

FAMILY HISTORY CENTER

Springville Utah



STAFF TRAINING MANUAL

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**“You cannot light a fire in another soul
unless it is burning in your own soul.”**

(President Harold B. Lee, *Ensign*, Jul 1973, page 123)

Name: _____ Date _____

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If you have any suggestions or comments you can leave a note on the Director’s desk.

SHIFT INFORMATION

We are pleased to welcome you as a staff member to the Springville Family History Center.
Thank you for your willingness to serve.

THE FAMILY HISTORY CENTER HOURS:

Sunday: CLOSED
Monday: CLOSED
Tuesday: 1:00 - 9:00 PM
Wednesday: 1:00 - 9:00 PM
Thursday: 1:00 - 9:00 PM
Friday: 1:00 - 9:00 PM
Saturday: CLOSED

You have been assigned to the shift on _____ (day of the week). The hours of your shift are _____ PM to _____ PM.

YOUR SHIFT CO-WORKERS:

1. _____ Phone # _____, *Shift Leader*
2. _____ Phone # _____
3. _____ Phone # _____
4. _____ Phone # _____
5. _____ Phone # _____
6. _____ Phone # _____
7. _____ Phone # _____
8. _____ Phone # _____
9. _____ Phone # _____
10. _____ Phone # _____

LEADERSHIP OF THE FHC:

Director: _____ Phone # _____
Staff Coordinator: _____ Phone # _____
Technical Coordinator: _____ Phone # _____
Patron Coordinator: _____ Phone # _____

WHAT TO DO WHEN YOU ARRIVE FOR YOUR SHIFT:

1. Have prayer with your co-workers before the shift begins.
2. Learn.
3. Enjoy the patrons!

WELCOME ABOARD!

Thanks once again for serving with us. Your unique personality and talents will add to the diversity of our staff.

FHC POLICIES AND GUIDELINES

SHIFT DUTIES:

- Please arrive 10-15 minutes before your shift begins. This will allow you enough time to have prayer, review the announcements, etc.
- Greet patrons as they come into the FHC. Make them feel welcome. The first ten seconds make all the difference.
- **You are not expected to know everything.** Just be friendly and open to questions from patrons. While you're learning, co-workers can serve as back-ups for questions you can't answer.
- Learn all you can about the FHC and the computer programs.
- Be watchful for patrons who seem confused or need help. Don't be afraid to introduce yourself and ask them if you can help.
- If you are working with a patron when your shift ends, introduce the patron to a worker on the next shift. This will help to smooth transition between shifts.
- Please do not play games on the computers. Your time at the center is to concentrate on Family History. If there are no patrons, there is still plenty to do. Please check the list of "What to Do If You Have Nothing to Do" for suggestions.

IF YOU CAN'T BE THERE FOR YOUR SHIFT:

- If something comes up unexpectedly, and you know you're going to arrive late or not be there, please call the FHC and notify your shift workers.
- To schedule absences like vacations, write your name on each day on the large calendar (located ... in the computer room). You may do this far in advance of when you plan to be away. Make sure you inform your shift leader and co-workers to make sure the shift is covered.

MEETINGS TO ATTEND

- Your weekly shift
- Staff Training Meetings - These will be announced. They are held at the FHC.

DRESS & GROOMING

- Be aware that you represent the Church as you work at the FHC. Please come dressed appropriately for working with the public. This includes being clean in body and clothing.
- Please be conservative with perfume, cologne, hair spray, etc. as some patrons have chemical allergies.
- Wear a name tag so that patrons know who the workers are. Name tags are provided for you. If you have a question about your name tag, please talk to your shift leader.

OPENING PRAYER

It is the policy of the FHC to have a prayer together before each shift begins. This invites the Holy Spirit and invites the Lord's blessing upon the patrons and workers. Choose a room where there is some privacy to hold prayer meeting. Everyone is welcome to offer the prayer. If you are not comfortable offering the prayer, please say so and someone else will offer it. Each shift may decide where to do this.

GOOD LANGUAGE

Set a good example in speech by refraining from gossip and profanity, including using the name of God as an expletive. When people come to research their family, they often notice a peaceful, uplifting spirit in the FHC. Positive words and actions help contribute to that atmosphere.

- Please don't voice complaints or be negative in front of patrons.
- Occasional situations arise that need to be brought to the attention of your shift leader or other appropriate leader.

NOISE LEVEL IN THE FHC

Because we enjoy being with our co-workers and patrons, our exuberance sometimes causes us to be louder than we should be. Remember that the FHC is a place for quiet concentration – most of the time.

WORKING ON YOUR OWN FAMILY HISTORY

The time you spend on your shift should mainly be devoted to patrons and FHC duties. We do encourage you to work on your own family history, as this is how you will learn the most. If you decide to do this during your shift, you **MUST** stay aware of patron's needs. **This includes withdrawing from a computer if there are none available to the patron.**

ABOUT YOUR TRAINING

A list of skills for you to learn is included in this booklet. Do not be discouraged if some procedures take a while to master. Work at your own pace. Training is a process that happens over time. For the most part, training will be accomplished as you:

- Work with patrons
- Accept the tutoring of your shift leader and co-workers
- Attend Staff Training Meetings
- Attend classes that are offered by the FHC
- Use your own initiative to learn whatever you can

EMERGENCY PROCEDURES

If there is a medical, police, or fire emergency call 911. For a physical facilities emergency (something like a water pipe breaking), call the Physical Facilities Specialist (798-0508). When there is a thunderstorm, turn off all of the power strips, including all the computers, copier and wall strips. Then unplug the power strip cords from the wall. This includes all the computers downstairs.

Your duties are to:

- LEARN
- TEACH
- TESTIFY

QUESTIONS AND ANSWERS ABOUT FAMILY HISTORY

The Prophet Joseph Smith Said: “The greatest responsibility in the world that God has laid upon us is to seek after our dead.”¹

Note: As you read these quotes, pay close attention to a prophet quoting another prophet “. . . and would therefore be a second witness and sometimes even a third.”²

THE PURE DOCTRINE OF REDEEMING THE DEAD

What is family history work?

“In the Church, doing family history work means identifying your ancestors and providing temple ordinances for them. This is not a one-time service. You should participate in some aspect of this work throughout your life.”³

Why do we do family history?

“In this Church we are not hobbyists in genealogy work. We do family history work in order to provide the ordinances of salvation for the living and the dead.”⁴

What is the Spirit of Elijah?

The Spirit of Elijah is the Holy Ghost bearing witness that the family is eternal.⁵

“In 1844, Joseph Smith asked, ‘What is this office and work of Elijah?’ The Prophet promptly answered his own question:

‘It is one of the greatest and most important subjects that God has revealed. . . .’ This is the Spirit of Elijah, that we redeem our dead, and connect ourselves with our fathers which are in heaven. . . . This is the power of Elijah and the keys of the kingdom of Jehovah.⁶

“Some among us still have neither perceived the Spirit of Elijah nor its power. Yet, we are bound by this warning:

‘These are principles in relation to the dead and the living that cannot be lightly passed over. . . . For their salvation is necessary and essential to our salvation . . . they without us cannot be made perfect—neither can we without our dead be made perfect.’^{7, 8}

How can my ancestors receive the ordinances of salvation?

“Vicarious ordinance work done by living proxies enables them to be saviors to the dead. The Prophet Joseph Smith exclaimed: ‘Shall we not go on in so great a cause? . . . Let the dead speak forth anthems of eternal praise to the King Immanuel, who hath ordained, before the world was, that which would enable us to redeem them out of their prison; for the prisoners shall go free.’⁹ “¹⁰

Is doing family history pleasing to the Lord?

“Every thought or word or act we direct at this sacred work is pleasing to the Lord. **Every hour spent on genealogical research, however unproductive it appears, is worthwhile. It is pleasing to the Lord.** It is our testimony to Him that we accept the doctrine of the resurrection and the plan of salvation.”¹¹

How can I gain a testimony of family history?

“But the decision, the action, must begin with the individual. The Lord will not tamper with our agency. If we want a testimony of family history and temple work, we must do something about that work.”¹²

Are there consequences for not redeeming the dead?

“Behold, I will reveal unto you the Priesthood, by the hand of Elijah the prophet, before the coming of the great and dreadful day of the Lord. And he shall plant in the hearts of the children the promises made to the fathers, and the hearts of the children shall turn to their fathers. **If it were not so, the whole earth would be utterly wasted at His coming.**”¹³

Can an ordinary member really do family history?

“Over the years one of the greatest stumbling blocks encountered by those newly involved in family history was the enemy of fear and its attendant feeling of inadequacy. The work of seeking out our dead and insuring that the ordinances are performed in their behalf is a mandate from our Heavenly Father and his Beloved Son.”¹⁴

“WHAT DOES IT MEAN . . .”

What does it mean to be a “proxy”?

Webster’s Dictionary defines proxy as the “authority or power to act for another.”¹⁵

“We do for them what they cannot do for themselves.”¹⁶

What does it mean to “plant in the hearts of the children the promises made to the fathers”?¹⁷

“To plant these promises in the hearts of the children, and to turn the hearts of the children to their fathers, was defined by Elder Mark E. Petersen in the October 1971 general conference, as follows:

‘Malachi plainly outlined the mission of Elijah—to establish a bond of interest between present and past generations . . . to create in the hearts of living men and women an interest in their ancestors.’¹⁸

“The seed planted by the Lord, through Elijah’s appearance to Joseph Smith in 1836, was not a full-grown tree, but only a seed. At that time there were no genealogical societies in existence. History confirms that family research in America generally commenced with the forming of the New England Historical Genealogical Society in Boston in 1844.

“Thus, just eight years after that small seed of genealogical interest in our ancestors was planted by Elijah, it began to grow until now, as a result of skills, tools, and computer technology, which have been provided by the Lord, the lowly seed has become a beautiful, fruit-bearing tree.”¹⁹

What does it mean to be a “savior on Mount Zion”?

“If you have been a member of the Church for a very long time you are probably familiar with the phrase ‘saviors on Mount Zion,’ which is often used in connection with genealogy and temple work. **This is not just a phrase, but a very real description of the saving power of ordinance work for the dead.**

“Imagine your own great-grandfather and great-grandmother who desire to unite their family but are helpless to do so because the saving ordinances have not been performed and they lack the power of the Priesthood. **Thus they are unable to inspire, bless, and teach their family members. They are kept in Spirit Prison, which, as we have seen, is also called ‘hell.’**

“**You can actually save people from hell by performing their ordinance work for them.** You cannot of course, determine whether they will accept the Gospel in the Spirit World. But if they do, they become dependent upon us in mortality to save them. We are the key to their salvation.”²⁰

THE BLESSINGS AND PROMISES OF REDEEMING THE DEAD

The blessing and promise of more revelation.

Elder Boyd K. Packer said: “The Lord will bless you once you begin this work. This has been very evident to my family. Since the time we decided that we would start where we were, with what we had, many things have opened to us. It is my testimony that if we start where we are – each of us with ourselves, with such records as we have – and begin putting those in order, **things will fall into place as they should.**

“It is a matter of getting started. You may come to know the principle that Nephi knew when he said, ‘And I was led by the Spirit, not knowing beforehand the things which I should do’. Once you begin this project, **very interesting and inspiring things will happen.**”²¹

The blessing and promise of gaining a deep love for your ancestors.

George D. Durrant, Director in the Priesthood Genealogy Department said: “As you come to know your ancestors, you’ll form a **deep love** for them. You’ll desire to ensure that the temple ordinances are performed for them. Genealogy is the means which will enable you to do that.”²²

The blessing and promise of having the way prepared.

“They do not leave us to struggle alone but rather, **in ways which are sometimes dramatic, prepare the way and answer our prayers.**”²³

“. . . And there are thousands of them, hundred of thousands and millions of them in the Spirit World who long to receive this Gospel and have been waiting hundreds of years for their deliverance. They are waiting on you. They are praying that the Lord will awaken your hearts to their interest. They know where their records are, and I testify to you that the spirit and influence of your dead will guide those who are interested in finding those records. If there is anywhere on the earth anything concerning them, you will find it. That is my promise to you, but you must begin the work. You must begin to inquire after your dead. And the spirit of your heart turning towards them will come upon you, and **if there is a scrap of evidence concerning them upon the earth, you will find it.**”²⁴

The blessing and promise of receiving help in all facets of your life.

“. . . those who give themselves with all their might . . . to this work receive help from the other side, and not merely in gathering genealogies. Whoever seeks to help those on the other side **receives help in return in all the affairs of life**”²⁵

The blessing and promise of receiving the *whole* blessing.

President Howard W. Hunter said: “. . . there are some members who engage in temple work but fail to do family history research on their own lines. Although they perform a divine service in assisting others, they lose a blessing by not seeking their own kindred dead as divinely directed by latter-day prophets.

“I have learned that those who engage in family history research and then perform the temple ordinance work for those whose names they have found will **know the additional joy of receiving both halves of the blessing.**”²⁶

Does working on Family History and Temple work combat selfishness?

“This work, **unselfishly given** in behalf of those on the other side, comes nearer to the unparalleled vicarious work of the Savior than any other of which I know.”²⁷

The blessing and promise of receiving the names of your ancestors in miraculous ways.

Elder Russell M. Nelson said: “Once the families in the Church become organized as the Prophet has counseled, and after we have done all we can as a Church and as family organizations to identify our progenitors, then perhaps we may qualify for this prophetic blessing spoken of by President Brigham Young:

‘You will enter into the Temple of the Lord and begin to offer up ordinances before the Lord for your dead. . . . Before this work is finished, a great many of the Elders of Israel in Mount Zion will become pillars in the Temple of God, to go no more out: they will eat and drink and sleep there; and they will often have occasion to say—‘Somebody came into the Temple last night; we did not know who he was, but he was no doubt a brother, and told us a great many things we did not before understand. ***He gave us the names of a great many of our forefathers that are not on record***, and he gave me my true lineage and the names of my forefathers for hundreds of years back. He said to me, ‘You and I are connected in one family; there are the names of your ancestors; take them and write them down, and be baptised and confirmed, and save such and such ones, and receive of the blessings of the eternal Priesthood for such and such an individual, as you do for yourselves.’ This is what we are going to do for the inhabitants of the earth. When I look at it, I do not want to rest a great deal, but be industrious all the day long; for when we come to think upon it, we have no time to lose, for it is a pretty laborious work.²⁸ ’ ”²⁹

MERE MYTHS

I have a heavy calling in the church right now. Do I still need to do my family history?

“It matters not what else we have been called to do, or what position we may occupy, or how faithfully in other ways we have labored in the Church, none is exempt from this great obligation. It is required of the apostle as well as the humblest elder. Place, or distinction, or where or how else it may have been, will not entitle one to disregard the salvation of the one’s dead.”³⁰

“There somehow seems to be the feeling that genealogical work is an all-or-nothing responsibility. Genealogical work is another responsibility for every Latter-day Saint, and we may do it successfully along with all the other callings and responsibilities that rest upon us. . . You can fulfill your obligations to your kindred dead and to the Lord without forsaking your other Church callings. You can do it without abandoning your family responsibilities. You can do this work. You can do it without becoming a so-called expert in it.”³¹

What if all my family history is “done”?

“It doesn’t matter whether your computer is able to compile all the family group sheets for everyone that ever lived on the earth, it remains the responsibility of each individual to know his kindred dead. . . Even if the work is done, then it is still each person’s responsibility to study and become acquainted with his ancestors.”³²

What if I have sincerely tried, but I can’t find any more information on my family?

“Revelation comes to individual members as they are led to discover their family records in ways that are miraculous indeed. And there is a feeling of inspiration attending this work that can be found in no other. When we have done all that we can do, we shall be given the rest. The way will be opened up.”³³

PLEASE REMEMBER:

“The first principle is that our efforts to promote temple and family history work should be such as to accomplish the work of the Lord, not to impose guilt on His children. Members of this Church have many individual circumstances—age, health, education, place of residence, family responsibilities, financial circumstances, accessibility to sources for individual or library research, and many others. If we encourage members in this work without taking these individual circumstances into account, we may do more to impose guilt than to further the work.”³⁴

NOTES:

1. *History of the Church*, volume 6, page 313.
2. Elder Henry B. Eyring, "Finding Safety in Counsel," *Ensign*, May 1997, page 24
3. *A Member's Guide to Temple and Family History*, page 4.
4. Elder Dallin H. Oaks, "Family History; In Wisdom and in Order", *Ensign*, June 1989, page 6.
5. See Elder Russell M. Nelson, "A New Harvest Time," *Ensign*, May 1998, page 34.
6. *Teachings of the Prophet Joseph Smith*, pages 337–38.
7. D&C 128:15; see also D&C 128:18.
8. Elder Russell M. Nelson, "The Spirit of Elijah," *Ensign*, November 1994, page 84.
9. Doctrine and Covenants 128:22, 24.
10. "Salvation for the Dead," *Doctrine and Covenants Student Manuel*, pages 445-449.
11. Elder Boyd K. Packer, The Holy Temple, page 255.
12. President Boyd K. Packer, "Your Family History: Getting Started," *Ensign*, August 2003, page 12
13. Doctrine and Covenants, Section 2, Italics added.
14. President Thomas S. Monson, "Happy Birthday," *Ensign*, March 1995, page 58.
15. www.webster.com/cgi-bin/dictionary?book=Dictionary&va=proxy
16. President James E. Faust, "The Phenomenon That Is You," *Ensign*, November 2003, page 53
17. See Joseph Smith History 1:39 and D&C 2:2
18. *Ensign*, Jan. 1972, page 49.
19. Elder Earl C. Tingey, "Redemption of the Dead." *Ensign*, May 1991, page 26.
20. "Salvation for the Dead," *Doctrine and Covenants Student Manuel*, pages 445-449.
21. Elder Boyd K. Packer, "Your Family History: Getting Started," *Ensign*, August 2003, page 12.
22. "Doing Genealogy: Finding That Glorious, Elusive Condition Called 'Ballance,'" *Ensign*, April 1985, page 18.
23. President Thomas S. Monson, Happy Birthday, *Ensign*, March 1995, page 58.
24. Melvin J. Ballard, Sermons and Missionary Services of Melvin J. Ballard, pages 230-231.
25. Elder John A. Widtsoe, "Genealogical Activities," page 104.
26. President Howard W. Hunter, "Temple Motivated People," *Ensign*, February 1995, page 2.
27. President Gordon B. Hinckley, General Conference, October 1985.
28. *Journal of Discourses*, volume 6 page 295; italics added.
29. Elder Russell M. Nelson, "A New Harvest Time," *Ensign*, May 1998, page 34.
30. President Joseph Fielding Smith, *Doctrines of Salvation*, Volume 2, pages 148-149.
31. Elder Boyd K. Packer, "Someone Up There Loves You," *Ensign*, January 1977, page 8.
32. Joseph Fielding Smith, *Hearts Turned to the Fathers*, page 184.
33. Elder Boyd K. Packer, "The Redemption of the Dead," *Ensign*, November 1975, page 99.
34. Elder Dallin H. Oaks, "Family History: 'In Wisdom and in Order,'" *Ensign*, June 1989, page 6.

THINGS TO KNOW

This section is designed to help you learn about the FHC and it's operations. It will also help you learn the process of doing family history. Before checking off that you have learned a skill you should know what they are, where to find them, and how to use them. Check off each item when learned. Please ask lots of question, we learn from each other.

Center Operations:

- _____ 1. Complete the "Where is the . . .?" handout. (Included in this booklet)
- _____ 2. Know what the FHC hours are.
- _____ 3. Read *A Member's Guide to Temple and Family History Work*.
- _____ 4. Complete the self test for *A Member's Guide . . .* (Included in this booklet)
- _____ 5. Know what a pedigree chart is and how to fill one out.
- _____ 6. Know what a family group sheet is and how to fill one out.
- _____ 7. Know how to greet a patron and have them sign in when they enter the FHC.
- _____ 8. Know how to check out a PAF program to a patron.
- _____ 9. Know the cost of copies, CDs, disks, etc
- _____ 10. Read and understand the copyright notice.
- _____ 11. Know how to unlock and lock the front doors.
- _____ 12. Know how to open the FHC (including turning on the computers, unlocking the door, etc).
- _____ 13. Know what a Research Log is and how to fill one out.

Phone:

- _____ 1. Know how to answer the phone. "Springville Family History Center, this is (first name)."
- _____ 2. Know where to find the phone numbers of other FHC workers.
- _____ 3. Know how to give directions to the FHC.
- _____ 4. Know what information you should not give over the phone.

Computer:

- _____ 1. Know what a GEDCOM is. (See glossary)
- _____ 2. Know where to find 3 ½" floppy disks.
- _____ 3. Know where to find blank CDs.
- _____ 4. Know where to find CD cases.
- _____ 5. Know how to turn off the computers when closing the FHC.
- _____ 6. Know how to turn on / off the printer.
- _____ 7. Know how to add paper to the printer.
- _____ 8. Know what a portable hard drive is (these are also called thumb drives, flash drives, memory sticks)
- _____ 9. Know how to find out what is on a disk.
- _____ 10. Know how to find out what is on a CD.
- _____ 11. Know how to find out what is on a portable hard drive.
- _____ 12. Know what the suffix of a file means. (See Glossary)

Copier:

- _____ 1. Know how to turn the copy machine on / off.
- _____ 2. Know how to add paper to the copy machine.
- _____ 3. Know how to clean the screen (and not to).

Money:

- _____ 1. Know where the Money Box is located during the hours the FHC is open.
- _____ 2. Know where the money form is and understand how to use it.
- _____ 3. Know where to put the money form (clipboard) when closing the FHC.
- _____ 4. Know where to put the money box when closing the FHC.

Groups:

- _____ 1. Know how to make a group reservation.
- _____ 2. Know how to give a group tour.

PERSONAL ANCESTRAL FILE (PAF)

Basic Skills:

- _____ 1. Know what PAF is.
- _____ 2. Know what the PAF icon looks like.
- _____ 3. Know how to create a new PAF file.
- _____ 4. Know how to enter names into PAF. (Type 3-5 generations of your own family. This will help you to learn how to use the program.)
- _____ 5. Know how to use the right mouse button.
- _____ 6. Know what each icon on the tool bar means.
- _____ 7. Know the difference between “backup” and “save” / “save as”.
- _____ 8. Know how to make a backup.
- _____ 9. Know the difference between “open” and “restore”.
- _____ 10. Know how to restore a backup.
- _____ 11. Know how to view the “Family” screen.
- _____ 12. Know how to view the “Pedigree” screen.
- _____ 13. Know how to view the “Individual” screen.
- _____ 14. Know how to edit an individual.
- _____ 15. Know how to add notes.
- _____ 16. Know what RIN and MRIN mean.

Intermediate Skills

- _____ 1. Know how to search by name and RIN.
- _____ 2. Know how to “print preview”.
- _____ 3. Know how to print a family group sheet.
- _____ 4. Know how to print a pedigree chart.
- _____ 5. Know what the different triangle symbols by the names mean.
- _____ 6. Know how to add a second marriage.
- _____ 7. Know how to add children to another marriage.
- _____ 8. Know how to change the order of spouses.
- _____ 9. Know how to change the order of children.
- _____ 10. Know how to change parent links (biological, adopted, etc.).

Advanced Skills

- _____ 1. Know how to add sources.
- _____ 2. Know how to turn on the relationship indicator.
- _____ 3. Know how to use the date calculator.
- _____ 4. Know how to import a GEDCOM.
- _____ 5. Know how to export (create a GEDCOM).
- _____ 6. Know how to change the columns on the individual screen.
- _____ 7. Know how to add a new event or attribute.
- _____ 8. Know how to add pictures, movies, sound bites (multi-media).
- _____ 9. Know how to advance search.
- _____ 10. Know how to create a custom report to print.
- _____ 11. Know how to unlink.

FAMILYSEARCH.ORG

Basic Skills:

- _____ 1. Know what FamilySearch is.
- _____ 2. Know the web address.
- _____ 3. Know how to register.
- _____ 4. Know which databases are available.
- _____ 5. Know how to find and search the Glossary.

Ancestral File:

- _____ 1. Know what the Ancestral File is.
- _____ 2. Know how to find and search the Ancestral File.
- _____ 3. Know how to view a family group record.
- _____ 4. Know how to view a pedigree chart.
- _____ 5. Know how to print.
- _____ 6. Know how to make a GEDCOM.

Census Indexes:

- _____ 1. Know what the census is.
- _____ 2. Know how to find and search the census index.
- _____ 2. Know what the countries and years are available to search.
- _____ 3. Know how to view the household.
- _____ 4. Know how to view the neighbors.

IGI–Internet (International Genealogical Index)

- _____ 1. Know what the IGI–Internet is.
- _____ 2. Know how to “sign on”. (You will need to know how to register before you can sign on.)
- _____ 3. Know how to search for and verify ordinances.
- _____ 4. Know that you need your confirmation date and your member number to register so that you can view the ordinances dates.
- _____ 5. Know where to get your member number and confirmation date.
- _____ 6. Know how long it take to get an ordinance date onto the IGI internet after the ordinance is performed.

Pedigree Resource File (PRF)

- _____ 1. Know what the Pedigree Resource File is.
- _____ 2. Know how to find the PRF on FamilySearch.org.
- _____ 3. Know how to search the PRF online index.
- _____ 4. Know what part of the PRF you can’t view on the internet.
- _____ 5. Know how to view a pedigree from the online index.
- _____ 6. Know how to “print preview”.
- _____ 7. Know how to print.
- _____ 8. Know how to search the “Master Index”.
- _____ 9. Know how to view a pedigree from the “Master Index”.
- _____ 10. Know how to download a GEDCOM.

Social Security Death Index (SSDI)

- _____ 1. Know what the Social Security Death Index is.
- _____ 2. Know how to find and search the SSDI on FamilySearch.org.
- _____ 3. Know what years the SSDI covers.
- _____ 4. Know that you can send for more information.

Vital Records Index

- _____ 1. Know what the Vital Records Index is.
- _____ 2. Know how to find and search the Vital Records Index on FamilySearch.org.
- _____ 3. Know which countries are in the Vital Records Index.
- _____ 4. Know what years the Vital Records Index covers.

FAMILY HISTORY LIBRARY CATALOG (FHLC)

- _____ 1. Know what the Family History Library Catalog is.
- _____ 2. Know how to find the FHLC on FamilySearch.org.
- _____ 3. Know what searches you can do in the FHLC.
- _____ 4. Know how to do a Place Search.
- _____ 5. Know how to do a Surname Search.
- _____ 6. Know how to do a Film/Fiche Search.
- _____ 7. Know how to do a Call Number Search (for books).
- _____ 8. Know how to use the “printable version” feature.
- _____ 9. Know how to use “view related places”.
- _____ 10. Know the reason why a place isn’t listed in the FHLC.
- _____ 11. Know how to do an Author Search.
- _____ 12. Know how to do a Subject Search.
- _____ 13. Know how to do a Title Search.
- _____ 14. Know how to do a Keyword Search.

RESEARCH HELPS

- _____ 1. Know how to find Research Helps on FamilySearch.org
- _____ 2. Know how to find Research Helps by title.
- _____ 3. Know how to find Research Helps by subject.
- _____ 4. Know how to find Research Helps by document (letter-writing guides, maps, research outlines, word lists for foreign languages, etc.).
- _____ 5. Know what a research outline is.
- _____ 6. Know what Research Helps includes.
- _____ 7. Know where to find language helps.
- _____ 8. Know where to find the Glossary.

TEMPLEREADY

- _____ 1. Know where to find both labels for TempleReady disks.
- _____ 2. Know where to record the amount of temple ordinances that were prepared in TempleReady.
- _____ 3. Know the difference between “Update My Records” on TempleReady and the IGI Internet.
- _____ 4. Know the steps to take before you use TempleReady. (Have an original record and check the IGI Internet)
- _____ 5. Know how to take names through the TempleReady program.
- _____ 6. Know what to do with your completed TempleReady disk is.
- _____ 7. Know that the temple records used by this program include dates up to the year 2000.

RESOURCE FILE VIEWER

- _____ 1. Know what the Resource File Viewer is.
- _____ 2. Know what indexes the Resource File Viewer contains.
- _____ 3. Know how to search the Mormon Immigration Index.
- _____ 4. Know how to search the other indexes on the Resource File Viewer.

ANCESTRY.COM

- _____ 1. Know what Ancestry.com is.
- _____ 2. Know how to find specific databases.
- _____ 3. Know how to search the census records.
- _____ 4. Know how to do a general search.
- _____ 5. Know how to search Oneworld Tree.
- _____ 6. Know how to print and fill out a blank census form.
- _____ 7. Know how to search censuses by state, county, city, and districts.

OTHER FHC COMPUTER PROGRAMS

Explore the following programs:

- _____ 1. PAF Companion
- _____ 2. PERSI (Periodical Source Index)
- _____ 3. PAF Insight

OTHER INTERNET SITES

Explore the following websites:

- _____ 1. Google (www.google.com)
- _____ 2. GenWeb (www.usgenweb.com)
- _____ 3. RootsWeb (www.rootsweb.com)
- _____ 4. Cyndi's List (www.cyndislist.com)
- _____ 5. Know how to find and use "Favorites" on the Internet

MICROFILM AND MICROFICHE

- _____ 1. Know how much it costs to order a microfilm.
- _____ 2. Know how much it costs to order a microfiche.
- _____ 3. Know how to confirm the number of microfiche pages being ordered.
- _____ 4. Know how to re-file microfilms and microfiche.
- _____ 5. Know how long it takes to get a film here from the Granite Vault in Salt Lake.
- _____ 6. Know how long a patron's microfilm will be at the FHC before it will be returned.
- _____ 7. Know how long a patron's microfiche will be at the FHC before it will be returned.
- _____ 8. Know how to help a patron fill out an order form.
- _____ 9. Know how to complete the order form and give the patron a copy.
- _____ 10. Know how to do a "first extension" for a microfilm.
- _____ 11. Know how to do a "second extension" for a microfilm.

