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

Last updated: Mon, 22 Jul 2019 14:38:57 GMT

Applies to

- WorldShare Record Manager
- Connexion

Answer

If you were working in a record and the record became locked and you can't unlock it, then please contact OCLC Support to unlock the record. Records can become locked if Connexion suddenly closed on them, a computer was suddenly rebooted, or if there was an unexpected power outage, etc.

If you don't know how a record became locked, and think it could be legitimately locked by another institution, please email Bibchange. OCLC Quality Control/Bibchange can determine whether a record is legitimately locked and should not be unlocked (locked by a different institution with on-going editing occurring) or if it can be unlocked.