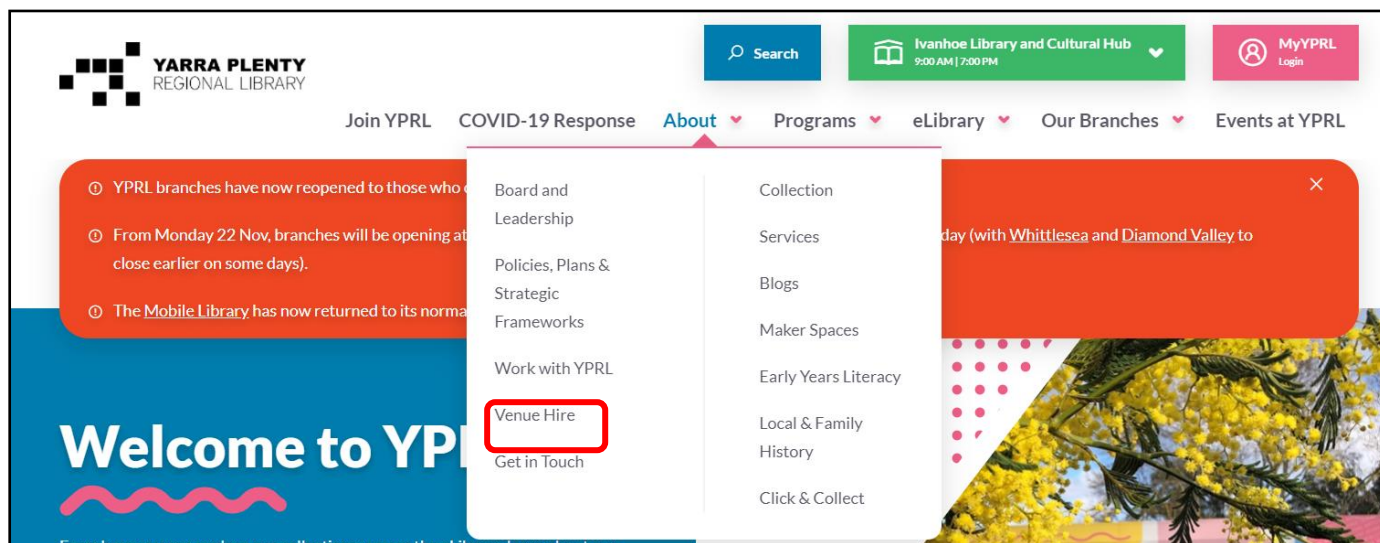


Yarra Plenty Regional Library

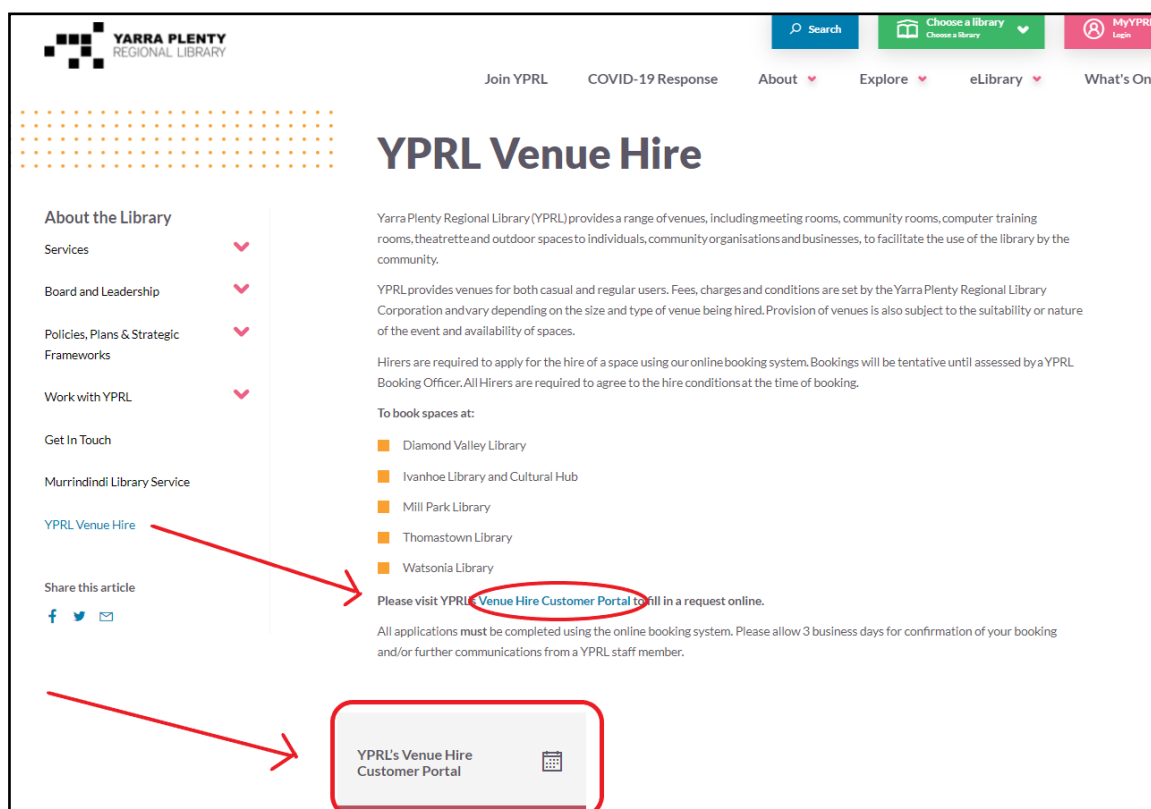
Venue Hire Public Booking Portal

First Time User Guide

From the YPRL website (www.yprl.vic.gov.au) hover over **'About'** and select **Venue Hire** from the dropdown menu.



Click the link or the tile to take you to the **Venue Hire Customer Portal**.

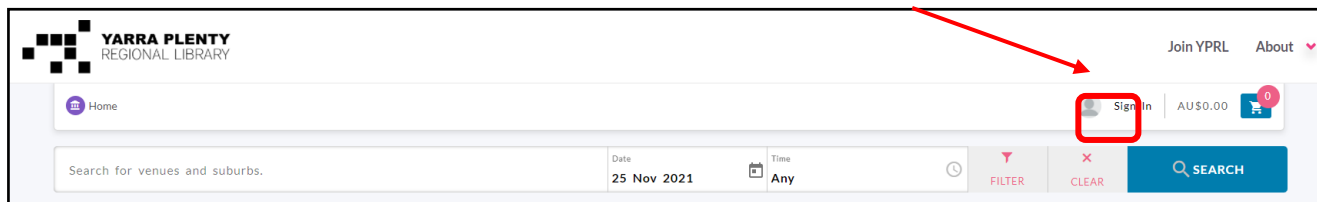


Registering a new account or logging in to an existing account

If this is your first time submitting a booking request with YPRL, you will need to **register an account**.

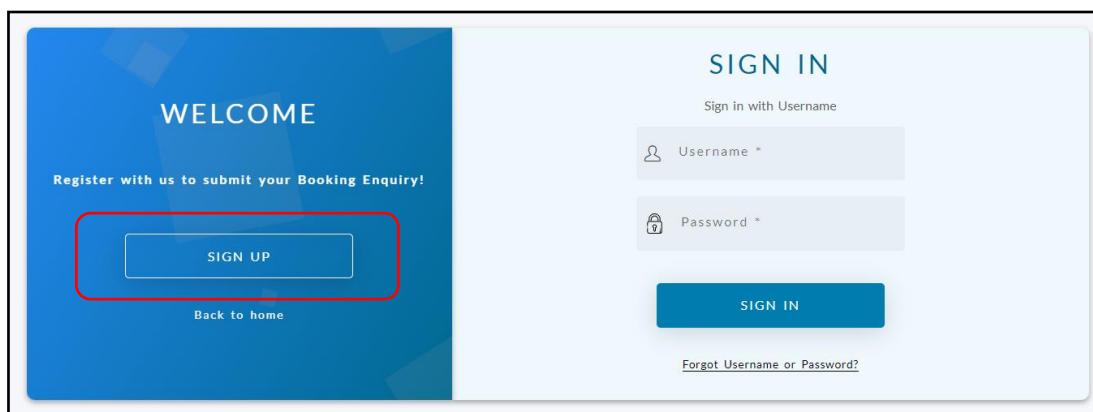
If you have booked a room with us recently, you may already have an account. In this case, you will need to **sign in**.

To sign in or register a new account, first click on sign in from the customer portal's homepage.



Registering a new account

First, select the **SIGN UP** button.



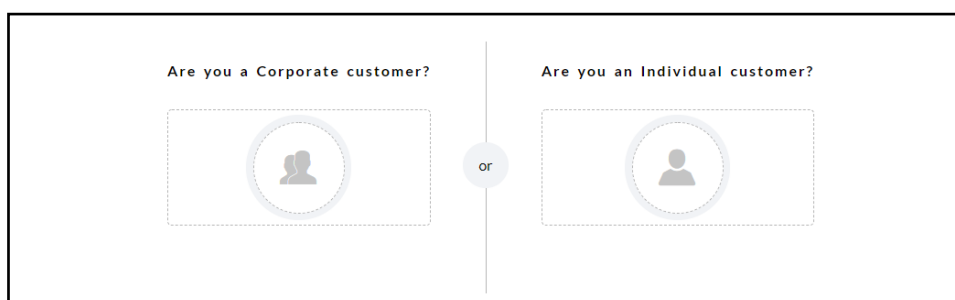
You will be asked whether you are a Corporate or Individual Customer.

Corporate Customers are:

- Signing up on behalf of an organisation (this **can** be a community organisation or NFP, as well as a business).
- May have multiple organisers or primary contact persons.
- More likely to be looking to hire a regular timeslot or make a recurring booking.

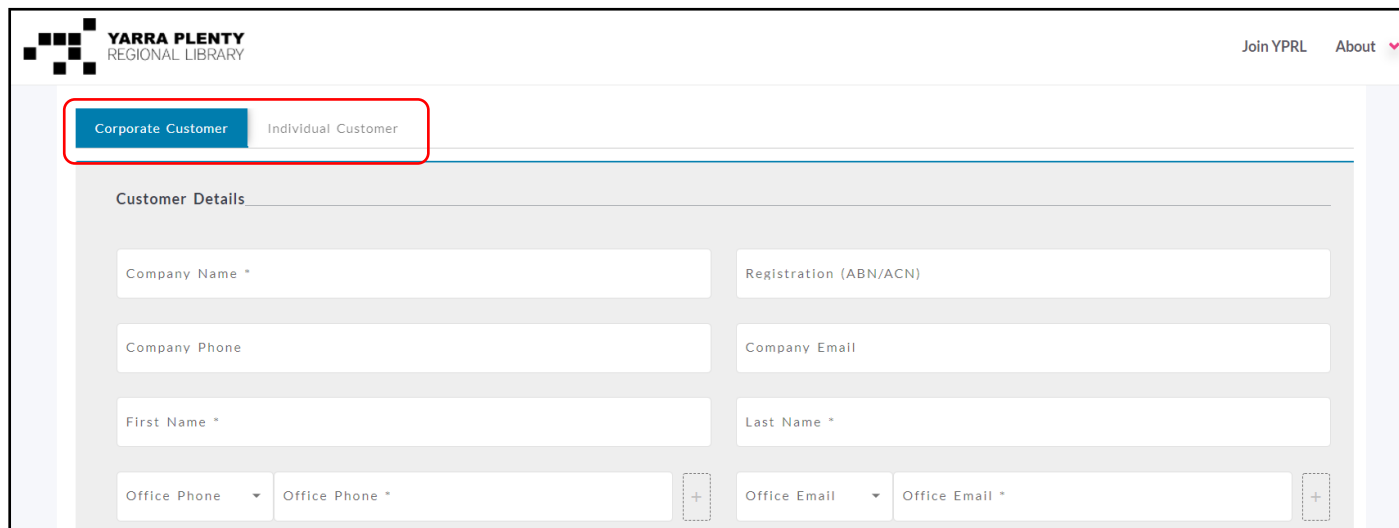
Individual Customers are:

- Individual community members or sole-traders signing up as themselves.
- More likely to be looking for a one-off booking or temporary space.



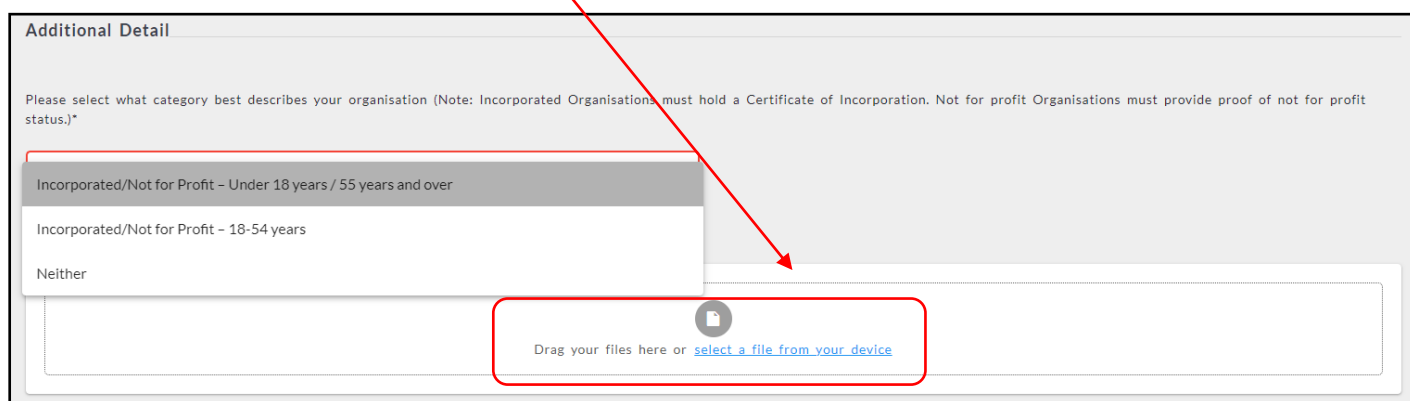
Select **Corporate** or **Individual** to continue. If you aren't sure which one fits you, feel free to send us an email at venuehire@ypri.vic.gov.au.

Fill out your registration and contact details. Note that you can still switch between Corporate and Individual Customer at this time by clicking the relevant tab.



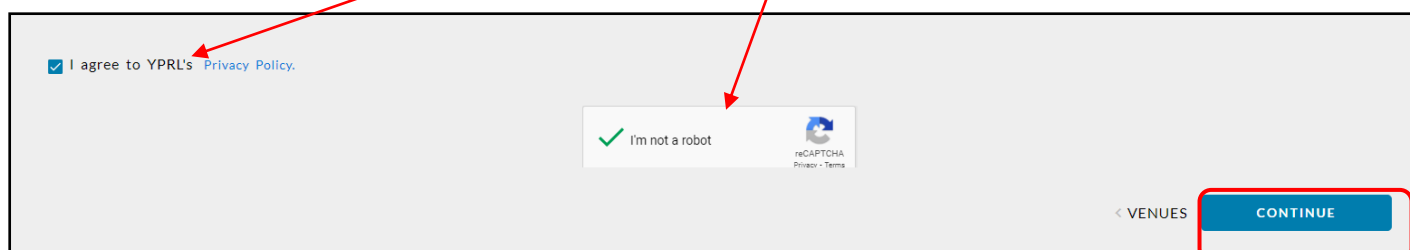
If registering as a Corporate Customer, you will be asked to select a category under the **Additional Detail** section. If your organisation is neither an Incorporated nor Not for Profit Organisation, choose Neither.

Incorporated Organisations must hold a Certificate of Incorporation; Not for profit Organisations must provide proof of not for profit status. To upload a document, drag the relevant document into the space provided or click the link to browse for and upload a file from your device.

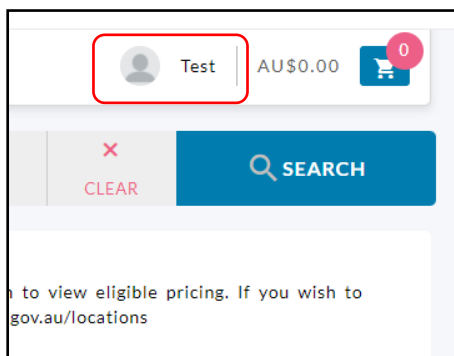


Once all your details are entered, make sure you check the boxes to agree to **YPRL's Privacy Policy** and confirm that you **aren't a robot**.

Finally, select **Continue**.

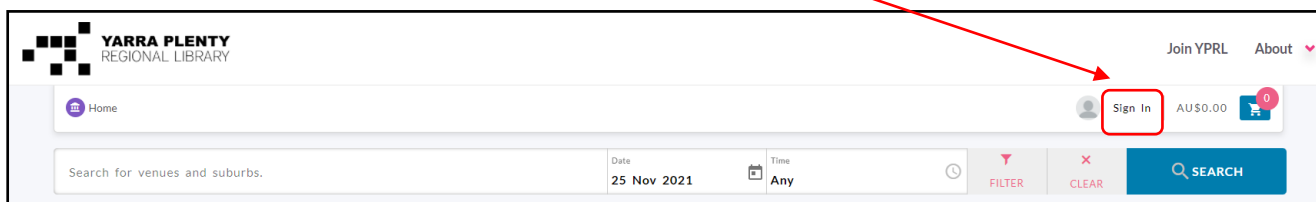


You will receive a confirmation email and be logged into the Customer Portal. You can confirm this by checking that the Sign Up link has changed to your account's name.



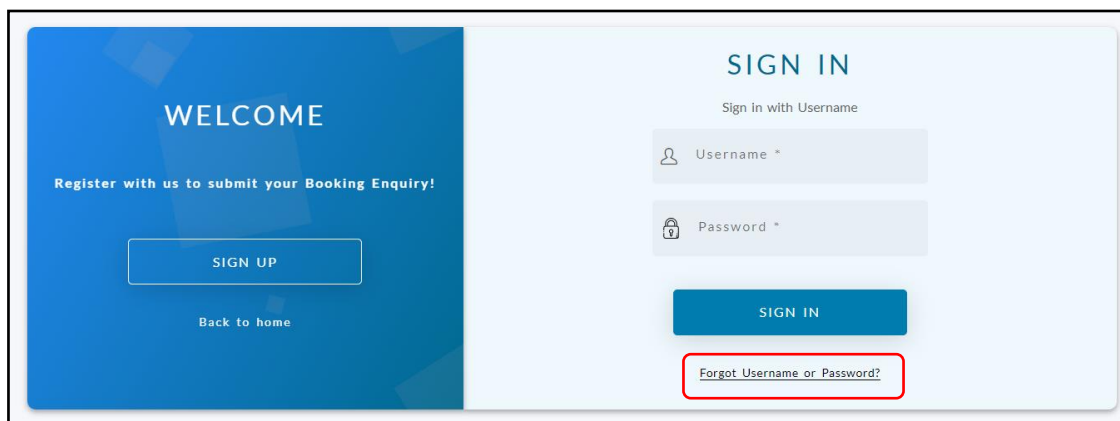
Logging in to an existing account

Select the **Sign In** link from the customer portal homepage.

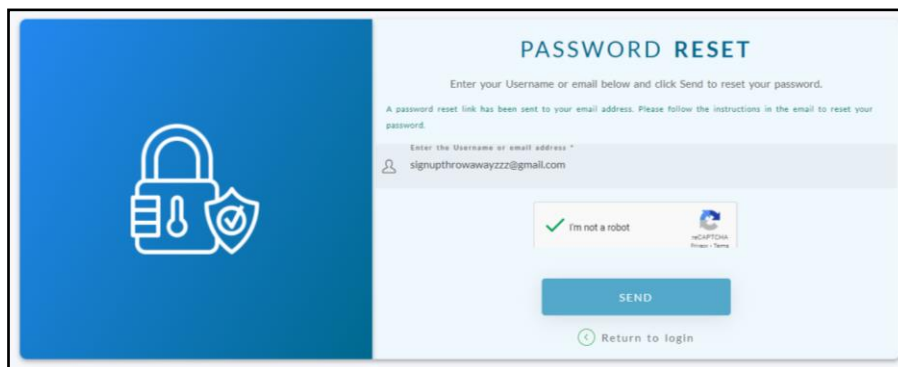


If you already know your log in details, simply enter them and continue as normal.

If you've hired rooms from us recently and think you may have an account with us already, or if you don't remember your log in details, you can use the **Password Reset** tool to get into your account. Start by selecting the **Forgot Username or Password?** link.

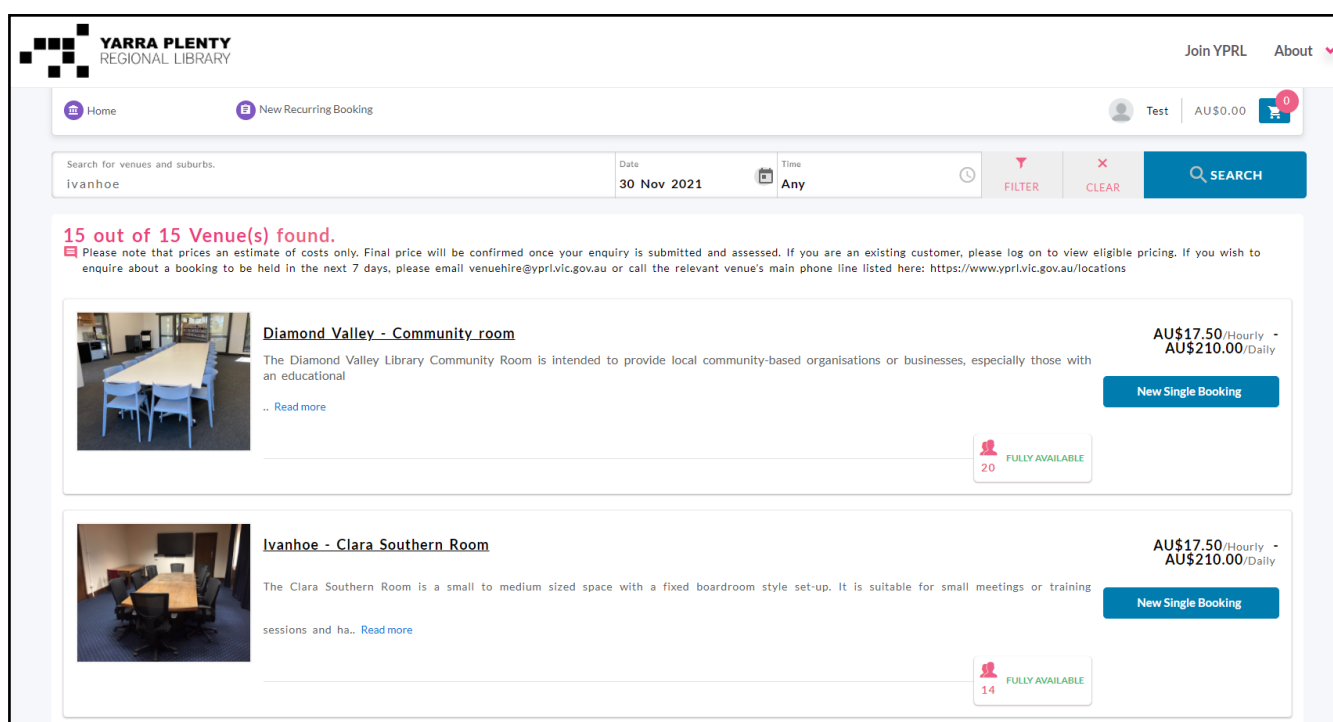


Enter your email address, confirm you aren't a robot and select **Send**. You'll receive an email with a password reset link and instructions.



Searching for available rooms

From the homepage, you can **Search** or simply browse all available rooms.



The **search** function is available at the top of the page. You can narrow down your search by Venue/Suburb (Thomastown, Mill Park, Ivanhoe, Diamond Valley, Watsonia, etc.) or by date and time by typing in your search or selecting your preferred times.

You can also sort by number of attendees by using **Filter**, then entering in your desired group size. Select **Search** to continue.

YARRA PLENTY REGIONAL LIBRARY

Join YPRL About

Home

Search for venues and suburbs.

Date: 25 Nov 2021 Time: Any

15 out of 15 Venue(s) found.

Please note that prices are an estimate of costs only. Final price will be confirmed once your enquiry is submitted and assessed. If you are an existing customer, please log in to view eligible pricing. If you wish to enquire about a booking to be held in the next 7 days, please email venuehire@yprr.vic.gov.au or call the relevant venue's main phone line listed here: <https://www.yprr.vic.gov.au/locations>

Diamond Valley - Community room

The Diamond Valley Library Community Room is intended to provide local community-based organisations or businesses, as well as an educational

... Read more

Ivanhoe - Clara Southern Room

The Clara Southern Room is a small to medium sized space with a fixed boardroom style set-up. It is suitable for small meetings or training sessions and ha... Read more

AU\$17.50/Hourly - AU\$210.00/Daily

New Single Booking

FULLY AVAILABLE 14

For example, below are the search results for bookable spaces in Ivanhoe only. The list of available rooms is now limited to those at Ivanhoe Library and Cultural Hub.

If you want a quick overview of the room's availability on your chosen date, you can look at available timeslots by clicking on the availability link (the room's capacity is also listed here for quick reference).

YARRA PLENTY REGIONAL LIBRARY

Join YPRL About

Ivanhoe

Date: 30 Nov 2021 Time: Any

8 out of 15 Venue(s) found.

Please note that prices are an estimate of costs only. Final price will be confirmed once your enquiry is submitted and assessed. If you are an existing customer, please log in to view eligible pricing. If you wish to enquire about a booking to be held in the next 7 days, please email venuehire@yprr.vic.gov.au or call the relevant venue's main phone line listed here: <https://www.yprr.vic.gov.au/locations>

Ivanhoe - Clara Southern Room

The Clara Southern Room is a small to medium sized space with a fixed boardroom style set-up. It is suitable for small meetings or training sessions and ha... Read more

AU\$17.50/Hourly - AU\$210.00/Daily

New Single Booking

FULLY AVAILABLE 14

This will bring up a pop-up window with the day's availabilities. Areas flagged green are available timeslots, grey means that the venue is closed and red is already booked.

YARRA PLENTY REGIONAL LIBRARY

Join YPRL About

Ivanhoe

Date: 30 Nov 2021 Time: Any

8 out of 15 Venue(s) found.

Please note that prices are an estimate of costs only. Final price will be confirmed once your enquiry is submitted and assessed. If you are an existing customer, please log in to view eligible pricing. If you wish to enquire about a booking to be held in the next 7 days, please email venuehire@yprr.vic.gov.au or call the relevant venue's main phone line listed here: <https://www.yprr.vic.gov.au/locations>

Ivanhoe - Clara Southern Room

The Clara Southern Room is a small to medium sized space with a fixed boardroom style set-up. It is suitable for small meetings or training sessions and ha... Read more

AU\$17.50/Hourly - AU\$210.00/Daily

New Single Booking

FULLY AVAILABLE 14

12:00 am 6:00 am 12:00 pm 6:00 pm 12:00 am

AU\$9.00/Hourly - AU\$107.98/Daily


New Single Booking

PARTIALLY AVAILABLE 10

If you want to know more about a particular space, you can select the name of the room to go to its individual page. Below is the page for Diamond Valley's Community Room.

Contact details for the venue, maps and room features are all listed. If you have any other specific questions, get in touch with us by phone or at venuehire@ypri.vic.gov.au

Diamond Valley - Community room

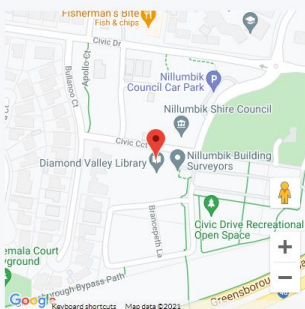

FULLY AVAILABLE
 20 on 23 Nov 2021

[New Single Booking](#)

The Diamond Valley Library Community Room is intended to provide local community-based organisations or businesses, especially those with an educational, cultural or charitable focus, with a place to meet and conduct their business. It is appropriate for small meetings, training sessions or workshops.

Features

- Wi-Fi access
- LED screen
- Microwave
- Toaster oven
- Zip tap for boiling water
- Small kitchenette with dishwasher and mini fridge




03 9408 7888

Making a single booking

To make a single booking, you can select any **New Single Booking** link from the homepage or the pages of individual rooms. This will bring up a new window, from which you can adjust your preferred booking details.

for small meetings or training


FULLY AVAILABLE
 14

AU\$17.50/Hourly -
AU\$210.00/Daily

[New Single Booking](#)

Confirm that the booking window has your preferred room selected. If it isn't correct, close this window and navigate back to the room you're looking to book.

From the available dropdown menus, choose the Date, Number of Attendees, and Start/End Time for your event. Once you're happy with the entered details, select **Add to Booking**.

Please note: depending on the nature of your event, **you will need to account for set up and pack down time**, particularly if you hope to finish near closing time. Some venues allow after-hours bookings — please get in touch with our room bookings team if you want to check for a specific venue.

IVA - Clara Southern Room -

Ivanhoe - Clara Southern Room

Estimated Price | AU\$8.75 - AU\$17.50

Date

30 Nov 2021

Number of Attendees (Maximum 14)

1

Start Time

4:00 PM

End Time

4:30 PM

Available time slots

9:00 AM to 9:00 PM

12:00 am

6:00 am

12:00 pm

6:00 pm

12:00 am

Colour key:

Venue Closed

Available

Unavailable

Current Booking Selection

Set-Up and Pack Down Time

Boardroom set

ADD TO BOOKING

Once added, you will be taken to the Customer Details page. You'll be able to select an event category from the dropdown, as well as give your event a name.

Check that all dates, times and other details are correct, check the box to confirm that you are over 18 and agree to abide by our Covid safe procedures, then **Submit Enquiry** when ready.

YARRA PLENTY REGIONAL LIBRARY

Join YPRL About

1 Choose Your Venues

2 Booking Details

3 Customer Details

4 Enquiry Submitted

Please select a Category *

Ivanhoe Meeting

Please select an Event *

Your Event Name *

ADD MORE VENUE(S)

EDIT

DELETE

DATE

30 Nov 2021

ATTENDEES

1

START TIME

4:00 PM

END TIME

4:30 PM

CONFIGURATION

Boardroom set

1 Venue(s)

BOOKING DETAILS

To place a booking within 3-business days, please contact the YPRL venue directly and a bookings officer will tell you whether or not this will be possible.

Event Total

30 Nov 2021

AU\$0.00

Ivanhoe - Clara Southern Room

30 Nov 2021

AU\$8.75 - AU\$17.50

Total

AU\$8.75-AU\$17.50

By proceeding with this booking request, I confirm that I am 18-years of age or older and I agree to YPRL's conditions of hire and Covid safe procedures for meeting rooms.

SUBMIT ENQUIRY

Banyule
City Council

City of
Whittlesea

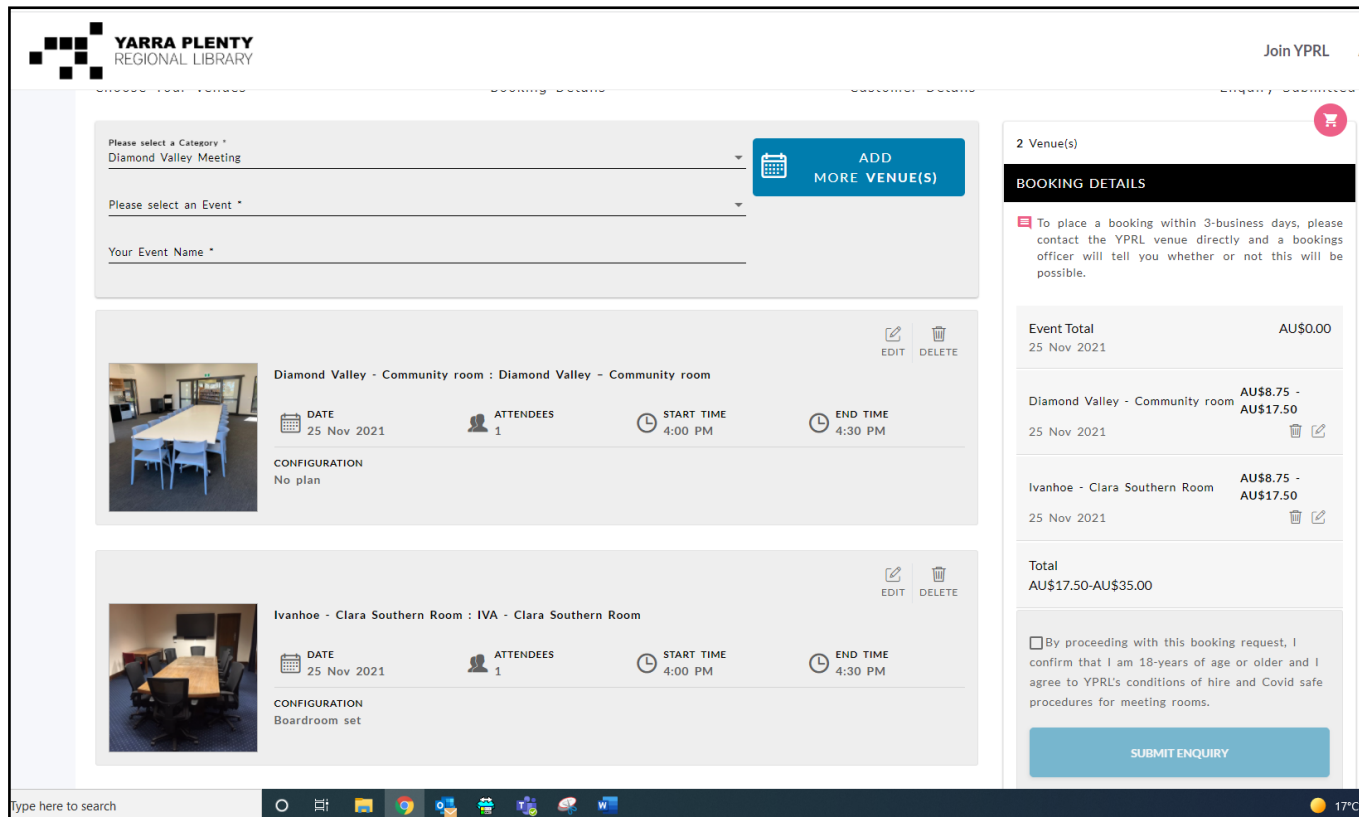
Nilumbik
The Green Wedge Shire

YARRA PLENTY
REGIONAL LIBRARY

yprr.vic.gov.au

8

If you wish you can also add more single bookings at this stage, using the same procedure or by selecting the **Add More Venue(s)** button. See below for an example. Costs of rooms are calculated and displayed separately.



YARRA PLENTY REGIONAL LIBRARY

Join YPRL

Choose Your Venue

Please select a Category *
Diamond Valley Meeting

Please select an Event *

Your Event Name *

ADD MORE VENUE(S)

BOOKING DETAILS

2 Venue(s)

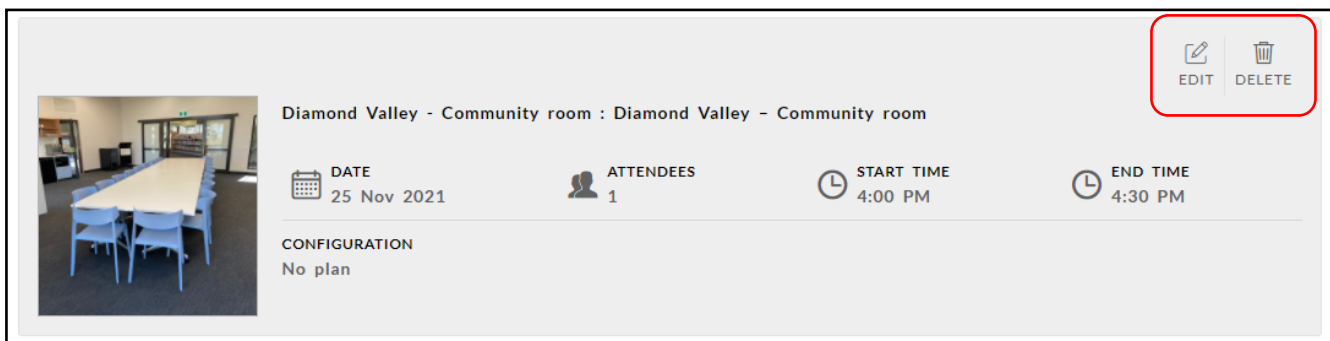
To place a booking within 3-business days, please contact the YPRL venue directly and a bookings officer will tell you whether or not this will be possible.

Event Total	AU\$0.00
25 Nov 2021	
Diamond Valley - Community room	AU\$8.75 - AU\$17.50
25 Nov 2021	
Ivanhoe - Clara Southern Room	AU\$8.75 - AU\$17.50
25 Nov 2021	
Total	AU\$17.50-AU\$35.00

☐ By proceeding with this booking request, I confirm that I am 18-years of age or older and I agree to YPRL's conditions of hire and Covid safe procedures for meeting rooms.

SUBMIT ENQUIRY

You can edit details on a booking by selecting the **Edit** button in the top right of the details pane. You can also remove an unwanted or accidental room selection by selecting the **Delete** button.



Diamond Valley - Community room : Diamond Valley - Community room

DATE: 25 Nov 2021

ATTENDEES: 1

START TIME: 4:00 PM

END TIME: 4:30 PM

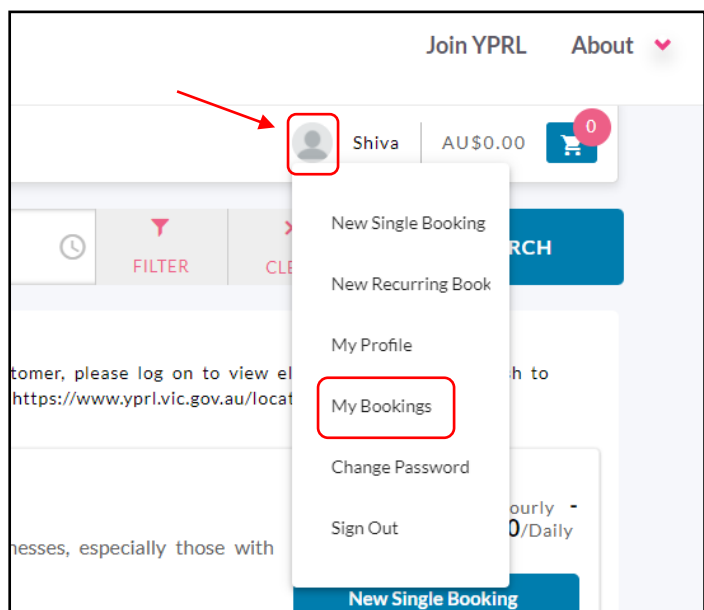
CONFIGURATION: No plan

EDIT **DELETE**

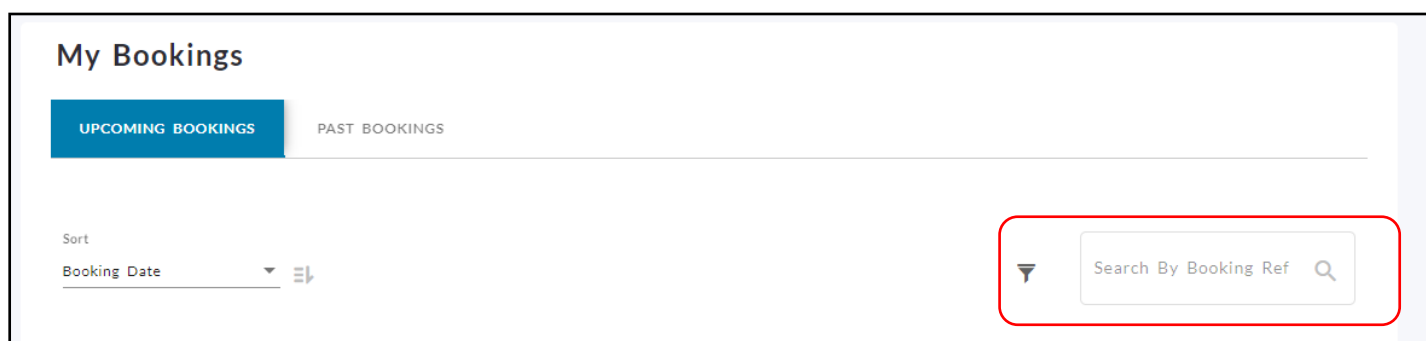
Viewing your bookings

From the homepage, select the icon to the left of your username. This will open a new menu, from which you can edit your profile, make bookings, change your password and also **view your bookings**.

Select **My Bookings**.




From **My Bookings**, you can view Upcoming and Past Bookings. You can also filter by date or use the search function.



If a booking has been confirmed and we've issued an invoice, you will be able to view any available invoices by selecting the **Invoices** button.


Currently, invoices can be paid by BPAY bank transfer or processed online with a credit card. Details for both methods will be available when viewing invoices here. If you have any questions regarding payment options, contact us via email at venuehire@yprl.vic.gov.au


If you wish to make changes or confirm your booking details, select **Manage** to view that booking's detailed information page.


YARRA PLENTY
 REGIONAL LIBRARY

[Join YPRL](#)
[About](#)

[Home](#)
[New Single Booking](#)
[New Recurring Booking](#)


 Shiva

AU \$0.00
 

My Bookings

UPCOMING BOOKINGS
 PAST BOOKINGS

Sort
 Booking Date

Search By Booking Ref

882 Pending Approval Test Booking Created 25 Nov 2021	EVENT DATE 29 Nov 2021 9:00 AM - 9:30 AM	OUTSTANDING AU \$0.00	TOTAL AU \$8.75	INVOICES MANAGE
--	---	--------------------------	--------------------	---------------------------------

Items per page: 5
 1 - 1 of 1

From a booking's detailed information page, you can also upload documents (such as a signed venue hire agreement) or request a cancellation. Remember to select the **Update Booking** button if you have made any changes.

[← BACK](#)
[!\[\]\(2bdfe261b986065ee0ac76460d6528c9_img.jpg\)
 UPLOAD
FILE](#)
[!\[\]\(dfbd6b3763a6d1d9afaa974f64e2e4b5_img.jpg\)
 REQUEST
CANCELLATION](#)
[!\[\]\(e78f798d4ea5c530c9db49e7d26e6b95_img.jpg\)
 UPDATE
BOOKING](#)


Please click "Update Booking" to save your booking changes.

882
Test Booking

Ivanhoe Meeting | 29 Nov 2021



Pending Approval

 TOTAL **AU\$8.75**

Please note that all YPRL spaces operate in a 'hirer set-up/pack-down' manner. Hirers are encouraged to arrange an AV induction before their hire date as assistance on the day cannot be guaranteed. If you would like to arrange for paid technical support your event, please email venuehire@yprr.vic.gov.au

[EXPAND ALL](#)


IVA - Tom Roberts Room - Adhoc Date(s)

Payment Information

Payment Summary


 BOOKING BALANCE
AU\$8.75

 TOTAL INVOICED
AU\$0.00

 TOTAL PAID
AU\$0.00

 INVOICE BALANCE
AU\$0.00

Detailed Information

INVOICE

DUE DATE

 INVOICE
AMOUNT

OUTSTANDING

STATUS

DATE PAID

ACTION

Upload your documents (maximum file size 5MB)



Drag your files here or [select a file from your device](#)