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FAQ: Gale Research Complete Cross Search

Extensive interviews with librarians, faculty, and students revealed that while *Gale Research Complete* users appreciate the depth and diversity of content available, a key problem exists: the lack of a search option that encompasses all resources in the product.

To improve the user experience, a new cross search will allow users to simultaneously search all the resources in *Gale Research Complete*. Topic and work portals, literature criticism, journals, magazines, news, eBooks, primary sources, business profiles, market research, and more will now be integrated into a single set of search results, complete with additional tools and features to facilitate efficient research. Now you can offer learners and researchers multiple pathways to make new discoveries in *Gale Research Complete*.

What's the Value of Cross Search?

Provides a simultaneous search of all *Gale Research Complete* resources via Basic and Advanced Search options on the *Gale Research Complete* home page and direct pathways to specific resources throughout the *Gale Research Complete* experience.	➢ Supports most common research workflows ➢ Supports efficient research
Provides search results that integrate and organise unique content from resources across *Gale Research Complete*, including literature, primary sources, periodicals, eBooks, reference, business, and more.	➢ Supports efficient research ➢ Highlights the depth of *Gale Research Complete* resources ➢ Drives usage of component resources
Provides tools to assist and support students in their research journeys, including short video tutorials, filters, and robust indexing designed to surface the most relevant results across a diverse range of content types.	➢ Supports most common research workflows ➢ Supports efficient research ➢ Highlights the depth of *Gale Research Complete* resources

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Understand Cross Search Basics

When will the cross search be available?
The cross search will be released on **December 20, 2023**.

How was the cross search developed?
The cross search design, features, and tools are based on extensive research, interviews, and testing with more than 50 users, including students (first-years through post-grads), librarians, and faculty across the spectrum of colleges and universities, from junior colleges to premier research-intensive universities in the US, UK, and Northern Europe. These conversations focused on understanding user workflows, pain points, and how *Gale Research Complete* can support faculty and students in teaching and research.

You can read more about key learnings from our user research [here](#).

How is the cross search different from the *Gale Research Complete* landing page?
The current landing page offers three separate cross search experiences that exclude some key content (like *Gale Business: Insights).* The landing page does not have a single Basic Search option for users who want to search across the entire producer additional platform tools (like Advanced Search) to support typical research workflows.

The cross search integrates the existing search paths into a single, unified Basic Search, adds an option to limit the search to selected resources within the product, and includes an Advanced Search. Additional features available via the home page include a dedicated Video Tutorials page with instructional materials designed to support the research process and a Featured Collections section that highlights individual collections within the product.

Will non-*Gale Research Complete* eBooks from Gale also be cross-searchable?
Yes, your full *Gale eBooks* subscription and purchases will be included in cross search results.

Will the cross search replace the landing page?
Yes. If you currently use the landing page to access *Gale Research Complete*, you will be transferred over to the new cross search experience on December 20.

How is the cross search different from Power Search?

The cross search builds on the existing functionality of Power Search, but expands the menu of collections and content types that can be cross-searched. Power Search does not include key databases in *Gale Research Complete*, like *Gale Business: Insights*, *Archives Unbound*, *Gale Literature Criticism*, and *Literature Resource Center*. The cross search provides a full menu of cross-searchable *Gale Research Complete* resources and content types.

Will the cross search replace Power Search?

No. Power Search will still be available to *Gale Research Complete* users in addition to the cross search. However, the cross search significantly improves upon the functionality of Power Search, as detailed above.

How will users access the cross search?

Existing *Gale Research Complete* customers will have the new product code automatically added to their subscription and will receive access letters from the tech support team with direct URLs. They will also be able to access direct URLs on the support site. Our Trainers will be reaching out to reinforce awareness and provide guidance as needed.

If you currently use the landing page to access your resources, you will be transferred over to the new experience on December 20.

Can the cross search link be added to A-Z lists?

Yes. Cross search links can be embedded in A-Z lists. You will also have the option to add a cross search widget to your library home page.
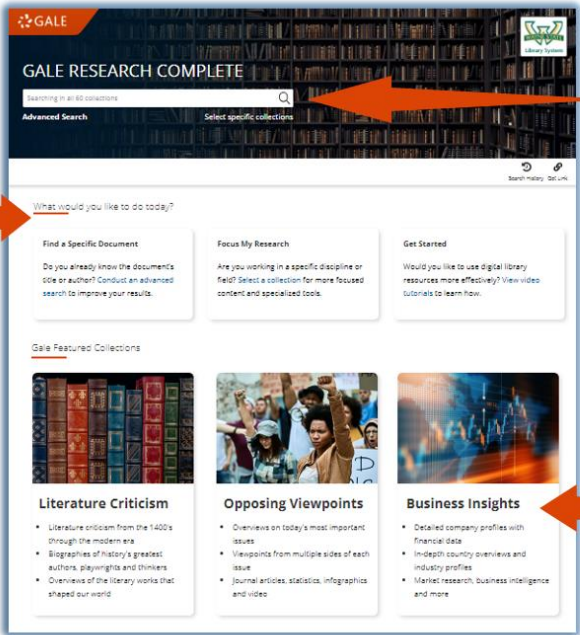
How will cross search usage be tracked?

You will be able to request cross search usage reports from Technical Support. Usage tracking for component collections will remain the same.

Explore Cross Search Features

The cross search will include a new home page that replaces the existing landing page, a redesigned search results page, and a Video Tutorials page designed to support research and provide guidance in using both the cross search and platform-level tools.

Home Page

Additional links to Advanced Search, Select Collections, and a dedicated Video Tutorials page to assist with research and platform tools

- Single search bar allows users to search across nearly all resources in GRC
- Link to Advanced Search
- Option to limit search to specific resources and/or content types, including Journals, Business, Portals, Literature Criticism, and Primary Sources, and more

Featured Collections section highlights key databases

Will users have the option to navigate directly to resources in *Gale Research Complete* from the cross search?
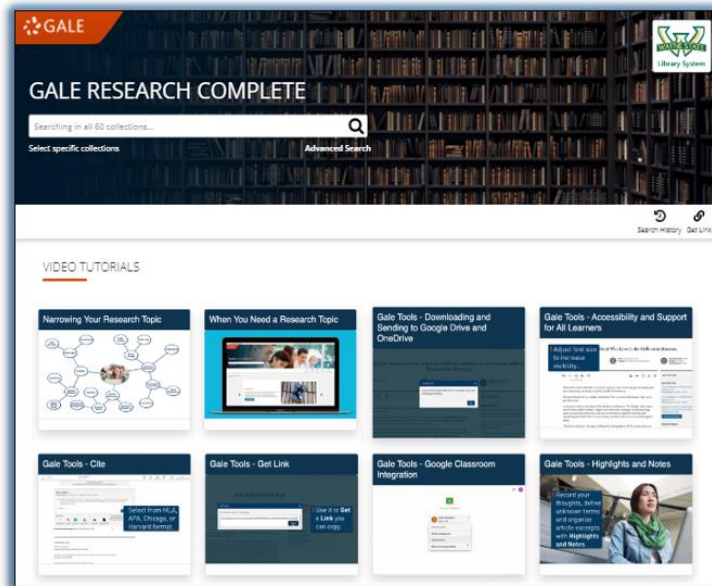Yes, users can access product resources directly from the Select Collections or Gale product menus at any point in their cross search experience.

Can users bookmark or generate direct links to pages within the cross search?
Yes, users can use the Get Link feature to create direct links to any page within the cross search and will also be able to generate persistent bookmarks.

Video Tutorials

Short videos provide guidance on research topic selection and information on using platform-level tools

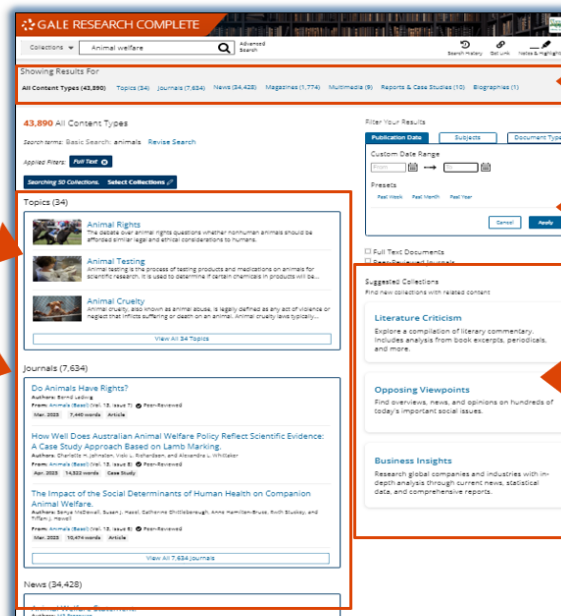## How often will the tutorials be updated?

The selection of tutorials will be modified as needed to highlight product and platform enhancements, but there is no set schedule for updates.

Search Results

12 content categories provide improved pathway into the resource, with portal, literature, and business content highlighted

Publication date filter expanded by default

Portals from In Context and Gale Literature now featured in search results

Panel display organizes search results, supports more efficient research

Suggested Collections feature showcases depth of resource and highlights component products based on search relevance

Company, Industry, and Country Profiles highlighted under Business Profiles display group

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Get More Support

Please refer to this FAQ for answers to common questions from librarians, faculty, and students about the new *Gale Research Complete* cross search.

Need more details about the cross search enhancement?
→ Get more info in our blog post

Prefer to see a live walk-through of the new cross search experience?
Our trainers will reach out to you to arrange training.
Have more questions or need personalised assistance?
→ Contact your rep or visit support.gale.com