

# Alma Requesting is randomly choosing unavailable items instead of available items

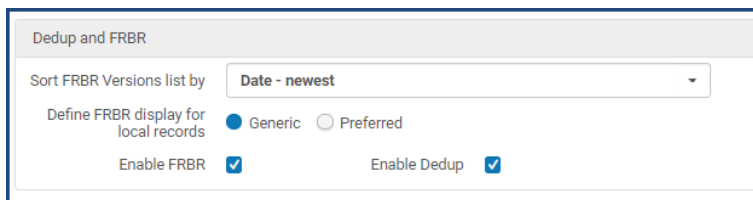
- **Product:** Primo VE

## Description

In cases where there are duplicate BIBs in Alma, the Dedup process can cause all physical item requests to be placed on unexpected or unintended holdings. When requesting a Deduped title in Primo, Alma selects randomly one of the duplicated bibliographic records, and does not consider the below aspects across the Deduped records:

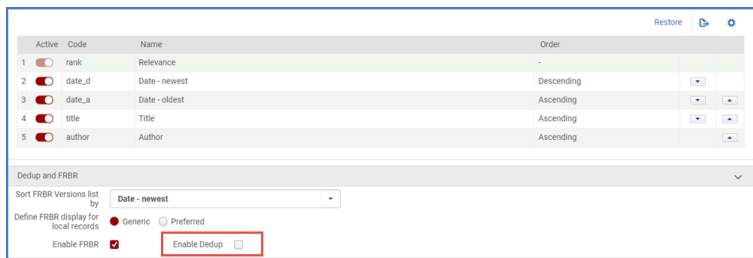
- Duplicate Requests : a patron can place one request per title that has been deduplicated.
- Availability : a title with unavailable items can be requested.
- Pickup Location : a title with items that need to be transferred to the requested pickup location can be requested.
- Patron Campus Affiliation : a title with items from another campus can be requested.
- Transit-Time Rules : a title with items that have longer transit times can be requested.

Go to Discovery > Display Configuration: Configure Views > [Select View] > **Brief Results** Tab:  
Scroll to the bottom of the page to see “Enable Dedup” which causes this odd requesting behavior:



## Resolution

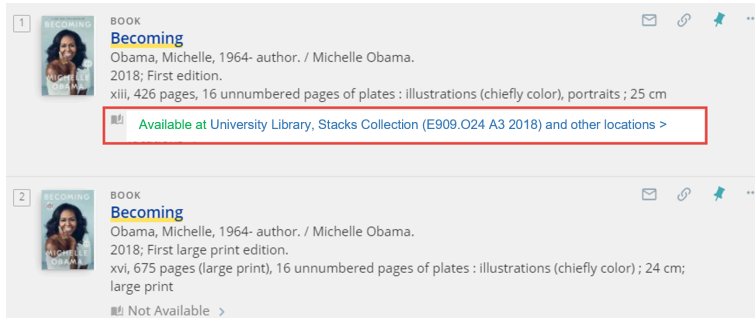
Go to Discovery > Display Configuration: Configure Views > [Select View] > **Brief Results** Tab and disable Dedup:



Once you're disabled Dedup, search for a title in Primo VE to see one FRBR group displayed (e.g. "Becoming"):

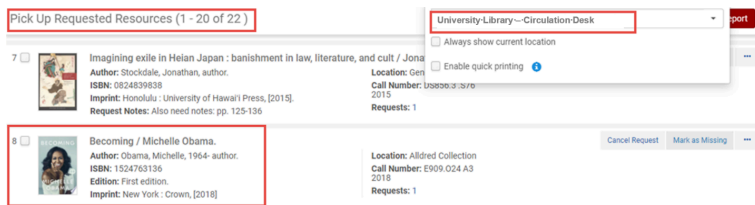


Expand the entry and the 2 groups appear; click on the first entry (“Available at University Library”):



Expand availability for the University Library copy and place a request for the University Library item; select *Pickup at University Library* (or desired pickup location).

The correct request now appears on the University Library pick from shelf list:



## Additional Information

[Understanding the Dedup and FRBR Processes \(Primo VE\)](#)

- **Article last edited:** 21-Aug-2025