Frequently asked questions (FAQ) about WorldCat Quality, including FAQ about authority and bibliographic records, duplicate records, identities, policies, and VIAF.

Quick contacts

- [AskQC@oclc.org](mailto:AskQC@oclc.org) - questions about cataloging policies, standards, and practices
- [authfile@oclc.org](mailto:authfile@oclc.org) - authority record change requests and duplicates for merging
- [bibchange@oclc.org](mailto:bibchange@oclc.org) - bibliographic record change requests, duplicates for merging, merging issues, unlock requests, and BibPURL updates

Metadata Quality frequently asked questions are arranged by topic. See [below](https://help.oclc.org/WorldCat/Metadata_Quality/Frequently_asked_questions) to view a comprehensive list of Metadata Quality frequently asked questions.

- **Authorities**
  - [No image available](#)
  
  Find frequently asked questions (FAQ) about working with authority records.
  
  - Where do I send authority record change requests?
  - Where do I send duplicate authority records to for merging?

- **Bibliographic records**
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  Find frequently asked questions (FAQ) about working with bibliographic records.
  
  - Can a URL be in a print version record?
  - Can member institutions delete local or proxy URLs from the WorldCat record?
  - How does OCLC control headings in WorldCat?
  - If a change is made to a Library of Congress subject heading in a bibliographic record, will the corresponding FAST heading be corrected via automation?
  - Where do I report incorrect merges?
  - Where do I send bibliographic record change requests?
  - Who do I contact when an OCLC BibPURL doesn't resolve to the correct webpage?
  - Who establishes Library of Congress Subject Headings (LCSH) needed to enable subject strings to control properly?
  - Why does controlling convert an 8xx series authorized access point to a 7xx authorized access point?
  - Why don't subdivisions with "etc." control?
Duplicates and merging

Find frequently asked questions (FAQ) about duplicate records and merging records.

- Does binding information in field 250 justify a new record?
- How do I keep records from being merged by Duplicate Detection and Resolution (DDR)?
- Is there a preference on how to submit duplicate bibliographic records for merging?
- Where do I report incorrect merges?
- Where do I send duplicate authority records to for merging?
- Where do I send duplicate bibliographic records to for merging?

General

Find frequently asked questions (FAQ) about working with records.

- A record is locked and my institution would like to edit it. Can you unlock it?
- Can you correct the cover art for an item in WorldCat.org?
- I am using Connexion browser and cannot lock a WorldCat record to edit for RDA.
- My institution was editing a record in Connexion, but my session crashed and now the record is locked. What do I do?
- Please advise on the correct coding for print dissertations generated from electronic originals, especially in regards to: Type, DtSt, Dates, 264 indicator 2, and 264 a & b.
- Why does OCLC allow institutions to lock records?

Identities and VIAF

Find frequently asked questions (FAQ) about identifies and VIAF.

- Where do I send duplicate VIAF ID requests?

Knowledge base quality

Find frequently asked questions (FAQ) about the knowledge base.

WorldCat registry quality

Find frequently asked questions (FAQ) about the WorldCat registry.

All Metadata Quality frequently asked questions