Why are duplicate records appearing in the Discover Items search?

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 numbers found in the 019 field of the record, to OCLC Support, along with screenshots of the duplication and a link to this help article.