Why don't I see my call numbers in WorldCat Discovery?

Last updated: Fri, 24 Jun 2022 15:21:11 GMT

Symptom

Call numbers are no longer displaying in the search results or item detail page in WorldCat Discovery for WMS or WorldCat Discovery Premium libraries.

Applies to

- WorldCat Discovery

Resolution

It is possible that an option for Local Holdings Records display is deselected.

1. Sign in to OCLC Service Configuration.
2. Navigate to WorldCat Discovery and WorldCat Local > OPAC Statuses, Locations and Circulation Policies.
3. Expand the Item Availability from OPAC section, scroll down to the OPAC status grid.
4. Check the box next to "First display LHR with option to search local OPAC for availability."
5. If this does not fix the problem, please contact OCLC Support and reference this help article.

Additional Information

For libraries that do not have a WorldCat Discovery Premium or WMS subscription, but who do have LHRs on their records, you can enable the display of location and call number via the following:

1. Sign in to OCLC Service Configuration.
2. Navigate to WorldCat Discovery and WorldCat Local > Local and Enhanced Content.
3. Check the box next to “Enable display of LHR Location and Call number”.

LHR location and call number information will be displayed in the Holding Libraries section. For more information, please see Local and Enhanced Content.

For additional information please see OPAC Status Grid Columns.