Instructions providers can give their customers

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Find provider-specific customer-facing instructional materials that providers can give customers, share with customer support, or use on their support websites.

Provider-specific instructions for customers

Link your customers to the step-by-step instructions they need to Get WorldCat records, holdings, and full-text links for content from your providers.

Alternatively, send them directly to your customized page. Each provider’s page contains instructions on how to get started and guides customers through the relevant steps to get WorldCat records, full-text links, holdings in WorldCat, and more. Please contact us if we have misrepresented your company’s name or collection information as the page titles help customers find your information.

Example text for your website

If you’d like to link to OCLC Support contact information and instructional materials, here is example text you can embed on your website:

Find instructions on OCLC’s support site to get WorldCat records for content from [Your Provider Name].
If you need help, contact {{Support}} in your region or visit WorldShare Collection Manager office hours.

Frequently used documentation

• Step-by-step instructions to Get WorldCat records, holdings, and full-text links for content from your providers
• WorldShare Collection Manager support site
• See Options for libraries without a cataloging subscription for simplified instructions for libraries without a cataloging subscription

To find a list of OCLC Support sites, visit the Home page and expand All products and services.

Contact information for your customers

See OCLC Support for regional contact information.