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
  ◦ 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](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/What_does_a_library_do_w...)

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