



Family History Center Operations Guide 2021

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1: Purpose of a Family History Center

We create inspiring experiences that bring joy to all people, as they discover, gather, and connect their family – past, present and future.

This simple purpose statement should guide all your interactions and plans for the family history center. Prayerfully consider how you can create inspiring experiences for each guest that visits your center. Experiences that help them to feel the Spirit of Elijah. Each child of God is unique and should be treated as an individual and ministered to with Christlike care. Discovery should be equally emphasized in a beginner experience with gathering and connecting.

In addition to the purpose statement, as you assess ideas and experiences for the guests of your center, the following quality standards should guide your decisions.

Quality Standards and Definitions

Inspired

- I live worthy of the guidance of the Holy Ghost
 - I am humble
 - I am teachable
- I seek inspiration every day in my work
 - I seek to know God's will
 - I have the courage to act on promptings
 - I pray to know what is best for each person I serve

Trust

- I create trust in everything I do
 - I keep information and records safe
 - I ensure that the information I share is accurate and of high quality
 - I avoid shortcuts and always strive to do the right thing
 - I responsibly represent the Church
- I look for ways to increase the trust others have in me
 - I identify and correct miscommunication and misunderstanding
 - I consistently use family history tools and products to increase my knowledge

Kindness

- I emulate The Savior in my interactions.
 - I am willing and able to serve in any scenario
 - I understand that every person is a unique and important child of God
- I treat each person and their family with love, dignity and respect.
 - I avoid unrighteous judgement of others
 - I keep conversations uplifting and appropriate

- I am approachable
- I avoid contention

Effectiveness

- I perform my role effectively so that guests will get the most out of their experiences
 - I know the answers (or know where to find them)
 - I focus on what is essential for the guest
 - I empower people to become self-reliant in their family history efforts
- I use my time and resources wisely
 - I remember that my purpose is more important than my task

Simplicity

- I provide experiences that are simple, even if it makes it harder for me
- I focus on experiences to delight regardless of age or geography

2: Ministering in the Center

Discover

Discovery experiences include a wide range of activities that help people learn about and better understand their ancestors. A discovery experience may be as simple as reading a story about an ancestor, participating in an [online discovery experience](#) or preserving a photo on [FamilySearch.org](https://www.familysearch.org). Discovery experiences may be provided for an individual or for a group. They should invite the Spirit of Elijah into the lives of the participants and encourage them to continue to discover, gather, and connect their family.

Gather

The scriptures teach that in the fullness of times all things shall be gathered together in one in Christ (see Ephesians 1:10). We help others to gather their families unto Christ through personalized family history and temple experiences. These experiences should be prepared and taught with the individual in mind and the Holy Ghost as a guide. Where appropriate you should encourage people to gather names to the tree and to gather what memories they might have of those individuals. You may find the information you need to help people in historical records on FamilySearch or our partner sites or from the living memory of those you are helping.

Connect

President Dallin H. Oaks observed of individuals participating in family history "... we saw them experience almost instantaneous joy and increased confidence. They become more connected to their families. They no longer feel so alone. They begin to feel a celestial kinship. They learn what it means to feel the Spirit. Family history offers a healing influence and an assurance that each person is precious in the eyes of our Heavenly Father." The experience of connecting with family on both sides of the veil is available to all people who participate in seeking out their family. You can help people to find the connections that every human heart longs for, while also making lasting connections for yourself that will bless your life. Elder Andersen offered a blessing to all who do family history that they "will feel the beautiful link that binds us together as families through eternity."

3: Sharing the Gospel in the Family History Center

Visitors come to a Family History Center (FHC) to discover and understand more about their family, often hoping to feel the inspiration and joy that can come from connecting to their ancestry and heritage. This presents an opportunity to welcome our neighbors and friends as our guests and help them to have success discovering the information they are looking for. Your first responsibility is to kindly assist visitors as they become acquainted with the FHC, its resources and helpers.

Plan for the general public

More than 80% of those who come to the center are not members of the Church of Jesus Christ of Latter-Day Saints. They come because they are interested in accessing resources provided by the Church through FamilySearch.org, and you. Your guests will have varying levels of familiarity and interest in the Church. They may or may not realize that FamilySearch and the Church are connected. They come trusting that you will honor their primary intent which is to find family information. Your guests may include:

- Active members of the Church who would like help getting started or specific help with Family History
- New or returning members of the Church
- Friends who are meeting with the full-time missionaries
- Friends who don't know anything about the Church but are hoping to get help finding ancestors or information about their homelands.

What our guests all have in common is some level of interest in learning more about their family connections. This interest could be a spark of the Spirit of Elijah causing them to feel a turning of their hearts toward their fathers. Your opportunity is to nurture that spark by helping them discover their connection to their ancestors through information, stories, pictures, and documents. As they feel the joy of discovery, they might ask questions about why the Church is so involved in family history. This may be an opportunity to give brief, helpful answers to their questions that could lead to more conversation regarding Church doctrines and beliefs about families. Following the Spirit will help you know when it is appropriate to share feelings about the spiritual nature of family history work.

Guiding Principles

Keep these principles in mind as you seek the Spirit to understand how you can help your guests feel the spirit and share the gospel in natural ways in your FHC calling:

- Since most centers are in a Church building, community members may not be surprised that it is funded by a church. However, they might have questions about why the Church would invest the time and resources to fund FHCs and FamilySearch.

- Family history is a great common ground for people of different faiths.
- Researching family history provides opportunities for the helper and the visitor to share thoughts and feelings about the importance of families.
- FHC personnel can share the gospel in normal and natural ways [as Elder Uchtdorf taught](#). It should come organically from the pursuit at hand, family history. Listen for a spiritual question from your guest, that question may be them “giving you permission” to share something gospel related.
- Visitors who want to know more about the Church and its’ teachings can be referred to full-time missionaries.
- It can be off-putting for non-members to be pressured to learn about the Church if they came to the center for a different purpose—namely, to do family history. Listen for questions or watch for clues that indicate that the guest is interested in learning more before you share the gospel.

Blessings for All

Your preparations to meet the needs of our guests and assisting with kindness and respect will also bless those visitors that are members of the Church. All of us are blessed by gaining a greater understanding of the Plan of Salvation and a testimony of the important role of family relationships in our lives.

Resources

Visit the [Helper Resources](#) section on FamilySearch for specific ideas and resources for sharing the gospel in natural ways in a FamilySearch center.

4: Roles in the Family History Center

Stake Temple and Family History Consultant-Family History Center

The Stake Temple and Family History Consultant-Family History Center manages the day-to-day operations of the family history center.

- Support the stake temple and family history focus and plan
- Work with the assigned high councilor ensuring that the stake plan is reflected in the work at the FHC.
- Coordinate the use and activities of the center to assist church members and community visitors discover their ancestors.
- Work with the high councilor and stake technology specialist to maintain center operations and resources. These are explained in further detail in this guide.

Calling Roles and Responsibilities

Role	Potential Responsibilities	Training and support provided by the Temple and Family History Consultant – Family History Center
Stake and Ward temple and family history consultant	<ul style="list-style-type: none"> • Serves in FHC as invited. • Provides one-on-one family history help. • Helps members identify ancestors and prepare names for temple ordinances. 	<ul style="list-style-type: none"> • Supervises and trains assigned consultants in center duties and resources. • Assists consultants in teaching members how to use center resources.
Volunteer	<ul style="list-style-type: none"> • Provides one-on-one family history help. • Helps guests identify ancestors to add to the tree. 	<ul style="list-style-type: none"> • Supervises and trains volunteers in center duties and resources. • Assists volunteers in teaching guests how to use center resources.
High councilor	<ul style="list-style-type: none"> • May be assigned to oversee the work of the stake temple and family history center. 	<ul style="list-style-type: none"> • Meets with the high councilor regularly to review the operations of the center and to evaluate how well they are meeting stake and local units' goals.
Stake technology specialist	<ul style="list-style-type: none"> • Ensures that all the technology in the center is functioning properly including hardware, software, and internet access. 	<ul style="list-style-type: none"> • Seeks help with all technology related needs for the center.

Member of the high council over physical facilities	<ul style="list-style-type: none"> Works with the facilities manager to coordinate all physical facilities matters for the center such as designated space and supplies ordering. 	<ul style="list-style-type: none"> Requests needed maintenance and repair of the facility, furnishings, and equipment.
Family History Department	<ul style="list-style-type: none"> Supports operational needs of the centers. 	<ul style="list-style-type: none"> Consultants should go through their leaders for help. For additional help, <u>contact the Family History Department.</u>

Work closely with the High Councilor

Stake Presidents hold the keys to do temple and family history work as part of the work of salvation in the stake. The high councilor assigned to 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 plans. Regularly (at least quarterly) meet with the high councilor to discuss the following:

- Stake and ward goals and plans, especially regarding temple and family history work, and how the center can prepare to support those goals and plans.
- How the center can best organize to support ward elders quorum presidencies and ward Relief Society presidencies.

Understand Stake Goals

Counsel with priesthood leaders to better support priesthood efforts, understand their yearly goals, and improve the ability of the center to be supportive of goals.

Support Priesthood Efforts

Centers can support stake and ward councils in several ways. This may include working with youth groups, Relief Society presidencies, elders quorum presidencies, bishoprics and youth presidencies, new and returning members, local missionaries, and temple and family history consultants.

5: Administration of the Center

Dress Standards

You should ensure that staff are appropriately dressed and well-groomed while serving in the center.

- Center staff may dress in business casual clothing
- Name tags may be purchased using center or stake budget funds. You may not use Church or FamilySearch logos on locally made name tags.

Logo Usage

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, without permission from the Church Visual Identity Office. You may [request permission to use logos](#).

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

To request a new family history center, to relocate an existing center, or to close a center, submit a completed [request form](#) to Support@FamilySearch.org. The form needs to be signed by the stake president, local facilities manager, and area temple and family history consultant.

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

Safety and Security

Working with local priesthood leaders and a member of the high council over physical facilities, establish and communicate safety and security policies and procedures for the center. All who serve in a center should be familiar with the following Church policies and procedures.

- The high councilor, under the direction of the stake president, determines who will have keys to the center.
- At least two staff members must 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.
- Each center must have ready access to a telephone.
- Contact local police and emergency medical personnel when faced with security incidents and emergencies at church facilities. In an emergency at a church facility in the United States or Canada, for example, call 911 immediately.
- After a serious security incident is under control, report it immediately to priesthood leaders and to the church's 24-hour Global Security Operations Center at 1-801-240-2661 (toll free at 1-844- 537-7000).
- Know where first aid kits and fire extinguishers are located.

- 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. Speak with a member of the high council over physical facilities who can talk to the local facilities manager to add this system.
- Keep a digital or paper inventory of center equipment, research materials, and licenses. It should be stored off-site in case of loss due to disaster, theft, or vandalism. As an extra precaution, you can also provide a copy for the stake clerk.

Community Group Use

If community groups are interested in using the center for meetings, follow meetinghouse guidelines as outlined in the [Church Handbook](#).

Research Materials

You may purchase a few research materials that are used often by your guests, such as reference books, maps, forms, etc. These items are acquired with center or stake operating budgets. Maintain an inventory of research materials. Because space is limited, do not maintain large collections of materials. Do not store materials owned by another society or group.

- Discard old publications, notices, memos, and instructions regularly.
- Check with the Family History Library via emailing books@familysearch.org before disposing of books or periodicals to see if the library could use the copy or would like to digitize it. Keep books that are used by guests and pertain to the local population; If the library does not need it, the book or periodical can be donated or discarded.

Donated Materials

Centers may accept donations of research materials and money. Donated software should include valid license documentation. Do not accept furnishings, computers, or printers. Donations become the property of the Church of Jesus Christ of Latter-day Saints and will be used at the Church's sole discretion to further the overall mission. Monetary donations can be made online or by check. Online donations for family history efforts can be made at <https://philanthropies.churchofjesuschrist.org/>. If using a check, guests should write the check out to FamilySearch and mail to the following address:

Family History Department
 Finance Division
 50 East North Temple, COB 3
 Salt Lake City, UT 84150

For donation guidelines and a complete list of what donations are accepted, see the [Gifts, Donations, and Loans web page](#).

Guests should email FamilySearch at books@FamilySearch.org for information about donating materials.

Learn more about family history donations [on the FamilySearch Support Wiki](#).

Photocopies made by Guests

Guests are welcome to make photocopies that comply with local copyright law. Post a [copy of the Church's copyright printing policy sign](#). Do your best to ensure trust with both copyright owners and guests.

- Post the copyright printing policy sign near computer printers or the photocopy machine.
- In a kind way, explain the policy to anyone who may violate it and try to provide them with ways to be successful while still complying with the policy.

Guests are always welcome to:

- Copy family history materials that are produced by The Church of Jesus Christ of Latter-day Saints for personal or group use. For professional use, they should contact the Family History Department for permission by going to permissions.churchofjesuschrist.org.
- Take photographs of microfilm or microfiche.

Copy Fees

Family history centers are not required to charge guests for prints and copies. Consult with your high councilor to determine if the center guests should be charged. If directed to charge for these items, consider the following:

- Fees should be the same for all guests.
- Fees should cover the cost of the print (paper and toner) only.
- Guests should not be expected to pay for unusable copies caused by a malfunctioning printer.

Hours of Operation

Opening on Sundays – to help support family history activity on the Sabbath, the center can be open on Sunday, except during the two-hour block of church meetings, and should not prevent staff members from attending their regular worship services.

Monday nights—centers can be open on Monday evening as well with emphasis on YSA home evening groups, families or full-time missionaries serving in the area.

As you counsel with local leadership about what hours to be open, be mindful of all people you serve—including those who cannot visit on weekdays, those who cannot

visit during the day and those who may have unique needs. Avoid choosing your hours solely based on what hours staff members want to work.

Please update center hours in the [Church Directory of Leaders \(CDOL\)](#) and the Center Wiki page, so the most current information is displayed.

Staffing and Training

Family history centers are staffed by Stake and Ward Temple and Family History Consultants and community volunteers.

You can find training and resources for the Temple and Family History Consultant calling on the [FamilySearch.org](#) website.

6: Appearance and Atmosphere of the Center

Ambiance

Every effort should be made to create an appropriate ambiance in the center. Reach out to your Facilities Management for details on the Standard Guide for how a center should look: graphics, wall colors, furnishings, lighting, etc. If your center is remodeled, the design of the center will follow the guidelines in the Standard Guide.

- Centers should be clean and uncluttered. Dusting, vacuuming, and general cleaning should be done regularly.
- Artwork and displays should be approved by the facilities management group as appropriate for a church building.
- Store office supplies in a place not visible to center guests.
- Keep equipment and guest areas tidy.

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 a member of the high council over physical facilities who can contact the local facilities manager.

Maintaining room furnishings and equipment

Work with a member of the high council over facilities to maintain the room furnishings and equipment to the same standards as the meetinghouse. At the beginning of the year, meet with a member of the high council over facilities to discuss any needs. The facilities manager can then incorporate requests as part of the annual meetinghouse or family history center budget plan.

Replace and dispose of broken furnishings or equipment that cannot be repaired. Remove surplus furnishings or equipment no longer needed. The local facilities manager should dispose of broken or unneeded items.

Signage

Post approved signage. For a list of approved signs, contact a member of the high council over physical facilities who can contact the facilities manager.

7: Communications

Contact information

As a stake temple and family history consultant- family history center keep your personal contact information current in your Church account and CDOL (see CDOL user manual, [section 8](#)). Update your contact information if your address, email, or phone number changes. Contact FamilySearch Support if experiencing issues.

Please ensure that the following things have been done at the time of your calling.

- Make sure the ward or stake clerk lists you as the stake temple and family history consultant-family history center in MLS (Member and Leader Services). This is very important to ensure you have access to the systems needed for the center.
- Create a Church Account, if you do not already have one.
 1. Go to churchofjesuschrist.org and click **My Account and Ward** in the top right-hand corner.
 2. Click **Sign In**.
 3. Click **Create an account** and follow the prompts. You will need your church record number (can be found in the LDS Tools app or on your temple recommend or obtained from the ward or branch membership clerk).
 4. Write down your username and password.
- Create a FamilySearch account, if you do not already have one. Church Accounts and FamilySearch accounts are not the same. When creating your FamilySearch account, you may choose to have the same username and password used for your Church Account. Keep in mind that if you use the same username and password, the two accounts are not linked.

FamilyHistoryMail

The Family History Department has established a FamilyHistoryMail email account for each family history center. This is the official email address for center communication. Use this account to view communication from the department as well as to send emails for center operations. You will receive updates and news from FamilySearch. Check this email at least weekly.

Contact the previous stake temple and family history consultant-family history center for the login information and password. If they are unavailable, contact Global Service Center at 801-240-4357 to change the password.

My Calling Newsletters

Periodically the Church will send out a *My Calling Newsletter* via email to all temple and family history consultants, containing vital information relative to your calling. To receive this email communication, you will need to opt in to receiving the *My Calling Newsletter* in your churchofjesuschrist.org account.

To opt in, follow these steps:

- Go to [churchofjesuschrist.org](https://www.churchofjesuschrist.org)
- Select **My Account and Ward**
- Sign In
- Select **Account Settings**
- Select **Email Subscriptions**
- Check **My Calling**

If you have opted into the *My Calling Newsletter* and do not receive it, you should check with your clerk to ensure your calling is correctly entered into the system.

FamilySearch Blog

The [FamilySearch blog](#) has articles about family history that you may find useful to assist your calling.

Monthly Report

In the first week of each month, [submit a report](#) about visitors to the center. You will be asked for:

- The number of hours the center is open
- The number of visits made by members and other visitors
- Other items as requested.

Outreach for the Center

Publicize center hours, resources, services, and events, such as classes or workshops. Most visitors will use a search engine to find you. Take time to see what they see by searching the name of your center online. Check for a Google My Business and Yelp page. These pages are created by Google and Yelp and you can claim and update these pages for your center. Here are some simple outreach ideas:

- Provide information to stake and ward groups about center resources and activities.
- Post notices and flyers on meetinghouse bulletin boards.
- Maintain your center wiki page in the FamilySearch Wiki.
- Conduct family history open houses or workshops.
- 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 host discovery experiences and events in the center.
- Give presentations in local libraries, societies, schools, or retirement centers.
- Set up booths at local fairs or seminars.
- Work with the stake director of public affairs to reach out to local media about events.

[Find outreach materials.](#)

[Purchase Family History items.](#)

Maintain a Center Wiki Page

The [FamilySearch Research Wiki](#) has a page for each family history center. In the Wiki, search for the name of your center to see your center page. A “website” link to the center Wiki page can also be found on the [Family History Center and Affiliate Library Locator Map](#). Some basic information is included on the center Wiki page, and you can edit and add information. Make sure the page lists the address of your center, contact information, current hours, and any special resources, events, or classes.

To edit a Wiki page, you must submit a one-time request for editing rights by clicking at the top of the page where it says, “to request editing rights on the Wiki, click here” and following the instructions. If you keep your center’s Wiki page updated, it can be a great thing to link to when doing outreach for the center. Instructions on how to edit a center Wiki page can be found in this [Wiki article](#).

8: Marketing and Outreach

Social Media Kit

Things to consider:

- Define your goals. Why do you want to use social media?
- Choose the best channel to accomplish your goals.
- It takes time and effort to build a community or following on social media.
- Allowed to use any social media platform as long as you have Priesthood leader's approval, and you follow the [guidelines and policies](#). [Church Handbook Internet, 38.8.21.2](#)

What is social media marketing?

Social media marketing provides the opportunity to promote your center/library's activities through various social media platforms. Your unique content should be tailored to the specific platform it's being shared on to help you boost awareness of your facility. Examples of social media platforms:

- FamilySearch Wiki
- Web page
- Facebook
- Twitter
- Instagram
- WhatsApp
- YouTube
- Blogs

Create a Social Media Marketing Strategy

- Determine who your audience is and research their interest
- Decide which social platforms you will use
- Generate unique and engaging content
 - Creating a personality and a voice will help you build your audience
- Establish a schedule for your posts
- Define a successful campaign, and then analyze your impact and results
 - Measure the effectiveness of the engagement over time
 - Do not judge results just by numbers, as quality beats quantity in social media
- Maintain diligent upkeep, including answering questions and monitoring comments

Best Practices for Social Media

Here are a couple of websites with good social media tips

- <https://blog.hubspot.com/marketing/social-media-marketing>

- <https://www.ringcentral.com/us/en/blog/social-media-best-practices/>
- <https://communications.tufts.edu/marketing-and-branding/social-media-overview/social-media-best-practices/>
- <https://www.galaxydigital.com/blog/nonprofit-social-media-strategy/>

Church callings social media policy, which family history centers would fall under:
<https://www.churchofjesuschrist.org/help/support/policies/general-policies/use-of-online-resources-in-church-callings?lang=eng>

Church Media Frequently Asked Questions

Be sure to comply with the [Terms of Use](#)

<https://www.churchofjesuschrist.org/media/frequently-asked-questions?lang=eng>

List of Royalty-free images stock photos

Images may be free, but some photographers want attribution. Check the copyright/attribution lines.

- Foleon, lists sites with free stock photos: <https://www.foleon.com/blog/best-free-business-stock-photo-websites>
- Snappa: <https://blog.snappa.com/free-stock-photos/>
- Wiki commons: https://commons.wikimedia.org/wiki/Main_Page
- Library of Congress: <https://www.loc.gov/free-to-use/>
- Oliver Wendell Holmes Library: <https://owhlguides.andover.edu/images>

Google My Business

- Update and manage your centers business profile on Google My Business page - <https://www.google.com/business/>
- Regular updates help ensure Google shares the most accurate information with your potential guests
- Google My Business Help Center: <https://support.google.com/business/>

BYU Print and Mail

This is where you can find [approved FamilySearch and Family History Materials](#) for the center, often used for outreach purposes, such as fliers, contact cards, and information cards about the center.

9: Financial Management

Financial Records

Work with the stake financial clerk, or agent stake clerk, to determine what financial forms or records to use. Stake auditors review the financial records and procedures twice a year.

Handling Money

The Family History Department recommends that centers go cashless, if possible. For any money that does come into the center, work with the stake financial clerk, or agent stake 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 consultant should be involved in cash receipt, recording, deposit, and disbursement.
- Where possible, do not leave cash in the center overnight. It is acceptable to keep a small amount of cash for making change. Give surplus cash to the stake financial clerk who will deposit the money 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.

10. Microfilm

Microfilm and Microfiche Readers

If you have microfilm or microfiche that guests use, keep one microfilm or microfiche reader, as needed. If you do not have microfilm or microfiche, ask your high councilor to work with the facilities manager to remove any unnecessary readers.

Returning microfilm or microfiche

Family history center staff should counsel with priesthood leaders to decide whether to maintain microfilm or microfiche collections. Centers and libraries have the option to return microfilm that is available online or otherwise not needed to Distribution Services. As more images become available online, periodically reevaluate whether to retain microfilm holdings.

Any microfilms or microfiche in your center are on loan and are the property of FamilySearch. This includes long term loans made to individuals. Do not donate, give away, sell, or relocate microfilms or microfiche to another facility, individual, or organization without permission. If you want to relocate microfilms or microfiche to another family history center or FamilySearch affiliate library, contact support@familysearch.org for permission and instructions.

Microfilm and microfiche:

Return unneeded microfilm or microfiche to Distribution Services following these guidelines.

For the United States: Order merchandise return labels (item 34323) from Distribution Services by calling 1-800-537- 5971. There is no cost for the labels. Use current labels.

Acquire boxes locally that you can use for shipping. Fill each shipping box you send as full as possible and attach a merchandise return label to the box. Mail the shipment at a local shipping service. Do not request special services (such as insurance or registered or certified mail). The labels allow for shipments of any weight.

Note: North American returns should not exceed 500 microfilms per shipment.

For shipments outside of the United States: Contact a member of the high council over physical facilities and follow local guidelines.

11. CDOL, Computers, Printer, and Software

CDOL

The Church Directory of Organizations and Leaders ([CDOL](#)) is a Church database which contains information about Church organizations and leaders throughout the world. Information about your center is also found here. In CDOL you can change your contact information, the Family History Center's hours, and notes. All other information listed can only be updated by FamilySearch Support. The language shown depends on the computer or browser language setting.

For more general information about CDOL, see the [CDOL tech wiki page](#).

Keep Center Information Current on CDOL

Update the center hours and contact information as needed. Information about authorized centers on CDOL feeds into other sites and is available to members and the public on both [churchofjesuschrist.org](#) and [FamilySearch.org](#). At both websites, people can view where the closest family history center is located, its hours of operation, and any contact information.

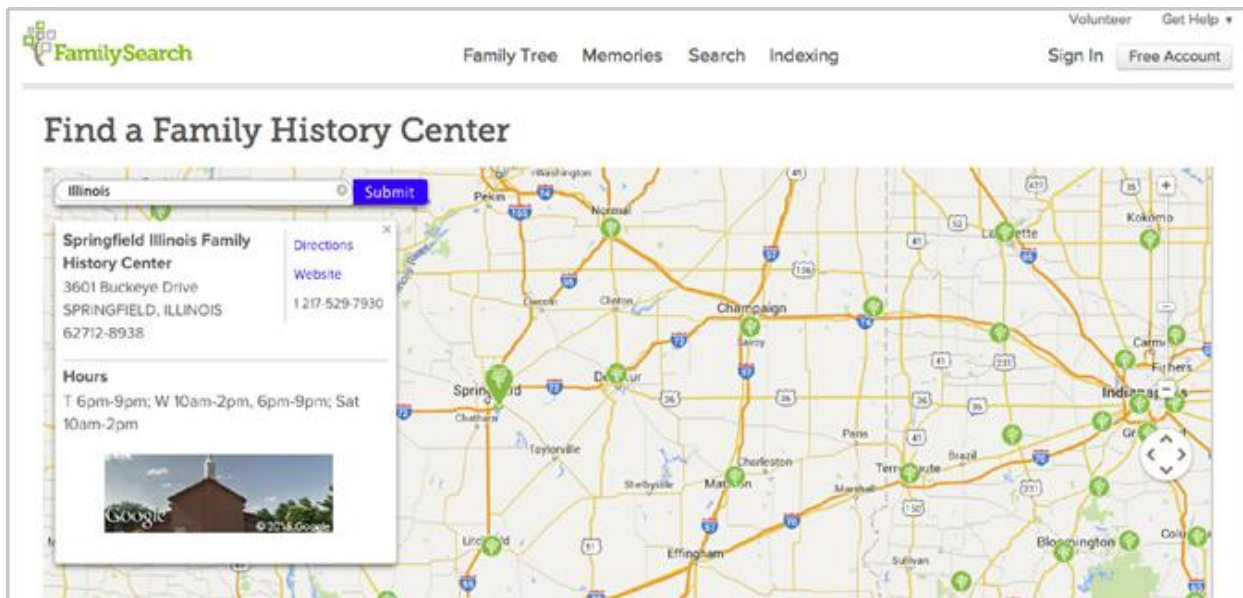


Figure 3: Information about the Springfield Illinois Family History Center—kept current by the stake temple and family history consultant— family history center in CDOL.

How to update CDOL

Stake temple and family history consultant-family history center contact information, center hours, and events and notifications can be updated in CDOL. Events and notifications could include closure dates and big events. If other information needs updating, please contact FamilySearch Support.

To update the stake temple and family history consultant-family history center contact information:

1. Go to [CDOL](#) and log in using your church username and password
2. Type in your full name in the search box on the right-hand side. Make sure to select **Leader** under the search box before clicking **Search**.
3. Click on your name with the active stake temple and family history consultant-family history center assignment.
4. In the top left-hand corner select **Edit Assignment** to update your contact information.
5. Select the information that needs editing, put in the correct information, then click **save** at the bottom right.

To update center hours:

1. Go to [CDOL](#) and log in using your Church username and password.
2. Type in the name of your center in the search box on the right-hand side. Make sure to select **Organization** under the search box before clicking **Search**.
3. Click on the name of the center that pops up in the box under "Organization Name".
4. In the top left-hand corner select **Edit Organization**.
5. Under the "General" tab, update center hours by typing the hours in the "Center Hours" box; Update Events and Notifications by typing the information in the "Events & Notification" box.
6. Click **save** at the bottom right.
7. Stake temple and family history consultant-family history center contact information can also be updated by following these steps and clicking on the "Assignments" tab and clicking on your name. This will direct you to the same page as the updating contact information steps above.

Computers and Printers

The Family History Department replaces authorized computers based on budget availability. This process is done on a schedule determined by the Family History Department and does not require a request from the centers. If you feel the center needs additional computers to fulfill the needs of guests, you can request additional computers from the Family History Department by completing a [Family History Computer Hardware and Software Order Form](#) and sending the form to support@familysearch.org. The Family History Department will review your request and determine if additional computers are needed.

Additional computers may also be purchased using donated funds from guests. To purchase additional computers or printers, do the following:

1. Contact FamilySearch Support at 1-866-406-1830 (toll free) and ask for Family History Center Support. The support person will be able to 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 a check from the stake financial clerk from donated funds made out to "Family History Department." Do not use local budget funds.
4. Mail the form and check to:
 - Family History Department
 - Finance Division
 - 50 East North Temple, COB 3
 - Salt Lake City, UT 84150

New computers and printers are sent to either the stake technology specialist or stake temple and family history consultant-family history center. To check the status of an order or to check when older computers are scheduled to be replaced, contact FamilySearch Support.

The stake technology specialist should ensure that data is completely removed before the local facilities manager disposes of an old computer.

Internet Connection

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 the wireless Internet connection in the church.

If you have Internet connection issues, work with the stake technology specialist or a member of the high council over physical facilities to verify the internet connection. If the computer in the center still cannot connect to the internet, contact FamilySearch Support.

Computer Software

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

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

Guests should not download software applications or customize browser software without approval from the stake temple and family history consultant-family history center. Only properly licensed software should be installed. Software licensed for home use only that is installed in a center is a violation of the terms of use and should be

removed. Software installed on computers in a center must be licensed for commercial use.

[Approved third-party software products](#) helpful for family history research may be installed on center computers. If there is a cost, it must come from the center operating budget.

Order Printer Cartridges

Outside of the US and Canada, the stake technology specialist or center staff are responsible for acquiring toner for all other printers and copiers.

For Lexmark Multi-Function Printers in the United States and Canada, Staples will automatically send replacement printer cartridges if the printer is properly configured. If the printer is out of toner and a replacement cartridge has not been received, call FamilySearch Support or email support@FamilySearch.org.

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.

Replacing Printers and Computers

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 or replaced. 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, work with the high counselor over physical facilities to ask the facilities manager to report a loss involving computers on a Church Property Insurance Program Loss Report form. The form is available from the facilities management office. After submitting the form, the facilities manager can contact FamilySearch to request a replacement.

12: Additional Resources

FamilySearch Support

FamilySearch Support answers questions about FamilySearch products and services. Family History Center Support helps a new stake temple and family history consultant-family history center get started and answer questions about center operations. They can also connect you to technical resources to help with center equipment or computer issues.

Email: support@FamilySearch.org

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

Websites

FamilySearch.org	The Church's family history website . The language shown depends on the computer or browser language setting. You can choose or switch languages at the bottom of the page.
Helper Resources	This website has everything you need to prepare personalized family history experiences for others. Come here for consultant best practices, learning resources, and tools.
FamilySearch Partner Products	This website lists third-party products that work with FamilySearch. Some products are free, while others are not. You can read the details about each product to see how it works with FamilySearch.
FamilySearch Research Wiki	The Research Wiki is a free, online genealogy and family history guide that provides research strategies and suggests records and resources to help you find ancestors from all over the world.
Family History Center Portal	This website provides access to family history resources, including premium websites for use on center computers only. This website is in English only.
FamilySearch Support Tools	This is where you download asset management and other software for a center computer.
BYU Print and Mail	This is where you can find approved FamilySearch and Family History Materials for the center, often used for outreach purposes, such as fliers, contact cards, and information cards about the center.
Distribution Services- Online Store	The church's online store . You can go here to order <i>My Family Booklets</i> and other family history resources.
Family History Center Resources	This website offers resources to help you operate a family history center.
Help Center	This is the FamilySearch Help Center . You can search questions and find answers or browse topics for assistance relating to research or using the FamilySearch site.