UnityUK

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- **UnityUK user guides**
  
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  Find user's manuals for UnityUK.
  
  - Get started
  - Search UnityUK
  - Request an item
  - Request items from non-users of UnityUK
  - Manage and review requests
  - Manage requests as a borrower
  - Manage requests as a lender
  - Bulk action
  - Bulk action as a lender
  - User data
  - Location data
  - Reports
  - Table of actions and statuses

- **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
  ◦ I have a query about my invoice. Who do I contact?
  ◦ 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 Intray?

• UnityUK media repository

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