Search Guide: Ancestry Library Edition

Search Tips

- Use special characters and operators (below) to focus your query. After checking the "Exact match only" option on the search screen you can also choose to use the **Soundex** option to broaden your name search.

- Default searching is a global search with ranked results, but permits the patron to wrap the query around details such as dates, places and record type. This search will drill down all the databases within Ancestry Library Edition. The results are then displayed with additional tools to control the vast results.

  - Use the stars to limit the view from all matches to only 5 star matches (the highest or most likely to be a match).

  - The Results page will also let you narrow down by record type on the left side of the page. For example, only military records may be of interest.

  - Details about Ranked searching can be found in the Help Screen FAQ.

Truncation and Wildcard Characters

* You can use wildcards to view all words that begin with the same stem. For example, a search for **char*** will return hits on words like Charles, Charley, Charlie, Charlene, or Charlotte.

You can search alternate spellings with the asterisk (*), which represents 0 to 5 unknown characters.

A query for **Grif*n** will search for Griffin and Grifen, and Griffan among others.

The use of wildcards is restricted to keywords and names and you must specify the first three letters.

? If you want to search for names that differ only by one letter use the question mark (?) wildcard. A search for **Ta?lor** will return both Tailor and Taylor.

Where to find help

In North America:

- **Technical Support**
  Phone: 800-889-3358
  Email: tsupport@proquest.com
  Web: http://proquest.com/techsupport
- **Search Assistance**
  Phone: 800-889-3358
  Email: technicalsupport@proquest.com
  Web: http://proquest.com/techsupport
- **Product Help**
  Product help and downloadable guides:
  http://proquest.com/products_pq/training

Outside of North America:

- **Technical Support**
  Email: support@proquest.co.uk
  Freephone: 0880 220 710 (UK only)
  Telephone: +44 1223 271 496 (Outside of UK)

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- **Product Help**
  Product help and downloadable guides:
  http://proquest.co.uk/pqtraining