How to Cancel or Edit Study Room or Meeting Room Reservations

CANCELLING RESERVATIONS

This is the preferred starting point for cancelling reservations:

- communicate to the patron that you are happy to cancel their reservation but with our new system, they are able to cancel their reservation from the approval email they received when they made the reservation
- the email is sent from calendar@johnstonlibrary.org

Why do I have to start here?

Because we can empower the public to take advantage of features of our new calendar system by teaching these steps.

What if patron doesn't remember receiving a confirmation email or otherwise has no idea how to find it or can't find it in their email inbox? Or they just need to modify their reservation?

Log in to the new calendar to cancel or edit the reservation for them

1. Open your computer's desktop and click on the **Google Chrome** icon

Why do I have to switch browsers?

The physical act of opening a new browser tells your brain you're doing something different, i.e. you are logging into the calendar as staff and now have permissions to perform functions only staff can do, not patrons.

Why does this matter?

Staff logins do not have the same "guardrails" in place as the public side of the calendar. For instance, under staff logins the system does not prevent us from reserving rooms beyond the 90 day limit imposed on patrons. In short, *our process is the safeguard*.

2. The browser should automatically open the **Log in** page of the new calendar and the login credentials of **username**=circulation and **password**=123Johnston should populate these fields, click Log in. Note: the calendar may already be logged in from a previous user on the same day.

LIBRARY WEBSITE EVENTS CALENDAR RESERVE A ROOM
Home
Log in
Log in Reset your password
Username *
circulation
Enter your Johnston Public Library username.
Password *
Enter the password that accompanies your username.
Log in

3. Click on the Events Calendar tab or you may already be on this page

Johnsto PUBLIC LIBRA	RY RY		(515) 278-5233 6700 Merle Hay Rd Johnston, IA 50131 See map: Google Maps	Sun: 1:00pm-5:00pm Mon-Thu: 9:00am-8:00pm Fri-Sat: 9:00am-5:30pm
LIBRARY WEBSITE	EVENTS	CALENDAR RESERVE A R	ООМ	
Upcoming Ev	rents			
I≣ Filters				
Keyword Search				Upcoming Month Week Day
Start Time	0	FEB High School Mock Trial THU 6:00pm - 8:00pm West Meeting Room (1/2	FEB Everyday English 6:30pm - 7:45pm Southeast Corner	FEB Tech Lab Reservation 24 9:00am - 11:00am FRI Tech Lab PUBLIC RESERVATION
Age Group		of Large) PUBLIC RESERVATION APPROVED		APPROVED
Teens		FED Author Event Set	FED Study Beam 1	L CCD Local Author Sat Up
Adults All Ages		FRI Large Meeting Room PRIVATE EVENT	4:00pm - 5:00pm FRI PUBLIC RESERVATION APPROVED	9:00am - 2:00pm Large Meeting Room PRIVATE EVENT
Program Type	0			
Library Branch Room	0	FEB Study Room 1 9:00am - 5:00pm Study Room 1 PUBLIC RESERVATION CANCELLED	FEB Study Room 2 9:00am - 5:00pm Study Room 2 PUBLIC RESERVATION	FEB Reservation for Brian 25 9:00am - 5:30pm Study Room 4 PUBLIC RESERVATION ARREVED

4. **Search** for the reservation in question and click on the **Title**. The reservation is now displayed in **View** mode.



5. IMPORTANT! click on the Edit button first!!!!

Why?

Following this process will create a revision history that staff can rely on if questions arise regarding the reservation. If we don't follow these steps, we lose the "paper trail" so to speak.

6. Immediately look on the right-hand side of the webpage and find the section labeled Published

≡ Manage ★ Shortcuts	👤 rasmussen@johnstonlibrary.com
Edit Reservation Study Room 3	
View Copy Resend Reservation Email Set "Cancelled" Set "No Show" Edit Delete Revisions	
Home + Soudy Room 3 Tale * Soudy Room 3 Terms & Conditions * Terms & Conditions * Terms and and agree to the recommension policy. ADMINISTRATIVE SETTINGS * RESERVATION SCHEDULING *	Published Last savet 6/2/23/023 - 17.16 Author: © Create new revision Revision log message
RESERVATION DATE * Barr date * 03/04/2023 End date * 03/04/2023 01.15 FM O All Days Repeat rule (BRULE) End date * 03/04/2023 01.15 FM O	Menu SETTINGS (but in menu) URL ALMS (hutomatic allas) URL ALMS (hutomatic allas) URL ALMS (hutomatic allas)
Ignore Conflicts AKA. "THE DANCER BUTTON" If checked, this reservation will be ignored when the system is checking for room conflicts. If selected, it will be possible for other events, reservations, or closings to be made in the same from all these these can be can be used in the series. this will be the case for all events in the series.	URL alies //eerro/Jatuly/room-3-56 Specify an alient arb path to which this data can be accessed. For example, type "/about" when writing an about page.

7. In the **Revision log message** section, briefly describe the changes you have made. Make sure to identify the name of the person you spoke with and if the interaction was on the phone or inperson. Include a reason for the change if appropriate. Enter the date and your name or initials.

Published Last saved: 02/23/2023 -	17:16	
Author:		
Create new revision		
Revision log message		
	•	
		11
Briefly describe the change	es you have made.	

8. Turn your attention to the left-side of the webpage to the **Administrative Settings** section. Click on the > arrow to expand this section,

ſ	Study Room 3				
	Terms & Conditions * Tve read and agree to the room reservation policy.				
¢	► ADMINISTRATIVE SETTINGS *				
	▼ RESERVATION SCHEDULING *				
	RESERVATION DATE* End date* Color Color <thcolor< th=""> Color <thcolor< th=""> Color Color</thcolor<></thcolor<>				
	All Day? Repeat rule (RRULE)				

9. Click on the drop down arrow next to the **Reservation State** field to view available options. Select cancelled.

▼ ADMINISTRATIVE SETTINGS *	
Reservation State * Cancelled	
Notification Message	
B I 🚥 🕫 🗄 🔚 ୭୨ 🖬 Format - 🗃 Source	
Text format Basic HTML	About text formats

10. Scroll to the bottom of the page and click the **Submit** button. Nothing is saved until you hit **Submit**. Patrons will receive a cancellation email.



12. If an individual needs to reschedule a study or meeting room for a **new date**, make sure you are Logged Out, i.e. using the Firefox Browser, when placing the reservation so our calendar "guardrails" are in place. When you are logged out, study room reservations will automatically approve so long as the individual doesn't have more than one reservation during a week and meeting room requests will be set to pending so staff can review them for policy compliance.

You're not done yet!

Open Slack and post a message in the #meeting-rooms channel, indicate the name and date of the room reservation you cancelled.

Why do I have to make a post in Slack?

Public Services prints meeting room slips. If a meeting room reservation is changed or cancelled, we need to review the slip and reprint it or mark as cancelled. Our goal is to keep both Circulation and Public Services "in the loop" and eliminate questions later. `

EDITING RESERVATIONS

Editing makes sense when you are changing information for the reservation without changing the date, e.g. adding additional time or information like technology required or special requests

- If you decide to edit a reservation, follow the steps above for recording changes in the revision log, but don't cancel the reservation. Instead, make note of the changes you are making and why; then make the needed changes and hit Submit.
- 2. Click on Resend Reservation Email

Johnston PUBLIC LIBRARY	(515) 278-5233 6700 Merie Hay Rd Johnston, IA 50131 See map: Google Map	Sun: 1:00pm-5:00pm Mon-Thu: 9:00am-8:00pm Fri-Sat: 9:00am-5:30pm		
Home Study Room 3* View Corr Reservation Email Set "Cincelled* Set "No Show" Edit Delete Revisions Upcoming Month Week Day				
MAR Study Room 3 4 2013 SAT 2:15pm - 3:15pm Reservation State: APPROVED PUBLIC RESERVATION Expected Attendance: 2	Image: Second system Image: Second system This is not a library sponsored event. Purpose of Meeting	6700 Merle		

3. Click on the "send email to __ " button



4. Close your Google browser.

You're not done yet!

Open Slack and post a message in the #meeting-rooms channel, indicate the name and date of the room reservation you edited and what changed.

Why do I have to make a post in Slack? Our goal is to keep both Circulation and Public Services "in the loop" and eliminate questions later. P:\Public Services\How to\Training for Library Calendar\How to Cancel or Edit Reservations_general.docx