How can patrons send messages from WorldCat Discovery?

Last updated: Thu, 16 Jul 2020 05:12:25 GMT

Applies to

- WorldCat Discovery

Answer

There are different ways patrons can send messages from WorldCat Discovery for different purposes.

- **Email a record**

The Email button on a record is used by the patron to send themselves details of the record for reference. The patron can type any email address to receive the record. This does not require the patron to sign in. For more information, read [Share records and create citations](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/How_can_patrons_send_me…).

- **Send Feedback**

Patrons can contact the library through WorldCat Discovery by clicking the Send Feedback button at the bottom right of the Discovery screen. This form requires the patron to input their email address and is sent to the configured library email address. For information on how to configure the Send Feedback button, read [ILS Support and Maintenance](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/How_can_patrons_send_me…).

- **Report a broken link**

Patrons can also report incorrect or broken links to the library through the Report a broken link link located in the Check Availability tab of e-resource records. This form requires the patron to input their email address and is sent to the configured library email address. For information on how to configure Report a broken link, read [Enable "Report a broken link" and receive emails](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/How_can_patrons_send_me…).

- **Chat widget**

Patrons can chat with a librarian in real-time if your library has enabled the chat widget. If configured, the chat widget appears as the first option under the Library Links drop-down menu. To configure the chat widget, read [Custom links](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/How_can_patrons_send_me…).
Additional information

Share records and create citations
ILS Support and Maintenance
Enable "Report a broken link" and receive emails
Custom links

Page ID
31638