• **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 In tray?

• UnityUK media repository

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