UnityUK

UK's first and only national network for resource sharing
UnityUK

Provided by OCLC® in partnership with The Combined Regions (TCR), UnityUK™ is the UK’s first and only national network for resource sharing. UnityUK brings together the union catalogues previously known as UnityWeb, LinkUK and RevealWeb into one single union catalogue. In addition, UnityUK allows staff users to search other data sets such as COPAC and the British Library files.

The UnityUK service delivers leading-edge functionality for union catalogue management, cross-database searching, holdings and item location and integrated interlibrary loans workflow.

Functionality

UnityUK is a fully integrated ILL service for request management and catalogue searching. The request process is fully automated and offers member libraries the following benefits as a result:

- Accurate, up-to-date information available for every request
- Reduced turnaround times
- Improved request tracking
- Streamlined workflow
- Management of incoming requests via lender functionality
- UnityUK has proven performance at a range of library sites that represent all of the main library management systems currently in operation.

Day-to-day support

OCLC provides a range of support services that help member libraries make the best use of their subscription to UnityUK. These free-of-charge services include:

- Training—a programme of Web-based training sessions are on offer.
- Help Desk—The OCLC Help Desk team support the UnityUK community in their use of the system and respond to queries received via e-mail or telephone, or via the online help desk service.
- UnityUK Members Web site—A dedicated Web site has been created for UnityUK members that offers information on all aspects of the UnityUK service, including downloadable quick guides, manuals and training videos.

Community

OCLC works with both The Combined Regions and the UnityUK member community to shape the future of the service and inter-lending in the UK. Community events and activities encourage sharing of best practice amongst members, development of ideas as well as discussions about plans for the UnityUK service, including:

- Annual regional user groups
- Members Web site area, offering training videos, quick guides and extensive FAQs
- Dedicated mailing list
- Regular programme of Web-based training sessions

Data

Data quality is key to UnityUK and underpins the ongoing success of the service.

- Regular member contributions ensure the UnityUK physical union catalogue is kept thoroughly up-to-date.
- An ongoing programme of data improvement ensures accuracy and cleanliness of data, including deduplication of ISBNs, removal of items that are no longer held by the library and retrofitting of MARC data into appropriate fields.
- Libraries that have signed up for Worldcat.org have their data uploaded through their UnityUK contribution so they provide their data only once and it is maintained in both systems.

We are already phasing out the paper records in our system thanks to UnityUK. We can rely on the system to process requests without us having to remember to check what’s happening. This improved tracking means that we need only take action if we’re alerted to a problem. As a result, we can prioritise our time to sort out the tricky requests and leave the system to process the routine ones.

Kate Smith
TraffordLibraries

Used the help desk numerous times. Been really helpful. Very good. I feel I know them.

Suzanne Tong, Inter-Library Loans, Kent Libraries and Archives
Service packages
There are two UnityUK service packages available: 'Full service' and “Search only”

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Full service package</th>
<th>Search only package</th>
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<tbody>
<tr>
<td>Integrated tracking and management of borrower and lender requests through one single Web-based interface</td>
<td>✔️</td>
<td>□</td>
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<tr>
<td>Integration with BLDSC, including ADD address, SED and automatic update of requests</td>
<td>✔️</td>
<td>□</td>
</tr>
<tr>
<td>Manual or automated rota creation</td>
<td>✔️</td>
<td>□</td>
</tr>
<tr>
<td>Ability to have items delivered direct to your branch</td>
<td>✔️</td>
<td>□</td>
</tr>
<tr>
<td>Ability to add local request numbers to a request</td>
<td>✔️</td>
<td>□</td>
</tr>
<tr>
<td>Ability to check OPACs for real-time availability information</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Simple and advanced searching of multiple sources including the UnityUK data set and COPAC</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Display of holdings with your region at the top</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Log-in(s) with unique username(s) and password(s)</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Exit and log in without any time delay</td>
<td>✔️</td>
<td>✔️</td>
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Simplify your billing with Fee Management
In addition to the features listed above, Integrated Fee Management (IFM) is now available to Full package subscribers of UnityUK.

The Integrated Fee Management (IFM) service enables you to reconcile resource sharing charges and receipts directly through a monthly OCLC invoice.

You’ll eliminate the need to process a British Library claim form. This will save borrowing and lending libraries considerable time savings as service managers will no longer have to spend time collating their British Library claim report or checking their invoices.

UnityUK – Joining a worldwide network of libraries
Web scale through WorldCat.org
OCLC and The Combined Regions have been working together to load the UnityUK union catalogue into the WorldCat® database. As a result, your library’s holdings can be made available on the open Web, and accessible through Google and Yahoo, as well as through WorldCat.org. This means that the public will be able to search and view holdings of UnityUK libraries and beyond—for free from anywhere.

The WorldCat.org™ interface offers the public features they have come to expect from other favoured book sites including lists, reviews and other types of evaluative content, including cover art. Approximately 100,000 visits a month to WorldCat.org come from UK searchers who start their quest for materials at Google and other search engines. Nearly 15 percent of those result in a visit to the library’s OPAC. The addition of up-to-date UnityUK holdings will provide these users with a significantly enhanced experience.

For more detailed information on UnityUK including pricing, please contact your local OCLC office or e-mail uk@oclc.org
UnityUK at a glance

Benefits

UnityUK is a fully integrated ILL service for request management and catalogue searching. The request process is fully automated and offers member libraries the following benefits as a result:

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Features

- A unique service offering a single point of access to the UnityUK, COPAC and National Library for the Blind Union catalogues.
- Real-time availability checking through live links to contributors' OPACs
- Fully integrated, standards-based, request management
- Complete searching and request management from one interface
- A choice of data contribution methods

UnityUK has taken a lot of the donkey work out of the requesting process. We no longer have to fill in forms, send faxes and generate chasers; the system does it all for us. This has saved a great deal of time and effort even when, like us, you’re only doing a couple of hundred requests a year.

Helen McNabb, Bibliographic Services Officer, Vale of Glamorgan

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Please contact us to learn more about OCLC in your part of the world.

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