

Frequently Asked Questions (FAQs)

1. Where are the Central Library and Basic Science Library located?

The Central Library is situated in the KMC, Mangalore Light House Road building, and the Basic Science Library is situated in the Knowledge Block at the Basic Science Campus, Bejai.

2. What are the library's working hours?

The Central Library, KMC, Mangalore, is open on all days from **9:00 a.m. to 11:30 p.m.**, while the Basic Science Library, KMC, Mangalore, is open on all days from **9:00 a.m. to 8:30 p.m.**

On Ganesh Chaturthi, Vijaya Dashami, and Deepavali, the libraries are open from **9:00 a.m. to 5:00 p.m.**

3. Is the library open on Sundays and holidays?

Yes. The library remains open on Sundays and holidays. On Ganesh Chaturthi, Vijaya Dashami, and Deepavali, the library is open from **9:00 a.m. to 5:00 p.m.**

4. Do I need a card or membership to visit the library?

The library has access-control doors, and users are required to bring and use the ID card provided by their institution to enter the library. There is no separate membership required for students, research scholars, and faculty members of MAHE Mangalore campus.

5. How can I access the library resources?

You can access the library's resources physically by visiting the library or digitally through the library website. For physical resources, you can browse the shelves or request assistance from the library staff. Digital resources can be accessed through the campus network or by logging in through **OpenAthens remote access**.

6. Is there any support for differently-abled users?

Yes. The library provides various assistive facilities for differently-abled users, including:

- A stair lift at the entrance of the library for easy access.

7. How do I request assistance with library resources?

Library staff can assist you with resource-related queries at the reference counters. You can also ask for help in finding books, using digital resources, or accessing the library's assistive facilities.

8. How can I find books in the library?

The library has an **OPAC (Online Public Access Catalogue)**

<https://librarymlr.manipal.edu/> . You can search for books by author, title, subject, or keyword by selecting the appropriate search option on the library webpage.

9. Is there a place in the library for group study?

Yes. Group study spaces are available in the library.

10. Is there a separate space for researchers?

Researchers can use the group study space for research-related work and discussions.

11. Who can borrow books from the library? Is a borrower's card required?

Interns, postgraduate students, full-time research scholars, and faculty members of MAHE Mangalore campus institutions are eligible to borrow books from the library. They need to produce their ID card at the circulation counter when they join the institution for activation in the library software. No separate borrower's card is required.

12. How do I borrow books from the library?

Eligible users can borrow books from the circulation counter of the library.

13. How many books can I borrow, and for how long?

Category	No. of Books	No. of Days
Interns	2	15 days
Postgraduate Students, Research Scholars and	2	15 days
Faculty	2	30 days

14. Where can I return the borrowed books?

Borrowed books can be returned at the circulation counter of the library.

15. How can I suggest a book or resource for the library?

If you would like to suggest a book or resource for the library, please fill out the suggestion form available on the library website or send an email to the library. The library will review your suggestion and consider it for future acquisition, subject to approval.

16. Can I use the library computers?

Yes. The library provides computers for student use. Computers are available on a first-come, first-served basis in the Internet Sections.

17. Where can I access the Internet in the library?

The Internet can be accessed in all reading halls through Wi-Fi or through the desktops available in the Internet Sections.

18. Is Wi-Fi available in the library?

Yes. Free Wi-Fi is available to all library users in all areas. You can connect to the iBus Wi-Fi Services by registering for the service.

19. Can I borrow books on behalf of another person?

No. Users must be physically present at the circulation counter and must present their **own institutional ID card** to borrow books. Books cannot be borrowed on behalf of another person.

20. Can I carry personal books to the library?

Yes. You can bring personal books to the library, except for the Internet Section.

21. Where can I find question papers from previous years for my subject?

Previous years' question papers are accessible through the library website.

22. If I need a journal article that is not available in the library's collection, how can I get it?

You can send an email to lib.kmcmblr@manipal.edu. The library will arrange to obtain the article from Manipal Library.

23. Can I access electronic resources remotely?

All users of the MAHE Mangalore campus who have institutional email IDs (learner.manipal.edu or manipal.edu) can access electronic resources remotely.

24. How can I remotely access e-resources, including e-books, online journals, and online databases?

E-resources, including e-books, online journals, and online databases, can be accessed remotely using your institutional login credentials through **OpenAthens**.

25. How can I request remote access?

Based on the student details provided by the respective institutional offices, the library sends each student the URL of the library webpage and a step-by-step login guide for accessing the library webpage at the beginning of the course.

If you face any issues, you can write to lib.kmcmlr@manipal.edu. Research scholars and faculty members of the MAHE Mangalore campus can send a request by email to the library to activate remote access.

26. Is the remote access facility and library webpage compatible with mobile devices?

Yes. The remote access facility and the library webpage are compatible with mobile devices.

27. What databases can be accessed remotely?

All databases subscribed to by the library, as well as open-access databases, can be accessed remotely.

28. How can I find a journal or a book online?

Click on '**Discover**' on the library webpage and enter the title of the book or journal you want to find the full text of.

29. Can I search for literature on a given topic across all databases subscribed to by the library with a single click?

Yes. **Search** and **Advanced Search** options are available on the library website. You can also find the **PICO Search** option on the library website.

The **Discovery Service** has been integrated into the **Search** option to facilitate a single-click search for literature on a given topic.

30. How can I find PhD theses?

You can access the full text of PhD theses from Indian universities through the **Shodhganga portal**. The link to the portal is available on the library website.

31. Where can I find databases for conducting systematic reviews?

You can access the databases required for conducting systematic reviews, such as **Scopus, Web of Science, and Embase**, by clicking '**Online Resources**' on the library webpage.

32. How do I get access to the Grammarly Premium version?

KMC Central Library, Mangalore provides a **Grammarly Premium account** for all students, research scholars, and faculty members. It can be accessed by clicking '**Research Support Tools**' on the library website. You can also find a user guide by clicking '**Grammarly**.'

33. Is a plagiarism-checking tool available through the library?

Yes. MAHE provides **Turnitin** access to all faculty members and Institution/Department Turnitin Coordinators through its Digital and Information Technology Department.

Students can contact the Turnitin Coordinators/Guide of their respective institutions/departments to check their documents, project work, or postgraduate dissertations.

The library will provide a Turnitin report for PhD theses to researchers upon request.

Newly joined faculty members can request Turnitin access through the IT Service Desk on the MU Portal (MAHE intranet portal).

34. Can I use reference software?

The library webpage provides a link to **Mendeley** referencing software. In addition, **EndNote** can be accessed through the Web of Science platform. The library has a subscription to Web of Science.

35. How can I find the impact factor of a journal?

A journal's impact factor can be found in **Journal Citation Reports (JCR)**. Access to JCR is provided under '**Online Resources**' on the library webpage.

36. How can I know whether a journal is indexed in Scopus?

In **Scopus**, the '**Sources**' feature provides a list of journals indexed in Scopus.

37. How can I find the quartile of a journal in Scopus?

In **Scopus**, the '**Sources**' feature provides the quartile details of a journal when you search for the journal's name.

38. How can I know about training sessions and workshops on e-resources?

The library website lists all upcoming training sessions. The training sessions are conducted either onsite or online. Information about such sessions, webinars, and workshops is displayed on the library notice board and circulated through email.

39. How can I contact the library for assistance?

You can contact the library for assistance with library resources, e-resources, remote access, or other queries by emailing lib.kmcmlr@manipal.edu. You can also approach the library staff for assistance.

40. What should I do if I cannot access an e-resource?

If you face any issues while accessing e-resources or remote access, you can contact the library at lib.kmcmlr@manipal.edu.

41. What should I do if I forget my OpenAthens login credentials?

If you have difficulty accessing OpenAthens or your remote-access account, please contact the library at lib.kmcmlr@manipal.edu.

42. Are personal belongings allowed inside the library?

Users should follow the library's instructions regarding personal belongings and use the designated storage facilities.

43. Can I reserve a seat in the reading hall?

Seats in the reading hall are available on a first-come, first-served basis. Users should not reserve seats for others.

44. What should I do if I cannot find a book in the library?

You can search for the book using the library's OPAC <https://librarymlr.manipal.edu/>. If you still cannot locate the book, you can approach the library staff at the reference counter for assistance.

45. Can I reserve or renew a borrowed book?

Yes, please contact the library circulation counter.

46. What should I do if a library book is lost or damaged?

Please report any loss or damage to borrowed library materials immediately. Users are responsible for paying the cost of replacing lost or damaged materials.

47. Are newspapers and magazines available in the library?

Yes. The library provides access to newspapers and magazines for users. They can be accessed in the designated reading area of the library.

48. Can I borrow newspapers or magazines from the library?

No. Newspapers and magazines are for reading within the library and cannot be borrowed.

49. Can I carry food and beverages into the library?

Food and beverages are not permitted inside the library, except for water. Users are requested to maintain cleanliness and follow library rules.

50. Can I photocopy library materials?

Users may use the available photocopying facilities, subject to library rules and applicable copyright regulations.