1. Use the “%” sign to begin and end all last name queries:
   Examples: %Dyke, D% to find Derek Van Dyke
              %Miller, Ma% to find Mary R. Smith-Miller

2. Use partial words when searching for names with Mc, Van, de, etc:
   Examples: %Guin% to find McGuinness
              %Bol% to find de Bolt

3. Use partial words when searching for names that could be spelled differently:
   Examples: Tra% to find Tracey, Traci, Tracy
              ath% to find Kathryn, Katherine, Kathy, Catherine, Cathy
              C% to find Cynthia, Cyndi, Cindy, Cindi
              D% to find Dillon, Dylan, Dyllon

4. Use shortened names for formal names:
   Examples: Wil% to find William, Wilfred
              Bill to find William
              Rob% to find Robert, Roberta, Robby
              Cathy or Ca% to find Catherine
              Jim to find James