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User Awareness on 'Single Window Search' Tool provided by the KMC Health Sciences Library, MAHE, Manipal: A Study

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User Awareness on 'Single Window Search' Tool provided by the KMC Health Sciences Library, MAHE, Manipal: A Study

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Abstract

In academic libraries, information resources are increasing at an alarming rate due to information explosion and development in information and communication technology. Open access resources available for access are also increasing. Academic libraries are putting their best effort to make the process of conducting literature search much easier as users find it difficult to search for literature on a given research topic through several types of resources separately. This necessitated the integration of information resources for easy access. A Web-Scale Discovery tool integrates library subscribed content, library catalogue, digital repositories, open access resources and offers a search and retrieval interface for the users to access the required information easily and quickly. To support users in conducting an effective literature search, KMC Health Sciences Library, MAHE, Manipal has implemented Web-scale Discovery Service, named it as Single Window Search and provided access in Library web portal. The objective of the study was to understand the awareness and satisfaction on different features and modules available at the Single Window Search tool among the library users at KMC Health Sciences Library, MAHE, Manipal. The study revealed that almost all users (92.16%) who participated in the study were aware of the Basic Searching (Title, Keyword, Author) feature of the single window search tool. From the study, it is understood that more than 60.78% of users are satisfied with Basic Searching option and 45.10% of users are satisfied with the Advanced Searching option provided in Single Window Search tool.

Keywords: Modern Library, Electronic Resources, e-Resources Management, Web-Scale Discovery Service

1. INTRODUCTION

Libraries have normally been one of the rare places to find valuable information for the study, research work and daily life. The old saying, "the times they are a-changing" certainly applies to academic libraries, librarians, and the users they serve. Changes in technology and responses to technology, search engines, social networking, and new ways have made an impact on the ways users connect to information.

In academic libraries, information resources are increasing at an alarming rate due to information explosion and development in information and communication technology. Open access resources available for access are also increasing. Academic libraries are putting their best effort to make the process of conducting literature search much easier as users find it difficult to search for literature on a given research topic through several types of resources separately. This necessitated the integration of information resources for easy access. A Web-Scale Discovery tool integrates library subscribed content, library catalogue, digital repositories, open access resources and offers a search and retrieval interface for the users to access the required information easily and quickly

E-resources have marked a notable footprint in handling library and delivering the information services to the end-users. E-resources have crossed all geographical boundaries in providing easy and worldwide access of knowledge to the end-users. The immediate access of knowledge through these resources has not only enlarged the users' interest in utilizing it but has also improved the superiority of multidisciplinary research. There are few technical hurdles such as performance of technology, timely access, user interface, troubleshooting, trained manpower, etc. that have made e-resources further tough in dealing with information and referring services. To overcome these matters, the library and information system need an effective and capable Electronic Resource Management System (ERMS) to assist the librarian in managing the e-resources. Management of e-resources has become a more exciting and intimidating task.

A library Web-scale discovery service is a facility which figures a vital, searchable index having a huge collection of a library's nearby held and subscribed and approved content, and which offers a search and retrieval interface to search this index. Globally, the information seeking behavior of people keeps on changing as technology advances.

University and special libraries have initiated adopting of discovery tools to effectively and efficiently streamline the search process in the faith of helping better search results, as the library collection is growing day by day. Web-scale discovery service is a service, which gives a central searchable interface to search and retrieve, by indexing all the contents of the particular library.

A single search box can search across the vast collection of library's subscribed content. More precisely discovery services encouraging a one-stop-shopping experience to the academic library users and its selection, implementation and care wishes a deep study because this product carries a high ongoing cost and the librarians will be involved in a sequence of implementation steps

2. REVIEW OF LITERATURE

Prosenjit S. and Parthasarathi M. (2010)[1] in their study on "Designing Single Window Search Service for Electronic Theses and Dissertations through harvesting" analyzed a procedure of

metadata harvesting from diverse Open Archives Initiative-Protocol for Metadata Harvesting acquiescent institutional digital repositories contain electronic theses and dissertations.

The study conducted by Surendra Kumar Pal (2017)[2] entitled "Library Resources Discovery Service: Future of the Libraries" focused on the use of single window search for libraries to develop the usage of all types of library documents, by that they can search the entire collection in a single term rather than searching across various databases. This study also explained about how the adaptation of VuFind discovery service in Central Library Tripura University for its 30,000 E-books collections.

Chetan Sudhakar S. (2017)[3] conducted a study on "Library Discovery System: An Integrated Approach to Resource Discovery." This study gives an overview of discovery tools that are an extension of the third generation library catalogs. The author explains the features associated with discovery systems are metadata challenges, adoption of standards, recommended practices, etc.

The study conducted by Collin D'mello A. J. (2009)[4] entitled "Aiding Research and Electronic Content Discovery through Meta-search based on Open Source Initiatives" gives information about the goal of electronic content discovery with Meta searching. The main aim was to examine issue connected to locate, retrieving, and promulgate data in a huge network environment. The article also explained about as the demand of the meta-search in the exponential growth rate of information in a rapid way.

Sheuli Hazra (2017)[5] deliberated about the different types of tools and identifies several key parameters on the base of which can evaluate the use and convenience of dissimilar discovery software in a study entitled "From Integrated Library System (ILS) to Library Service Platform (LSP): Role of Library Discovery System (LDS)."

Vinit K. (2018)[6] in his paper on "Selecting an Appropriate Web-Scale Discovery Service" explained the mechanism of a typical WSD scheme. Additionally, the author explained on features of discovery layers in the Big 4's of Web-Scale Discovery. The author explained a few of the parameters to judge as evaluate the Web-Scale Discovery scheme for pay for decision.

Sukumar M. (2018)[7] conducted a study on "Application of Web Discovery Services through VuFind." In this study, the author has explored the VuFind of Emerald database discovery service. The author displayed the Koha bibliographic records in VuFind, explained about to search the multi-disciplinary database by VuFind single window-based interface.

Sheuli H. (2017)[8] in his paper ""From Integrated Library System (ILS) to Library Service Platform (LSP): Role of Library Discovery System (LDS)" showed the evolution of the web-scale resource discovery services in libraries along with different discovery software available both in the commercial and open source domain.

Sukumar Mandal (2016)[9] in his paper on "Development of Domain-Specific Cluster: An Integrated Framework for College Libraries under the University of Burdwan" discussed the development of six domain specific cluster software in the college libraries under the University of Burdwan.

Prosenjit S. and Parthasarathi M. (2016)[10] conducted a study on "Full-text ETD retrieval in library discovery system: design a framework." The paper discussed designing an open source software based library discovery system for full-text ETD retrieval based on a

cataloging framework developed by using available global standards and best practices in the domain of theses cataloging.

Arup D. (2016)[11] conducted a study on "A personalized discovery service using Google custom search engine." He gave an overview of the Google custom search engine (CSE). Methodologies regarding how these technologies and products might help in developing college library discovery systems without deploying costly commercial tools or without venturing into the technicalities of open source tools.

Nikesh Narayanan and Dorothy Furber Byers (2017)[12] conducted a study on "Improving web-scale discovery services." This study reviewed the current state of web-scale discovery (WSD) services and their effectiveness in providing a viable interface for initiating literature searches.

3. NEED FOR THE STUDY

The KMC Health Science Library, Manipal Academy of Higher Education (MAHE), Manipal, India has a rich collection of both print and electronic resources. The electronic resources include Scopus, Web of Science, ClinicalKey, ProQuest Health and Medical Complete, CINAHL Complete, SpringerLink, OvidSP, Wiley Online Library and online journals and e-books from leading publishers, Digital Repository, OPAC etc. The library users were searching through each of the resources for finding relevant literature on their topic of research and were finding the process of conducting literature search difficult as they need to get familiarity with various features and functionality of each resource before they search for literature in them. Hence the library has implemented EBSCO Web-Scale Discovery Service in the year 2017, named it as 'Single Window Search' and provided access to the same in the library web portal.

Fig. 1: 'Single Window Search' at KMC Health Sciences Library Web portal

The huge collection of online resources along with open access resources, MAHE digital repository and library catalogue (OPAC) have been integrated under single interface to make the process of conducting literature search easier. Single window search has many modules and features like basic search, advanced search, A-Z listing, publication search, limiting search results by author, publications, age, gender, subject, geography, language, saving to the folder, login option creating alerts, etc. PICO (Problem, Intervention, Comparison, Outcome) search option is one of the important features of single window search. So far, no studies have been conducted to understand the user awareness on the

'Single Window Search' tool. Hence, there is a need to understand the users' awareness of 'single window search' tool provided by the library.

4. STATEMENT OF THE PROBLEM

The problem is entitled "User Awareness on Single Window Search Tool provided by the KMC Health Sciences Library, MAHE, Manipal: A Study."

5. OBJECTIVE OF THE STUDY

The main objectives of the study were:
- To understand the awareness of different features and modules available at the Single Window Search tool.
- To know the purpose of using the single window search facility available at the KMC Health Science Library, MAHE, Manipal by the users.
- To find out the benefits of the Single Window Search tool.
- To gauge the satisfaction level about different features/modules available at the Single Window Search tool.
- To understand the problems faced by the users while accessing Single Window Search portal.

6. METHODOLOGY

KMC Health Science Library is the central library for all health sciences institutions and departments of Manipal Academy of Higher Education at Manipal campus. The library has provided a Single Window Search tool for the benefits of the faculty members, postgraduate students and researchers of the health sciences institutions of MAHE at Manipal. A structured questionnaire method has been adopted to study the awareness and user satisfaction on the Single Window Search tool provided by the KMC Health Sciences Library, MAHE, Manipal. "Google form' tool is used for distribution of questionnaire through e-mail and collection of data. A questionnaire was mailed to all 249 participants who were registered for the author workshops conducted by the library to the faculty members, researchers, postgraduate students during the year 2018 and 2019, of which 51 participants were responded. The percentage of response was 20.48%.

Table 1: Questionnaire Distribution and Response

Total No. of questionnaires distributed	Total No. of response received	Percentage of response (%)
249	51	20.48%

7. DATA ANALYSIS

7.1 Gender-wise distribution of the questionnaire

Table 2 and fig. 2 depict that most of the participants of the survey are female, i.e., 70.6% wherein 29.4% of respondents are male.

Table 2: Response Rate- Gender wise

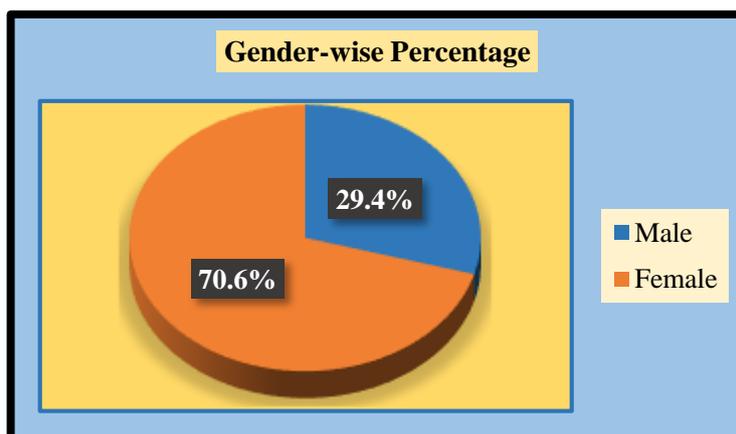| Gender	Total Number of Respondents	Percentage (%)
Male	15	29.4%
Female	36	70.6%
Total	**51**	**100.0%**

Fig. 2: Gender-wise percentage

7.2 Position of the user

Data presented in table 3 and fig. 3 reveal that out of the total respondents who participated in the study, 35.29% of them were faculty members whereas 33.33% of respondents are researchers, 29.41% of respondents are postgraduate students and others 1.97%. So the majority of respondents of the study are faculty members.

Table 3: Response Rate –Position-wise

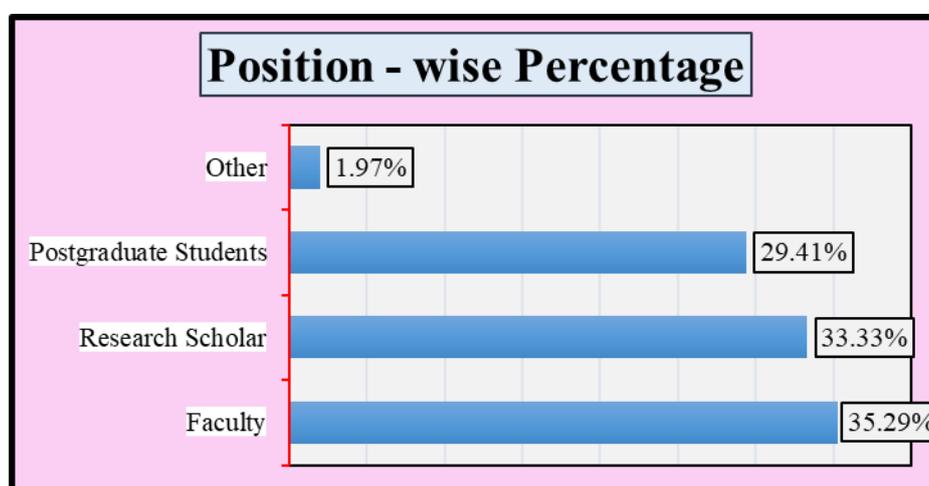| Designation	Total No. of Respondents	Percentage (%)
Faculty	18	35.29%
Research Scholar	17	33.33%
Postgraduate Students	15	29.41%
Other	1	1.97%
Total	**51**	**100.0%**

Fig. 3: Position - wise Percentage

7.3 Awareness about features and modules of the 'single window search' tool

Table 4 and fig. 4 show that 92.16% of respondents are aware of the Basic Searching (Title, Keyword, Author) features of the 'single window search' tool whereas 74.51% and 60.78% of respondents are aware of the Advanced Searching (All Text, Author, Title, Affiliation, Subject Terms, Journal Title/Source, Abstract, ISSN, ISBN, Affiliation, DOI) options and various search limiters (Full Text - Including Open Access, Peer-Reviewed, Catalog Only, Publication, Title, Author, Image) features of 'single window search tool' respectively.

Further, 60.78% and 68.63% of respondents are aware about the various search limiters (Full Text - Including Open Access, Peer-Reviewed, Catalog Only, Publication, Title, Author, Image) available and various source types (Journals, Books, Reviews, Reports, Dissertations/Theses, News, Patents) respectively available at the single window search tool.

It is further observed from the present study that 62.75% and 47.06% of respondents are aware of A-Z searching of journals and books and Search Option and Limiter (Gender, Publication, Year, Publisher, Language, Content Provider, Subject, Geography, University, Collection, Content Provider) respectively. At the same time, it is observed that about 25.49% of respondents are not aware of Search Option and Limiter available at single window search tool.

Table 4: Awareness of features and modules available in the 'Single Window Search' tool

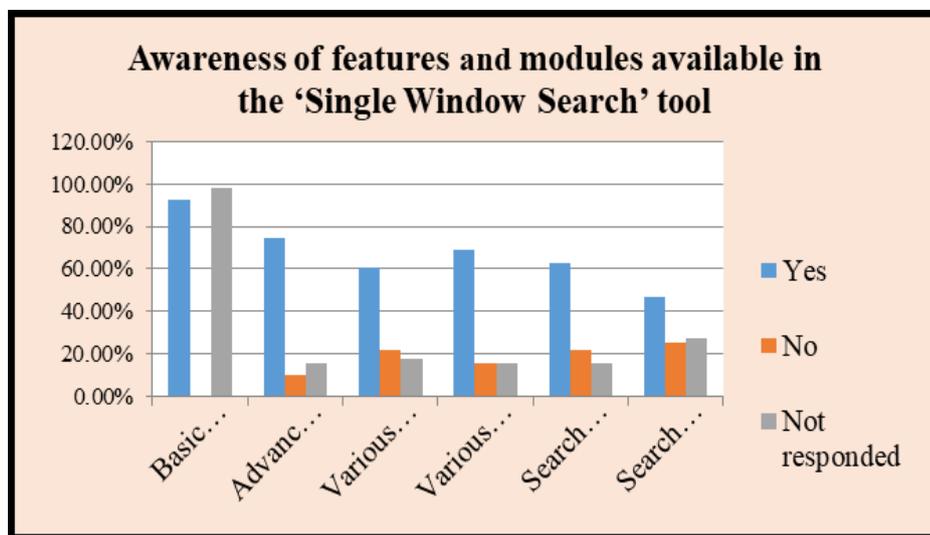| Awareness of the features of the 'Single Window Search' tool	Total No. of Respondents (%)		
	Yes	No	Not responded
Basic Searching (Title, Keyword, Author)	47 (92.16%)	0 (0%)	4 (7.84%)
Advance Searching(All Text, Author, Title, Affiliation, Subject Terms, Journal Title/Source, Abstract, ISSN, ISBN, Affiliation, DOI)	38 (74.51%)	5 (9.80%)	8 (15.69%)
Various search limiters (Full Text - Including Open Access, Peer Reviewed, Catalog Only, Publication, Title, Author, Image)	31 (60.78%)	11 (21.57%)	9 (17.65%)
Various source types(Journals, Books, Reviews, Reports, Dissertations/Theses, News, Patents)	35 (68.63%)	8 (15.69%)	8 (15.69%)
Search through A-Z Journal and Book	32 (62.75%)	11 (21.57%)	8 (15.69%)
Search Option and Limiter (Gender, Publication, Year, Publisher, Language, Content Provider, Subject , Geography, University, Collection, Content Provider)	24 (47.06%)	13 (25.49%)	14 (27.45%)

Fig. 4: Awareness of the features of the 'Single Window Search' tool

7.4 Frequency of using the 'single window search' tool

Table 5 and fig. 5 indicate that out of the total respondents who participated in the study, 39.22% of them were started to use 'Single Window Search' tool recently whereas 31.37% of respondents were using 'Single Window Search' tool from more than a month, and 22% of respondents were using 'Single Window Search' tool from more than a year. So the majority of respondents started to use Single Window Search tool recently.

Table 5: Frequency of using the 'Single Window Search' tool

Time	Total No. of Respondents	Percentage (%)
Recently	20	39.22%
More than a Month	16	31.37%
More than a year	11	22%
Not responded	4	7.41%
Total	**51**	**100.0%**

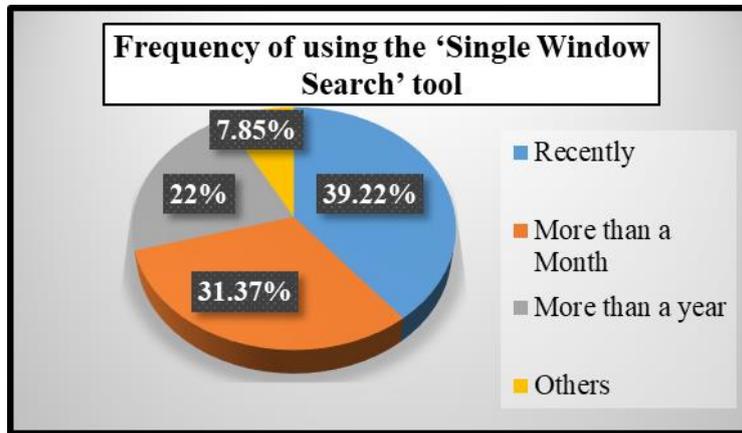
Fig. 5: Frequency of using the 'Single window search' tool

7.5 Opinion of the users on the use of 'single window search' tool

Table 6 and fig. 6 represent the user's opinion on the 'Single Window Search' tool. From this study, it could be understood that 21.57% of respondents are strongly agreed that 'Single Window Search' tool' is easy to use, 52.94% of respondents agreed that 'Single Window Search' tool' is easy to use whereas 15.69% of respondents are uncertain about their opinion on use of 'Single Window Search' tool'.

Table 6: Opinion on the use of the 'Single Window Search' tool

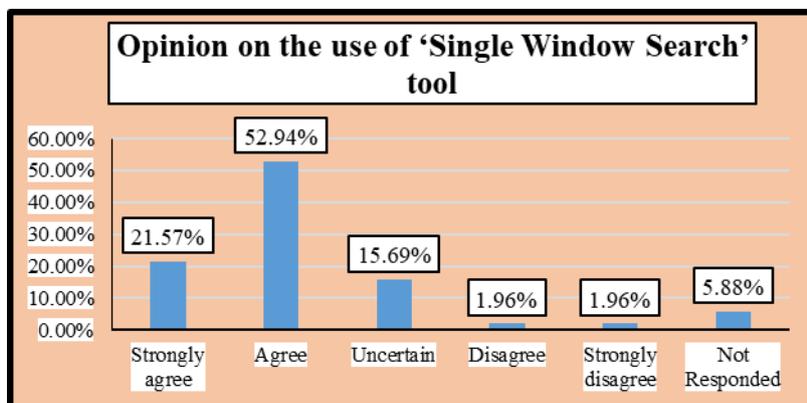| Variables	Total number of Respondents	Percentage (%)
Strongly agree	11	21.57%
Agree	27	52.94%
Uncertain	8	15.69%
Disagree	1	1.96%
Strongly disagree	1	1.96%
Not Responded	3	5.88%
Total	**51**	**100.0%**

Fig. 6: Opinion on the use of the 'Single Window Search' tool

7.6 Purposes of using 'single window search' portal by the users

Data presented in table 7 and fig. 7 depict the users' response to the question "for what purpose they are using 'Single window search' portal." The below table and figure show that majority of the respondents, i.e., 70.2% were using the 'Single window search' portal for learning purpose. At the same time, 68.1% respondents are using for research purpose, whereas 25.5% respondents are using to write an article, 12.8% of peoples are using for teaching purpose and 6.4% of peoples are using for the clinical practice.

Table 7: Purposes of using 'Single window search' portal by the users

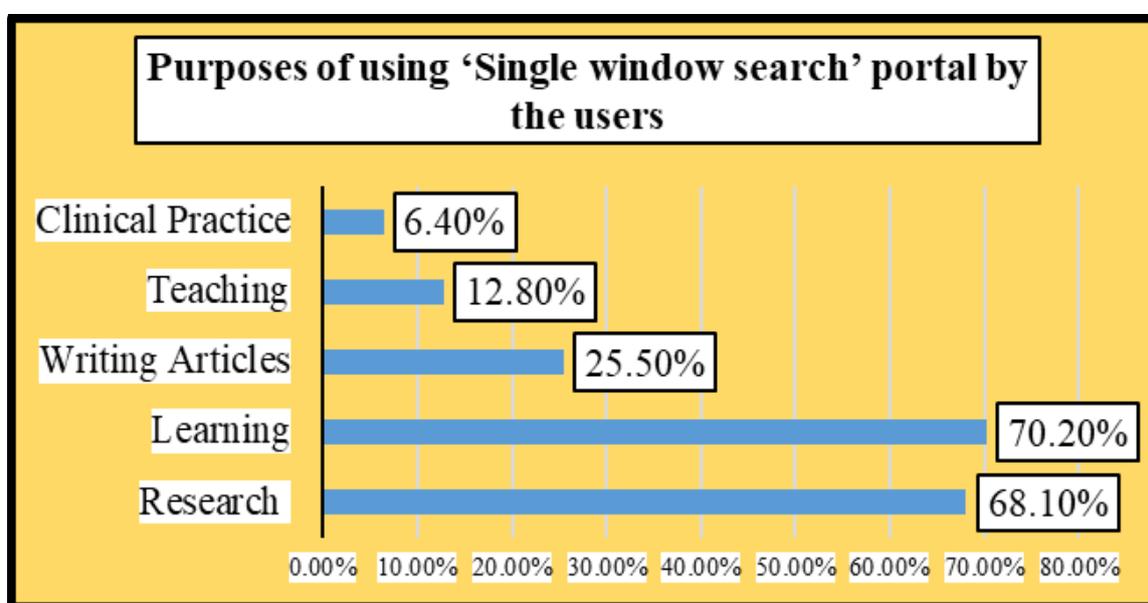| Purpose	Total No. of Respondents	Percentage (%)
Research	32	68.1%
Learning	33	70.2%
Writing articles	12	25.5%
Teaching	6	12.8%
Clinical practice	3	6.4%

Fig. 7: Purposes of using 'Single window search' portal by the users

7.7 Advantages of using 'single window search' tool

Table 8 and fig. 8 show that 78.7% and 83% of users are aware that they can get advantage of one-stop searching across all disciplines and access to all library subscribed e-resources (online databases, online journals, e-books), MAHE digital repository, library catalog (OPAC) and open access resources through a single search respectively. Further, the study indicates that 76.6% of respondents are aware of the advantage of A-Z listing of all e-resources and browse by journal and book titles. It is also noted from the study that 63.8% and 61.7% of users are aware that they find the literature on a particular topic and they can get access to the full text of the desired articles/chapters respectively. The present study also noted that 59.6%, 36.2% and 55.3% of respondents are aware of the basic and advanced search option, how to track the search history, advantages like single window search tool and save time in conducting a literature search respectively. It is further observed that 21.3% and 25.5% of respondents are aware that Plum X Metrix and Bibliographic management tool like Zotero, EndNote respectively by using Single window search tool.

Table 8: Advantages of using Single window search tool

Advantages of Using Single window search tool	Total No. of Respondents	Percentage (%)
One-stop searching across all disciplines	37	78.7%
Access to all library subscribed e-resources (online databases, online journals, e-books), MAHE digital repository, Library catalogue and open access resources through a single search	39	83%
A-Z listing of all e-resources	36	76.6%
Browse by journal and book titles	36	76.6%
Find the literature on a particular topic	30	63.8%
Access to the full text of the desired articles/chapters	29	61.7%
Basic and advanced search option	28	59.6%
Track the search History	17	36.2%
Save the time in conducting a literature search	26	55.3%
Plum X Metrix to understand the usage and captures of articles/chapters	10	21.3%
Access for Bibliographic management tool like Zotero, EndNote.	12	25.5%

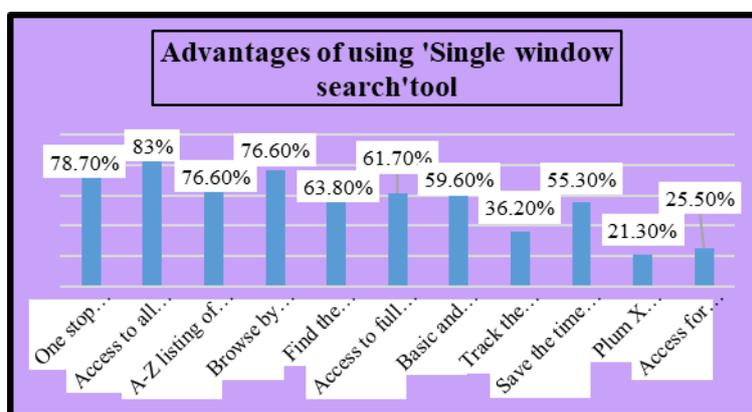

Fig. 8: Advantages of using Single window search tool

7.8 Satisfaction level of the users on the features and modules available in the 'single window search' tool

Table 9 and fig. 9 show the satisfaction level of the users on the features and modules available in the 'Single Window Search' tool. It is observed that 27.45% and 60.78% of respondents are highly satisfied and satisfied with the Basic Searching (Title, Keyword, Author) feature, respectively. However, 27.45% and 45.10% of respondents are highly satisfied and satisfied about Advanced Searching (All Text, Author, Title, Affiliation, Subject Terms, Journal Title/Source, Abstract, ISSN, ISBN, Affiliation, and DOI) feature respectively. It is further noted from the present study that 17.65% of respondents are highly satisfied with various search limiters (Full Text-Including Open Access, Peer-Reviewed, Catalog Only, Publication, Title, Author, Image) whereas 41.18% of respondents are satisfied with these features and 27.45% respondents are uncertain about this.

The study also shows that 19.61% and 49.02% of respondents are highly satisfied and satisfied about various source types (Journals, Books, Reviews, Reports, Dissertations/Theses, News, and Patents) features on the single window search tools respectively. The study further disclosed that 25.49%, 39.22% and 25.49% of respondents are highly satisfied, satisfied and uncertain about A-Z searching features of Journal and Book

respectively. Present study also noted that 17.65%, 35.29% and 29.41% of respondents are highly satisfied, satisfied and uncertain about Search Option and Limiter (Gender, publication, year, publisher, language, content provider, subject, geography, university, Collection, and Content Provider) features available at single window search tool respectively.

Table 9: Satisfaction about features and modules available in the 'single window search'
[1: Highly Satisfied, 2: Satisfied, 3: Uncertain, 4: Dissatisfied, 5: Highly Dissatisfied, 6: Not Responded]

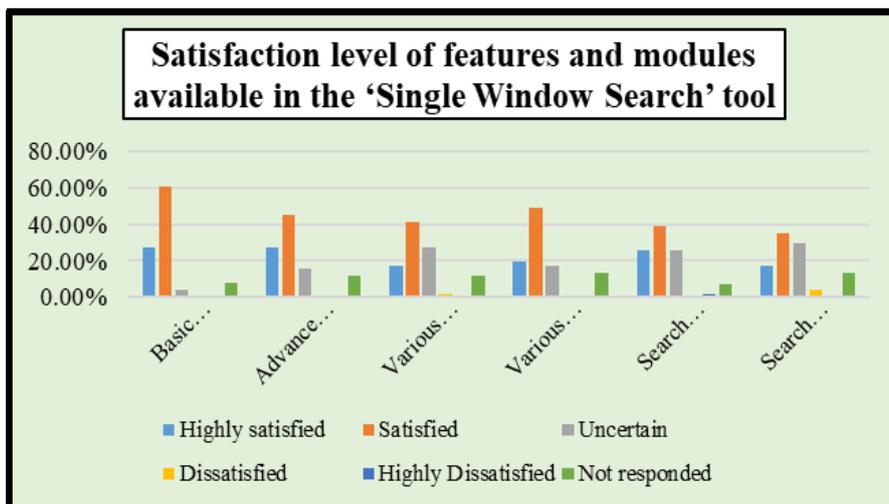| Features and modules	Opinion					
	1	2	3	4	5	6
Basic Searching (Title, Keyword, Author)	27.45%	60.78%	3.92%	0%	0%	7.85%
Advance Searching (All Text, Author, Title, Affiliation, Subject Terms, Journal Title/Source, Abstract, ISSN, ISBN, Affiliation, DOI)	27.45%	45.10%	15.69%	0%	0%	11.76%
Various search limiters (Full Text - Including Open Access, Peer Reviewed, Catalog Only, Publication, Title, Author, Image)	17.65%	41.18%	27.45%	1.96%	0%	11.76%
Various source types (Journals, Books, Reviews, Reports, Dissertations/Theses, News, Patents)	19.61%	49.02%	17.65%	0%	0%	13.72%
Search through A-Z Journal and Book	25.49%	39.22%	25.49%	0%	1.96%	7.43%
Search Option and Limiter (Gender, publication, year, publisher, language, content provider, subject , Geography, University, Collection, Content Provider)	17.65%	35.29%	29.41%	3.92%	0%	13.73%

Fig. 9: Satisfaction level of features and modules available in the 'Single Window Search' tool

7.9 Types of problems faced by the users while using the 'single window search' tool

Table 10 and fig. 10 show types of problems faced by the users while using the 'Single Window Search' tool. The study depicts that only 9.80% and 17.65% of respondents are having a lack of awareness about single window platform and Unfamiliar with its use and services respectively. Further, 7.85%, 1.96% and 13.75% of respondents have not understood correctly the various features of single window search tool, not know how it is useful and not aware of advanced options available. The present study also noted that 90.20% and 82.35% of respondents are aware of the single window platform and familiar with its use and services, respectively. Further, 92.15%, 98.04% and 86.25% respondents have understood correctly features of a single window search tool, know how it is useful and aware of advanced searching option available respectively.

Table 10: Types of problems faced by the users while using the 'Single Window Search' tool

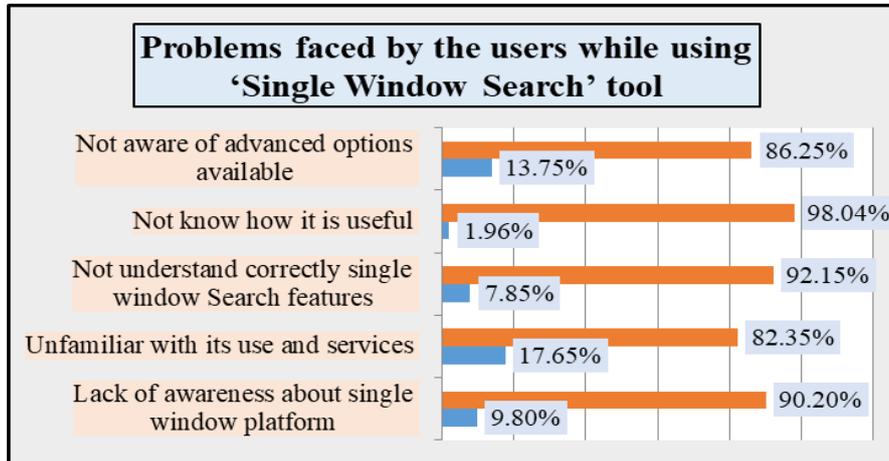| Types of problems faced by the users while using the 'Single Window Search' tool	Yes	No
Lack of awareness about single window platform	9.80%	90.20%
Unfamiliar with its use and services	17.65%	82.35%
Not understand correctly single window Search features	7.85%	92.15%
Not know how it is useful	1.96%	98.04%
Not aware of advanced searching options available	13.75%	86.25%

Fig. 10: Types of problems faced by the users while using the 'Single Window Search' tool

7.10 Requirement of the training for using the 'single window search' tool

The study question asked to the users to understand the requirement of training to know and use of 'Single window search' platform. Table 11 and fig. 11 show that the majority of respondents, i.e., 68.63% have expressed that they required training, whereas 13.73% of respondents have mentioned that they do not require training.

Table 11: Requirement of the training for using the 'Single window search' tool

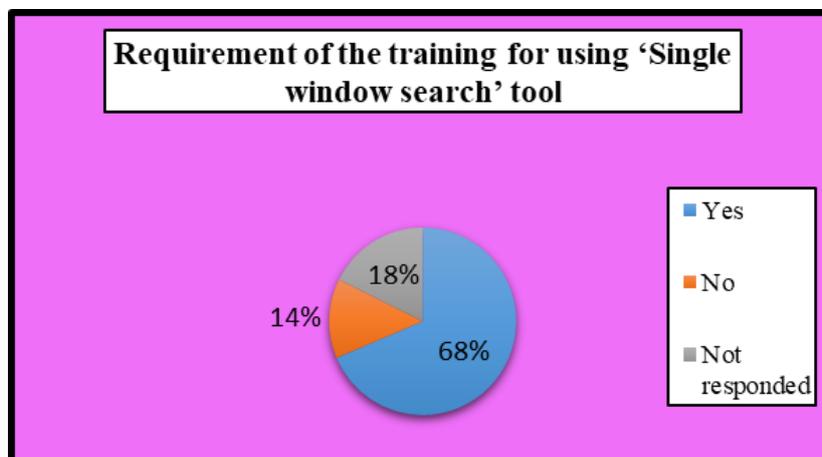| Variables	Total No. of Respondents	Percentage (%)
Yes	35	68.63%
No	7	13.73%
Not responded	9	17.65%
Total	**51**	**100.0%**

Fig. 11: Requirement of the training for using the 'Single window search' tool

7.11 Recommendation of 'single window search' tool to others

Table 12 and fig. 12 reveal answers to the survey query, i.e., the recommendation of 'Single window search' tool to others. 90.20% of participants answered that they would recommend 'Single window search' tool to others, only 7.84% declared that they do not want to recommend 'Single window search' tool to others.

Table 12: Recommendation of 'Single window search' tool to others

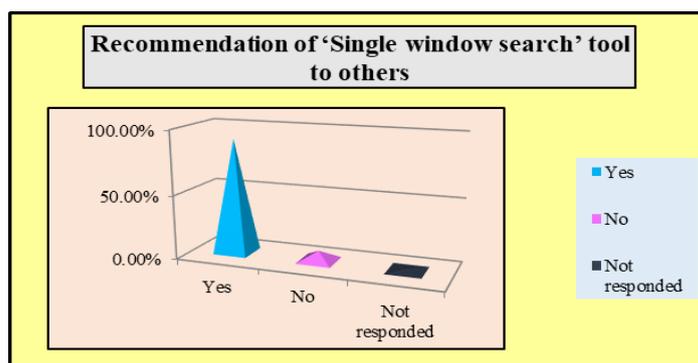| Variables	Total No. of Respondents	Percentage (%)
Yes	46	90.20%
No	4	7.84%
Not responded	1	1.96%
Total	**51**	**100%**

Fig. 12: Recommendation of 'Single window search' tool to others

7.12 Rating of 'single window search' facility provided by the Health Science Library

Table 13 and fig. 13 show the rating given by the users for 'single window search' facility provided by the Health Science Library. 31.37% users who participated in the study rated 'single window search' facility is highly useful, 35.29% responded as useful and 29.41% users are uncertain about their opinion.

Table 13: Rating of 'Single window search' facility provided by the Health Science Library

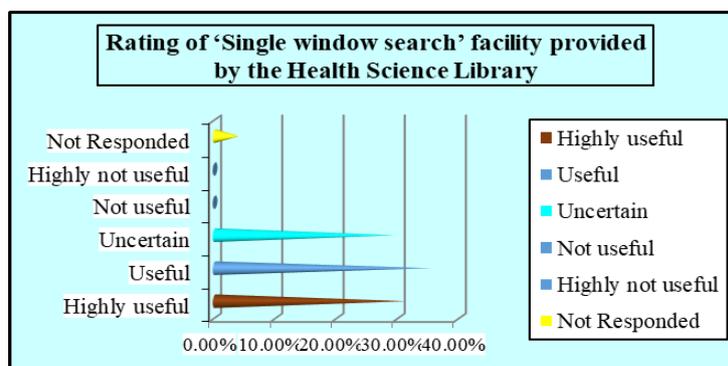| Variables	Total number of Respondents	Percentage (%)
Highly useful	16	31.37%
Useful	18	35.29%
Uncertain	15	29.41%
Not useful	0	0%
Highly not useful	0	0%
Not Responded	2	3.93%
Total	**51**	**100.0%**

Fig. 13: Rating of 'Single window search' facility provided by the Health Science Library

8. FINDINGS OF THE STUDY

Based on survey results, the following are the few important findings of "User Awareness on 'Single Window Search' Tool provided by the KMC Health Sciences Library, MAHE, Manipal: A Study."

- **Opinion of the users on the use of 'single window search' tool**: It is noted from the study that 21.57% of respondents who participated in the study are strongly agreed that 'Single Window Search' tool is easy to use, and more than a half of respondents (52.94%) agreed that 'Single window search' tool is easy to use.

- **Purposes of using 'single window search' portal by the users:** The present study on 'Single Window Search' tool indicated that 70.2% of respondents are using 'Single window search' portal for learning purpose, 68.1% of respondents are using for research purpose and 25.5% users are using for writing an article. Further study also observed that users are also using the 'Single Window Search' tool for teaching and clinical practice.

- **Awareness of the features of the 'single window search':** The present study revealed that almost all users (92.16%) who participated in the study were aware of the Basic Searching (Title, Keyword, Author) feature of the single window search tool. It is also found from the study that more than 68% of respondents are aware of the Advanced searching, various search limiters and more than 65% of respondents are aware of the various source types, search through A-Z Journal and Book features of the single window search tool.

- **Advantages of using the 'single window search' tool:** 'Single Window Search' tool has a lot of advantages which were noticed in the study. The present study observed from the opinion of the users that most important advantages of the 'Single Window Search' tool are access to all library subscribed e-resources (online databases, online journals and e-books), MAHE digital repository, library catalog and open access resources through a single search and one-stop searching across all disciplines. The present study also found that about 76.6% of respondents are aware of the advantage of A-Z listing of all e-resources and browse by journal and book titles through the single window search tool. Further, the study also observed that 63.8% and 61.7% of users are aware that they find the literature on a particular topic and they can get access to the full text of the desired articles/chapters respectively using the single window search tool.

- **Satisfaction about features and modules available in the 'single window search':** 'Single window search' tool has a lot of features and modules. From the study, it is understood that more than 60.78% of users are satisfied with Basic Searching and 45.10% of users are satisfied with the Advance Searching option. 41.18% of users are satisfied with the various search limiters option, 49.02% of users are satisfied with the various source types, 39.22% of users are satisfied with the search through A-Z Journal and Book and 35.29% of users are satisfied with the Search Option and Limiter available while using Single window search tool.

- **Types of problems faced by the users while using 'single window search' tool:** The present study disclosed that only 9.80% and 17.65% respondents lack awareness about single window search platform and unfamiliar with its use and services respectively. Further, it is also noted from the study that 7.85%, 1.96% and 13.75% of respondents

have not understood correctly the various features of the single window search tool, do not know how it is useful and not aware of advanced searching options available. It is understood from the study that the majority of the users are of the opinion that they were aware of the single window platform and familiar with its use and services, respectively. Also, users stated in this study that they understood correctly the features of a single window search tool, know how it is useful and aware of advanced option available, respectively.

- **The requirement of the training for using 'single window search' tool:** Findings on the requirement of training for using 'Single window search' tool revealed that more than half of the respondents of the study expressed that they require training for using 'Single window search' tool.

- **Recommendation of 'single window search' tool:** Almost all respondents who participated in the study revealed that they would like to recommend **'**single window search' tool for others.

- **Rating of 'single window search' facility provided by the Health Science Library:** The present study shows that 31.37% of users who participated in the study rated 'single window search' facility provided at the KMC Health Sciences Library is 'highly useful' and 35.29% respondents stated it is 'useful.'

9. CONCLUSION

Academic libraries are regarded as the backbone of education. They play a vital role in teaching, learning and research activities of students, researchers as well as faculty members. They provide access to a number of online and offline services for its users. To support users in conducting an effective literature search, KMC Health Sciences Library, MAHE, Manipal has implemented Web-scale Discovery Service, named it as Single Window Search and provided access to the same in Library web portal. Majority of the users are aware of the single window search facility provided by the library and are satisfied with the various search options and modules available in single window search tool. Web-scale discovery tool enhances the usage of the various resources available in the library and saves the time of the user in conducting an effective literature search.

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