



Yarra Plenty Regional Library Venue Hire Public Booking Portal

Frequently Asked Questions

Hire Process

Q: How do I hire a space at YPRL?

A: You can hire a space through our [website](#). You will create a provisional booking, which will then be approved by a YPRL venue officer. If there are no issues with your booking request, you will then receive an invoice detailing payment terms and venue information.

Q: I've booked a YPRL space before using this system, will my details be remembered?

A: Yes, you should have your login information (email or username and then password). If you have forgotten your password there is a reset button upon login and you can follow the prompts.

Q: I have some privacy concerns; how will my data be stored?

A: The venue booking system used by YPRL encrypts the passwords and regularly tests for storage vulnerabilities to ensure data is held securely. All data collected is subject to YPRL's [Privacy Statement](#).

Q: I'm not very confident on computers, could someone help me make my booking?

A: Yes, you will need to visit a YPRL branch and wait until a member of staff is able to come and meet you at a computer station to assist. You can also ask at the desk or call your local branch to arrange a tech help session.

Q: My event is after hours. How do I arrange picking up the keys?

A: The process for after-hours access will be different for each venue. A staff member from YPRL will be in touch prior to your booking. Should you have any queries or concerns, please contact the venue you have hired.

Q: I've never created a CovidSafe plan before. How is this done and what information will I need?

A: Please visit the [Department of Health and Human Services](#) for current information and advice regarding Covid-19 restrictions and safe procedures.

For information on YPRL's response to Covid-19, please visit:

<https://www.yprl.vic.gov.au/covid-19/>



Fees

Q: Why have your fees changed?

A: With the opening of new library spaces, YPRL undertook a venue hire review. YPRL is creating consistency across our fee structure across all our venues. We want to ensure our spaces are charged in a fair and equitable manner. The fees and charges were then sent out for community consultation and approved by the YPRL Board and Management.

Q: I am a senior; do I receive special rates?

A: Yes, please see our rates [here](#).

Q: My group is a community group; do I receive special rates?

A: Yes, please see our rates [here](#).

Q: How can I pay my bill?

A: You should have received an invoice after your online booking was approved by a YPRL staff member, the payment options are listed on your invoice. For billing support please contact: accounts@yprl.vic.gov.au

Bond

Q: I am a regular hirer, do I need to pay a bond?

A: Yes, all regular hirers are required to pay a bond. The bond acts as a surety for any damages that may occur throughout your booking period. The bond also allows you to be able to book recurring bookings in advance.

Q: I am a casual hirer, do I need to pay a bond?

A: If your event falls within library opening hours and there is no alcohol being served then a bond payment is not required (except for the theatrette at Ivanhoe). If your event is held outside of regular opening hours and/or is of higher risk in nature, then you will be required to pay a bond.

Q: I don't have a credit card; how can I pay my bond?

A: We strongly encourage all YPRL Hirers to pay their bond using BPoint. If it is not possible for your group or an individual within your group to gain access to a credit card then you will be required to pay the amount using BPay. An amount will be paid and taken from your account which is then refunded to your account providing no damages or claim is made by the venue. The refund process may take up to 14 business days.

Q: I hire your venue regularly. Do I need to pay a bond every time I hire a space?

A: No, if you are a regular hirer then the bond payment system works differently. Please contact: accounts@yprl.vic.gov.au for further information.



Technology

Q: I have booked a space and I would like to use your data projectors, but I don't know how to use them. Could someone show me how they work before my event?

A: Yes, prior to using the technical equipment you will be required to have an induction on how to use the equipment correctly. Technological assistance from staff is intended to be minimal during the hire period (unless there is a reported fault).

Q: Can my group access the venue's Wi-Fi and is there a charge for this?

A: Yes, they can and there is no charge for this.

Induction – After Hours Use

Q: How do I arrange my induction for after-hours access?

A: If you haven't received relevant instructions in your confirmation, please get in touch directly with the venue you have booked or you can email:

venuehire@yprl.vic.gov.au

Q: What do I do if there is an emergency?

A: If the emergency is within regular operating hours, then your group will need to follow the instructions of YPRL staff. If your event is outside of hours, you will be provided with an induction pack, which will have instructions on what you will need to do if there is an emergency.