000).	

Resource	Description	Language
Microfiche Envelopes	Call Distribution Services for this item (80645000).	
NMI 2020 Maintenance video	Call Distribution Services for this item (00655).	English, Spanish, Portuguese

Forms

The following are forms you may need. Click the language to view, save, or print a copy.

Request to Create, Relocate, or Close a Family History Centre: Priesthood leaders use this form to request a new centre, relocate a centre, or to close a centre.

Dansk (Danish)
Deutsch (German)
English (English)
Español (Spanish)
Ελληνικά (Greek)
Français (French)
Italiano (Italian)
Magyar (Hungarian)
Nederlands (Dutch)
Norsk (Norwegian)
Português (Portuguese)
Русский (Russian)
Svenska (Swedish)
Suomi (Finnish)
Український (Ukrainian)

Family History Computer Hardware and Software Order: Use this form to request computers, printers, or software.

български (Bulgarian)
Čeština (Czech)
Dansk (Danish)
Deutsch (German)
Eesti (Estonian)
English (English)
Español (Spanish)
Ελληνικά (Greek)
Français (French)
Hrvatski (Croatian)
հայերեն (Armenian)
Italiano (Italian)
Latvijas (Latvian)
Lietuvos (Lithuanian)
Magyar (Hungarian)

Nederlands (Dutch)
Norsk (Norwegian)
Polski (Polish)
Português (Portuguese)
Русский (Russian)
Român (Romanian)
Shqiptar (Albanian)
Suomi (Finnish)
Svenska (Swedish)
Український (Ukrainian)

Microform Action Request: Use this form to resolve microfilm order issues.

Dansk (Danish)
Deutsch (German)
[English](#) (English)
Español (Spanish)
Français (French)
Italiano (Italian)
Magyar (Hungarian)
Nederlands (Dutch)
Norsk (Norwegian)
Português (Portuguese)
Русский (Russian)
Svenska (Swedish)
Suomi (Finnish)
Український (Ukrainian)

My Family booklet: Use this booklet to record information about ancestors. For language versions, if needed, select the language at the bottom of the page.

[English](#) (English)

Sign-in Log: Use the log on the next page, or a version of it, to track visitors for monthly reporting purposes.

Visitor Sign-in

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

FamilySearch

	Date	Time in	Visitor Name	Ward	1st Time Visit	Family Tree Assistance	Indexing	View Film/Fiche	Online Research	Use Subscription Websites	Attend Class	Other	
				If Applicable		Reason for Your Visit (Check One or More)							
1													1
2													
3													
4													
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