

Why "Withdrawn" shows as Available in Primo?

- **Product:** Voyager
 - **Product Version:** 8.2.2
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Question

Why do Withdrawn items in Voyager show a status of "Available" in Primo?

Answer

Voyager has a hierarchy of item statuses. Table 5-10 in the Circulation User's Guide shows all possible item statuses in their ranking order. Note that Not Charged is higher in the table than Withdrawn. Therefore, the status that Voyager gives to Primo is Not Charged, which maps to Available.

To make an item with a status of Withdrawn unavailable in Primo you can:

- Suppress the mfhd;
- If the item shares a mfhd with other active items, create a new, suppressed mfhd & link the item to the suppressed mfhd;
- Delete the item record; OR
- Assign a different status that maps to Unavailable in Primo and takes precedence over Not Charged (such as In Process).

Additional Information

See also [Why Do Some Item Statuses Show as Available in WebVoyage?](#)

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