Enable "Report a broken link" and receive emails

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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, Report a Broken Link options:

- Appear on all types of primary links in the WorldCat Discovery interface, including links powered by LibKey (BrowZine) integrations and DOI enhanced by Unpaywall.
- Display on search results, item details, and in the eLinks tray.

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 WorldCat Discovery and WorldCat Local > 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:

**Search Results screen - Image:**

![Search Results screen](image1)

**Item Details - Image:**

![Item Details](image2)
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](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Display_local_data/Enable_Report_a_broken...) module of Service Configuration. To enable the setting:

1. Sign in to Service Configuration.
2. Navigate to WorldCat Discovery and WorldCat Local > 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 links. To use the **Report a Broken Link Form** in your WorldCat Discovery interface:

1. Click **Report a Broken Link** next to the link.
2. Provide **First Name**, **Last Name** and **Email** information.
3. (Optional) Describe the problem you encountered in the **Message** box. Limit 1,000 characters.
4. (Optional) Select **Request librarian assistance** if you 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.
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.