Enable "Report a broken link" and receive emails

Last updated: Wed, 26 Aug 2020 14:05:11 GMT

You have the option to let patrons and library staff report broken links to a person or department in your library. See how to enable the "Report a broken link" form to appear next to links to your full-text resources.

About the form

If you enable the "Report a broken link" form so that it appears in your WorldCat Discovery interface, both patrons and library staff can report broken links. Once enabled, links to "Report a broken link" will appear:

- Next to full-text links in WorldCat Discovery detailed results
- In your A to Z list

It will appear next to the following types of links:

- WorldCat knowledge base links
- Local Holding Records 856 links
- OPAC links
- Master WorldCat record 856 links
- Non-WorldCat 856 links

Broken link emails are sent to your library to the email address you configure in your settings. OCLC does not receive the emails sent to your library. After you review emails triggered by the form, if you need help, contact OCLC Support.

Enable and use "Report a broken link"

Enable the link

Enable the link to the form so it appears next to full-text links and in your A to Z list:

1. Enable the "Report a broken link" form to appear in your interface

The Report a broken link form appears in WorldCat Discovery if you have configured a setting in the ILS Support and Maintenance module of Service Configuration. To enable the setting:

1. Sign in to Service Configuration.
2. Navigate to MyWorldCat.org > ILS Support and Maintenance.
3. Enable the setting under User Support.
4. Enter an email address to receive broken link reports.
The Report a broken link form will appear in your interface as shown:

2. Enable the "Report a broken link" form to appear in your A to Z list

The Report a broken link form appears in your A to Z list if you have enabled the setting in the A - Z List and OCLC Link Resolver module of Service Configuration. To enable the setting:

1. Sign in to Service Configuration.
2. Navigate to MyWorldCat.org > A - Z List and OCLC Link Resolver and expand Display Options.
3. Enable Display Form to Report a Broken Link.
4. Enter an email address to receive broken link reports.

Use the form

Both patrons and library staff can report broken full-text links. To use the "Report a broken link" form in your WorldCat Discovery interface:

1. In the Availability accordion, click Report a broken link.
2. (Optional) Request librarian assistance is selected by default. Uncheck the box if you do not need a librarian to follow up with you.
   When this box is checked, the subject line of the email that is generated when you complete the form will begin with "Follow-Up Requested." If the box is unchecked, the subject line will begin with "No Follow-Up Requested."
   Regardless of the selection, all reported broken links are emailed to the address configured in the library's administrative Service Configuration settings. Email messages generated by use of the "Report a broken link" form come from no-reply@e.worldcat.org.
3. Provide First Name, Last Name and Email information.
4. (Optional) Describe the problem you encountered. Limit 1,000 characters.
5. Click Send Report. The library will receive an email reporting the broken link. OCLC tracks these issues through an automated system.

If your library is not able to resolve the issue, forward the email to OCLC Support.

Receive broken link emails

Email messages generated by use of the "Report a broken link" form come from no-reply@e.worldcat.org. When you receive a broken link email, a patron or library staff member was unable to access a full-text resource.

Finding configuration errors is one of the primary benefits of enabling the "Report a broken link" form in WorldCat
Discovery. For steps to review your library's configuration, see Manage broken link reports from WorldCat Discovery.

OCLC will receive statistics on broken link emails but will not automatically provide feedback to the user reporting a broken link or fix all of the errant links. Once you review your library's configuration, if you need assistance, report the broken link to OCLC. OCLC will work with your library and does not need patron information.

Report the broken link to OCLC

Contact OCLC Support with the following information, if you have it:

- Your institution’s name
- OCLC symbol or Registry ID
- URL to the item
- OCLC number of the item, if available
- (Optional) Proxy credentials to access your resources*

*If you are unable to provide test proxy credentials, OCLC might need to conduct a screen-sharing session with your library to troubleshoot.