Why are duplicate records appearing in the Discover Items search?

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Symptom

• Duplicate records appearing when performing searches

Applies to

• WorldShare Record Manager
• WorldShare Acquisitions
• WorldShare Circulation
• Connexion Client
• Connexion Browser

Resolution

This can be caused when WorldCat records are merged and the record needs to be refreshed by OCLC staff:

• Send the OCLC number of the item, and any OCLC found in the 019 field of the record, to OCLC Support, along with screenshots of the duplication and a link to this help article.