We are finding “Access online” linking buttons to titles that we do not own or subscribe to.

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Symptom

- “Access online” linking buttons are appearing on titles that we don’t own.
- We do not have holdings in WorldCat Record Manager, nor are the titles selected in our instance of Collection Manager.
- When our patrons click on these buttons they are frustrated because they cannot access the data.

Applies to

- WorldCat Discovery
- WorldCat Local

Resolution

The access online link is likely coming from the 856 URL in the record. To prevent 856 links from non-WorldCat records from appearing, you will need to change your institution's setting within the Service Configuration.

1. Navigate to the Service Configuration and log in
2. Click into WorldCat Discovery and WorldCat Local > Full text and Open Access Links
3. Scroll down looking for "Links from non-WorldCat Record 856"
4. Deselect the checkbox
5. Click "Save"

Note: Deselecting these links will not only remove the link from the record you are looking at, but also for any other records that are pulling in 856 links from non-WorldCat records.

If the link is still appearing, check for "DOI" in other fields (e.g. 024). Test the DOI in the field to see if it matches the site to which the button resolves. If they match, remove the field from the record.

If these steps do not remove the access online link, please contact OCLC Support

https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/We_are_finding.Access_onl…
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