

IN THE FRAME Expert

Elizabeth Khan



Earlier this year, Elizabeth Khan founded Record Click at www.recordclick.com, a boutique firm that offers professional research services to customers around the world, with a unique online project management system so that clients can track the progress of their research. We caught up with Elizabeth to find out more

Q WHAT FIRST GOT YOU INTERESTED IN GENEALOGY AND ULTIMATELY INSPIRED YOU TO START RECORD CLICK?

I suppose my first influence might have been that as a child I spent several years at a Catholic orphanage in Ireland. This early experience gave me powerful insight into understanding families, and later understanding my own family roots. As I was adopted by one of my parents, I was always very curious about my family history. I had a real quest during my lifetime that wasn't resolved until adulthood. That seeded the compassion for others who want to know more about their families for a variety of reasons.

Q WHAT'S THE ADVANTAGE OF TURNING TO A FIRM LIKE RECORD CLICK?

Estate agents say location, location, location. I would say strategy, strategy, strategy and evidence, evidence, evidence. The advantage of using a professional service such as Record Click is that we can apply strategic methods to solve problems, we know the resources, we provide the evidence to support the claims, and we can orchestrate research in many different locations at once. So, this is different from working with an individual researcher, as you can now leverage the network, knowledge and strategies of the whole team! When you're working

alone, you're only as good as your own skills and abilities; when you're working with us, you've got the knowledge, experience and skill of our entire team at your disposal.

Q WHAT'S THE MOST MEMORABLE CASE YOU'VE DEALT WITH?

There was a family of six grown children who sold their deceased parents' house. When the new owners remodeled, they found under the floorboards a poignant and dramatic letter and photographs of a woman and child from about 65 years ago.

Naturally, these children were angry and confused regarding this letter – who was this woman who said she'd been abandoned, apparently by their father? And since both of their parents had passed away, who could they ask? While the address was faded, the name of a solicitor in London was legible, and, coupled with the names in the letter, it was learned that this child was indeed a half-sibling to the six adult children: the seven shared a father and, several months later, a family reunion.

Q WHAT SETS RECORD CLICK APART?

We offer an unparalleled participatory experience. We use modern project management tools so that our clients and research team interact in a private online space where clients watch their research unfold and can provide valuable input to the team. Our collaborative approach and platform allows us to draw on the creativity and experience of all of our team members. We're also eco-friendly. Clients receive results immediately using online collaborative software tools – no paper or shipping required. Cutting down on our costs allows us to provide an affordable service.

And finally, Record Click meets a real need among those seeking family history research services. A lot of our competitors focus primarily on pedigree research in 40-hour blocks, and with the increased demand for services brought on by shows like *Who Do You Think You Are?*, people with smaller projects may be left unserved. We welcome clients seeking strategy sessions, research help and record look-ups of just a few hours, as well as those seeking full pedigree searches.