Heavy Demand

The Heavy Demand area is on the lower level of the 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.
- 2 OPACs (Online Public Access Catalogues)
- A self-issue machine
- Security gates

How the collection works

You can:

- Borrow up to 4 items at a time except reference items which are restricted to one. (See page 3 under ‘Heavy Demand Reference’.)
- Only take two Heavy Demand items out of the library
- Reserve items
- Photocopy material whilst abiding by the copyright law

Loan periods

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 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.

Self-issue machine

To issue books on the self-issue machine:

1. Scan your ID card on either the reader or on the bed of the machine, then type in your PIN. If you do not have a PIN, ask staff at the Issue Desk to register one for you. The PIN can be any four digits you like.
2. Slide your book onto the plate so that the barcode passes under the red beam. You will hear a ‘clunk’ and can then issue the next item.
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. Take these to the Issue Desk. (The alarm will go off at the gate.)

If you have any problems issuing books please take them to the Issue Desk.

All Heavy Demand items must be issued prior to use whether you are taking them home or using them anywhere in the library.

Reservations

- Reserved items are kept behind the Taylor Issue Desk until collected. This is different from the reservation system at The Sir Duncan Rice Library Heavy Demand.
- Reserved items must be collected by 3.30pm, or other users may borrow them.
- You can reserve Heavy Demand items from any OPAC in the library or through Primo using any PC on or off the campus.
- You may reserve up to 7 items at any one time, up to 3 weeks in advance.
- 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.

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

Reservations are only valid for the actual day booked.

Reserving Heavy Demand items

1. Go to the Library homepage at: www.abdn.ac.uk/library/then Search our Collections, then Search using Primo or, go straight to Primo: http://primo.abdn.ac.uk/.
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**. (If Primo comes up with different types of resources, make sure to choose **Book**, then click on **Availability**.)
6. This will expand the book record to show the number of copies held.
7. Click on one of the copies to see full location details.
8. Then click on **Heavy Demand Booking**.
9. Select day and month.
10. Click on the radio button for the time slot (10:30-10:30) and hit **Request**.

**Checking your reservations**
1. While logged on to Primo, click on **My Account** on the top right of the screen.
2. A **List of Active Loans** will appear on the screen.
3. On the left of your current loans, you will see the following tabs: Loans, Requests, Fines and Fees, Blocks and Messages, Personal Settings.
4. Click on the **Requests** tab.
5. Your **List of Requests** will now appear on the screen. You can check the titles and dates of your reservations plus the pick-up location.
6. Switch back to **Loans** if you want to check the due dates of your loaned items.

**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**.

**Important Information about reservations**
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 us while you are using them.

**Heavy Demand fines**
The fine rate for late Heavy Demand items is **£0.75 per item per hour**, while the library is open. In term-time this is 9.00am - 10.00pm every day, except Fridays when the library closes at 8.00pm and Sundays when it opens at 1.00pm. 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.

Please contact staff at the Taylor Library Issue Desk if you have any questions about the Heavy Demand service or if you experience problems in making reservations.

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

For more information regarding opening times please see the Library website.

**Heavy Demand Reference**
Some Heavy Demand material is reference only, i.e., it cannot be taken out of the library. This is held on the shelves behind the Issue Desk. This section also includes material deposited by School of Law staff for consultation.

These items may be reserved for any of the following 3 hour slots:
- 9am-12noon
- 12noon-3pm
- 3pm-6pm
- 6pm-9pm

**Heavy Demand Reference books at a glance:**
- 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.
- More than one item can be reserved for a particular time slot but only one item may be consulted at a time. Please see previous instructions for reserving Heavy Demand items.
- Some titles may be in both Heavy Demand collections. To check if an item is in Heavy Demand or in the Heavy Demand Reference section behind the Issue Desk, click on **Availability**. Those Heavy Demand items available for consultation within the 3 hour slots, will come up as **Taylor Library Issue Desk – 3hr Ref**.
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 the item remaining on your record and fines accruing; we have no way of knowing that you returned the item unless you give to a member of staff at the Issue Desk.
- All Heavy Demand items must be returned to the site they were borrowed from.
- It is important that you return all items on time; other readers may be waiting for them.

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 the Taylor Library or contact:

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

For our podcast on using the Heavy Demand collection, please click here.

| Please remember: |
| All Heavy Demand items are due back by 10.30am the following day |
| or |
| 10.30am on Monday if borrowed on a Friday, Saturday or Sunday |