Why are not all records in a collection pulling when I request a complete set of records?

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Symptom

- Request a complete set of records only delivers some or none of the records in the collection

Applies to

- WorldShare Collection Managers

Resolution

In order to be matched onto a WorldCat records and delivered, a title in a knowledgebase collection must have an OCN assigned to it. If a title only has a Title URL or another identifier, such as an ISBN or an ISSN, the record will not be pulled. An OCN must be present in order for the record to be deliverable.

Additional information

An OCN can be [manually added from the title-level settings in a knowledgebase collection](https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Troubleshooting/Why_are_not_all_records_in_a_collection_pulling_when_I_request_a_complete_set_of_records).