

CHANGE #5—CHANGE THE CULTURE FOR FAMILY HISTORY DEPARTMENT EMPLOYEES AND HEADQUARTERS MISSIONARIES

In making these changes, we also need to change our internal culture for Family History Department employees and headquarters missionaries by having:

- A common mission.
- Clear goals.
- A cultural and learning orientation.
- A face-to-face communication approach.
- Employee roundtables.
- Leadership development.
- Close coordination with our missionaries and Area Presidencies.
- Collaborative relationships with other Church departments.
- Spiritual experiences.

By being more unified and focused ourselves, we can better help the rest of the Church in this sacred work.



CHANGE #6—MAKE FAMILY HISTORY A PART OF CHURCH CULTURE

Members are motivated to do family history and temple work because of love for their ancestors. Members are also motivated to do family history work when they understand that they are accomplishing the work of salvation rather than just participating in another program. In order for Church members to more fully participate in this work, family history must be supported and implemented through priesthood leaders and

councils. Family history must be integrated through the curriculum and activities of organizations such as Primary, Young Men and Young Women, Seminaries and Institutes, Relief Society, Sunday School, and priesthood.



Learn More

You can learn more about these six changes and the new patron experiences by visiting the department intranet site—fh.familysearch.org.

BOTH HALVES OF THE BLESSING

“There are some members who engage in temple work but fail to do family history research on their own family 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.”

Howard W. Hunter, “A Temple-Motivated People,” *Ensign*, Feb. 1995, 4–5

Change a Life— Change Your Life



“When you were baptized, your ancestors looked down on you with hope. Perhaps after centuries, they rejoiced to see one of their descendants make a covenant to find them and to offer them freedom.... Their hearts are bound to you. Their hope is in your hands.”

Henry B. Eyring, “Hearts Bound Together,” *Ensign*, May 2005, 80

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

FAMILYSEARCH

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Printed in the USA. English approval: 3/13



Purpose

The purpose of this document is to inform you of important changes being made by the Family History Department to improve the experience of our patrons. These changes are in response to the direction from the First Presidency that “the spirit of this sacred work will increase in the hearts of all members of the Church” (First Presidency letter, October 8, 2012).

The Need for Change

The purpose of the Family History Department is to help Church members fulfill their divinely appointed responsibility to find their families and qualify them for temple ordinances.

The experience we now provide engages too few members—only 2.5 percent of members submitted an ordinance to the temple last year. Therefore, in 2013 our goal is to increase the number of members who are submitting names of their ancestors for temple ordinances.

If we are to engage the 97.5 percent of members that are not now participating, we must do things differently so that they too can receive what President Howard W. Hunter called “both halves of the blessing.” (See inset on back panel.)

Last year several cross-division teams were formed to produce stories that would represent an ideal new set of experiences designed to enhance the spirit of this work and engage more of our patrons. The changes outlined below are a result of that effort.



CHANGE #1—TURNING HEARTS WITHOUT TECHNOLOGY

We can help members have a spiritual experience with family history without requiring the use of technology by encouraging them to talk with their living family members and collect photos and stories. We will train consultants to enter the data in the software for members where necessary and provide them with fan charts and Family Ordinance Requests.



CHANGE #2—THE NEW FAMILY HISTORY CENTER IS A DISCOVERY CENTER

The family history center of the future is a place where families can discover together. The family history experience is better when families discover photos, stories, the Family Tree, interactive fan charts, and temple opportunities together rather than as individual researchers. These experiences can have a unifying effect on the family. In fact, a successful discovery experience in a center can motivate families to invite consultants to help them in their homes.

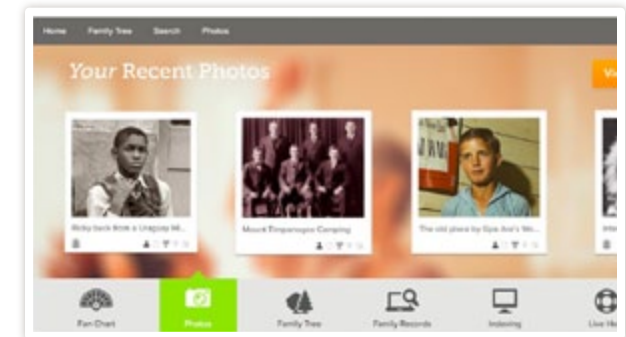
CHANGE #3—A DIFFERENT FAMILY HISTORY CONSULTANT

Family history consultants can foster true conversion by creating situations where discovery takes place. Consultants do not need to be experts in genealogy to do this. They will receive new training to invite the Spirit and customize the conversation to the needs of the family. Consultants who are not genealogical experts will be supported by mentors who share ideas and best practices.

CHANGE #4—NEW ONLINE AND MOBILE FAMILY HISTORY EXPERIENCES

We are currently developing fun, new online family history experiences to help members get started. Here are some of the experiences you will soon see:

- **Preserve and share stories and photos**—By adding stories and photos to FamilySearch.org, you are able to share precious memories and preserve your family history for the benefit of present and future generations.
- **View your temple opportunities list**—The temple opportunities feature allows you to log in and see the names of ancestors ready for temple work. There's no need to sort through potential duplicates or wonder if a name is eligible or not. When a name is qualified, you can print a Family Ordinance Request and take it to the temple.



- **Explore your interactive fan chart**—The interactive fan chart is an exciting way to discover your ancestors and easily see opportunities to add information to the family tree.
- **Use the Start Your Tree Wizard**—The start your tree wizard guides those who don't already have their ancestors' names recorded in the system through a short process of adding the names to the Family Tree. You can easily add names of family members and prepare them for temple ordinances where necessary.

The new website resizes to fit most screens, including mobile devices and tablets.

