What does a library do when they receive a broken link email from their patrons?

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Applies to

- WorldCat Discovery
- WorldShare Collection Manager

Answer

There can be a variety of reasons why an error is received, when a broken link is reported.

- An error page; It fails to load
- The wrong resource. For example, to:
  - An incorrect item with a similar title
  - An item from a different year
  - A print book instead of an eBook
- A journal landing page instead of to an article
- An item you do not own

When you receive "Report a broken link" email, you will need to do the following first:

- Review your library settings
  - Open access settings in service Configuration:
  - Navigate to Proxy and Authentication > Open Access in Resolver.
  - Check to see if any of the settings are selected and if so, consider deselecting them.
  - Check your proxy settings to ensure nothing has been changed on your site
  - Provider settings (list of IDs) Set the provider-ID if a provider specific-ID is required
  - Ensure correct collection has been selected

- If all your settings are correct and have been checked, then Contact OCLC Support with the following information, if you have it:
  - What was the error message seen/ screenshot if possible
  - 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.

Additional information

Manage broken link reports from WorldCat Discovery

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