I cannot view access options in WorldCat.org or I'm not seeing the ILL request button in WorldCat Discovery

Symptom

- You are on an item record in WorldCat.org and you click View Access Options and you receive an error that says "Oops, something went wrong. We are unable to connect to this page, please try again."
- You are on an item record in WorldCat Discovery and you do not see the Request Item through Interlibrary Loan button on an item you are expecting to see it appear on, and you've already checked that your Place Hold/Request buttons settings in Service Configuration are correct.

Applies to

- WorldCat.org
- WorldCat Discovery

Resolution

Make sure that your FirstSearch authorization number is added to the WorldCat Services Administrative Module under Resource Sharing > Staff ILL Settings > Authorizations.

Learn more here: Administer staff ILL settings

If you still need assistance, please contact OCLC Support with your OCLC symbol, a link to the item record in WorldCat.org or Discovery, and a description of the issue you are experiencing. For more efficient support, include a link to this help article and specify the steps you've already taken.

Additional information

Place Hold/Request Buttons

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