

FAQs: How the FamilySearch Online Ordering Program works

The LDS Church has the largest genealogical library in the world. Through the Family History Centers and FamilySearch Affiliate Libraries, they make many of their holdings available in microform to genealogy researchers on a loan basis, for a small processing fee.

1. Do I need to be a member of the LDS Church to order microform?

No. The LDS Church makes their library materials and online databases available to everyone, regardless of religious affiliation.

2. Can I order microform by email or phone?

No. According to the new FamilySearch guidelines, you must personally place your order online, and prepay using a credit or debit card or Pay Pal. Visit www.FamilySearch.org/films to register and place an order. Patrons are strongly encouraged to read the [Microfilm Use Agreement](#).

3. Can I order the microforms at a library?

Patrons can order microforms using library computers, following the instructions in #2 above.

4. Will someone be available to help me with microform orders?

A genealogy volunteer at the Fort Myers-Lee County Public Library is available by appointment to help patrons with ordering, but patrons must place their own online orders.

5. Can the microform be sent to another library?

When patrons first register on the Family Search site, they must select a Family History Center or Library Affiliate where they want their order delivered.

6. What is the cost to rent microfilm and microfiche?

The cost is \$5.50 per roll of microfilm (unless otherwise indicated on the FamilySearch website) and \$0.15 per sheet of microfiche.

7. How do I pay for an order?

Under the new FamilySearch Online Ordering guidelines, payment must be made by credit or debit card or Pay Pal.

8. Do I have to pay when I place the order?

Yes. Payment must be made online before the order can be processed.

9. Do I need a Lee County library card to order microforms?

No.

10. After I order the microform, how long will it be before I receive it?

It may take an average of 2-3 weeks to receive microform materials after they are ordered.

12. How will I know when the microform is available for me to use?

FamilySearch will notify you by email when the microform material is available at the designated Library Affiliate or Family History Center.

13. Where do I pick up the microform?

Microform materials will be delivered to the Library Affiliate or Family History Center that you selected at the time the order was placed.

14. How long can I keep microform(s)?

Orders will be held for your use at the Fort Myers-Lee County Public Library Reference Desk for approximately 60 days before microfilm must be either returned or renewed. Microfiche is loaned for an indefinite period and will be retained by the Fort Myers-Lee County Public Library.

15. What if I'm not finished with the film by the date it's due?

Microfilm on Short-Term Loan may be renewed up to two times at a cost of \$5.50 per renewal.

16. What if I order the wrong microform?

While we are happy to assist, you are ultimately responsible for the selection of microform(s) ordered. Under FamilySearch Online Ordering guidelines, the rental fee will not be reimbursed if the microform does not contain the hoped-for information.