BOOKINGS PLUGIN
MEETING ROOMS & TECH TRAINING

Why the switch?

Instant Room Availability – Users will be able to see room availability in real time and receive instant confirmation when they book a room.

Saves Staff Time – Our current system takes about five minutes per booking because staff must check availability, enter details into Tockify, and send confirmation emails. It takes even longer if a meeting room isn't available at the time someone selects. With the new system, users check availability themselves, and confirmations are sent automatically. Staff will still review bookings to ensure they comply with our meeting room policy.

USER INSTRUCTIONS

Steps

1. Check Room Availability

Availability can be viewed in a few ways

- Check Availability Page
- Venues Pages

2. Submit A Booking

Users select an available time, and the page refreshes to the request form.

3. Receive Confirmation

When a time slot is booked, the room is immediately blocked for other users. The user will receive a pop-up notification with a Booking ID number and an email containing the Booking ID and reservation details. Designated staff will be notified to review the booking details for compliance with library policy.

Cancel Bookings

Users can cancel their reservation by following the cancellation link in their confirmation email, entering their Booking ID, and submitting the request. Or, staff can assist at the Check Room Availability Page and using the Search by Name Bar or search by date feature.

STAFF INSTRUCTIONS

Reserving Rooms for Library Programs and Events

Staff can use the instructions above to reserve rooms for programs and will also continue entering library programs in the Tockify calendar.

Repeat Programs

Staff should use the Recurring Bookings page to input programs that occur on a repeat basis.

Steps

1. Select 'Add a Recurrent Booking' button.

2. Complete the Form:
    a. Venue: Choose between RCU Room or Maker Space.
    b. Recurrent Type:
        i. Weekly: For programs like Story Time, Craft Group
        ii. Nth Weekday: For programs like the Third Wednesday Book Discussion
        Note: Daily and Monthly are rarely used.
    c. Start and End Times, Day of the Week: Include time for set-up and clean-up.
    d. Recurrence Interval: (Rarely used) Specifies the number of days, weeks or months between recurring programs.
    e. Recurrence State Date and End Date: Select the first and last dates of the program.
    f. Recurrence Week of Month: Use for Nth Weekday occurrences. (Options: 1-4)
    g. Name: Enter your name.
    h. Organization: Enter the program title.
    i. Email: Provide your email address.
    j. Phone Number: This field can be left blank.
    k. Number of Participants: Estimate the expected number.
    l. Booking Notes: This field can be left blank.
    m. Category: Most often used are Creative Arts, Educational, Literacy Program for usage reports.
    n. Audiences: Choose from the following: Child (0-5), Child (5-12), Teen (13-18), Adult, or General Interest for audience usage reports.

3. Refresh the Page before entering another booking.

TECH TRAINING APPOINTMENTS

Steps

1. Check Appointment Availability

Availability can be viewed at: Tech Booking

2. Submit A Booking

Users select an available time, and the page refreshes to the request form. Each user may book one 30-minute slot.

3. Receive Confirmation

Once a time slot is booked, the appointment time is immediately blocked for all other users. The user will see a pop up with a Booking ID number. An email will also be sent to them with the Booking ID number and reservation details.

Cancel Bookings

Users can cancel their own reservation using the Booking ID emailed to them at the time of their reservation. The email also provides a link to cancel, they follow the link, enter their Booking ID and submit their cancelation.

BOOKING FAQS FOR STAFF

1. How do I look up a booking?

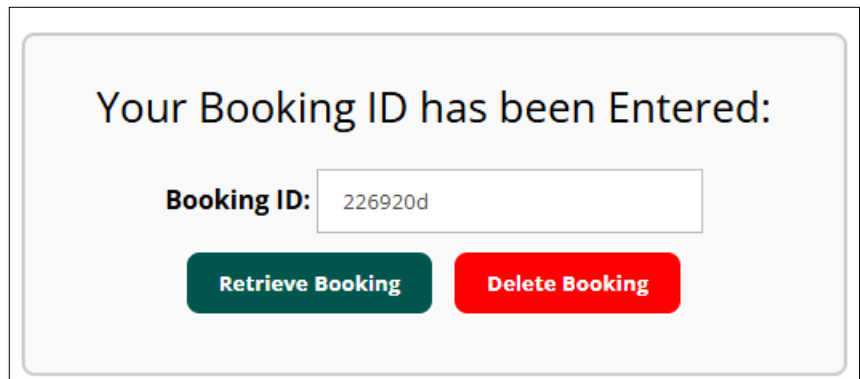The names of booked groups are not visible to patrons and they may ask staff to confirm their reservation time.
*   Use the following page on the front desk circulation computers: Check Room Availability
*   Search using any of the following: Group Name, Reservation Date or Confirmation Code

2. Can you adjust my booking?

Bookings can be adjusted on the Check Room Availability page. Use the search option to find a booking by name, organization, or ID, or view bookings by reservation date. From this page, you can edit, resave, or delete bookings.

3. Can I book a meeting room for tomorrow?

Meeting rooms must be booked at least two business days in advance, with reservations available up to six months ahead. The system blocks last-minute bookings, but staff may allow walk-ins if a room is available, entering the reservation manually at the front desk.

Your Booking ID has been Entered:

Booking ID: 226920d

Retrieve Booking **Delete Booking**

4.   What does the confirmation email look like?

Here's an example--

Hi [Insert Name]**,**

Thank you for your booking. Your booking ID is: **6f75fa9**.

You can use this ID to find and modify your booking by going to this
page: https://somersetlibrary.org/meeting-room-bookings/tech-booking and entering the above ID.

Your booking is automatically confirmed. Library staff will review it to ensure eligibility. If there are any issues,
we'll reach out to discuss further.

Here are the details of your booking:

Venue: Tech Booking
Date: February 21, 2025
Start Time: 3:00 PM
End Time: 4:00 PM
Number of Participants: 1
Booking Notes: None

Regards,

Somerset Public Library