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).
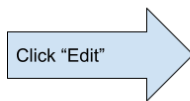

Click "**Edit**" to view all of the recordings associated with your calendar, to upload or change recordings and to make changes to your events.

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Click "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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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**".

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.

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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