



LibraryCall User Guide: Community Calendar

The LibraryCall Community Calendar allows library staff to share events with community members over the phone.

Use the sections below to customize your phone calendar:

[Opening and Naming Your Calendar](#)

[Adding Welcome and Closing Messages](#)

[Uploading Recordings](#)

[Editing Upcoming Calendar Events](#)

Opening Your Calendar

To set up or edit your library's Community Calendar, sign in to LibraryCall Manager and scroll down to **My EventLines**. Click on the calendar link (e.g. Test Calendar 21).

The screenshot shows the LibraryCall Manager interface. At the top, there is a navigation bar with 'Home', 'My Profile', 'Commons', and 'Help'. Below this, the 'My StoryLines' section is visible, containing a message: 'Looks like you're just getting started! Your StoryLines are below. Click the "Edit Storylines" links to get started!'. Underneath, there is information for 'Riverton Storyline' including the name, telephone number (217-629-0000), and links for 'Edit Storyline', 'Upcoming Stories', and 'Archives'. A 'Now Playing' section indicates 'No stories scheduled. Add a story to the schedule.' To the right, the 'My Recent Recordings' section displays a table with columns for 'Title', 'Duration', and 'Created'. The table contains three entries: 'Three Big Pigs' (3:12, 03/23/2021 - 8:23am), 'private alpha' (01/25/2021 - 12:13pm), and 'Riverton Test' (01/23/2021 - 12:07am). Below the table are buttons for 'View All Recordings' and 'Add Recording'. At the bottom, the 'My EventLines' section is highlighted with a red box, showing a link for 'Test Calendar 21' with the phone number 217-290-9493 and an edit icon.

Title	Duration	Created
Three Big Pigs	3:12	03/23/2021 - 8:23am
private alpha		01/25/2021 - 12:13pm
Riverton Test		01/23/2021 - 12:07am

Click **"Edit"** to view all of the recordings associated with your calendar, to upload or change recordings and to make changes to your events.



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LibraryCall Manager Home My Profile Commons Help Log

Test Calendar 21

View **Edit**

Telephone:
217-290-5493

Initial Welcome Audio (All languages):
▶ 0:00 / 0:05

Language 1 - Welcome:
▶ 0:00 / 0:01

Language 2 - Welcome:
▶ 0:00 / 0:02

Language 1 - Closing:
▶ 0:00 / 0:01

Language 2 - Closing:
▶ 0:00 / 0:02

Upcoming Calendar Events

[Add Event](#)

Title	Event Start Date	Event Expiration Date	Language 1 Audio	Language 2 Audio	Edit
Event 2	Thu, 03/25/2021 - 11:45am	Thu, 03/25/2021 - 11:45am	▶ 0:00 / 0:01	▶ 0:00 / 0:01	edit

Changing the Name of Your Calendar

Once in the Edit view, you can rename your calendar. This field will only be seen by library staff so give it a name that makes sense to you (e.g. LibraryName Call-in Calendar). After you've renamed your calendar, scroll to the bottom of the page and click SAVE.

TIP: It is best to create all of your welcome recordings at one time, give them easy to understand names, and store them in the same place on your computer.

Adding Welcome and Closing Messages

Depending on how your calendar is set up, you will have to record at least one welcome message and one closing message. If you have more than one language option, you will also need to create an "Initial Welcome" where you advise the caller to press 1 or 2 for their language choice.

Write Your Welcome Scripts

The welcome and closing messages will not need to be changed very often. However, it is a good idea to describe repeating events in the welcome message so you don't have to create multiple recordings for something that happens every week (but it is up to you how you do that!). So, before you start recording, make a plan for what you want to include in your welcome recordings and what you will include in the upcoming events.

Remember, everyone will hear the Welcome recording every time they call. The event recordings will then follow the Welcome recording. Only the first 10 upcoming events will play for the caller.



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The following Welcome and Closing options are available for your use:

Initial Welcome Audio (all languages): if you plan to offer your phone calendar in two languages, use this field to upload a recording of your initial greeting and a menu of language options. Designate a Language 1 and a Language 2. Example Initial Welcome Audio: “Welcome to the Riverdale Library’s Phone Calendar. For English, press one; Para Español, oprima dos”

Please note: If you only plan to provide one language, leave this field empty and skip to the Language 1 Welcome field.

Language 1 Welcome: use this field to upload a longer welcome message in Language 1. This is a good place to include recurring events that won’t require frequent calendar updates, such as regular storytimes.

Language 1 Closing: use this field to upload the last message Language 1 callers will hear before hanging up. This message will follow any individual event listings you add. This is another good place to include recurring or special events like Summer Reading.

Language 2 Welcome: if you are providing two languages, use this field to upload a longer welcome message in Language 2. This might be a translated version of the Language 1 Welcome message, or you might prefer to customize this message for Language 2.

Language 2 Closing: if applicable, use this field to upload the last message Language 2 callers will hear before hanging up. This message will follow any individual event listings you add. This is another good place to include recurring events or special events like Summer Reading.

Uploading Recordings

Use the “**Browse**” button below each Welcome and Closing option to upload the appropriate recording for each field.



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Edit Calendar LibrayName Call-in Calendar

View Edit

Name *

LibrayName Call-in Calendar

Initial Welcome Audio (All languages)

Browse

Only use this field if you are using BOTH languages. If you are just providing a single language, leave this field empty.

Language 1 - Welcome

Browse

Language 1 - Closing

Browse

Language 2 - Welcome

Browse

Language 2 - Closing

Browse

✓ Save

Remember, if you are NOT providing a second language option, leave the Initial Welcome Audio field empty.

Once you have uploaded your files, be sure to click **“Save”**.

Editing Upcoming Calendar Events

After you’ve recorded and saved all of your Welcome and Closing recordings, it’s time to start adding individual events you would like to promote. Return to the Library Call Manager, scroll down to My Eventlines, click on your Calendar Name, and click **“Edit”**.

We recommend the following steps for uploading recordings to your event calendar:

1. Name each event you wish to add
2. Write the script for what will be said on the recording
3. Write down the start date/time and expiration date/time for each event
4. If necessary, make changes to your Welcome and Closing messages after you realize something should have been included there instead!
5. Make your recordings, using the the same as the name you used in Step 1
6. Come back to LibraryCall Manager and use Add Event to add your calendar entries



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Add Events

Once in Edit mode in your Calendar, you may add and edit your upcoming events. To add an individual event to your phone calendar, click “**Add Event**”.

The screenshot shows the 'LibraryCall Manager' interface for 'Test Calendar 21'. It includes navigation links (Home, My Profile, Commons, Help, Logout), a 'View' and 'Edit' toggle, and audio controls for 'Language 1' and 'Language 2' for Welcome and Closing messages. Below this is the 'Upcoming Calendar Events' section, which contains a table of events and an 'Add Event' button highlighted with a red box.

Title	Event Start Date	Event Expiration Date	Language 1 Audio	Language 2 Audio	Edit	Delete
Event 2	Thu, 03/25/2021 - 11:40pm	Thu, 03/25/2021 - 11:45pm	▶ 0:00 / 0:01	▶ 0:00 / 0:01	edit	delete
Event 3	Fri, 03/26/2021 - 11:40pm	Fri, 03/26/2021 - 11:55pm	▶ 0:00 / 0:01	▶ 0:00 / 0:01	edit	delete
Event 4	Sat, 03/27/2021 - 11:40pm	Sat, 03/27/2021 - 11:55pm	▶ 0:00 / 0:01	▶ 0:00 / 0:01	edit	delete

Callers will hear events listed in order of the event start dates, so keep that in mind when adding your event dates. You may enter as many events as you like. The calendar will play no more than 10 events to the caller starting with the event that is coming up next, based on the time of the call.

The expiration date and time you enter will control whether the event will be read or not. If the caller places their call after the expiration date and time, it will not be read.

The following fields must be filled out for each event:

Name: the title of your event. This field will only be seen by library staff.

Event Start Date: select the date and time that you would like to begin promoting your event in the Calendar. Remember that events are read in order of the event start date.

Timezone: your library's time zone should display automatically. If that is not the case, use the dropdown menu to find your timezone, then send an email to support@librarycall.com so we can fix that for you.



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Event Expiration Date: select the date and time that you would like to stop promoting your event in the Calendar. Events past the expiration date will automatically stop playing for callers.

Language 1 Audio: use this field to upload your audio description of the event in Language 1. You may wish to include the event title, date, time, registration information, and any other information you would like to share with callers. Example: “Join us for a Summer Reading Kick-off at Library Park on Saturday, June 19 at 1:00. The whole family is invited for this special event that will include live music, free ice-cream, and the opportunity to sign up for our Summer Reading program. Face masks are required for all attendees ages 2 and up.”

Language 2 Audio: if applicable, provide a corresponding message in Language 2.

Save: click the green “Save” button.

The screenshot shows a form titled "Zoom Tiny Tot Storytime". At the top, there are two buttons: "View" and "Edit". Below these, it says "Submitted by LibraryName Vil... on Fri, 03/26/2021 - 8:22am". The form contains the following fields:

- Event Start Date:** Wednesday, April 14, 2021 - 2:00pm
- Event Expiration Date:** Wednesday, April 14, 2021 - 2:05pm
- Language 1 Audio:** Zoom Tiny Tot Storytime english april 14 2-230.mp3
- Language 2 Audio:** Zoom Tiny Tot Storytime spanish.mp3

At the bottom of the form, there are two blue buttons: "Add Another Event" and "Return to Calendar".

If you have saved your event successfully, you will see a confirmation message. Under the confirmation message, you will see two blue buttons-- one to “**Add Another Event**” and one to “**Return to Calendar**”.



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