How can I correct the We are unable to get availability information for this item error?

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Symptom

• A title record in WorldCat Discovery displays the error "We are unable to get availability information for this item at your institution. Please speak with your librarian".

Applies to

• WorldCat Discovery

Resolution

Check the WorldCat title record for Bibliographic validation errors. Correct the validation errors. Then do the same thing with the record's LHRs. Resave the LHRs even if there are no validation errors.

This error may also occur if you set holdings on an OCN by hand before that title is selected in the WorldCat knowledge base.

If neither of these solutions resolve the issue, contact OCLC Support with the OCLC# for the title and your library symbol.

A similar error is Circulation information is unavailable.

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