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## Why does the Call Number Browse search retrieve strange results?

- **Article Type:** General
  - **Product:** Voyager
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### Description:

If typing in a specific criteria on a call number, then the results don't pull back all items that should come up and/or brings you to the incorrect call number. Only happens on those records cataloged as "Other" call numbers--using first indicator of 8 in the 852.

### Resolution:

When a CALL+ (Mfhd Call Number Browse) search is done, Voyager tries to normalize it to each call number type until it finds a call number that is a close match.

It tries to normalize the call number according to different types' rules, and does so in this order:

Library of Congress  
Dewey  
MeSH  
Su Doc  
Other  
Codoc

The first call number type it normalizes against successfully (i.e. is the closest match) will be the index type used to normalize & retrieve first set of results

### To get around this:

- \* Add 'Other' Call Number index (MOTH) to WebVoyage
- \* The same can be done for any of the other indexes (e.g MSUD).
- \* In Cataloging, use the Call Number Type Filters.

See also: [Brief overview of Voyager call number searches](#)

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- **Article last edited:** 3/11/2020