Heavy Demand and Heavy Demand Reference in Taylor Library
Eleni Borompoka, May 2016
QG LAW004  [https://www.abdn.ac.uk/library/documents/guides/law/qglaw004.pdf]

Heavy Demand
The Heavy Demand area is on the lower level of Taylor Library, opposite the Issue Desk. It contains:
- books on course reading lists which are likely to be heavily used. These are available for you to borrow or consult in the Library.
- a self-issue machine
- 2 OPACs (Online Public Access Catalogues)

Loan period
Heavy Demand books can be borrowed at any time and are due back by 10.30am the next day or on Monday at 10.30am if borrowed on a Friday, Saturday or Sunday.
If you have lectures between 9.00am and 10.30am, there is a box outside the Taylor Library entrance for returning books between 8.30am and 9.00am. At all other times books must be returned to a member of staff at the Issue Desk.

How the collection works
You can:
- only take two Heavy Demand items out of the Library
- borrow up to 4 items for use in the Library. HD 3hr Ref items are restricted to one at a time. (See page 2 of this guide.)
- reserve books (See Reservations section.)
- photocopy material whilst abiding by the copyright law
Books from Heavy Demand may not be borrowed by external members or SCONUL readers.

Self-issue machine
All Heavy Demand items must be issued prior to use whether you are taking them home or using them anywhere in the Library.
To issue books on the self-issue machine:
1. Scan your ID card on the reader, then type in your PIN. If you do not have a PIN, ask staff at the Issue Desk to register one for you.
2. Open the book at the page with the Library barcode and place it on the recess. Push it forward so that the barcode passes under the red beam.
3. When you are finished you can choose to either print your receipt or have it e-mailed to you.
As you are only able to take two Heavy Demand items out of the library, the machine will not allow you to issue the further two items which you are permitted to consult in the Library. Take these to the Issue Desk.

Returns
- The self-issue machine in Taylor Library cannot be used to return items. All Heavy Demand items must be returned to the Issue Desk to be taken off your record.
- Please do not leave items issued to you on a trolley or back on the shelves. This could result in items remaining on your record and fines accruing.

Heavy Demand fines
The fine rate for late Heavy Demand items is £0.75 per item per hour, while the Library is open. Check our opening times here. If the item is so late as to be invoiced (14 days late) there will be an additional £10.00 handling charge to pay as well as the late fee, and the replacement cost of the book, if it has been lost.

The fines system exists to safeguard the right of readers to equal access to important texts. You are being charged for the inconvenience caused to other readers who have required the item and who may have reserved it.
Money from fines goes into Library funds to pay for books and essential services.

Reservations
You may reserve Heavy Demand items up to 3 weeks in advance and up to 7 items at any one time. Items reserved in advance are kept behind the Taylor Issue Desk until collected.
- Reserved items must be collected by 3.30pm. Then the booking lapses and items may be borrowed by other readers.
- You may not reserve the same item for consecutive days.
- You may not reserve books already on loan to you but you can borrow them again the next day provided someone else has not reserved them.
Items reserved by other readers can be consulted within the Heavy Demand area or photocopied until they are collected. You will be asked to leave your ID card with staff at the Issue Desk while you are using them.

All reservations depend on the book being returned on time by the previous borrower.

How to reserve Heavy Demand items
1. Go to Primo.
2. Login on the top right of the screen with your university computer username and password.
3. Search for the item.
4. If Primo comes back with Multiple versions found, click on View X versions on the right hand side.
5. Choose edition and click on Availability. This will expand the book record to show the number of copies held.
6. Click on one of the copies to see full location details.
7. Click on Heavy Demand Booking.
8. Select day and month.
9. Click on the radio button to select the time (10:30-10:30 for HD items or any of the pre-set 3 hour slots for HD 3hr Ref items) and hit Request.

Checking your reservations
1. While logged on to Primo, click on My Account at the top right of the screen.
2. A List of Active Loans will appear on the screen.
3. On the left of the list with your current loans you will see the following menu: Loans, Requests, Fines and Fees, Blocks and Messages, Personal Settings. Click on Requests.
4. Your List of Requests will now appear on the screen. You can check the titles and dates of your reservations and the pick-up location.

Cancelling your reservations
In the Requests tab, locate the reservation you no longer require and hit Cancel on the far right of the screen, then OK.

Heavy Demand Reference
Some Heavy Demand material is reference only, i.e., it can not be taken out of the Library. This is held on the shelves behind the Issue Desk. The section also includes material deposited by School of Law staff for consultation. Items from this collection will come up as HD 3hr Ref Bookable in Primo and may be reserved for any of the following 3 hour slots:
9am-12noon, 12noon-3pm, 3pm-6pm, 6pm-9pm
- You may reserve more than one item for a particular time slot but only one item may be consulted at a time.
- Reserved items must be collected within 30 minutes of the start of the time slot. If not collected by this time, they may be issued to other readers.
- To check if an item is in Heavy Demand or in the Heavy Demand reference section, click on Availability in Primo. Check the Status column to see if the item is Heavy Demand or HD 3hr Ref Bookable. The Status column will also tell you if the book is on the shelf or out on loan.

Contacts and other useful information
If you have any problems using the Heavy Demand collection or in reserving books, please speak to the Issue Desk staff in Taylor Library.

Taylor Library
Tel: 01224 - 272601
Email: lawlib@abdn.ac.uk

Nicola Will, Site Services Manager
Tel: 01224 - 273166
Email: n.will@abdn.ac.uk

To listen to our podcast on using the Heavy Demand collection, please click here.