

# Family History Center Operations Guide

United States and Canada (June 2015)





*“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)*

Family History Center Operations Guide:  
United States and Canada



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The Church of Jesus Christ of Latter-day Saints  
Salt Lake City, Utah

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# 1: Purpose of a Family History Center

## Family History Center Purpose: Find, Take, Teach

Family history centers help Church members fulfill their divinely appointed responsibility to discover their families and submit their names for temple ordinances. All centers should provide the following fundamental experiences:

FIND

Help people **FIND** family names using FamilySearch.org, the booklet *My Family: Stories That Bring Us Together*, and other resources.

TAKE

Help Church members prepare names to **TAKE** to the temple, or share them with others so they can take them to the temple.

TEACH

Help people learn how to **TEACH** their family and others to find names, take them to the temple, and share family memories.

## Family History Center Role

- Centers are a resource for priesthood leaders to minister in the work of salvation, including missionary work, convert retention, activation of less-active members, temple and family history work, and teaching the gospel.
- Centers inspire and help Church members engage in family history activities, including sharing and preserving family stories and photos, and indexing.
- Centers provide one-on-one assistance, training, research expertise, and convenient access to family history resources.

## Priesthood Direction

Under the direction of the stake presidency, the high councilor responsible for family history and temple work oversees family history centers in the stake.

For centers supporting multiple stakes, leaders of the participating stakes organize to provide priesthood direction.

See Chapter 2, “Support Priesthood Goals,” for more information on priesthood direction of family history centers.

## Family History Center Director

As a family history center director, you have the following responsibilities:



Support priesthood goals by helping members find family names, take names to the temple, and teach others to do the same.



Help Church members and community visitors discover their ancestors, and coordinate the activities and use of the center.



Work with the high councilor, stake technology specialist, and facilities manager to maintain the center and resources.

These are explained in further detail in this guide.

## Experience Find, Take, Teach

It is important that you and your staff have a personal experience with Find, Take, Teach by finding the names of ancestors, taking them to the temple with your families, and teaching others to do the same. By doing so, you then can encourage visitors to complete the steps with their families, and you can testify of your own experiences with Find, Take, Teach.

You and your staff should also complete the *My Family: Stories That Bring Us Together* booklet, in printed form or online at FamilySearch.org. You then can invite visitors to complete the booklet and can testify of your experiences in having your hearts turn to your ancestors.

## Discovery Experiences

Family history centers should be fun and engaging places for families, youth, and children that encourage them to Find, Take, Teach. Centers are effective when they provide fun discovery experiences that engage visitors in family history and temple work and turn their hearts to their ancestors. By counseling with your priesthood leaders, seeking personal inspiration, and magnifying your talents, you and your staff can offer a variety of discovery experiences.

Consider ways in which you can create a discovery environment with activities in your center. Plan family-oriented activities for the whole family, including multiple generations, such as grandparents and grandchildren. Provide an area, such as a table and chairs, and fun materials for parents and children to enjoy family history activities together.

Here are examples of discovery experiences that have been successful in centers:

- Family history game activities
- Grandparent and grandchild story sharing
- Mother and child group time
- Cultural nights

These and many other discovery experiences are described in the Discovery Experience section of [lds.org/fhcdirector](https://lds.org/fhcdirector).

## Help Visitors Be Successful

Help visitors be successful in their efforts to find their ancestors, take their names to the temple, and teach others:

- **Help visitors have a positive experience.** Make sure the center looks clean, uncluttered, and inviting for families, youth, and children. Ask visitors what they would like to accomplish so you can recommend the best steps to follow.
- **Help visitors turn their hearts to their ancestors.** Invite them to share stories of their ancestors, and share in their enthusiasm. Testify of the blessings of performing temple ordinances and building eternal family units. Help them find an ancestor whose name they can take to the temple.
- **Help visitors learn so they can teach others.** Adapt your instruction to their needs and capacity. Show them how center resources can answer their questions. Teach them how to do the work themselves.
- **Help visitors progress.** Invite them to continue discovering their ancestors and taking their names to the temple. Point out all they have accomplished. Encourage them to teach their families or someone else how to find the names of ancestors.



## 2. Support Priesthood Goals

### Discuss with the High Councilor

Priesthood leaders hold the keys to do temple and family history work in the work of salvation. The high councilor for temple and family history work, under the direction of the stake presidency, oversees the family history centers in the stake. For centers supporting multiple stakes, leaders of the participating stakes organize to provide priesthood direction.

Counsel with your priesthood leaders on how the center can assist with priesthood efforts and goals (see [To Turn the Hearts](#) leader's guide and videos on [Ids.org](#)). Periodically meet with the high councilor to discuss the following:

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

### Understand Stake Goals

Counsel with priesthood leaders to understand their yearly goals. Counsel with priesthood leaders to determine:


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

### Support Priesthood Efforts

Centers 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.

- Invite priesthood leaders and their families to come to the center and have a personal experience finding a family member's name to take to the temple. 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 ordinances.
- If requested by priesthood leaders, be available for extra hours to assist members in preparing names for a temple trip.

Work with:

		
<p>High councilor High priests group leader Family history consultants</p>	<p>Youth groups Auxiliary leaders, such as Relief Society, Young Men, Young Women</p>	<p>Missionaries</p>

### 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 patrons to the missionaries.

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

- Missionaries are encouraged to use family history center computers for finding, teaching, contacting, and retention and activation work; however, family history center patrons are given primary access to the computers for their family history activities during the open hours of the center. Stake and mission presidents work closely together to oversee the use of family history center technology for full-time missionary proselyting. Missionaries will be instructed not to engage in proselyting patrons of the family history center (unless they are guests of the missionaries in the center) and to ensure that their activities are sensitive to the general public patrons and do not make them feel uncomfortable in using the center.
- Missionaries may use family history center computers outside of normal center open hours. They coordinate with the family history center director for access at hours other than scheduled open times. Missionaries may be given keys by the center director to the center 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.
- Missionaries will be instructed not to install software, store data (such as videos, pictures, or documents) on computers, or modify or reconfigure family history center computers.
- Where problems or conflicts arise, center directors should work with the high councilor to resolve them.



Figure 1: Missionaries with investigators in the Oakland California FamilySearch library.

“We try to bring in singles wards. We get not only the single adults involved, but also have them bring their friends who are nonmembers. We fill them in as to why the Church is interested in family history and then bring them onto the computers and teach them how to find their own families.

“The missionaries come in weekly to do their emails. As a result, I know the missionaries.” (Ralph Severson, Director, Oakland California FamilySearch library)

## 3: Staffing and Training

### Center Staff

Family history centers 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 center 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 councilor or the center director for a recommendation.
- Family history consultants. The high councilor coordinates through bishoprics and high priests group leaders to assign enough family history consultants to staff family history centers 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 centers with the approval of the high councilor.

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

- At least two staff members must be on duty at all times when the center is open.
- Use wisdom when scheduling shifts to avoid problems. For example, if only two staff members are present, they should be the same gender unless they are married to each other.

In larger centers where more staff are available, center 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.

## Dress Standards

Ensure that staff and patrons keep Church standards on Church grounds.

- Center staff may dress in business casual clothing, with nice pants and shirt.
- Center staff may acquire and wear name tags using center or stake budget funds. You may not use Church or FamilySearch logos on locally made name tags.
- Missionaries serving in a FamilySearch Library may use their missionary name tag.

## Church and FamilySearch Logos

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 materials.

## Staff Training

You can use the resources on [lds.org](http://lds.org) under the calling pages for **Family History Center Director** and **Family History Consultant**.

Encourage staff to experience Find, Take, Teach for themselves by finding the names of their ancestors, taking the names of ancestors who need ordinances to the temple, and teaching others, such as their family members, how to do the same.

Make a checklist, similar to the one below, of topics for staff to learn about. Encourage them to practice learning about FamilySearch and research by doing their own family history.

### Overview

- The purpose of family history centers
- Services and resources provided by the center
- Policies and procedures in the center (including dress and code of conduct)
- Providing quality service

## FamilySearch

- Using FamilySearch Family Tree
- Understanding tools such as the descendency view and record hints to find ancestors.
- Finding records on FamilySearch
- Finding records available in the Family History Library Catalog
- Ordering microfilm
- Finding research advice in the research wiki
- Finding research advice on Facebook country pages
- Indexing records with FamilySearch indexing

## Research

- Gathering information from home and relatives
- Organizing family records and memorabilia
- Identifying a research objective and filling in a research log
- How to conduct basic research and use key research websites
- Finding records on premium websites, available in the center
- Evaluating information

## Temple Ordinances

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

## Coordinating and Working with the Stake

The following chart summarizes who the center director coordinates with in the stake.

Person	What this person does	How the director works with this person
High Councilor	<ul style="list-style-type: none"> <li>• Recommends the placement, relocation, and closing of centers.</li> <li>• Recommends individuals to be called as center directors.</li> <li>• Oversees the operation of centers through those called as directors.</li> <li>• Makes assignments to wards to provide consultants to staff each center in the stake.</li> <li>• Approves both member and community volunteer staff.</li> <li>• Reviews center audits and ensures compliance with policy.</li> <li>• For multi-stake centers, works with high councilors from participating stakes to oversee the center and provide consultants and funds.</li> </ul>	<ul style="list-style-type: none"> <li>• Meets with the high councilor to discuss staffing needs, goals, budget requests, and center operations.</li> <li>• Counsels on how to support ward and stake goals. This may include working with youth groups, local missionaries, high priests group leaders, family history consultants, and indexers, or helping to organize training classes, workshops, or open houses.</li> <li>• Works with the high councilor and facilities manager to establish the facility, security procedures, and hours of operation.</li> <li>• Reviews center audits and implements recommended changes.</li> </ul>
High priests group leader	<ul style="list-style-type: none"> <li>• Ensures that enough family history consultants are called to fulfill the ward's assignment to provide staff for a center.</li> <li>• Supervises family history consultants in the ward</li> </ul>	<ul style="list-style-type: none"> <li>• Supervises and trains staff in their center duties.</li> <li>• Assists the high priests group leader with ward council goals.</li> </ul>
Family history consultant	<ul style="list-style-type: none"> <li>• Provides one-on-one family history help.</li> <li>• Helps members identify ancestors and ensure temple ordinances are performed for them.</li> <li>• When assigned, serves as a staff member in the center.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervises and trains staff in center duties and resources.</li> <li>• When requested, assists consultants in teaching members how to use center resources.</li> </ul>
Stake indexing director	<ul style="list-style-type: none"> <li>• Administers the stake indexing program.</li> <li>• Recruits, trains, and supports indexers and arbitrators.</li> </ul>	<ul style="list-style-type: none"> <li>• Shares center equipment with indexers.</li> <li>• Introduces and encourages patrons to volunteer as indexers.</li> </ul>
Ward and full-time missionaries	<ul style="list-style-type: none"> <li>• Teaches contacts the plan of salvation and the importance of temple and family history work.</li> <li>• Invites contacts to visit the center to learn about their family.</li> <li>• Helps members use the center to invite friends and less-active members to learn about their family.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps new patrons use the resources in the center.</li> <li>• Assists missionaries in outreach efforts involving family history to introduce people to the church.</li> </ul>
Stake director of public affairs	<ul style="list-style-type: none"> <li>• Handles any media involvement with the center.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifies the public affairs director of classes, workshops, or open houses that need to be announced.</li> <li>• Notifies the public affairs director if contacted by the media.</li> </ul>

Person	What this person does	How the director works with this person
Other center directors in the stake	<ul style="list-style-type: none"> <li>• Directs the center.</li> </ul>	<ul style="list-style-type: none"> <li>• Shares ideas and training, under the direction of the high councilor.</li> </ul>
Area family history advisor	<ul style="list-style-type: none"> <li>• Serves under the direction of the Seventy or Area Presidency and advises stake presidents about how family history can be used in the work of salvation for both the living and the dead.</li> </ul>	<ul style="list-style-type: none"> <li>• Receives training, as requested by the stake president.</li> </ul>
Stake technology specialist	<ul style="list-style-type: none"> <li>• Orders, sets up, and maintains computers and printers in the stake.</li> <li>• Helps install software and ensures it is properly licensed.</li> <li>• Ensures that center computers have virus protection, firewall, and Internet filtering software.</li> <li>• Troubleshoots the Internet access, contacting the Global Service Center as needed.</li> <li>• Arranges for repairs to computers and printers.</li> <li>• Maintains an inventory of all hardware and a list of user names and passwords.</li> <li>• Ensures data is completely destroyed on computers that are retired from use.</li> </ul>	<ul style="list-style-type: none"> <li>• Obtains help to install software, maintain or replace computers and printers, and maintain the Internet connection.</li> </ul>
Facilities manager	<ul style="list-style-type: none"> <li>• Coordinates with the high councilor to designate space for the center.</li> <li>• Maintains the facility.</li> <li>• Orders and maintains center equipment and furnishings (except computers and printers).</li> <li>• Helps provide cleaning supplies, bulbs, and parts for equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Requests needed maintenance and repair of the facility, furnishings, and equipment.</li> <li>• Obtains cleaning supplies, bulbs, and parts to maintain the facility, equipment, and furnishings.</li> <li>• Maintains an inventory of the center's furnishings, equipment, and resources.</li> </ul>
Stake or ward financial clerk	<ul style="list-style-type: none"> <li>• Assists the center director in complying with Church financial policies.</li> <li>• Ensures that center fund deposits are made regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Counsels with the clerk on financial policies, procedures, and records to keep.</li> <li>• Coordinates financial transactions with the clerk, including submitting funds for deposits.</li> <li>• Provides financial records for review with stake auditors.</li> <li>• Implements the auditor's recommendations to ensure compliance with Church financial policies.</li> </ul>

## 4: Communication

### Use LDSMail

The Family History Department has established an LDSMail email account for each family history center. Use this account to view communication from the department as well as send email for center operations. This is the official email for center communication.

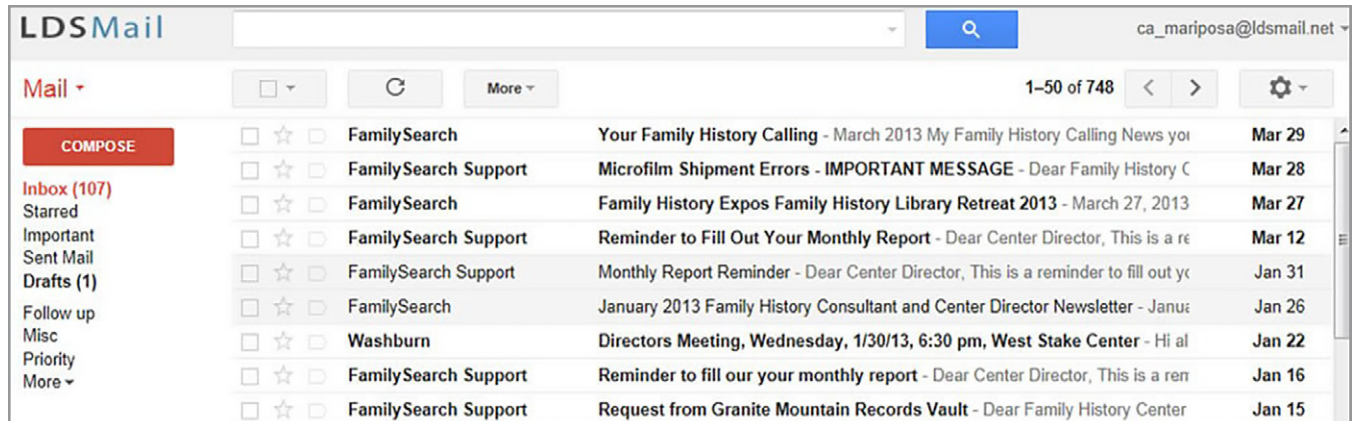


Figure 2: Example of an LDSMail account (ldsmail.net) established for a family history center.

Check the center's LDSMail account ([ldsmail.net](http://ldsmail.net)) at least weekly. Where appropriate, share information with priesthood leaders, staff, and patrons.

Training videos and handouts for LDSMail are available on [lds.org](http://lds.org).

- Go to [lds.org/fhcdirector](http://lds.org/fhcdirector), and look under the training and resources section.

### Fill Out the Monthly Report

In the first week of each month, provide information about the center in a report. Include the number of hours the center is open, the number of visits made by members and other visitors, and other items as requested.

Keep tracking logs to collect and report this information to the Family History Department and local priesthood leaders.

A link to the [monthly report form](#) is available on [lds.org](http://lds.org).

- Go to [lds.org/fhcdirector](http://lds.org/fhcdirector), and look under the Quick Links heading for a link to the monthly report form.

The purpose of this report is to measure the activity at the center. When reporting the number of visitors in the center, do not include family history consultant visits to member's homes. Include the number of people who attend activities sponsored by the center, but conducted in other areas of the meetinghouse, such as a class, workshop, or discovery activity, or off-site activities sponsored by the center, such as visiting a local cemetery.

The information you provide will help the Family History Department keep informed of center progress and needs in order to help address and meet those needs.



## Keep the Director's Information Current

As a center director, keep your personal contact information current with FamilySearch Support. Microfilm loans and materials are often sent to the center 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:

- Refer to the Family History Center Director calling page on [lds.org](http://lds.org).
- Inform FamilySearch Support that you are a new director. In order to use certain programs, such as CDOL, FamilySearch Support will need your contact information and membership number.
- Make sure the ward or stake clerk lists you as a center director in MLS (Member and Leader Services). To see all the center director

resources, you will need to be identified as a center director.

- Register for an LDS Account.

**Note:** You may already have an LDS Account if you have registered for [FamilySearch.org](http://FamilySearch.org) or [lds.org](http://lds.org).

1. Go to [FamilySearch.org](http://FamilySearch.org) and at the top right, click **Sign in**.
2. Click **Create New Account**.
3. Select **LDS FamilySearch Account**, and follow the instructions on the screen.

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 Center Information Current on CDOL

Information about authorized centers is available to members and the public on both [lds.org](http://lds.org) and [FamilySearch.org](http://FamilySearch.org). At both of these websites, people can view where the closest family history center is located, its hours of operation, and any contact information.

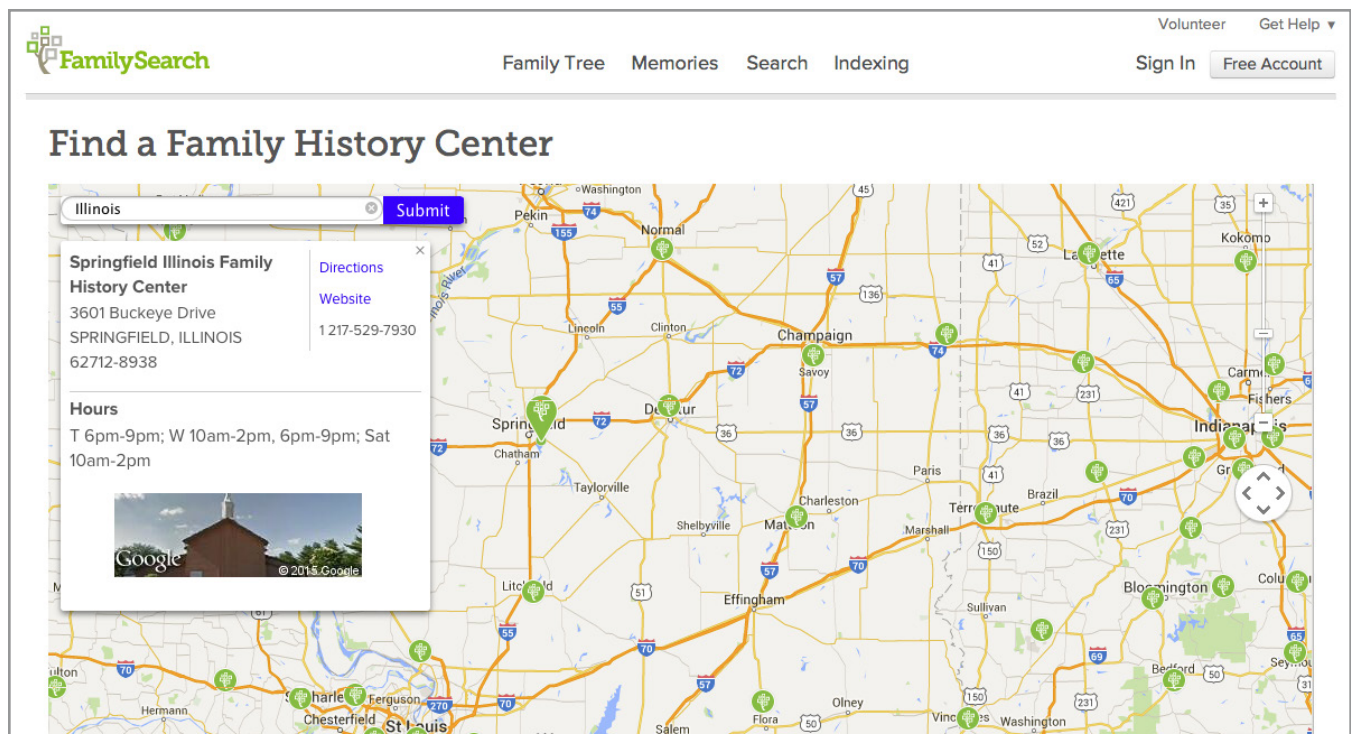


Figure 3: Information about the Springfield Illinois Family History Center—kept current by the director in CDOL.

Working with local priesthood leaders, determine the days and hours of center operation. Centers may be open on Sundays for a family history class. Members may use the center during other hours that do not conflict with regular Sunday meetings. Centers 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 center hours on the Church Directory of Leaders (CDOL) website ([cdol.lds.org](http://cdol.lds.org)) so the most current information is displayed.

A training video and handout for updating center information in CDOL is available on [lds.org](http://lds.org).

- Go to [lds.org/fhcdirector](http://lds.org/fhcdirector), and click on the training and resources section.

### FamilySearch Newsletter

A FamilySearch newsletter is sent periodically with the latest news and updates. You can view past newsletters. You may also find useful articles on [FamilySearch.org](http://FamilySearch.org). In the footer, click **Blog**.

### Maintain a Center Wiki Page

A page for each family history center is available in the FamilySearch Research Wiki, at [wiki.familysearch.org](http://wiki.familysearch.org). In the wiki, search for the name of your center to see the page. Some basic information is included, and you can edit and add information. Make sure the page lists the address of your center, contact information, and any special resources, events, or classes. Instructional videos (currently only in English) on how to add information to wiki pages are available at [lds.org/fhcdirector](http://lds.org/fhcdirector), in the training and resources section. If you keep your center's wiki page updated, you can use the link when promoting the center.

### Promote the Center

Promote center hours, resources, services, and events, such as classes or workshops with members.

If you have the resources to support community patrons, and with the high councilor's approval, promote center resources and services in the community. Work with the stake director of public affairs to promote the center through the media. 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.
- Maintain your center wiki page in the FamilySearch Research Wiki.
- Conduct family history open houses or workshops.
- Invite family history consultants to learn more about the center so they can refer members there.
- Keep missionaries and priesthood leaders informed of center 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 center.
- Host discovery experience events.

#### For Community Visitors

- Give presentations to local libraries, societies, schools, or retirement centers.
- Distribute flyers and brochures.
- Provide newspaper announcements about classes, open houses, or workshops.
- Use email distribution lists and newsletters (using LDSMail).
- Provide booths at local fairs or seminars.

## 5: Facility and Resources

### Request to Create, Relocate, or Close a Family History Center

There are several types of family history centers.

**Request a center.** To request an authorized family history center, stake leaders complete a [Request to Create, Relocate, or Close a Family History Center](#) form and follow the submission instructions. The form is signed by the stake president, local facilities manager, and area family history advisor.

Authorized centers are given a Church unit number separate from the stake unit number and a Certificate of License to be posted in the facility. The Family History Department funds and specifies the type and quantity of furnishings and equipment for authorized centers.

Working with local priesthood leaders, determine a location for the center where members and community patrons can easily locate it. The location of the center must be approved by the Physical Facilities Department and the Family History Department.

**Relocate a center.** To relocate a center, priesthood leaders complete the appropriate section of the [Request to Create, Relocate, or Close a Family History Center](#) form and follow the submission instructions. Movement of equipment, computers, and printers must be coordinated with FamilySearch Support.

**Close a center.** To close a center, priesthood leaders complete the appropriate section of the [Request to Create, Relocate, or Close a Family History Center](#) form and follow the submission guidelines. They follow these steps:

- Notify the director of temporal affairs staff and FamilySearch Support.
- Work with a Family History Department area manager to move equipment, computers, and printers to another family history center.

- Work with FamilySearch Support to transfer microfilms and microfiche to a nearby center, or if not needed, to return them to Distribution Services. Microfilm should never be discarded nor given to other individuals or organizations.
- Work with the local facilities manager to dispose of unneeded equipment. If computers are not usable, the stake technology specialist ensures that data is completely removed before the local facilities manager disposes of it.

### Furnishings and Equipment

For the United States and Canada, standard furnishings are listed in the *Family History Department Purchasing Reference Guide*, available to facilities management. Consult with the local facilities manager.

### Maintaining Room, Furnishings, and Equipment




Maintain the room, furnishings, and equipment to the same standards as the meetinghouse. At the beginning of the year, meet with the high councilor, stake physical facilities representative, and local facilities manager to discuss any needs. The facilities manager can then incorporate requests as part of the annual meetinghouse or family history budget plan.

Work with the local facilities manager to maintain the furnishings, equipment, and resources.

Replace and dispose of furnishings or equipment that cannot be repaired. Remove surplus furnishings or equipment no longer needed (see “Cleaning Out the Center” at the end of this chapter). If the equipment is still usable, contact FamilySearch Support to see if another center could use the item. Otherwise, the local facilities manager should dispose of broken or unneeded items using approved facilities management procedures.

## Repairing NMI 2020 Microfilm Readers

For repair of microfilm readers, the facilities manager may want to refer to the [NMI 2020 Clean and Repair Manual](#) (available on lds.org). The manual includes a parts list. There is also an *NMI 2020 Maintenance Video* available (#00655) from Church Distribution at no charge.

		
<p><b>Vintage 1</b> Has a gray or black side, an on and off switch on the right side, and a view screen that is also the base for the reader.</p>	<p><b>Vintage 2</b> Has a brown cabinet, an on and off switch on the bottom front, next to a film speed lever, and a larger film crank handle.</p>	<p><b>Vintage 3</b> Similar to the vintage 2, except it has no film speed lever and has a larger film crank handle.</p>

The facilities manager can do the following.

- Replacement parts are available for vintage models 2 and 3. They are not available for Vintage 1. Refer to the [NMI 2020 Clean and Repair Manual](#) for the list of parts.
- Consult the *Purchasing Reference Guide for Family History* for where to obtain parts.
- Refer to the *NMI 2020 Maintenance Video* for how to repair the microfilm reader.
- Contact the local facilities management office to see if they know of unneeded equipment at other centers or salvaged parts.
- Contact FamilySearch Support, if needed, about salvaged parts or refurbished readers.
- Before discarding an NMI 2020 Microfilm Reader that cannot be repaired, salvage usable parts to fix another reader (lens, lamp, cables, belts, etc.). The parts can be kept in the facilities management office for local repairs, or sent to FamilySearch Support in Salt Lake City. Contact support to make arrangements for transport or shipment.

- Put a request for a new NMI 2020 Microfilm Reader in next year’s budget.

**Note:** Parts are no longer available for Dukane, Gideon, or Recordak microfilm readers.

### Available Signs for Centers

Authorized exterior signs are available through the local facilities manager. A small locally produced sign may be posted on the door to help patrons know the hours of operation. A plastic sleeve designed to hold a single sheet of paper is preferred.

For notices and flyers, get a bulletin board or post information in one area within the center. Keep walls, doors, and cabinets uncluttered and as visually attractive as possible.

- Post the *Certificate of License*, the *Internet Use Policy*, the *Copyright Policy*, and *Policies for Use of the Family History Library and Family History Centers*.
- You may post other information as needed and appropriate.
- Do not post, advertise, or sell commercial or political products or services.

## Internet Connection

Internet is authorized in family history centers, under the direction of the stake president, for purposes that support the mission of the Church. All computers in a family history center 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 Center. If the computer in the center still cannot connect to the Internet, contact FamilySearch Support.

## Safety and Security

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

- The high councilor, under the direction of the stake president, determines who will have keys to the center.
- At least two staff members should be present when the center 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.
- Have ready access to a telephone.
- Post emergency numbers and evacuation routes.
- Have first aid kits and fire extinguishers accessible.
- During times when the center is not in operation, lock the room or area housing center computers.

- Secure access to the center. If needed, the outside door may be locked, and a system to notify center staff when someone needs access can be added by the local facilities manager.
- Keep an inventory or list of center equipment, research materials, and software licenses in case of loss due to disaster, theft, or vandalism. Note the make, model, and serial number of the equipment.

## Inappropriate Behavior

You may refuse access to patrons 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. Examples of unacceptable behavior include the following.

- Inappropriate use of the Internet.
- Harassing, threatening, or intimidating others.
- Inappropriate language or swearing.
- Misusing, damaging, or otherwise obstructing use of the equipment or resources.
- Disrupting others.
- Using FamilySearch contributors' names or email to solicit business, to sell products, or for political purposes.

**Note:** Professional genealogists may use center resources to research information for clients. However, they should not solicit or arrange business, promote themselves, or receive payments on Church property.

## Community Group Use

If community groups are interested in using the center for meetings, check the requirements for meetinghouse use as outlined in the [\*Church Handbook of Instructions, Book 2, Administering the Church \(2010\), section 21.2\*](#). Any other use of the center should be approved by local priesthood leaders. Some uses may affect the Church's tax-exempt status.

## Research Materials

You may acquire a few research materials that are used often by your patrons, such as reference books, maps, forms, publications, or microfilmed records on extended loan. These are obtained with center or stake operating budgets. Some materials are available from the local distribution services or online store ([store.lds.org](http://store.lds.org)). Because space is limited, do not acquire large collections of materials. Do not keep materials owned by another society or group.

Have a list of the center's resources, organized by author, title, subject, and locality to help patrons find what they need. 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, or which have been digitized.

- 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 or periodicals to see if the library could use the copy or would like to digitize it. If the library does not need it, the book or periodical can be donated or discarded.

## Donated Materials

Do not accept large collections of materials. Centers should not be the storage facility or repository for materials of an individual or organization. Donated software should have valid license documentation.

Where possible, encourage patrons to donate family histories, local histories, or genealogical materials to FamilySearch. FamilySearch can copy or digitize the materials, making them part of the online collection. Patrons may email FamilySearch at [booksdonations@FamilySearch.org](mailto:booksdonations@FamilySearch.org) about donating materials. The [Permission to Duplicate](#) form is used to give FamilySearch permission to duplicate the material.

FamilySearch accepts materials that are organized to help researchers identify individuals and relationships by name, date, and place, that add new information to the collection, and do not violate privacy or copyright laws. FamilySearch no longer accepts the following:

- Artifacts
- Autobiographies and biographies without genealogical information
- Books of remembrance
- Correspondence and travelogues
- Family Bibles
- Genealogical collections that are not indexed or are cumbersome to use
- Loose photographs
- Memorabilia
- Pedigrees and family group charts
- Personal journals
- Personal and family videos
- Photo albums and scrapbooks
- School yearbooks

## Patron Copies

Patrons may make copies as permitted by local copyright law.

- Post the copyright sign near computer printers or photocopy machines.
- You may copy family history materials produced by the Church for personal use or for Church instruction. For other uses, get permission from the Family History Department.
- For copies of microfilm or microfiche, patrons can use a digital camera and tripod to photograph images.
- When returning large numbers of film, direct patrons to FamilySearch.

## Cleaning Out the Center

Following is a list of items to either discard or keep in a center.

Computers and Printers			
Item	Discard	Keep	Notes
Computers, printers, and other computer-related hardware that is not working and cannot be repaired	<b>X</b>		Contact your local facilities management office to arrange for removal. (See KD106785.)
Computers, printers, and other computer-related hardware that is working but is being replaced by the Family History Department	<b>X</b>		The stake president may authorize older computers and printers to be placed in the homes of local stake members. The computers must be scrubbed of all software (use the free downloadable program from <a href="http://dban.org">dban.org</a> ) before making the transfer. The recipient is responsible for obtaining an operating system and other software. Otherwise, dispose of older computers and printers through your local facilities management office.
Outdated computer software and floppy disks	<b>X</b>		Discard outdated software and manuals, unlicensed software, and floppy disks.
Toner cartridges and paper for machines not in the center	<b>X</b>		Discard toner cartridges and paper (such as for dot-matrix printers) for machines not in the center. If possible, send to a local authorized recycling center.
Empty computer and printer boxes	<b>X</b>		If possible, send to a local authorized recycling center.
Nonworking, obsolete equipment (old photocopiers, flatbed scanners, etc.)	<b>X</b>		For old equipment that cannot be repaired, contact your local facilities management office to dispose of it.

## Inventories

An inventory of center resources and equipment is essential in case of loss due to disaster, theft, or vandalism. Maintain a copy of the inventory away from the meetinghouse where the center is located in case of damage to the meetinghouse. If possible, also keep pictures of the room, equipment, and resources.

Maintain a current inventory of the following.

- Center equipment, including the make and model, such as NMI 2020 microfilm reader.
- Research materials, listing the name of each item, including microfilms and microfiche on extended loan.
- Computers, printers, and software licenses.

Item	Discard	Keep	Notes
CD caddies, storage containers, racks, etc.	<b>X</b>		Unless there is a specific need, discard old CD containers. Keep CDs in sleeves in 3-ring binders that can be placed on a bookshelf.
<b>Microfilm and Microfiche</b>			
Item	Discard	Keep	Notes
Nonworking NMI2020 microfilm readers		<b>X</b>	Parts are available for the repair of NMI 2020 vintage models 2 and 3.
	<b>X</b>		For vintage model 1, if the machine is not working, remove salvage parts to fix another reader (lens, lamp, cables, belts, etc.), and then discard the reader. Send the salvaged parts to the local facilities management office.
Nonworking Dukane, Gideon, or Recordak readers	<b>X</b>		Replacement parts are not available. These readers are nonstandard equipment. Discard broken readers. Contact your local facilities management office to see if a replacement is available or to order another one.
Microfiche readers		<b>X</b>	Keep one microfiche reader (more if the center is larger).
	<b>X</b>		For surplus readers, contact the local facilities management office to determine if the surplus readers can be used in other area centers, or the facilities management office can dispose of them through established means.
Nonworking microfilm reader printers (Canon PC70, Canon PC80, Canon MP90, Minolta 603Z, Minolta 605Z)	<b>X</b>		Replacement parts and toner cartridges are no longer manufactured for these models. If the machine is not working, remove and send the lens to FamilySearch Support, and discard the machine. To capture microfilm images, use a digital camera and tripod.
Microfilm, microfiche cabinets		<b>X</b>	Retain only those cabinets that are needed. If additional drawer space is needed, first weed out any unneeded films. If an additional cabinet is still needed, contact the local facilities management office to make a budget request.
	<b>X</b>		If you have a surplus cabinet, contact the local facilities management office to see if a nearby center could use it. If the cabinet is not needed in another center, it may be offered to a local school or library, or the facilities management office may dispose of it through established means.
Microfilms	<b>X</b>		Return microfilms to Salt Lake Distribution that are: <ul style="list-style-type: none"> <li>• US Federal Census</li> <li>• Extended loan films not currently used by patrons</li> <li>• Microfilms that have been digitized and are now available on FamilySearch.org</li> </ul>



Item	Discard	Keep	Notes
Microfiche	<b>X</b>		Destroy the following microfiche sets (do not return): <ul style="list-style-type: none"> <li>• International Genealogical Index (IGI)</li> <li>• Family History Library Catalog (FHLC)</li> <li>• Accelerated Indexing System (AIS)</li> <li>• Restricted Microfilm List</li> </ul>
<b>Compact Discs (CDs)</b>			
Item	Discard	Keep	Notes
FamilySearch DOS 2.27	<b>X</b>		Discard CDs for the following databases that are available on FamilySearch.org: <ul style="list-style-type: none"> <li>• International Genealogical Index (IGI)</li> <li>• Ancestral File</li> <li>• Family History Library Catalog</li> <li>• US Social Security Death Index</li> </ul>
		<b>X</b>	Retain these CDs: <ul style="list-style-type: none"> <li>• FamilySearch DOS 2.27 program CD</li> <li>• Scottish Church Records</li> <li>• Military Death Index</li> </ul> <b>Note:</b> See KD 110977 and 103130 for details on accessing the Scottish Church Records and Military Death Index on center computers without using the CDs.
Family History Library Catalog	<b>X</b>		Discard this CD. The catalog is updated on FamilySearch.org.
Freedman's Bank Records	<b>X</b>		Discard this CD. The records are available on FamilySearch.org.
Mormon Immigration Index		<b>X</b>	Retain this CD.
Pedigree Resource File		<b>X</b>	Maintain this CD if patrons are using it for notes and sources. Otherwise, the basic information is available on FamilySearch.org.
Personal Ancestral File	<b>X</b>		PAF is no longer supported.
Source Guide	<b>X</b>		Information from this disc is available in the FamilySearch research wiki.
Vital Records Indexes (Scandinavia, British Isles, Western Europe, North America, Middle America—Mexico, Australia)		<b>X</b>	Retain these CDs, since most but not all of this information is found on FamilySearch.org.

Item	Discard	Keep	Notes
US 1880 Census, British 1851 and 1881 Census, Canadian 1881 Census	<b>X</b>		Discard these CDs. These census indexes are on FamilySearch.org.
<b>Research Resources</b>			
Item	Discard	Keep	Notes
Books		<b>X</b>	Retain books that are used by patrons and books that pertain to the local population.
	<b>X</b>		Check other books with the Family History Library Catalog. Remove books that have been digitized and are available on FamilySearch.org. Before removing the books, check with the Family History Library to see if they could use the copy.
Periodicals	<b>X</b>		Periodicals are usually not indexed and are inefficient for patrons to use. Discard or give away periodicals.
Old research guides	<b>X</b>		Information in these guides is available in the FamilySearch research wiki.
Videos and other training materials	<b>X</b>		Most of this material is updated and available online at FamilySearch.org.
<b>Other</b>			
Item	Discard	Keep	Notes
Broken furniture (tables, chairs, filing cabinets, bookcases, rolling carts, etc.)	<b>X</b>		For furniture that is broken or not needed, contact your local facilities management office to make repairs or to dispose of it through established means.
Financial records		<b>X</b>	Keep financial and other records about the center for the current year and three prior years.
	<b>X</b>		Records older than three years should be destroyed.
Extraction materials	<b>X</b>		The extraction program has ended. All materials, including filled-in and blank cards and sheets, should be discarded. If possible, send paper to a local recycling facility.
Signs		<b>X</b>	Directional and information signs should be minimal and discreet.
	<b>X</b>		Discard signs that are outdated, discolored, or damaged.
Office Supplies		<b>X</b>	Store office or party supplies in a place not visible to center patrons.

If you have any questions about whether to keep or discard items in the family history center, please contact FamilySearch Support.

## More Space

Talk with your priesthood leaders and local facilities manager about space needs.

If needed, try the following.

- Extend the center's operating hours.
- Establish separate hours for member use only. However, do not advertise member-only hours to the general public.
- Schedule the use of computers and equipment.
- Place some equipment on movable carts that can be used in nearby classrooms when the center is open.
- Use nearby classrooms for training staff or helping patrons.
- Eliminate unneeded furnishings, equipment, or materials.
- Center space, equipment, and computers may be shared by family history consultants and indexers.

## Moving Equipment and Computer Locations

Priesthood leaders can move equipment and computers from one center to another. Contact FamilySearch Support for information on how to appropriately transfer equipment to another location. Support maintains an inventory of the resources at each center.

## 6: Computers, Printers, and Software

### Computers and Printers

The Family History Department replaces authorized computers every 5 years. To purchase additional computers or printers, do the following.

1. Contact FamilySearch Support, and ask for the Family History Center Support unit. This support unit can provide current computer specifications and prices. The prices quoted include warranty, operating system, Church desktop image, and other software.
2. Complete a [Family History Computer Hardware and Software Order](#) form.
3. Obtain the stake president's signature, authorizing the request.
4. Obtain a check from the stake made out to "Corporation of the President." Do not use local budget funds.
5. Mail the form to:  
FamilySearch Support  
Attn: FHC Equipment  
15 East, South Temple Street  
JSMB 3W  
Salt Lake City, UT 84150-0403

New computers and printers are sent to either the local facilities manager or center director. To check the status of an order or to check when older computers are scheduled to be replaced, contact FamilySearch Support.

### Order Printer Cartridges

For newer printers, FamilySearch Support will automatically send printer cartridges. To order printer cartridges, call FamilySearch Support or email [support@FamilySearch.org](mailto:support@FamilySearch.org).

### Computer Software

The stake technology specialist is responsible for setting up and maintaining the computers in a center.

The operating system, asset management, anti-virus, and firewall software is required.

Asset management software allows FamilySearch Support to keep center computers up to date with current software and gathers information on hardware use in the center. All other software is optional.

Patrons should not download programs or customize browser software without approval from the center director. Only properly licensed software should be installed.

You may install other software products helpful for family history research. If there is a cost, it must come from your operating budget. Staff may discuss and demonstrate other products. However, staff should not promote or sell commercial products.

To see a list of all third-party products that connect to FamilySearch, go to [FamilySearch.org/apps](http://FamilySearch.org/apps).

### Internet Connections

Patrons may connect their personal computers, handheld devices, or other equipment to a wireless Internet connection for family history activities.

If you have Internet connection issues, work with the stake technology specialist. Internet connection issues are usually handled by the Global Service Center.

## Printout Fees

To determine fees, consider the following.

- Fees must be the same for members and community patrons.
- Patrons pay a per-copy fee.
- Fees should cover the cost of toner cartridges, paper, and maintenance and repair costs.
- Patrons should not be expected to pay for unusable copies caused by a malfunctioning printer.

## Computer and Printer Repair

Computers and printers purchased by the Church have a manufacturer's warranty. Contact FamilySearch Support for warranty information for your area.

- Under Warranty

If a computer or printer fails during the warranty period, contact the manufacturer to arrange for the repair. When calling the manufacturer, have the make, model, and serial number ready to give to the agent.

- Not Under Warranty

If a computer or printer fails and is out of warranty, contact FamilySearch Support.

Notify FamilySearch Support before disposing of computers or printers. The stake technology specialist should ensure that data is completely removed before the local facilities manager disposes of an old computer.

## Replacing Stolen or Damaged Computers and Printers

Computers that have been stolen or damaged are covered for repair or replacement by the Church's self-insurance program. The definition of a damaged computer does not include hardware that is worn out or fails during routine use. In this case, it needs to be repaired. When a computer or printer has been stolen or damaged, it should be treated as an insurance loss, in which case a replacement computer will be provided to the family history center. The replacement computer should not be purchased by the local unit.

To obtain a replacement computer, first report a loss involving computers on a Church Property Insurance Program Loss Report form, available from the facilities management office. After submitting the form, contact FamilySearch to request a replacement.

## 7: Finances

### Annual Budget Request

Each year, submit an annual budget request for funds.

Church funds provide the following for approved family history centers:

- Space in the church meetinghouse or another facility
- Utilities
- Internet access
- Authorized furnishings, equipment, computers, printers, and replacements
- No-charge publications and materials from Distribution Services

Operating funds for a center are allocated by the stakes that support the center. Prepare an annual budget request for items such as the following:

- Telephone expenses
- 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 center
- Reference materials
- Repair and maintenance of equipment that is not the authorized brand and model
- Expenses anticipated for discovery experiences or activities held at the center

**Note:** Surplus center funds that exceed that which is needed for normal operations for one year should be sent to general Church funds. Work with the stake clerk to determine what funds could be considered surplus and to transfer the funds.

### Handling Money

Work with the stake financial clerk to determine the best way to receive and deposit funds. Meet regularly with the stake financial clerk to review the center's finances.

- More than one person should be involved in cash receipt, recording, and disbursement.
- Where possible, do not leave cash in the center overnight. This does not include a small amount of cash for making change. Deposit surplus cash in the ward, stake, or center bank account.
- Keep cash and postage secure in a locked box, safe, or cabinet.
- Never mix center funds with personal funds.

### Financial Records

Work with the stake financial clerk to determine what financial forms or records to use.

Centers may create their own financial forms or records. Keep records of money received, refunded, spent, and deposited. Stake auditors review the financial records and procedures twice a year.

Records should be kept:

- In the United States, 3 years plus the current year.
- In Canada, 5 years plus the current year.

## Fee Charges

Centers may charge a fee for at-cost items and printouts. Printout fees should cover the cost of toner cartridges, paper, and maintenance and repair costs.

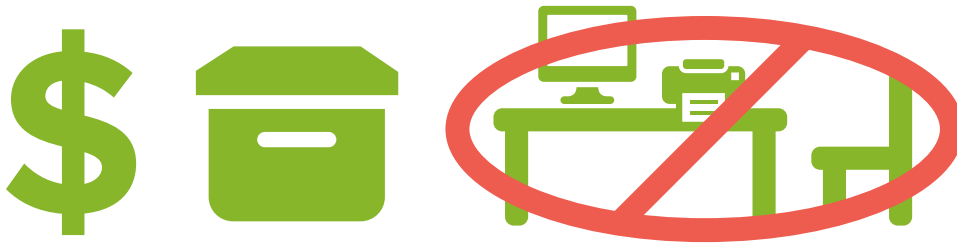
To keep the nonprofit status of the Church, centers must not do the following:

- Send messages to advertise materials for sale.
- Promote and sell locally produced training materials for more than actual cost.
- Raise their own operating funds or generate a profit.
- Charge a fee to use the center, computers, microfilms, or other materials in the center.

- Charge more than cost for materials ordered from Distribution Services or from other stores.
- Solicit donations.
- Conduct fund-raising activities.
- Charge for training classes or seminars. (Optional training or syllabus material may be sold for the cost of printing but should not be required. Optional refreshments may be sold at cost.)
- Pay a speaker or teacher.
- Offer research services for a fee.
- Sell commercial or non-Church items or services in the center, or allow anyone to promote or sell products in the center without authorization from the Family History Department.

## Accepting Donations

Centers may accept donations of research materials and money. Do not accept equipment, furnishings, computers, or printers. All donations must be given outright to the center with no restriction on its use or disposition. All donations become the property of the Church.



The center director may issue a receipt for donations. Use a standard receipt book available from a local office supply store. Do not estimate or write the value of in-kind donations on the receipt. Let the donor write the value of the donation.

Centers may not solicit donations. Do not have donation boxes, signs requesting donations, or signs acknowledging or giving recognition for donations.

### Cash Donations

Centers may accept small change donations. Other cash donations should be reviewed by the high councilor. Be aware that funds without a specific designation, in excess of one year's operating budget, must be forwarded to general Church funds.

- If funds are donated to purchase a computer or printer, order through FamilySearch Support using the [Family History Computer Hardware and Software Order](#) form. Computers and printers are best if they match the specifications used by FamilySearch Support.
- If funds are donated to purchase furnishings or equipment, work with the local facilities manager to purchase approved items. For the best center appearance, tables and chairs should be of good quality and match.

## 8: Microfilm Ordering

### Online Film Ordering

With Online Film Ordering (FamilySearch.org/films), members and community visitors order microfilms and microfiche listed in the catalog on FamilySearch.org. These microfilms are then on loan to a designated family history center or affiliate libraries.

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

- Restricted microfilms. The catalog 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 person's default family history center or affiliate library. Family history center directors are responsible to ensure the microfilms in the center are listed correctly in the system.

The following loan types are available.

- **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 90 days start 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 specified.

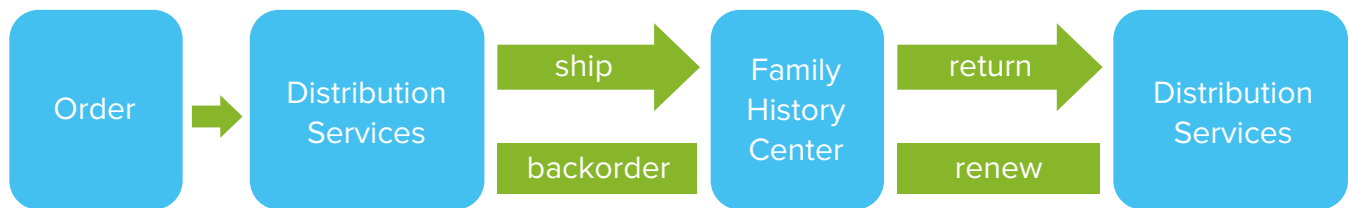
**Note:** The renewal is a set price. The price for the original short-term loan is not subtracted for the renewal to an extended loan.

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 must be returned.



When a person orders a microfilm or microfiche, the following occurs.



- The order is put into a processing queue for 24 hours, giving the patron time to cancel the order, if desired.
- The order is sent to Distribution Services. If the microfilm is available, the order is shipped, and the person receives an e-mail 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 patron receives an e-mail from the system indicating that the items are backordered. A backorder can take 90 days before it is ready to be shipped.
- Within 1-30 days from shipping, the center or affiliate library 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 e-mail from the system indicating that the items are at the center.
- Seven days before the due date, the person receives an e-mail 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.
- 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 center materials. If the address changes, contact FamilySearch Support immediately.
- Do not remove microfilm or microfiche from the center or transfer them to another center. You are responsible for the microfilm and microfiche sent to your center. **They do not belong to the person or the center. They belong to the Family History Department.**
- When talking with individuals about ordering microfilms, make sure they know that they can order microfilms on any computer connected to the Internet, including computers at home. They do not have to use the computers at the center or affiliate library.
- When helping individuals, you should not be present during the final steps of the ordering process when the individual enters personal information, such as a billing address and credit card information. Individuals should enter this information on their own. If needed, walk them through the steps on a separate computer, and then have them try it on the computer they are using.
- File microfilms and microfiche in cabinets in numerical order or by person name.
- Do not return microfilms until after the return date. Individuals may renew a microfilm up to and including the return date.
- Because microfilms are loaned for a specific time period, let individuals know when the center will be closed. In the event of an extended closure due to remodeling, a disaster, or an emergency, contact FamilySearch Support.
- Before the Online Film Ordering system, short-term microfilm loans that were renewed

three times were automatically changed to an extended loan. With Online Film Ordering, short-term loans remain as short-term loans; they do not change to an extended loan. If a person needs a microfilm for a longer time, recommend that he or she renew the microfilm as an extended loan.

## Status Definitions

There are two sets of status definitions: one for orders and one for the tracking of 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 canceled by the person at this point.
- **Requested:** The order has been sent to Distribution Services. It is awaiting shipment or backorder.
- **Canceled:** The order was canceled. The person receives an e-mail 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 e-mail about the backorder status.
- **Shipped:** The microfilm is shipped to the family history center or affiliate library. The person receives an e-mail notification.

- **Received:** The microfilm is marked as received. The person receives an e-mail notification.
- **Returned:** The microfilm is marked as returned. It is shipped back to Distribution Services and is no longer in the center or affiliate library. One week prior to the return date, the person receives an e-mail notification that the microfilm is about to expire so he or she can renew it, if desired.
- **Canceled:** This microfilm order was canceled. The person receives an e-mail 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.

## Center Tasks with Online Film Ordering

There are two sets of tasks with online film ordering.

With Online Film Ordering ([FamilySearch.org/films](http://FamilySearch.org/films)), staff may assist the person with the following:

- Creating an account.
- Setting the default family history center.
- Ordering microfilms (except when entering payment information).
- Checking the status of an order.
- Renewing microfilms.

With Online Film Ordering Admin ([FamilySearch.org/films/admin](http://FamilySearch.org/films/admin)), the director or a staff member does the following:

- Logs in to the Online Film Ordering Admin Panel.
- Marks microfilms as received.
- Marks microfilms as returned.
- Checks the status of microfilm orders for individuals.
- Adds microfilms and microfiche to the inventory (loans before the Online Film Ordering system).

Training videos and handouts are available on [lds.org/fhcdirector](https://lds.org/fhcdirector), in the training and resources section.

If you have other questions, contact FamilySearch Support.

## Film Ordering Prices

If a person has not signed in to the Online Film Ordering system, he or she will see the global USD film or fiche price. To see the price for the family history center or affiliate library, the person must be signed in.

- There is one standard microfiche price regardless of the number of microfiche assigned to the microfiche number.
- Extended loan renewals are the same price as an initial extended loan, regardless of whether there have already been short-term renewals on the loan.
- Sales tax is not handled by the system. However, in the United States, the California “use” tax, which is city-based, is calculated based on the family history center’s or affiliate library’s physical address. As a result, each center or affiliate library in California has a slightly different film price.
- If loan prices seem high, please understand that the Family History Department makes no profit from microfilm loans. The department only recovers the cost of duplicating and shipping microfilms. Media costs, especially for microfilm and microfiche, are rising as vendors leave the market due to digitizing. The Family History Department is working on digitizing much of the collection so that records will be available online without cost. However, some microfilm and microfiche will continue to be used when copyright holders have not given permission to digitize and post images online.

**Note:** Film prices are subject to change. Please check the website for the most current price.

## Returning Microfilms

Return microfilms that are due or no longer needed to the Salt Lake Distribution Center.

### United States

Order merchandise return labels (item 34323) from Distribution Services by calling 1-800-537-5971. There is no cost for the labels. (Note: discard expired merchandise return labels that have permit number 35. Use only current labels.)

Acquire cardboard boxes locally that you can use as shipping boxes. Fill each shipping box you send as full as possible, and attach a merchandise return label to the box. Mail the shipment at a US Post Office facility. Do not request special services (such as insurance or registered or certified mail). There is no weight limit for the labels.

### Canada

Return microfilms to the Salt Lake Distribution Center using the services of FedEx. You do not need to pay for returning films. Family history centers in Canada received from the Family History Department an initial kit of FedEx materials for 10 shipments. Each kit contains the following:

- 10 FedEx International Shipment Documentation pouches
- 10 FedEx PFP International Shipment labels (green or blue)
- 10 FedEx International Shipment labels (blue)
- 10 Invoice and Declaration of Value forms (3-part carbonless)
- An instruction sheet

To acquire additional supplies of FedEx shipping materials, contact a local FedEx facility.

Acquire cardboard boxes locally that you can use as shipping boxes. When microfilms are ready to be returned to the Salt Lake Distribution Services, place them in a box and follow the instructions to prepare the box for shipment. Take the box to a local FedEx drop-off facility, or call 1-888-777-6040 to schedule a pick-up.

## Handling Microfilm Ordering Problems

There are three kinds of problems that require a Microform Action Request (MAR) form.

### 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 previous person at another center or affiliate library having switched films during the previous use.

1. Ask the person if he or she would like the film reordered or would rather receive a refund.
2. Contact FamilySearch Support, and request a reorder or a refund.
3. Fill out an [MAR form](#), wrap the white copy around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep the bottom (yellow) copy of the MAR for your records.
4. If you requested a reorder, another copy of the microfilm will be shipped to the center.

### Wrong Content

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

1. Look at the microfilm, and compare the content with the Film Notes in the catalog to confirm there is an actual problem.
2. Contact FamilySearch Support, and request a refund.
3. Fill out an [MAR form](#), wrap the white copy around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep the bottom (yellow) copy of the MAR 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. Contact FamilySearch Support.
3. Follow the instructions that Support sends to fill out an online form. This form is sent to the Granite Mountain Records Vault requesting another copy to be made.
4. Fill out an [MAR form](#), wrap the white copy around the microfilm with a rubber band, and mail the form and microfilm to Distribution Services. Keep the bottom (yellow) copy of the MAR for your records.
5. 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 for “Adding Microfilms to the Inventory.”
6. If the vault cannot make a better copy, a refund will be issued to the patron.

For other questions, contact:  
[films@FamilySearch.org](mailto:films@FamilySearch.org).

## 9: FamilySearch Libraries

FamilySearch libraries are large multi-stake centers. They have the same purpose as all family history centers but provide more resources and services, such as the following:

- Discovery experiences, activities, and events.
- Large staff of trained Church Service missionaries and volunteers.
- Specialized reference assistance and more in-depth research training.
- Multiple computer stations.
- Longer hours.
- Classes, workshops, and group activities.
- Supplemental training for family history consultants, directors, and staff of other family history centers.
- Collections of books, maps, and other research materials.
- A larger microfilm and microfiche collection.

The following are approved FamilySearch libraries:

- Idaho Falls, Idaho
- Pocatello, Idaho
- Logan, Utah
- Ogden, Utah
- Riverton, Utah
- St. George, Utah
- Mesa, Arizona
- Las Vegas, Nevada
- San Diego, California
- Orange County, California
- Los Angeles, California
- Oakland, California
- Sacramento, California
- London, England

### Calling New Directors

Full-time missionary couples are now being called as the directors of FamilySearch libraries. The Family History Department works with Area Seventies for these assignments.

### Training for New Directors

New directors of a FamilySearch library will receive on-site training provided by the Family History Department.

New directors should obtain the following from the former director:

- What are the library's hours?
- What are the opening and closing procedures?
- What is the library's budget? How are funds received and reports made? What are the financial procedures?
- How do you communicate with staff? Get staff lists, email addresses, etc.
- Who manages the staff schedule?
- What unique skills do staff members possess? Find out language, research expertise, and so forth.
- What assignments do staff members have? Who supervises each shift?
- What procedures are in place for handling group visits?
- What classes are being taught? Get a list of instructors and their contact information.
- What events does the library sponsor? Who is in charge of the event?
- Who manages the library's wiki page or website?
- How are class cancellations or library closures communicated to patrons?
- What are the emergency and security procedures?
- Who trains and orients staff?
- How are classes and events promoted or publicized?
- Who speaks in sacrament meetings, presents at local and state events, clubs, webinars, and other religious organizations?
- How are name badges ordered and paid for?

- Who compiles the statistical information and reports?
- Who is the staff technical person? Who makes sure the computers are maintained?
- What are the user names and passwords for the computers?
- What resources does the library have, and how is each resource used?
- Are there notes from past board meetings to review?

You may want to ask the former director to compile lists, reports, calendars, and such on a flash drive that you can review.

### Priesthood Direction

Generally, FamilySearch libraries have an administrative board. Wherever possible, the Area Seventy designates an agent stake and appoints a chairman for the administrative board.

The administrative board consists of the following.

- A chairman (the Area Seventy or, as delegated by him, the agent stake president)
- Stake presidents or high councilors from stakes that support the library, including the agent stake, and the FamilySearch library director
- One or more representatives from the Family History Department
- Others, such as the assigned facilities manager

The chairman conducts semiannual or quarterly meetings with the board to discuss library operations; to review budget, goals, staffing needs, library security, financial procedures, and the audit report.

- The agent stake provides a facilities manager and two stake auditors to conduct the semiannual audit of the library.
- The Family History Department determines what equipment, furnishings, and computer resources will be provided.

### Administrative Roles and Responsibilities

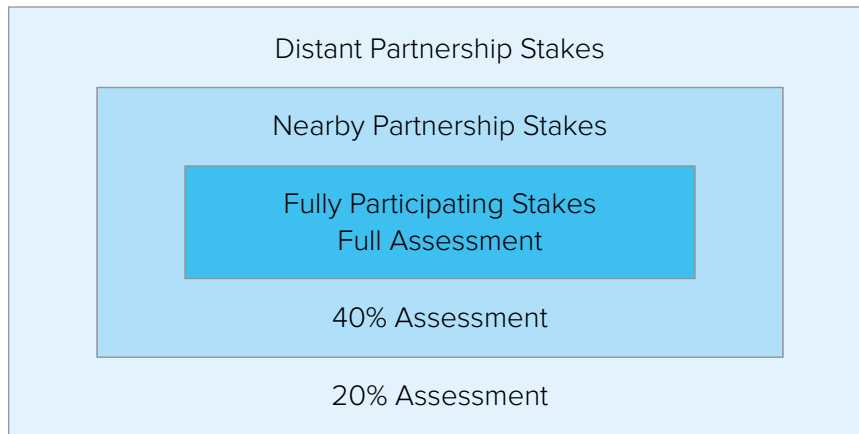
Role	Responsibilities
Area Seventy	<ul style="list-style-type: none"> <li>• Designates an agent stake.</li> <li>• Organizes an administrative board and appoints the board chairman.</li> <li>• Approves the FamilySearch library director, working in conjunction with the Family History Department.</li> </ul>
Family History Department	<ul style="list-style-type: none"> <li>• Conducts an annual operational review of the library.</li> <li>• Evaluates audits of the library and provides instruction as needed.</li> <li>• Determines what equipment, furnishings, and computer resources will be provided.</li> <li>• Works with the Area Seventy to identify new directors and help facilitate the mission call.</li> <li>• Provides training and operational support for the director.</li> </ul>
Administrative board	<ul style="list-style-type: none"> <li>• Supervises the library.</li> <li>• Meets semiannually or quarterly to resolve issues, determine staffing and budget needs, assess supporting stakes to provide budget and staff, and review audit reports.</li> </ul>
Chairman of the administrative board	<ul style="list-style-type: none"> <li>• Conducts meetings of the board.</li> <li>• Supervises the FamilySearch library director.</li> <li>• Ensures that the library has appropriate security and financial procedures.</li> <li>• Reviews audit reports, and provides instruction as needed.</li> </ul>

Role	Responsibilities
Agent stake presidency	<ul style="list-style-type: none"> <li>• Assigns a high councilor to be a member of the administrative board.</li> <li>• Calls and sets apart members as recommended by the high councilor to serve as Church Service missionaries (for FamilySearch Libraries only).</li> <li>• Assigns two stake auditors to conduct semiannual audits of the library.</li> </ul>
Stake presidency of supporting stakes	<ul style="list-style-type: none"> <li>• Assigns a high councilor to be a member of the administrative board.</li> <li>• Calls and sets apart members as recommended by the high councilor and director to serve as Church Service missionaries (for FamilySearch libraries only).</li> </ul>
High councilor	<ul style="list-style-type: none"> <li>• Serves on the administrative board and fulfills board member responsibilities.</li> <li>• Coordinates with the stake presidency and stake clerk to fulfill the stake's budget assessment.</li> <li>• Under stake presidency direction, assigns bishoprics to call and set apart family history consultants to fulfill the stake's staffing assessment.</li> <li>• Under stake presidency direction, recommends members that the stake presidency can call and set apart as Church Service missionaries to serve as staff in the library (for FamilySearch libraries only).</li> <li>• Approves staff volunteers.</li> </ul>
Stake auditors	<ul style="list-style-type: none"> <li>• Conduct semiannual audits of the library.</li> <li>• Submit the audit report to the agent stake president and the chairman of the administrative board.</li> </ul>
FamilySearch library director	<ul style="list-style-type: none"> <li>• Directs the operations of the library.</li> <li>• Reports staffing and budget needs to the administrative board.</li> <li>• Assigns staff specific duties. Additional directors may be called for bookkeeping or accounting; computers and networking; cataloging; repair and binding of books or other research materials; and other functions, as needed.</li> <li>• Ensures staff are trained.</li> <li>• Implements financial procedures and ensures cash is properly accounted for.</li> <li>• Works with the facilities manager to ensure that safety and security procedures are implemented and that equipment and the facility are maintained.</li> <li>• Schedules optimal use of staff, space, and equipment.</li> </ul>

## Budget and Staffing

Participating stakes provide budget and staff as determined by the administrative board.

Below is an example of how budget and staff might be assessed.



Staff for FamilySearch Libraries may consist of the following.

- Family history consultants are called and set apart by the bishopric of a participating stake.
- Church-service missionaries are called and set apart by a participating stake presidency. Church-service missionaries are part-time missionaries who serve at least 8 hours a week, but less than 32 hours. FamilySearch libraries can establish minimum hour requirements that exceed 8 hours (for example, 16 hours per week), if desired. The callings are normally for 6 to 24 months.
- Member or community volunteers, with approval of the director and administrative board.

FamilySearch libraries follow an annual budget process as follows:

Calendar	Budget Process
February–May	The facilities manager meets with the library director to review the budget for the next year. During the year, the director notifies the facilities manager of any needs. The manager can enter these into the FM database. The database will notify managers when an item is nearing the end of its useful life. The director signs and keeps a copy of the budget plan. The budget does not include computers or printers.  <b>Note:</b> Major remodeling projects must be discussed with the Family History Department. It is best to begin these discussions during February through April so approved projects can be included in Family History Department budget plans for the following year.
June	Facilities management regional managers review and approve budget plans.
July–August	The Family History Department reviews and approves budget plans.
August–October	The Family History Department and the Church Budget Office review and finalize budget plans.
November–December	Facilities managers are notified of any budget cuts.



Calendar	Budget Process
January	Budgets are approved and funding provided. The facilities manager meets with the director to implement any specific projects.
February	The facilities manager must submit any schedules for specific projects.

If an approved project exceeds the approved budget, or if an item no longer functions and needs to be replaced before the next budget cycle, the facilities manager or director can contact the Family History Department to see if contingency funds are available.

## Safety and Security

Because most FamilySearch libraries are in a separate building, there are some extra security guidelines.

- Only one exterior door lock opens from the outside with a key. If possible, it should be a MarLock access control system. Make sure exterior doors and windows have locks.
- At night, exterior lights should illuminate the outside of the building.
- Trim bushes and foliage to eliminate possible areas of concealment.
- If needed, accompany patrons to their vehicles.
- Post emergency telephone numbers.
- Train staff on how to handle emergencies, where first aid kits and fire extinguishers are kept, and evacuation routes.
- In an emergency, call 911.

## Financial Procedures

Most large FamilySearch libraries use a cash register to handle the volume of financial activity. There are some extra financial procedures and guidelines.

- Record in the cash register all money received while the patron is present.
- For each transaction, give the patron the cash register receipt with the amount of the transaction.

- To void a transaction already entered into the cash register, complete a Void Sale Sheet (see sample), and have the patron sign it. Then re-enter the transaction correctly.
- Endorse all received checks with the approved stamp before putting checks in the cash register.
- Keep checks and currency secure in the cash register during operating hours.
- Pay expenses from the petty cash fund, not from money in the cash register.
- At the end of the day, two staff members collect the cash from the cash register and do the following:
  - Count the money, and compare it to the cash register tape.
  - Complete and sign a Daily Deposit Summary (see sample).
  - Report to the director any overages or shortages.
- Give the Daily Deposit Summary, Void Sale Sheets, cash register closeout tapes, and a copy of the bank deposit slip to the staff member assigned to perform the bank reconciliation (should be a different person than those who prepare the daily deposits). This person can then ensure that all funds received were properly recorded as deposits.
- The on-duty supervisor and one other staff member prepare the bank deposit slip and make the daily bank deposit. If it is not safe to make a deposit that night, make the deposit the next morning.

**Sample void sale sheet**

FamilySearch Library—Void Sale		
<b>Sale information</b>		
Location:	Date:	Amount: \$:
Register receipt number:		
<b>Customer information</b> (this is not required if correcting a cashier error)		
Customer name:		
Street address:		
City:	State:	Zip:
Phone number:		
<b>Required signatures</b>		
Customer signature:		
Cashier signature:		
Supervisor signature:		
<b>Comments</b>		
<b>Other Requirements</b>		
Attach receipt to be voided		

Figure 5: A sample of a void sale sheet.

**Sample daily deposit summary**

<b>FamilySearch Library—Daily Deposit Summary (Cash Register Sales)</b>	
<b>Transaction details</b>	<b>Totals</b>
Location: Date: <b>Note:</b> Some cash registers automatically calculate the closeout total, in which case lines 1 and 2 below can be skipped.	Attach cash register closeout tape showing summary totals.
1. Ending grand total from tape (current amount)	\$
2. Beginning grand total from tape (prior day's amount)	\$
3. Net sales (line 1 minus line 2)	\$
4. Deposit amount (from deposit slip)	\$
5. Cash (over) or short (line 3 minus line 4)	\$
<b>Comments and signature</b>	
<b>Required signature</b>	
Prepared by:	

Figure 6: A sample of a daily deposit summary.

**Cash Storage**

Cash that is not kept in the cash register may be kept in a safe. To order a safe, contact FamilySearch Support. Only the director and authorized staff should have access to the combination for the safe. Two persons must be present when the safe is open.

**Coin-Operated Machines**

Two persons should collect the money from the coin-operated machines, such as copy machines, at the end of the day.

They must do the following:

- Compare the amount collected to the number of copies made (for copy machines).
- Sign and date a cash control sheet (a written summary of the cash collected and the number of copies made).
- Store the cash in the safe as part of the next daily deposit.
- Store keys to the coin machines in the safe.

## Church Unit Checking Account

FamilySearch libraries use their own Church unit checking account. Similar to ward and stake accounts, these accounts are administered by Church headquarters in Salt Lake City.

With a Church unit checking account, the FamilySearch library does the following:

- Deposits patron fees and allocated funds from stake or ward budgets into a local bank.
- Reports deposit amounts using Member and Leader Services (MLS) finance software.
- Pays for office supplies, items from Distribution Services, and so forth by automatic deductions or by check.
- Records expenses using Member and Leader Services (MLS) finance software.
- Reconciles the monthly Church unit financial statement.

With a Church unit checking account, Church headquarters does the following:

- Transfers the library deposits from the local bank account to the Church unit checking account.
- Each month, posts a Church unit financial statement showing the following:
  - Deposits
  - Checks
  - Charges (Distribution Services, and so forth)
  - Reimbursements
- Returns patron checks that have insufficient funds.

### Setting Up a Church Unit Checking Account

FamilySearch libraries may have a Church unit checking account.

#### 1. Select a local bank.

If possible, select one of the deposit concentration banks included in the list sent to you. These banks eliminate or reduce some service charges for deposit accounts. If you are not near a deposit concentration bank, choose a local bank that is one of the following:

- In the United States, is an automated clearing house (ACH) debit and credit receiver bank that offers night deposit service.
- In Canada, is a Canadian Imperial Bank of Commerce (CIBC).

If you have any questions about choosing a bank, call the Global Service Center at 1-800-537-5932, extension 1639.

Church headquarters will open a deposit account for you at this local bank. Do not open the deposit account yourself. Church headquarters will send checks and deposit slips. Call the Global Service Center at 1-800-537-5932, extension 1639.

#### 2. Complete a Signature Card form.

On the MLS system, under reports, select **Signature Card**. Complete the Signature Card form, listing who is authorized to sign checks. Two authorized signers must sign each check. However, you may have more than two individuals listed on the Signature Card as authorized check signers. Authorized individuals should be the following:

- Agent stake president
- Agent stake financial clerk
- One of the following:
  - High councilor
  - FamilySearch library director
  - Other staff member who is also a Church member

Send a copy of the completed form to the address listed on the form. Use the form to update authorized check signers when necessary.

#### 3. Receive checks from Church headquarters.

You will receive checks with the Church logo for your Church unit checking account. Use these checks when you need to write a check from the account.

## **Making Deposits with a Church Unit Checking Account**

In your local bank account, deposit fees for authorized services and budget funds from Church units. Make frequent deposits so the library account does not become overdrawn. Make sure the account has enough money to cover checks and automatic deductions.

If possible, record and transmit the deposit information in the MLS finance software on the same day you deposit the funds in your local bank account. When you record the deposit in MLS, two reports are printed.

- File the Unit Copy of the Deposit Report in your files with the income documentation.
- Place the Bank Copy of the Deposit Report with the money for deposit in the bank.

If you do not record and transmit the deposit information, the Church does not know that it can transfer this amount to your Church unit checking account. Your account may then not have enough money to cover checks or deductions.

## **Paying for Items**

The amounts for items purchased through the Church will be automatically deducted from your Church unit checking account. These deductions will be listed on the monthly Church unit financial statement. Any automatic reimbursements are also listed.

Using the MLS finance software, you can print checks on the check stock from Church headquarters.

Record expenses in the MLS finance software. In MLS, print and file the Expense Report with any supporting invoices or receipts.

## **Writing Checks**

There are several guidelines you should follow when using checks.

- Keep the checkbook in a safe, secure place when you are not using it.
- Use checks in numerical sequence.
- File supporting invoices with your financial records.
- Never “presign” checks.
- Do not predate or postdate checks.
- If possible, list the purpose for the check.
- When you must void a check, print VOID on the check and check stub, cut out the signature lines, and staple the voided check to the stub.
- Checks are automatically reordered. If you do not receive them, call the Global Service Center at 1-800-537-5932.
- Keep completed checkbook stubs with your financial records.

In Canada, when Church unit checks are prepared, the amount of the goods and services tax (GST) should be entered in the Reimbursed GST Tax category. When paying for goods or services that are to be resold at cost to patrons, enter 0 (zero) in the GST box. This applies to the following:

- Toner for computer printers or reader-printers
- Paper for computer printers or reader-printers
- Repairs of computer printers or reader-printers
- Publications or supplies that are resold in the library

For other goods or services that are not meant for resale to patrons, enter the amount of the GST tax. This applies to the following:

- Reference books, maps, or other research materials
- Commercial family history-related computer software

### Reviewing the Church Unit Financial Statement

Each month, the MLS system will display the latest Church unit financial statement. Go into Finance Statements, and select **Unit Financial Statement**. Review the information to make sure it is correct.

Your records should match the following information on the statement:

- **Beginning balance.** This is the beginning balance for that month.
- **Deposits.** This provides the reference number, date, and amount of all deposits made during the month.
- **Checks.** This lists the check number, date, payee, and purpose of all checks processed during the month.
- **Other disbursements and credits.** This lists the reference number, date, amount, and brief description for goods and services purchased through Distribution Services and Church departments.
- **Miscellaneous entries.** This gives the reference number, date, description, and amount of any corrections or interest paid to the account.
- **Ending Balance.** This is the ending balance in your account. It will appear as the beginning balance on your next financial statement.

If the information is correct, sign the statement, and file it with your financial records.

### Handling Returned Checks

Occasionally a patron does not have sufficient funds in his or her checking account to cover the payment, and the bank returns the check to Church headquarters.

Church headquarters will notify the patron and adjust your account by cancelling the deposit.

If the patron brings a replacement check, deposit the replacement check with your next regular deposit.

### Stopping Payment on Checks

If a FamilySearch library check is stolen, lost, or issued to the wrong person, stop payment on the check. There is no charge for requesting a stop payment.

To stop payment, call the Global Service Center at 1-800-537-5932. Give the following information:

- Unit name and number
- Church unit checking account number
- Date of check
- Name of payee on the check
- Amount of the check
- Check number
- Reason for stop payment

### Handling Uncashed Checks

Checks not cashed within 180 days of the date of issue are marked as “escheated” (unclaimed property) and are no longer valid.

When it has been a couple of months since the check was written and not cashed, contact the person the check was written to, and ask that person to cash the check. If the check was lost or stolen or was a duplicate payment, stop payment on it.

In order to receive payment on a check marked as “escheated,” the person will need to contact the Global Service Center at 1-800-537-5932. Do not reissue the check.

### Contacting the Global Service Center

If you have financial questions, contact the Global Service Center.

Monday and Friday: 6:00 a.m. to 9:00 p.m.  
(Mountain Time)

Tuesday, Wednesday, and Thursday: 6:00 a.m.  
to 12:00 a.m. (Mountain Time)

Toll free: 1-800-537-5932

## 10: Resources for Centers

### FamilySearch Support

FamilySearch Support answers questions about FamilySearch products and services.

Family History Center Support helps new directors get started and answer questions about center operations. If you have questions about center operations, talk to Family History Center Support. They can also connect you to technical resources to help with center equipment or computer issues.

Email: [support@FamilySearch.org](mailto:support@FamilySearch.org)

Phone: 1-866-406-1830 (toll-free)

### Websites

**LDS.org:** The Church's main website ([lds.org/familyhistorycallings](https://lds.org/familyhistorycallings)) includes information about family history callings and programs. Go to the Family History Center Director page at [lds.org/fhcdirector](https://lds.org/fhcdirector).

Note that the Family History Center Director page has additional pages with information and links. You can also review conference talks and *Ensign* articles about family history, genealogy, and temple work on this website.

**FamilySearch.org:** This is the Church's main family history website ([FamilySearch.org](https://FamilySearch.org)). The language shown depends on the computer or browser language setting. On this website, you can do the following:

- View your family tree. The tree allows you to view, add, and correct information in your pedigree. You 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 short stories about your ancestors.
- Get research advice. The FamilySearch research wiki ([wiki.FamilySearch.org](https://wiki.FamilySearch.org)) is an online community where you can view and provide research guidance.

- Learn about research. The learning center ([FamilySearch.org/learningcenter](https://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 ([familysearch.org/indexing](https://familysearch.org/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.

**FamilySearch Labs:** On this website ([labs.FamilySearch.org](https://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 Tech Tips:** This website ([FamilySearch.org/techtips](https://FamilySearch.org/techtips)) provides tips for using technology with family history. This website is in English only.

**FamilySearch Partner Products:** This website ([FamilySearch.org/apps](https://FamilySearch.org/apps)) lists third-party products that work with FamilySearch. Products include those for web, mobile, Windows, or Mac platforms. Some products are free; others are for purchase. You can read the details about each product to see how it works with FamilySearch and what benefits it provides. Some of these products are available to download and use on center computers for free.

**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](https://www.familysearch.org/learn/wiki/en/Research_Communities_on_Facebook)

**Family History Center Portal:** This website ([fhc.familysearch.org](https://fhc.familysearch.org)) provides access to family history resources, including premium websites for use on center computers only. This website is in English only.

**LDSMail:** This website ([ldsmail.net](https://ldsmail.net)) is the official email service for family history centers. 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](https://lds.org).

**Church Directory of Organizations and Leaders (CDOL):** This is a Church database ([cdol.lds.org](https://cdol.lds.org)) where center information is kept. Update the center 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](https://lds.org).

**Family History Center Monthly Report:** Family history center directors fill out and submit a monthly report about the center. The link to the monthly report form is found on [lds.org/fhcdirector](https://lds.org/fhcdirector) under the Quick Links heading.

**FamilySearch Support Tools:** This website ([remote.familysearch.org](https://remote.familysearch.org)) is where you download asset management and other software for a center computer.

**LDSTech:** This website ([tech.lds.org](https://tech.lds.org)) is a community support forum for center technical issues and development. This website is in English only.

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

**Online Microfilm Ordering:** This website ([FamilySearch.org/films](https://familysearch.org/films)) is where patrons can order microfilms and microfiche on loan to a center. Select the language from the drop-down list.

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



## Distribution Services

There are many helpful items available from Distribution Services.

Resource	Description	Language
<b>Home and Family—Family History—Family and Personal History Basics</b>		
<i>My Family: Stories That Bring Us Together</i>	A booklet to help gather stories and photos from past and present generations.	Several
<i>Family History: Get Started Now</i>	A trifold brochure that is ideal for use with new members, youth, and those investigating the Church.	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.	Several
Family Group Record	A form to record genealogical information for a family.	Several
How to Fill Out a Family Group Record	A one-page guide on how to fill out a family group record form.	Several
Pedigree Chart	A chart to list up to four generations of ancestors.	Several
<i>Preparing a Family History for Publication</i>	A guide to help you prepare a family history for publication.	English
Hiring a Professional Genealogist	Tips and advice for hiring a professional genealogist.	English
Research Log	A blank form to track research sources and results.	Several
<b>Home and Family—Family History—Research Resources</b>		
Finding Records of Your Ancestors	A guide to finding ancestors within a certain time period and country. Available for African American, Denmark, England, Finland, France, Iceland, Italy, Mexico, Norway, Sweden.	English, Spanish (Mexico only)
Tracing Your Jewish Ancestors	A guide to finding Jewish ancestors who immigrated to the United States from Europe.	English
Genealogical Word Lists	A guide that lists common terms found in genealogical records for a country. Available for Afrikaans, Danish, Finnish, French, German, Hungarian, Icelandic, Latin, Norwegian, Polish, Portuguese, Spanish, Swedish.	English
Letter-Writing Guides	Guides to help request genealogical information from a language you do not speak. Available for Czech, Finnish, French, German, Italian, Polish, Portuguese, Spanish.	English
French Republican Calendar	A guide to help convert dates from this calendar to the Gregorian one used today.	English
US Census Work Sheets	Forms to help record information from the United States Census from 1790 to 1930.	English
British Census Work Sheet	A form to help record information from British Census records.	English

Resource	Description	Language
Canada Census Work Sheets	A form to help record information from the Canadian Census from 1851-1901.	English
Ireland Census Work Sheet	A form to help record information from the Ireland Census from 1901 or 1911.	English
Mexico Census Work Sheet	A form to help record information from the 1930 Mexico Census.	Spanish
<b>Home and Family—Family History—Family History Supplies</b>		
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.	
Microfilm Splicing Tape, J-Lar	A reel with 72 yards of 1" tape for repairing microfilm.	
Microfilm Reels	The following reels may be ordered (you may need to call for these items). <ul style="list-style-type: none"> <li>• 16mm (#80624000)</li> <li>• 35mm (#80625000)</li> <li>• 35mm, blue, nonremovable (#80653000)</li> </ul>	
Microfilm Boxes	The following boxes may be ordered (you may need to call for these items). <ul style="list-style-type: none"> <li>• 16mm (#80626000)</li> <li>• 35mm (#80627000)</li> </ul>	
Microfiche Envelopes	(#80645000) You may need to call for this item.	
NMI 2020 Maintenance video	(#00655) You may need to call for this item.	
<b>Home and Family—Family History—Journals</b>		
Journal	A hardbound blue, brown, or red book to write personal or family histories.	English
Journal Paper (loose-leaf)	Ruled 8.5 x 11 paper that fits in a three-ring binder.	English
<b>Serving in the Church—Specialists and Committees—Family History Consultant</b>		
<i>To Turn the Hearts: Leader's Guide to Temple and Family History Work</i>	A guide and DVD that describes how leaders can organize, lead, and implement temple and family history work in wards and stakes.	Several
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 center.	Several
FamilySearch Business Cards	A small card with the logo and FamilySearch website.	English

## Forms

The following are forms and signs you may need to use. Click the title to view, save, or print a copy.

### Signs

[Copyright](#): Post this sign next to printers.

[Policies for Use of FHL and FHC](#): Post this sign in the center.

[Internet Use Policy](#): Post this sign in the center.

### Operational Forms

[Request to Create, Relocate, or Close a Family History Center](#): Priesthood leaders use this form to request a new center, request to relocate a center, or request to close a center.

[Family History Computer Hardware and Software Order](#): Use this form to request computers, printers, or software.

[Microform Action Request](#): Use this form to resolve microfilm order issues.

### Patron Forms

[Family Group Record](#): Patrons may use this form to record information about a family group.

[Pedigree Chart](#): Patrons may use this form to record information about four generations of ancestors.

[Research Log](#): Patrons may use this form to record sources for a research goal.

[Research Log and Next Steps](#): This is a modified research log that center staff may use to help patrons track sources for a research goal along with the next steps in their research.

[Permission to Duplicate](#): Patrons may use this form to give permission to FamilySearch to duplicate donated family history materials.



THE CHURCH OF  
JESUS CHRIST  
OF LATTER-DAY SAINTS