• 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**

  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 can I find out my UnityUK password?
  ◦ 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?
  ◦ Which version of UnityUK are we currently using?
  ◦ Why are some locations listed in the catalogue as ‘Not an ILL participant’?
  ◦ Why has OCLC sent me a copy of a BLDSS AREmail Replies Intray?

• **UnityUK media repository**

  Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).