

SANDY GRANITE FAMILY HISTORY CENTER

Temple and Family History Consultant Orientation Guide



Getting Started as a Family History Center Consultant



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THE BASICS

“The greatest responsibility in this world that God has laid upon us is to seek after our dead. The apostle says, ‘They without us cannot be made perfect’; for it is necessary that the sealing power should be in our hands to seal our children and our dead for the fulness of the dispensation of times—a dispensation to meet the promises made by Jesus Christ before the foundation of the world for the salvation of man.” – *Prophet Joseph Smith*

The Sandy Granite Family History Center (FHC) is located at 2720 Newcastle Drive in Sandy UT. The phone is 801-943-3005.

- For more information, refer to our website: <http://www.granitefhc.com>
- Please subscribe to our blog at granitefhc.com on the home page.

Sandy Granite Family History Hours

Tuesdays – Thursdays

10:00 a.m. – 5:00 p.m. and 7:00 – 9:00 p.m. with Youth hours 3:00 - 5:00 p.m.

Sundays

1:00 – 5:00 p.m.

Note: Activities may sometimes be scheduled during shifts. See the *Activities and Scheduling* section for details.

Staffing the Shifts

Each shift is staffed by two or more consultants, as arranged by the Assistant Director of Patron Services. The consultants should both be male or female, except in the case of a married couple. An unrelated male and female should not be alone on a shift. The staffing responsibility is shared between the participating stakes: Sandy Granite, Sandy Alta View, Sandy Granite View and Willow Creek.

Expectations for Temple and Family History Consultants

This section explains the basic things that are expected of consultants at the FH Center.

There will be an email sent to the consultants each week with new and updated information pertaining to the FH Center such as Center closures, class and activities schedule, birthdays, etc. It is the responsibility of each consultant to read the weekly email to stay currently informed of what is happening at the FH Center.

Dress Code

Casual Dress Code Policy... We have established a relaxed, casual and informal dress code to enable our consultants and patrons to work comfortably at the FH Center. Please use your discretion and dress appropriately. We would suggest that those serving on Sunday wear clothing that is fitting for the Sabbath.

Preparation

When you come to the FHC, remember that it is a facility that has been dedicated for family history work. Miracles can and do take place here, so it's important that you bring the Spirit with you and be in a frame of mind to serve and learn.

Filling Shifts, Getting Substitutes

Please be on time for each of your assigned shifts and stay until the shift ends. If you need to miss a shift, please plan well ahead of time to arrange for a substitute. Refer to the substitute list found in the Consultant's Handbook located on the back wall in Room 102 or on the Consultant Tab found on the website: granitefhc.com

Important: If for any reason only one consultant is working on a shift, that consultant cannot be alone with one individual of the opposite gender. If that case arises, the consultant must contact the Assistant Director of Patron Services to see if the situation can be resolved.

Security: Building and Patrons

Safety and security, of the building premises and the patrons who attend, are top priorities. The building will be opened and closed each day by the consultants on shift. There are security cameras both inside and outside the building. There is also an alarm system installed.

Please follow these basic security guidelines:

- If the consultants on a shift are all female, **they must keep the main entry door locked**. A sign outside instructs patrons to ring the bell for entry if the door is locked.
- If there is a male consultant on the shift, the entry door may be unlocked for patron access. To unlock the (left) door, turn the metal knob under the inside door handle to the right, until it clicks. To lock the door, turn the knob to the left.
- On each **shift there is to be one consultant assigned to sit at the greeters table** in the front foyer. This assignment can be rotated through the shift at whatever intervals the consultants on the shift decide. This is a security issue and should be followed! It also allows the patrons visiting the FH Center to be greeted as they enter.
- The consultant should greet patrons and ask the purpose of their visit. Make sure that they sign in. They are also to **monitor the activity of those who are using the scanners** in the Office. The greeter should **check with patrons to make sure they have retrieved all personal items** from scanner, printer and computers before leaving the Center.
- Do not allow patrons to enter through any other doors in the building.
- When the Center is ready to be closed, be sure to close and lock doors to the Room 101, 102, the Office, Book Scanning room and Media room. Make sure all blinds are closed, all lights are turned off, garbage collected, removed from building and taken to outside receptacle.

Starting Your Shift, Greeting Patrons

As you begin your shift:

- Sign in
- There is an individual cubby for each consultant located on the back wall in Room 102. There are also lockers for personal items to be stowed while serving on a shift located on the far-left side of the cubbies. Perfect for personal items such as purses, etc.
- Put on your Temple and Family History Consultant Badge so patrons can easily identify you.
- Check your assigned box (cubby) in cabinets in Room 102 for class handouts, FHC information, treats, etc.
- Check for phone messages in the Office and return calls if necessary.
- **When a patron enters**, be sure to **greet** them in a timely manner and see that they have signed in. The sign-in iPad is on the pedestal in the front foyer or can sign in on any computer by clicking on the Chrome browser.

Assisting Patrons

Assisting patrons with their family history tasks is a consultant's primary responsibility. Make sure that you are available and ready to assist whenever needed. Your own research or projects should never take priority over a patron's needs.

For details and suggestions on specifics, see Helping Patrons later in this guide.

Note: Please help patrons be respectful of the FHC and, when necessary, remind them to keep their voices down in Room 102. Cell phones should be silenced, and anyone answering or making a call should use the hallway or office.

Computer Usage

Patrons can access any available workstation. If the password prompt appears simply tap on the “enter” key on the computer keyboard.

Wherever possible, encourage the following computer habits with patrons:

- **Do not turn off power to workstations**
- **Close browser window when leaving a workstation**, especially if sensitive information is showing. The browser will delete all login information when all open browsers are closed.
- If you need to take one or more files home with you, you can a) email them to your account, b) copy them to your thumb drive (USB ports for thumb drives are located on the left side of each workstation monitor).
- Thumb drives are available at the FHC if files need to be transferred between workstations. They may be purchased for a small fee. Wireless connectivity is available at the FHC for anyone with portable devices.
- The Wi-Fi password is ‘Forever47’ for fheaccess. Premium sites on the workstations are not available on the wireless network or personal laptops and computers.

Wireless connectivity is available at the FHC for anyone with portable devices. Premium sites on the workstation network are not available on the wireless network.

Troubleshooting Computer Issues

You are not expected to be a computer technician or IT expert, but simple troubleshooting skills may come in handy in helping patrons. The following table lists some common problems that may arise, along with recommended suggestions. If the suggestions don't resolve the problem, send a text to the Technology Specialist. Contact info at granitefhc.com

Problem	Suggestion
I can't log in to the workstation (Windows).	Simply press the enter button on the keyboard.
I can't access the wireless network.	Check the Network Settings in Control Panel on the patron's laptop.
A Family History web site does not open.	Check to see that you are using the Chrome browser. No other browser should be used.
A browser window can't be closed.	In the taskbar at the bottom of the desktop, right-click the Chrome icon and select "Close Window".
I still can't close a window or a program that is running – it's stuck.	Press Control+Alt+Delete (three keys at once). Select "Start Task Manager". In the applications list, select the item that is stuck and click End Task. When the item disappears from the list, close Task Manager and try the program again.
Still no luck with the stuck program.	Restart the computer (use the Start button at the bottom left of the desktop). Or if the entire system is stuck, press the Power button on the workstation, wait 10 seconds, and turn it on again.

For audio/visual issues, see *Audio/Visual Basics* in the *Logistics* section. If the icon for a program or web site is gone:

- Click the Start button in the lower-left corner of the desktop.
- Type the name of the missing item in the Search box at the bottom.
- When the item appears in the list, right-click it and choose Open File Location.
- In the file list window that appears, right-click the selected item and choose "Create shortcut".
- Answer "Yes" when prompted about placing the icon on the desktop.

LOGISTICS

Organization

Please see website for current Director and Assistant Directors information: granitefhc.com

Multi-Stake Involvement

The Sandy Granite, Sandy Alta View, Sandy Crescent, Sandy Granite View and Willow Creek Stakes all participate in the FHC. Shift consultants are contributed by each stake.

Activities and Scheduling

The two main areas of the FHC – Room 101 and 102 – may be scheduled at certain times for activities or meetings. If patrons want to reserve an area, please see website for scheduling information.

Simultaneous Room Use

If Room 101 is being used at the same time as the Room 102, the divider wall needs to be closed between the two rooms to ensure privacy and keep the sound levels down.

Closing and Opening the Dividers

Note: To avoid injury, keep fingers away from sections that are flattening and push carefully.

To close the divider:

1. Flatten the divider closest to the far (projection screen) wall.
2. Align it carefully so the bottom fits onto the floor railing attached to the wall.
3. Push the divider firmly until it covers the railing and touches the wall.
4. Flatten the divider that's next closest to the far wall.
5. Align it so it fits over the railing that is now protruding from the first divider section. Push firmly until this divider touches the first divide with no gap. This takes some effort.
6. Repeat the flattening and pushing steps for the rest of the dividers.

To open the divider:

1. Taking hold of the handle and pushing it in, flatten the divider closest to the doors leading into Room 101 and 102.
2. Once folded, push the divider firmly until it touches the front wall towards the front of Room 101 and 102.
3. Pull the next divider towards you and fold it guiding it towards the first divider.
4. The first two dividers can be pushed toward the front of the room and the remainder of the dividers can be pushed towards the back of the room.
5. Continue this procedure until all of the dividers have been opened.

Activities and Patron Access

If an activity is scheduled during an open-access patron shift, it may be a good idea to let the research patrons know that they are welcome to stay (space-available), as long as they are OK with an activity going on at the same time.

Cleanup

Each shift has specific assignments to help maintain a clean appearance of the FHC. Please look for these assignments on the back of your name badge or inside the door of the cleaning closet opposite the drinking fountain.

Let's keep our Center neat and clean. Each shift should ensure that it looks better when they leave than when they arrived. Supplies are in the cleaning closet across from the drinking fountains. Once-a-week cleaning of the entire center will be done by an assigned stake, but FHC consultant should still do their best to keep the Center clean and neat day to day.

Food and Kitchen Use

Food can be a great incentive and reward for attending meetings at the FHC. Please follow these guidelines with food and kitchen use:

- Food should not be brought into the computer area. Bottled water is OK.
- Food preparation should be done in the kitchen area, not in the main rooms.
- Tables may be set up in the Gathering Room (room 101) for food. Be sure to supply adequate plates, utensils, napkins, etc.
- After the activity, make sure the area is clean. Dispose of trash and take down tables.
- Do not use the refrigerator in the kitchen for long-term storage of food items.
- Make sure to clean up the kitchen area if it has been used for food prep.

Facilities Information

The Center has quite a few areas and elements. Understanding “what’s where” can help you deal with common situations that may arise.

Printing

Note: Printing and scanning should be done only for family history-related items, not for other personal uses. The printer / scanner is located in the main office. It is network-connected to each of the workstations. When a patron prints from a program or browser on the workstation, the output goes to the FHC printer in the office.

Check the printer periodically for paper; refill in the printer as needed. Paper is located in top cabinet above the filing cabinets in the main office. When toner is low, notify the Assistant Director of Technical Services found on the website: granitefhc.com

Printing Ordinance Cards

- Be sure to check printer settings when printing ordinance cards to prevent double sided printing. Make sure that the “Two-sided” option is unchecked.
- Where appropriate, encourage patrons to conserve paper and reduce costs by printing only as necessary. Patrons can download data to their own thumb drive or purchase a thumb drive at the FHC.

Scanning

All scanning instructions can be found in the binders next to the scanners in both the office and the overflow room. You can also access the User Guides from the desktop of each computer by the scanners.

Audio/Visual Basics

Occasionally you may need to assist an activity leader or instructor in getting the overhead projector working with a laptop. There are two overhead projection setups – one in each main room, with an audio/visual cabinet for each. Instructions for operating and presenting are found inside both AV cabinets.

Here is the basic procedure:

1. Pull down the projection screen if necessary.
2. Open the A/V cabinet in the right front corner of Room 101 or Room 102.
3. Make sure the power to the A/V system is on.
4. Aim the white Sony remote at the projector on the ceiling and press the power button once to turn the projector on.
5. Dimming the front overhead lights (switches at the rear of the room, near the door) can help reduce glare on the projection screen.

If you are present at the end of a class or presentation, make sure the overhead projector power is turned off (push power button twice quickly), and the screen is put up.

Communications at the Center

If patrons have comments or suggestions for the FHC, they can send them via email to questions@granitefhc.com. There is a phone in the Office and the greeter's desk. Consultants are expected to answer incoming calls and check messages as needed.

Retrieving Phone Messages on the FHC Telephone

1. If the phone display is showing that there is a message(s), press **MENU** (small black center button), then
2. Press the down arrow on the large black square button until “*Answering device*” shows in the display, then
3. Press **SELECT** (small black center button).
4. The number of messages will be displayed.
5. After a few seconds the screen will be replaced by “*Play new messages*”, then press **SELECT** to hear the message(s).
6. When all messages have been heard press the up or down arrows on the large black square button until to scroll through the message options:
 - Play messages
 - Play all messages
 - Erase all messages
 - Etc. (Skip the other display messages)
 - Erase the messages once they have been heard.
7. Press **OFF** when finished listening to messages.

Materials and Supplies

The FHC has a limited number of supplies and miscellaneous materials including:

- Limited resource books can be found in the Book Scanning Room.
- Stationery supplies and tools (scissors, stapler, etc.) in the main office

Periodically you should sharpen pencils that are located in the baskets next to each workstation. A pencil sharpener is located in the Office and Room 102. Note paper can be found in the Patron Services cupboard in the office and should be replaced in paper holders when needed.

HELP AND DEVELOPMENT

Helping Patrons

As mentioned before, the main objective for Volunteers is help patrons have a good family history experience. To that end, here are some ideas and suggestions that can help you have successful and inspiring interactions with the patrons on your shift.

Courtesy Guidelines

Every patron expects to be treated in a courteous and friendly way, much like you would want if you were visiting another FHC.

- Make eye contact and smile when greeting the patron and ask them to please sign in.
- Tell them that you are there to help in any way and answer their questions.
- If appropriate, ask them what they would like to accomplish on their visit. This may open the path to a constructive conversation and activity.
- A patron who is new to the FHC may appreciate a brief tour of the facilities.

Answering Questions

Expectations from patrons may vary widely – some might expect a volunteer to “know everything,” others may ask occasional questions, and still others just want to be left alone while they work. Do your best to assess the patron’s situation, and remember that the “lone worker” may need assistance or have questions later in the shift.

- First, understand the nature of the question. Unless it’s a very straightforward question, you can try rephrasing it or asking a clarifying question of your own to check understanding. Going down the wrong path and answering the wrong question can waste time and often leads to frustration.
- If you are not sure of the answer, say so. That’s a better result than stating an answer that later turns out to be incorrect or not helpful. If you make a mistake while helping, acknowledge it and let them know you are still there to help.
- If it’s a “how-to” question, show the patron how to solve the problem on the computer.
- Be careful about offering a lot of alternate solutions or going too fast – you don’t want to lose the patron’s attention and concentration. If the patron has a preferred method for solving a problem, use that method – unless an alternate way will be better and easily understood and implemented.

- Point the patron to helpful resources. Some questions or tasks need extra time and exploration. Basic resources include the FamilySearch Help Center, The Family History Guide (<http://www.theafhguide.com>), and Google.
- After answering a question, follow up if necessary to find out if there are additional questions.

Limit time with patron if there are others who need your help. Generally an hour session is about the right amount of time. **Don't let one or two patrons monopolize your time at the expense of others.**

Managing Groups

There are two basic kinds of groups you will deal with in Room 102: activity groups and groups of patrons.

- *Activity groups* are scheduled ahead of time (see *Activities and Scheduling* previously) and should have a designated leader. When the leader arrives, check in with him or her to make sure everything's in order. During the activity, be aware of situations where you could help. Also, be aware of patrons who come into the room who are not part of the activity – suggest that they may want to move into Room 101 and work quietly there.
- *Patron groups* could be several patrons who come in together, or simply single individuals at the Center at the same time. The “together” groups may want to share one or more monitors (or may need to, if space is limited). In either case, be careful that you and your consultant partner are as available as possible to everyone. The audio/visual equipment found in the front corners of both room 101 and 102 can also be used to teach more patrons at a time. Instructions to use the equipment can be found on the inside door of each cabinet.

Developing Skills

While on your shift at the FHC, it's tempting to get wrapped up in your own research projects. Even if there are no patrons needing help at a given time, you might ask yourself these questions:

- How prepared am I for the next question that will be asked?
- In what ways can I increase my family history knowledge, outside of my favored research areas and interests?

The following sections in this guide describe areas for skill development to help you answer those questions and become better prepared to assist patrons in their work.

Attending Classes

One of the best ways to improve your family history skills is to attend classes via Zoom at the FHC. A wide variety of classes is offered to cover tools, web sites, research techniques, and more. To see the current list of class offerings, please visit our website at www.granitefhc.com under schedules.

Programs and Websites on the Workstations

There is a wealth of programs loaded on each workstation, in addition to the premium and other web sites available.

Installed on Each Workstation

- Chrome browser includes bookmarks for popular family history websites and FamilySearch partners and portal sites. Portal site access allows patrons at the Family History Center to use premium or paid subscription sites for free (see FHC Premium Sites folder on Chrome toolbar). A complete list is included in the following section.
- FamilySearch Indexing desktop (see icon) or FamilySearch Web Indexing on toolbar. For details and training, visit the Indexing section of the FamilySearch.org web site.
- FamilySearch Card Catalog or “Search” which contains books, online materials, microfilms, etc. from FamilySearch.
- The Family History Guide. A free (you can also use it at home) Church approved teaching tool for learning all about family history and how to do research. An excellent source for teaching others.
- Snipping Tool: This is a very useful tool for capturing all or part of any image that appears on the screen. Click the tool (scissors icon) in the bottom task tray; move the crosshairs to the upper-left corner of what you want to capture; click and drag to the lower-right corner of your capture area; release the mouse button. In the Snipping Tool window, click Copy to make the image available to paste into a program or e-mail; or click Save to save the image as a .JPG graphic file.
- Libre Office: This free suite has a word processor, spreadsheet, and slide presentation package. While it is mostly compatible with Microsoft Office, your Word, Excel or PowerPoint files might not be displayed 100% correctly in Open Office.

Available on the FHC Portal

The following FHC Portal sites can be accessed by using the Chrome Toolbar or the FHC Portal desktop icon and then select Free Premium Programs to access subscription-based programs for free at the FHC.

- 19th Century British Library Newspapers
- Alexander Street (Civil War, U.S. Social and Cultural History)
- American Ancestors
- Ancestry Institution
- ArkivDigital (Sweden)
- FamNet (New Zealand)
- FindMyPast
- Fold3 (U.S. military records)
- Geneanet
- MyHeritage Library Edition
- Newspapers.com
- Paper Trail (Pioneer records)

Media Resources

Family Memories Preservation Services

*(All material for preservation must meet FamilySearch copyright and media guidelines – see back of order form.)

- Direct upload to FamilySearch of photographs and documents
- Patron upload of audio files to FamilySearch
- High speed photo scanner, flatbed scanner and book scanner for digitization of photographs, photo albums, documents, scrapbook pages, etc. (staff direction, patron labor)
- High speed 35mm slide digitization (staff direction, patron labor)
- Conversion of audio cassette tapes, reel-to-reel audio tapes, wire recordings, vinyl records, etc. to .MP3 and M4a formats for use in FamilySearch (staff labor – schedule an appointment)

Guidelines:

- 3 cassette tapes per order
- 1 reel-to-reel or other media per order
- 160 (2 carousels) slides per order
- An order form MUST be submitted with all service orders
- Patron must supply storage media for their order
- Memory sticks are available for purchase at the Family History Center

A Technology Staff member must be present for use of Memories and Preservation Room

NOTES