A record is locked, who should I contact to unlock the record?

Last updated: Fri, 03 Apr 2020 13:17:21 GMT

Applies to

- WorldShare Record Manager
- Connexion browser

Answer

If an online record becomes locked due to Connexion browser suddenly closing, the computer rebooting, or an unexpected power outage, etc., and you can't unlock it, then please contact OCLC Support.

If you don't know how a record became locked, and think it could be legitimately locked by another institution, please email Bibchange and they will let you know.