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. Please provide your OCLC symbol and the OCLC number of the locked record.

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.