This document was created to provide instructions on how to make a reservation in EMS. The second portion of the document provides instructions on how to edit and cancel a reservation.

**HOW TO MAKE A RESERVATION IN EMS**

1. Go to DUL webpage: [https://library.duke.edu/using/library-spaces/places-for-events](https://library.duke.edu/using/library-spaces/places-for-events)

2. Please read the Guidelines and Procedures at the top of the page. You will also find details on the rooms available for reservation in EMS.

3. Click the blue "Agree & Continue" button towards the top of the page.

4. **Read the policies.** Requests that do not adhere to the policies may be denied.

5. Click the blue "Agree & Make a Reservation" button at the bottom of the page. You will now be redirected to the Duke University Reservation System, AKA the Event Management System (EMS).

6. Click "My Home" and click “Sign In.” This step may require multiple attempts.

7. You will be required to login with your Duke login credentials.
8. If you have permissions to book, below "My Reservation Templates," the Library Room Request template will appear. Click "book now."

9. Enter the event details in the left pane. Reservations must be made at least 5 calendar days in advance.

To search all rooms and their availability, click the blue “Search” button under Locations.
10. Click the green button to the left of the room name to select a room. You may select multiple rooms in this step, based on availability.

Gray time blocks = library closures - NOT available

Blue blocks = scheduled events - NOT available

11. Click “Next Step” in the top right-hand corner

12. Enter ALL contact details in the next window. When finished, click the green “Create Reservation” button.
13. Once finished, you will receive this message:

![Reservation Created](image)

14. Your request will be reviewed, and you will receive a decision via email within 5 business days.
HOW TO EDIT A RESERVATION/BOOKING IN EMS

Note: The system does not permit editing events occurring within 72 hours. For assistance, contact lib-spaces@duke.edu.


2. Click "My Home" and click “Sign In.” This step may require multiple attempts.

3. You will be required to login with your Duke login credentials.

Contact: lib-spaces@duke.edu
4. In the left pane, click on “My Events.” Click on the event name.

5. To edit the contact details, click the pencil icon on the top left corner of the page. To edit the location/time/date of the event, click the pencil icon on the bottom left corner of the page.
6. In the left pane, enter the new details. To update the location, click the blue “Search” button under Locations.

7. Click the blue “Update Booking” button. You will receive an email notification confirming your updated submission.

8. Your request will be reviewed again (Hint: resubmissions go to the top of the list), and you will receive a decision via email within 5 business days.
HOW TO CANCEL A RESERVATION/BOOKING IN EMS

1. To cancel your reservation, go back to the “My Events” tab and open the event by clicking on the event name.
   - You may cancel one booking at a time by clicking the red button under “Remove” and the bottom of the page.
   - You may cancel all bookings in a reservation, by clicking “Cancel Reservation” under Reservation Tasks on the right side of the page.

2. Your event will be automatically canceled, and you will receive an email confirmation. No further action is required.