There are multiple potential entry points a user can use to access the booking service.

Direct link

Discovery Details page

Visit us

Explain here: users who book to view physical documents will be able to use the PCs within the 'Start here' area; users who want to use the PCs only should not proceed with this booking process and should use existing processes.

Introduction

Explains current restrictions and what we are doing. Includes explanations of: why users need to book, and; what users will need to be able to book (for example, that a Readers Ticket is needed)

Computer use only?

No → Is there availability?

Yes ↓ *User continues with existing processes for visiting TNA to use the computers only*

Yes → **Show *overview* of current availability**

High-level listing of current available spaces ordered by date. For each date it shows number of spaces available and types of those spaces. This also explains when next batch of places is available

No → **Explain:** there is no availability; when the next batch of places will be released; that the user should register for a readers ticket now if they don't have one

This would allow users to apply and remove refinements to the overall availability. It would show combinations of:

- bulk order / advance order slots
- two-consecutive day slots
- camera stand availability
- a specific reading room

Refine view — Finished → Option available

No ↓

Explain that nothing is available which meets the criteria. Explain when next batch of spaces are allocated and provide contact details.

At this point the slot will be held for the user and not be presented to other users.

To secure the slot the user has to provide their Reader's Ticket number, which they can do at any point during the specified time period

Selects a slot to hold (for a specified time period)

Present link to reader registration and advise user to return when they have a reader ticket number

Potential for surprise that they are unable to proceed at this point should be mitigated by the explanation provided in the introduction

This is based on the number of bookings the user has for the current time period (i.e. that which was represented on the 'current availability' screen)

See within-max-bookings.draw.io diagram for related logic

No ↑

Has a reader ticket? — Yes → **Enter reader ticket number to hold slot** → Valid reader ticket number — Yes → Within max bookings — Yes → No slots currently held — Yes →

No ↓ Present error message and ask to user to try again

No ↓ Explain that they already have a maximum number of bookings. Provide link to contact us.

No ↓ Explain they currently have a slot held and should check their email to continue

If the reason for failure was expiration of a temporary readers ticket, explain that is the case and ask them to re-register for a temporary readers ticket

Show confirmation of provisional booking

Messaging along the lines of *"You have booked a visit to the reading rooms. The next step is to order documents for your visit. You can do this now or later by using this unique code in combination with your Reader's Ticket number (we have also sent this code to the email associated with your Reader's Ticket along with a link to continue). You can add to or amend your document order until [specified date/time] at which point we will begin getting the documents ready for you"*

? Do we need to accommodate a situation where a user does not have access to the email address associated with their Reader's Ticket? If so, is this specific to the Kew Booking System or something that should be considered an additional feature for the Reader Registration and/or Single Sign On systems?

*This email would i**nclude a unique reference** for the booking and advise users they will need this when returning.*

Continue — Now →

Yes ↑ Supplied information is valid — No → Explain that reference and/or Reader's Ticket are not valid

Yes ↓ Ask user for reference and their Reader's Ticket number

User clicks link in the order confirmation email

Is link still valid — Yes →

No → Tell user that link has expired. Explain that they'll need to book a new slot. Provide link to contact us

For example, if the provisional booking reference has expired, has already been used or if the user has subsequently made another booking which pushes them over the maximum number of bookings

Present form that corresponds to the booking the user has made.

When selecting a slot the user will have chosen either a bulk order slot or an advance order slot. The form which is presented to the user will reflect this choice.

This will require the forms to be somewhat dynamic in the sense that, should a user have selected a two-day visit, they will be presented with fields for documents they require on the first day and those which they require for the second day (if applicable)

Tell us about any specific research needs you have for your visit (finding aids etc.)

Do you have accessibility needs for your visit?

Complete and submit form

Present validation messages

No ↑

All is OK — Yes → Confirm document order and booking of a place in reading room. This is presented on screen and sent by email

Are all the document references valid; do all document references relate to orderable items; can all the documents be made available for the selected slot; if it's a bulk order, are all document references from the same series?

Once a booking has been confirmed, the system will automate post-booking actions. These can be seen in **post-booking-actions.md**