I’m not able to retrieve a record in Discovery by any search except OCLC number.

Last updated: Thu, 17 Oct 2019 12:21:30 GMT

Symptom

- When I search for a record using title, author, publisher, etc... I am not able to retrieve the record in the search results. The record exists, because when I search for it using the OCLC number on the record, I am able to find the record.

Applies to

- WorldCat Discovery
- WorldCat
- FirstSearch

Resolution

If you are able to find a record with an OCN search, but not through any other way, contact [OCLC Support](https://help.oclc.org) and provide the OCLC number of the record. It would also be helpful for support, if you provide the Page ID to this help documentation (Page ID 24665).

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24665