



About Notifications

Library Calendar uses an automated email notification system to help manage room requests and reservations. The specific text of an email is set by the request state, which can be:

- **Pending** – calendar blocked off; request awaiting library approval (patron-created reservations will be assigned this state)
- **Payment Pending** – calendar blocked off; request approved conditionally until payment is made (library must assign this state)
- **Approved** – calendar blocked off; request approved (library must assign this state)
- **Cancelled** – calendar cleared; request cancelled (library may assign or patron may self-cancel via link included in notifications)
- **Declined** – calendar cleared; request not approved (library must assign this state)
- **No Show** – requester did not show up for their reservation

Each notification includes a spot for a custom message. You can assign these in the system to be included with your automated emails based on which state a reservation is in upon creation and also on which state a reservation has been changed to.

Text of Notification Emails

Color Key

	Email copy text
	Values from reservation request fields
	Special sections only inserted under specific conditions
	Denotes conditions for inserting special sections
	Customized links and site information

Have questions? Need help?

Please contact us if you need assistance with your content package.
 (928) 442-5388 | yes@yln.info

Reservation Created (Sent to Patron)

Subject: **RESERVATION STATE** Reservation: **TITLE** created

RESERVATION STATE

- *If Approved:* Approved
- *If Pending:* Pending
- *If Cancelled:* Cancelled
- *If Declined:* Declined
- *If Pending Payment:* Pending payment

Hello **NAME**,

The library has received your room reservation request **TITLE** for **ROOM** at **BRANCH**, which is scheduled for **DATE** at **TIME**.

STATUS MESSAGE

- *If Pending:* Your request is pending and will be reviewed by a staff member as soon as possible. You will receive a notification regarding your reservation's approval.
- *If Approved:* Your request has been approved. You will receive a reminder in advance of your reservation.
- *If Cancelled:* Your request was not approved. Please contact the library if you have any questions.
- *If Declined:* Your request does not meet our policies for room use. Please contact the library if you have any questions.
- *If Payment Pending:* Your reservation request has been entered and will be approved pending payment of the room charges.

CANCEL LINK MESSAGE *(Only appears if status is Pending, Approved, or Payment Pending)*

You do not need to confirm your reservation at this time. To cancel your reservation, click the following link:

CANCELLATION URL.

CUSTOM MESSAGE

Thank you,

SITE NAME

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Reservation Created (Sent to Staff)

Subject: **RESERVATION STATE** Reservation: **TITLE** created

RESERVATION STATE

- *If Approved:* Approved
- *If Pending:* Pending
- *If Cancelled:* Cancelled
- *If Declined:* Declined
- *If Pending Payment:* Pending payment
- *If No Show:* No show

A reservation has been created. **TITLE** is scheduled for **DATE** at **TIME** at **BRANCH**. The reservation was submitted by **NAME**.

View the full details at **DETAIL PAGE URL**.

Manage reservations at **RESERVATIONS PAGE URL**.

Thank you,

SITE NAME

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Reservation Updated (Sent to Patron)

Subject: **RESERVATION STATE** Reservation: **TITLE**

RESERVATION STATE

- *If Approved:* Approved
- *If Pending:* Pending
- *If Cancelled:* Cancelled
- *If Declined:* Declined
- *If Pending Payment:* Pending payment
- *If No Show:* No show

Hello **NAME**,

Your reservation **TITLE** for **ROOM** at **BRANCH** on **DATE** at **TIME**

STATUS MESSAGE

- *If Approved:* has been approved. You will receive a reminder in advance of your reservation.
- *If Pending:* has been changed to pending.
- *If Cancelled:* has been cancelled. Please contact the library if you have any questions.
- *If Declined:* has been declined. Please contact the library if you have any questions.
- *If Payment Pending:* has been reviewed by our staff and will be approved pending payment of the room charges.

CANCEL LINK MESSAGE *(Only appears if status is Pending, Approved, or Payment Pending)*

You do not need to confirm your reservation at this time. To cancel your reservation, click the following link:

CANCELLATION URL.

CUSTOM MESSAGE

Thank you,

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Reservation Updated to No Show (Sent to Patron)

Subject: No show reservation: **TITLE**

Hello **NAME**,

You did not attend your reservation **TITLE** for **ROOM** at **BRANCH** on **DATE** at **TIME**.

If you've received this message, you have failed to show up for your reservation. Future "no shows" may result in being denied a room.

CUSTOM MESSAGE

Thank you,

SITE NAME

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Reservation Reminder (Sent to Patron)

Subject: Reservation reminder for **TITLE**

Hello **NAME**,

Your reservation for **TITLE** in **ROOM** at **BRANCH** is coming up soon on **DATE** at **TIME**.

CUSTOM MESSAGE

Thank you,

SITE NAME

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