



Heavy Demand and Heavy Demand Reference in Taylor Library

Katya Anderson, June 2021

QG LAW004 [<https://www.abdn.ac.uk/library/documents/guides/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 may 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. This box remains outside the entrance whenever the Library is closed. When the Library is open, 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 (see Library Guide [Introduction to Copyright - Quick Guide](#)).

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** under the red laser in the recess, type in your **PIN** and select **Borrow**. If you do not have a PIN, ask staff at the Issue Desk to register one for you.
2. Place the book on the recess and it will be issued to your account. Please note that you can place 2 books at the same time, and both will be issued to your account.
3. When you are finished you can choose to either print your receipt or have it emailed to you.

As you can only 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 the trolleys or back on the shelves.** This could result in items remaining on your record and fines accruing.
- **Do not return Taylor Library Heavy Demand items to any other branch library.**



All Heavy Demand items must be returned to the site they were borrowed from.

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](#). 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 require 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. Please collect reserved items from the appropriate shelf in the Heavy Demand area.

- 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. Log in at 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 **See all versions** on the right-hand side.
5. Choose edition and click on **Available at**. This will expand the book record to show the number of copies held and full location details.
6. Click on **Request**.
7. Select day and month and the time of 10.30 for the next calendar day only and then click on **Request**.

Checking your reservations

1. While logged on to Primo, click on your name at the top right of the screen.
2. Click on **My Requests**.
3. 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 **My 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 cannot 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 **Taylor Library Issue Desk 3hr Ref**. Only one item from this collection may be consulted at a time.

To check if an item is in Heavy Demand or in the Heavy Demand Reference section, click on **Available at** in Primo. Check the **Location Items** section to see if the item is Heavy Demand or Issue Desk 3hr Ref. This section 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

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