In February 2006, OCLC, in partnership with TCR (The Combined Regions), launched a hosted, web-based, national interlending service—UnityUK. Since 2006, OCLC has continuously developed the service to meet evolving technological and user demands.

UnityUK is powered by VDX, a standards-compliant interlibrary loan and document request management system. UnityUK enables users to:

- Search multiple library catalogues simultaneously
- View the bibliographic and location details of any items retrieved
- Place a request for an item
- Manage the request through its lifecycle, from request to receipt to return
- Manage incoming requests from other UnityUK libraries
- Manage ILL charges using IFM
- Run statistical and other reports
- Send email alerts to requesters when requests meet stated criteria

Sign in to UnityUK

Renew your UnityUK subscription

View the UnityUK training manual and user’s handbook

Join the discussion

The UnityUK members’ pages provide:

- FAQs
- User guides and "How to" pages
- Contact details
- Collection information
- And much more

If you are unable to find what you need on these pages please contact the UK Support Desk.

User Group

A UnityUK User Group has been established, with face to face and online meetings providing an opportunity for users to:
• Network with ILL professionals from other organisations
• Share experiences and best practices
• Provide valuable feedback on current usage and issues
• Learn about service updates and new releases
• Influence service development and direction
• Meet members of the OCLC UnityUK team

• **UnityUK user guides**

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  Find user's manuals for UnityUK.
  ◦ British Library claim form for responder
  ◦ Bulk action
  ◦ Change your password
  ◦ CIPFA statistics report
  ◦ Edit the work queue
  ◦ Overdue items lender workflow
  ◦ Save ILL request searches
  ◦ Suspend your location as a lender
  ◦ UnityUK integration with BLDSC ARTEmail

• **Contributing data**

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  Learn about contributing data to UnityUK.
  ◦ Data contributions
  ◦ How to contribute data to UnityUK
  ◦ UnityUK data upload
  ◦ Who to contact to contribute data to UnityUK

• **Interlibrary Loan Fee Management (IFM)**

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  Learn about using IFM with UnityUK.
  ◦ IFM Frequently asked questions
  ◦ IFM Participants' pricing grid
  ◦ IFM Participants list with payment groups
  ◦ Non-IFM participants list with payment groups
• **Music, playset and language requests**

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  Learn best practices for managing music playset, and language requests in UnityUK.
  
  ◦ Music requests
  ◦ Drama requests
  ◦ Languages requests

• **Regional offices and help desk**

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  Find information about the help desk and regional offices for UnityUK.
  
  ◦ All regional offices
  ◦ East Midlands
  ◦ East of England
  ◦ Greater London
  ◦ North East
  ◦ North West
  ◦ Scotland
  ◦ South East
  ◦ South West
  ◦ Wales
  ◦ West Midlands
  ◦ Yorkshire and Humberside

• **Statistics**

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  Find statistics from UnityUK usage.

• **Mailing list**

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  Find information about how to sign up for, send and use commands in the UnityUK listserv.
  
  ◦ Commands
  ◦ Send messages

• **Troubleshooting**

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  Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).
- An email responder has marked an item as shipped by accident
- An ILL responder has marked an item as shipped but the user no longer requires the item
- Can I have multiple delivery addresses to choose from when requesting items from the British Library on UnityUK?
- Can I include a world wide search in a UnityUK request?
- Can my holdings be removed from Unity UK?
- How do I change my library’s music, play set and language requests details in the UnityUK Help Pages?
- How do I change my region’s contact details on the UnityUK Help Pages?
- How do I update my Local Holidays?
- How do I update my UnityUK mailing list details?
- How do receive an an item when the request status is not supplied?
- I get an error when trying to retrieve my IFM Report
- My message to the UnityUK mailing list cannot be sent as it ‘exceeds the maximum message size of 16,000 lines’. How do I fix this?
- Our finance department cannot process UnityUK invoices with both credit and debit lines. Could these be separated into 2 documents?
- Our local IP address has changed, will this affect our access for UnityUK?
- We are moving to new premises, how do we change our address and when?
- What is our UnityUK symbol?
- When we receive a request on UnityUK, has that request gone out to other possible suppliers as well, or just us?
- When will requests entered by my library users appear in UnityUK?
- Why are some locations listed in the catalogue as ‘Not an ILL participant’?
- Why has OCLC sent me a copy of a BLDSS ARTEmail Replies In tray?

**UnityUK media repository**

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