

What is youcanbook.me?

Youcanbookme.com is a cloud-based booking service which allows users to schedule appointments and make bookings with you, using your online calendar.

Youcanbookme works by linking directly to a Google Calendar. It takes the information about your free and busy times and displays it in an online bookable grid.

As a scheduling tool for libraries and librarians, youcanbook.me is an excellent free to low cost tool which makes scheduling everything from hour-long research consultations, extended evening hours for reference, bibliographic instruction sessions and other potentially head-ache inducing scheduling all the more seamless and efficient.

How does it work?

Youcanbook.me allows you to sign in through your google calendar. You can test youcanbook.me with your personal google calendar, or easily make a shared google calendar account to get started.

Calendar Displays:

When an appointment is made, an event will automatically be created in the Google Calendar. That time slot will also be reflected as “unavailable” in the public view of your youcanbook.me site. Events that are created in the google calendar display as being “unavailable” in the public view of youcanbook.me, making scheduling consultations around department and/or committee meetings easier to do.

Any event that is created in the google calendar that is designated as “Show me as busy” will display as unavailable in youcanbook.me.

Google Calendar:

The Reference staff at the Sarah Lawrence College Library created a shared google calendar for all reference events. Reference librarians enter their vacation/sick time, meetings with other departments, scheduled and unscheduled research consultations in that calendar in order to reflect all of our availability in youcanbook.me.

Multiple libraries can use this calendar, and instead of making separate calendars for each member of the staff, it's easier to **color code** events.

For example:

Sun 4/5	Mon 4/6	Tue 4/7	Wed 4/8	Thu 4/9	Fri 4/10	Sat 4/11
			9 – 12p Gina evening reference 8pm			
	10 – 11 GL booked: Leila Mohr			10 – 11 GL booked: Paige Fernandez		
	11 – 12p CR con: Evan Berger	11 – 12p GL booked: Kimberly Lionel			11 – 1p CR Desk	
	12p – 1p Gina -Lunch	12p – 1p Gina -Lunch	12p – 1p Gina -Lunch	12p – 1p Gina -Lunch		12p – 1p Gina - Lunch
	1p – 3p Gina Info	1p – 2p CR lunch	1p – 2p CR lunch	1p – 2p CR lunch	1p – 2p CR lunch	
	1p – 2p CR lunch	1:30p – 3p All Staff meeting 1: 30-3 Business	2p – 3p Tech Services		2p – 3p GL meeting	
	2p – 3p CR con: Glenn	2p – 3p CR con A				
		3p – 4p GL booked: Victoria Brown		3p – 5p Gina Info Desk for Megan		
		4p – 5p CR con: Justin Becker		4p – 5p cr con: Alexand		
			5p – 8p Available for consultations			
			6p – 7p GL booked:			

Each event is color-coded to reflect who will be attending that event. Shared events for all members of the Reference department were designated purple, while extended evening hours and rescheduled consultations were designated as red, since they were not as commonplace as our typical day-to-day activities.

Events in the google calendar display as the following. On the left side you will see an event created in the calendar without youcanbook.me, and a research consultation was created using this tool:

Carl - Human Genetics Program - Instruction Sessions Groi

9/3/2014 10:00am to 10:45am 9/3/2014 [Time zone](#)

All day Repeat...

Event details [Find a time](#)

Where
[map](#)

Video call [Add video call](#)

Calendar

Description

Event color

Reminders minutes
[Add a reminder](#)

Show me as Available Busy

Privacy Default Public Private

Making this event public will expose all event details to anyone who has access to this calendar, even if they can't see details of other events. [Learn more](#)

[Publish event](#)

[←](#) **SAVE** [Discard changes](#) [Delete](#) [More Actions](#)

GL booked: Kimberley Lionel klionel@gm.slc.edu

4/7/2015 11:00am to 12:00pm 4/7/2015 [Time zone](#)

All day Repeat...

Event details [Find a time](#)

Where

Video call [Add video call](#)

Calendar

Description

Booking made at 4/6/15 3:56 PM

Ref: WART-HRQB-RTXG

Your Name: Kimberley Lionel
Your Email: klionel@gm.slc.edu
Course and Instructor: The Psychology of Happiness with Adam Brown
Please describe your research topic and/or conference work: I am doing a paper on whether the pursuit of happiness is bad.
What research have you done so far, and what resources have you used? I believe I found some articles but I need help finding them. I've used JSTOR
Please describe any requirements for your project: This is my conference paper. I just need good resources to write info about how the pursuit of happiness can be bad or too much

Youcanbook.me view:

When patrons wish to schedule a research consultation with a librarian, they follow the link from our site, pick a time that works for them in the calendar display and fill out the consultation request form that we have created using youcanbook.me.

Sarah Lawrence College Library Research Consultations

Reference Librarians are available for Research Consultations

Reference Librarians are available for **EVENING REFERENCE HOURS** from 5:00 PM - 8:00 PM one evening a week, rotating **Tuesday, Wednesday, Thursday.**

[Click here to book a consultation for EVENING HOURS ONLY](#)

If you are unable to meet during the available times please email us:

reference@sarahlawrence.edu

Fri 5/29/15	Mon 6/1/15	Tue 6/2/15	Wed 6/3/15	Thu 6/4/15
9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM
9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM
10:00 AM	10:00 AM	10:00 AM	10:00 AM	10:00 AM
10:30 AM	10:30 AM	10:30 AM	10:30 AM	10:30 AM
11:00 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM
11:30 AM	11:30 AM	11:30 AM	11:30 AM	11:30 AM
12:00 PM	12:00 PM	12:00 PM	12:00 PM	12:00 PM
12:30 PM	12:30 PM	12:30 PM	12:30 PM	12:30 PM

When a patron wishes to meet during a time, they click on that time and fill out the form which we created:

Sarah Lawrence College Library Research Consultations

Reference Librarians are available for Research Consultations

Booking: Monday, June 1, 2015 9:00 AM

* Your Name:

* Your Email:

* Course and Instructor:

* Please describe your research topic and/or conference work:

* What research have you done so far, and what resources have you used?

Our form asks patrons to answer questions that help the librarians to get a better idea of what we need to cover in a research consultation. For example we ask what class the project is for, if they have

any specific requirements and/or specific issues that they want to discuss during our time together, and if they have done research on their own already.

Signing Up for Consultations

- The “booking” form that displays on our youcanbookme page, can be amended at any time.
- At present, it is a copy of the standard consultation request form currently on our homepage:

When an appointment is made, a confirmation email is sent to the person who has made the appointment.

There is a “thank-you” byline that can be altered in the email, and it also displays the information that the user has entered into the booking-form.

The information from the booking form will display, as will the predetermined thank-you.

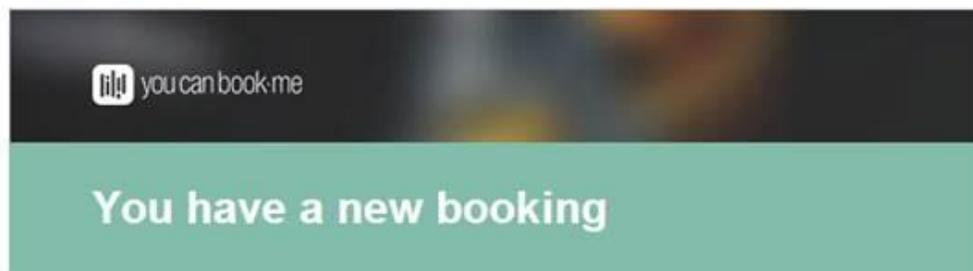
Notification emails can be sent to any staff (add emails by going to Afterwards, Email to You, and add email addresses by separating with a comma):

messages	 As soon as someone completes your booking form, the system can send them an email. You can control exactly what this message will contain. (read more)
google	
email to you	
sms to you	
email to user	email alert to you: <input checked="" type="checkbox"/>
	to email address: <input type="text" value="reference@sarahlawrence.edu, gl"/>

Subject: booked: John Doe example@example.com (ABCD-EFGH-IJKL)

From: YouCanBook.Me <notifications@softlysoftware.com>

To: reference@sarahlawrence.edu, glevitan@sarahlawrence.edu, creglar@sarahlawrence.edu, alester@sarahlawrence.edu



Emails to Students

After filling out the booking form, this message displays on the youcanbookme site for the student:

Sarah Lawrence College Library - Reference Consultations

Thank you for scheduling a research consultation.

A Librarian will contact you shortly to confirm the date and time you have selected.

If you have any questions, you can email us at reference@sarahlawrence.edu or call (914) 395 - 2225. We are available Monday-Friday, 9-5.

Powered for FREE by YouCanBook Me

They will also receive a “receipt” for the booking:

Subject: Research Consultation – Confirmation

From: Reference Librarian <reference@sarahlawrence.edu>

To: example@example.com

Thank you!

Below is a receipt for your research consultation. You will be contacted by a Librarian shortly to confirm your appointment.

Here are the details for your records...

Booking starts: Wednesday, August 27, 2014 12:44 PM

Booking ends: Wednesday, August 27, 2014 1:14 PM

Duration: 30 minutes

Reference: ABCD-EFGH-IJKL

Your Name: John Doe

Your Email: example@example.com

Course and Instructor: Lorem ipsum

Please describe your research topic and/or conference work: dolor sit amet consectetur adipiscing

The librarian assigned to the consultation will then email the student to confirm the time and date.

Display for times marked as “busy” in the youcanbookme page:

When **one or both** of the librarians are available, the time slot is marked as available. When **both** librarians are unavailable in the same time slot, the time slot is crossed-out

Evening Reference Hours

In Spring 2015, we added additional evening reference hours to our youcanbookme form.

In order to have those hours and availability display properly, we created an additional youcanbookme page and google calendar : evening reference, eveningreference.youcanbook.me

The **booking times** in this calendar are different, since our availability changes week to week (5-8pm, rotating Tuesday, Wednesday and Thursday evenings).

On Duty events : “Available for consultations” will display as “available” booking times in the evening reference form. New On Duty events for the evening reference calendar must be marked as “available” in the calendar:

Padding Times/ Advanced Noticed for Bookings:

Students can book a consultation **two hours before the scheduled appointment** which gives the librarians ample time to prepare.

Using Teams:

Youcanbookme can also display the individual available times for both librarians.

Under the **Team** option on the youcanbookme site, you can determine which google calendars are going to display.

In this display we can also include the subjects that each librarian is a liaison for, or what FYS courses they taught; whatever information we want to include, we can.

Booking Slots:

- **By adding two available slots** per half hour to be booked, youcanbookme will function much in the same way as Footprints did; consultations requests will be sent to the reference email and can be assigned to the librarians independently of youcanbookme.
- If the librarians are unavailable to meet at a certain time, we can make a new event in the Google Calendar. If both librarians are unavailable, this will be reflected in the Youcanbookme Calendar.
- Events created in the calendars made for the individual librarians will not be reflected on the general reference calendar, since they are not made on the general reference calendar.

Please note: if we choose to use multiple booking slots, using teams (and with that, personalized calendars) would be superfluous.

Managing the Youcanbookme Account

Youcanbookme is very user friendly. Users can manage settings and make adjustments to their booking forms by using the **Manage** tab on the website:

To navigate changing the settings for the account, click on **Manage** and then **Launch Settings Editor**.

Here you can update any number of setting options including how to manage times, booking forms, services, teams, reminders and appearance.

Each section of the settings manager has a "help" page where each aspect of that feature is explained.

Benefits of using Youcanbook.me for scheduling for the Reference department

Since implementing youcanbook.me as a scheduling tool, research consultations have remained relatively at the same level that we have seen over the past academic years. However, scheduling has become more efficient and generally easier for students and faculty. Additionally, we believe that

youcanbook.me has made an impact on the overall marketing of library services, however that data is not available at present.

We believe that in using this tool we have seen a decrease in scheduling 'S.N.A.F.U's that are inevitable in trying to find time between a student and a librarian's busy schedules. Since it gives the patrons a calendar display to book a consultation with a librarian, it is then less likely for scheduling conflicts (and general headaches) to arise.

We have only heard positive things about this tool from our community and on the back office, we have equally positive things to say as well. We have set up this tool so that it is very unlikely that a scheduled research consultation will go unfilled by a librarian, or will fall into the blackhole that is your inbox during peak library instruction (aka the middle of the fall semester). Youcanbook.me has enabled us to create a booking system that works well with the intricacies of our own staffing and scheduling, all the while displaying a very user-friendly interface to our patrons.

Problems we encountered

There were only a few problems that we encountered when implementing this new system, however, most were generally common for implementing any kind of new scheduling system. When we first adopted this system, there were it became clear that the library staff had to be diligent in keeping our own calendars up to date. Without proper maintenance of that calendar, we can be sure that our availability is properly reflected in the time slots that display as available to our students.

Youcanbook.me is a very flexible tool that we use without paying for the (very modestly priced) premium version that has more options, but since we do have a relatively small reference staff, we decided that the free version was adequate for our needs. With that said, we did have to create a few work-arounds to make it to the best tool for our purposes. Creating dual-time slots instead of teams, removing padding-times between appointments, making appointments an hour long to compensate for consultations that tend to run over the typical 30-45 minutes, and other adjustments here and there have made the tool work really well for our purposes. But, to become familiar with those adjustments did require one or two moments of frustration on the part of the staff. Again, this is not uncommon when implementing any new scheduling system, and are not necessarily unique to youcanbook.me.

Other ways we could use this tool in the future, or potential uses for other libraries/library services

Though we currently only use youcanbook.me for scheduling research consultations, there are other ways that we could use this tool to improve our library services, especially in regards to scheduling instruction sessions at the library.

Scheduling bibliographic instruction classes, workshops, meetings with individual librarians (instead of the Reference department as a single entity), and even booking times with other members of the staff.