communico
REACH • CONNECT • GROW

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.

✓ 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.

✓ 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.
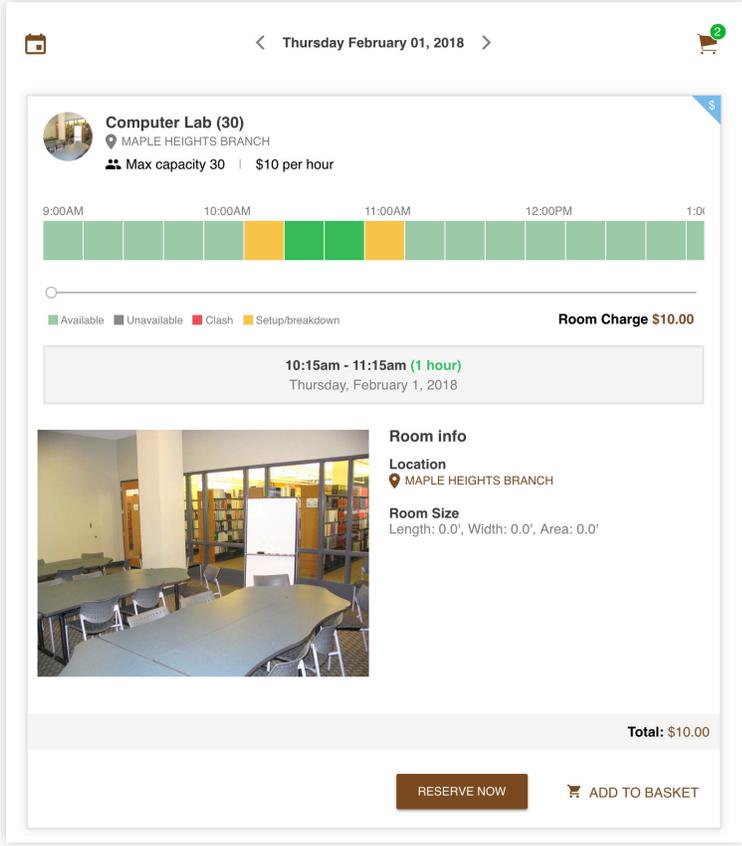
🎨 Customize rooms for different users

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

An unlimited number of room policies within user classes can be set 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 non-resident 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**

Communico specification sheets

Available to download at www.communico.co