Tips for Advanced Document Searching in the Customer Knowledge Center

**Product:** Cross Product

---

**Tips**

The content of the CKC is indexed by Google (and other search engines), so you can use these, too, to search for Ex Libris resources.

**If using external search engines, you can limit the search to the CKC by using syntax such as the following:**

```text
site:knowledge.exlibrisgroup.com your_search_here
```

- **Starting your search from the CKC home page:**
  - First, select the relevant product, using the drop-down menu left to the search box. Once having the results set, note the breadcrumb path at the upper left corner of the page.
  - You can now either extend the results set by clicking on "All results" in the breadcrumb, or -
  - Filtering the results to get only specific type of resources (Training sessions, Product Documentation, Knowledge Articles and more).

- **Searching under one of the products**
  - You can use the search under any section of any product. That will retrieve pages from that section and below.
  - You can use the breadcrumb path at the upper left corner of the page, to extend and have more results, or, use the filters to narrow the search.

- **CKC search operators and syntax**
  - The default operator is: **OR**
  - Other available operators (all in uppercase): **AND, OR, and NOT**
  - For exact phrase search, use double quotation marks: **"patron barcode"**
  - *Phrases in quotation marks can be searched in combination with single words:* **encryption AND "patron barcode"**
  - *Multiple phrases in quotation marks can be searched with AND operator between them:* **"remote storage" AND "purchase order"**
  - Asterisk can be used as a wildcard. Search for **seg*** to search for "segment" along with "segregate", etc.
  - When searching with multiple term, you can **boost** a specific term in the search, to give it higher priority in the search. Use the caret sign (^) for that: **load^10 balancer**

---

Ex Libris, a ProQuest Company
Additional Information

• Introduction to the Knowledge Center
• Knowledge Center Questions and Answers
• How to contact Ex Libris for assistance or to discuss technical matters?
• Supported browsers for the Ex Libris Knowledge Center

• Article last edited: 22-Feb-2019