A record is locked, who should I contact to unlock the record?

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Applies to

- WorldShare Record Manager
- Connexion browser

Answer

If an online record becomes locked due to **Connexion browser** suddenly closing, the computer rebooting, or an unexpected power outage, etc., and you can't unlock it, then please contact [OCLC Support](https://help.oclc.org/Metadata_Services/WorldShare_Record_Manager/Troubleshooting/A_record_is_locked_who...). If you don't know how a record became locked, and think it could be legitimately locked by another institution, please email Bibchange and they will let you know.

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