How do I get an item to show up as Available in WorldShare Circulation?

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Symptom

- When viewed in WorldShare Circulation, an item is shown as status **Unavailable** in the copies view of a title.

Applies to

- WorldShare Circulation

Resolution

Please verify that the library has a Collection Type Policy in place for the Branch location. If there is not a policy set up, the default status is **Unavailable**.

1. Sign in to the [OCLC Service Configuration](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/How_do_I_get_an_item_to_sh…)
2. Click WMS Circulation> Collection Type Policy
3. Search for the name of the branch to verify that there is a policy in place at that location. If a policy has more than 5 branches, it will need to be expanded before the search.

Additional information

[Collection Type Policy](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/How_do_I_get_an_item_to_sh…)

**Why is my item record showing a "Circulation information is unavailable" or "Item status unavailable" availability error?**