



Product Overview: Ancestry Library Edition

ProQuest is a global leader in collecting, organizing and distributing value-added information to researchers. **Ancestry Library Edition** is the result of a partnership between The Generations Network and ProQuest. This premiere genealogy database is distributed exclusively by ProQuest to the library market and is an excellent complement to **HeritageQuest Online**.

Ancestry Library Edition

Ancestry Library Edition is a genealogy research tool created for library users. It gives patrons instant access to a wide range of unique resources for genealogical and historical research. With more than 5 billion names in over 4,600 databases, Ancestry Library Edition includes records from the United States census; military records; court, land, and probate records; vital and church records; directories; passenger lists, and more. Similar information is also available for the United Kingdom, Canada and some European countries.

Administration / Setup

There is no local screen customization for **Ancestry Library Edition**.

The Generations Network provides the usage reporting for Ancestry Library Edition. To receive usage reports, a library need only make a one-time request via an e-mail to the following address: libraryedition@ancestry.com

The reports are generated once a month and e-mailed to the library. Statistics include number of sessions, connect time, average session time, and total page views.

Where to Find Help

- **Product Help**

General system help is available by clicking on the help link in the upper right hand corner of any Ancestry Library Edition screen.

Product Errors can be reported by the patron directly from the image screen. The patron can click on the top right hand corner of the statement "Having problems viewing this image?" Next the patron completes the pop up box. The Generations Network will typically add the correction within a short time frame. This is great for errors on census indexes or maps attached to the wrong state.

Ancestry Library Edition also has FAQ for patrons to use in order to better understand the database and to get the most out of their search experience.

- **Web training**

Register for a free-one hour class with our professional trainers at the web site:

<http://www.il.proquest.com/training>

- **Search Assistance, Technical Support**

ProQuest provides technical support for Ancestry Library Edition's authentication step.

Phone: 800-889-3358

Email: tsupport@proquest.com

Web: <http://proquest.com/techsupport>

All other support is provided by The Generations Network. This includes questions about content, searching, screen navigation, etc.

Phone: 800-509-3884

Email: libraryedition@ancestry.com