







Reserve

ROOM BOOKING AND ASSET MANAGEMENT

Reserve is our versatile, elegant and comprehensive solution for room booking and asset management. It integrates beautifully with the Communico Suite, allowing staff to reserve rooms as they create events in Attend, patrons to book rooms directly from within Engage — our patron app — and for room bookings to be displayed dynamically on Broadcast, our digital signage platform. Requests may be mediated or unmediated.

Patron features

- 
What's available?
 Patrons can quickly see which spaces are available, specify room layouts and request additional equipment.
- 
Multiple bookings
 The shopping cart feature makes it super easy to make multiple bookings at once, regardless of whether or not your rooms have costs associated.
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Notifications
 Patrons will receive email and SMS notifications after making a booking request, and at any time they can view the status of their booking or cancel reservations online.
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Chargeable rooms
 Reserve includes full eCommerce with support for over 20 processors, making it easy for patrons to make payments for chargeable rooms, assets or layouts. You can also allow patrons to pay offline.

The screenshot displays the Reserve app interface for booking a room. At the top, it shows the date "Thursday February 01, 2018". The main content area features a room card for "Computer Lab (30)" at the "MAPLE HEIGHTS BRANCH", with a "Max capacity 30" and "\$10 per hour". Below the card is a calendar view showing availability from 9:00AM to 1:00PM. A legend indicates: Available (green), Unavailable (grey), Clash (red), and Setup/breakdown (yellow). A booking is shown for "10:15am - 11:15am (1 hour)" on Thursday, February 1, 2018, with a "Room Charge \$10.00". Below the booking is a photo of the room and "Room info" including "Location: MAPLE HEIGHTS BRANCH" and "Room Size: Length: 0.0', Width: 0.0', Area: 0.0'". At the bottom right, the "Total: \$10.00" is displayed, along with "RESERVE NOW" and "ADD TO BASKET" buttons.



Customize rooms for different users

Choose who can reserve rooms, how much they pay, when they can book and how often they can make reservations.

Staff features

Built for libraries

As with all the Communico modules, Reserve has been built from the ground up to facilitate the diverse ways libraries manage and mediate their various rooms and assets. Its granular and flexible setup options allow us to provide each library with the perfect fit for their individual use case.

- ✓ Set up booking time blocks
- ✓ Create room layout options for patrons to choose from
- ✓ Assign included and bookable assets to rooms
- ✓ Rooms can be multi-level, with “parent” and “child” rooms that can be split or combined as a booking requires
- ✓ Specify setup and breakdown times for room bookings
- ✓ Set custom questions for individual rooms
- ✓ Control which rooms only staff can book
- ✓ Choose to have automatic approval of room bookings or use a mediation step for manual approval by staff
- ✓ Staff access is branch-specific and can be limited as needed, with separate levels for those who can request bookings and those who can approve
- ✓ Use the reports feature to build custom reports on all elements of Reserve
- ✓ Reports can also be scheduled to be run at intervals and emailed automatically to distribution lists

Fully integrated

Reserve is fully integrated with both Engage and Roam (our patron app and staff app), and booking data can be pushed to Broadcast, our digital signage module.

- ✓ Dynamically display room booking data on your website or digital signs
- ✓ Integrate within a patron engagement station so patrons can book rooms when in branch
- ✓ Multiple- or single-room “quick bookings” feature can be used on wall-mounted tablets or screens
- ✓ Staff can reserve rooms and assets for patrons in branch, even when they are away from a circulation desk, using our staff app, Roam

Patron groups

Set an unlimited number of room policies within user classes to govern how rooms are booked and who can use them. Patron groups can be limited to booking certain rooms or to a set number of bookings via a group library card. And if you charge for your rooms, then you can tailor the room fee to user groups (e.g., charging nonresident groups more than residents).

- ✓ Limit bookings and/or bookable hours
- ✓ Custom booking segments for different users
- ✓ Custom start-and end-of-day buffer times
- ✓ Custom room and asset charges
- ✓ Custom minimum and maximum booking time restrictions
- ✓ Custom nearest and furthest bookings
- ✓ Custom cancellation policies
- ✓ Set up patron groups with library cards or email addresses

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First name (*) Awaiting approval

Last name (*)

Email

Phone

Library card

Expected attendees

Layout

Group name

Booking title (*)

Location

Date

Time to

	3:00 AM	6:00 AM	9:00 AM	12:00 PM	3:00 PM	6:00 PM	9:00 PM	
Anderson Room								Chosen
Harrison Room								Available
Meeting Room AB								Available



Communico specification sheets

Available to download at www.communico.us

