

DUKE UNIVERSITY LIBRARIES

This document was created to provide instructions on how to make a reservation in the Event Management System (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>
2. Please read the Guidelines and Procedures at the top of the page. This page contains details on the rooms available for reservation in EMS.
3. Click the blue "Agree & Continue" button at the bottom 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 Event Management System (EMS).
6. Click "Log In with NetID." This step may require multiple attempts.

Duke Room Scheduling Welcome, Guest.

Home

LINKS
FAQ
Get Started
Training Docs
Videos

Site Home My Home

Duke Faculty, Staff, and Students
Request space reservations for your group, department, or organization's meetings and events. Log In to get started.

Individuals Outside the Duke Community
Request an account by emailing emsreservations@duke.edu.

Log In to Room Scheduling

Log In with NetID

Please Note: System is for requesting space, not a guarantee of availability nor use of requested space. You will receive a confirmation email after someone has reviewed your request.

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

Duke Log In

You are on the correct Duke login page if the above begins with: <https://shib.oit.duke.edu>.

NetID
Current students, faculty, staff, sponsored guests

NetID
Password

[Forgot your password?](#)

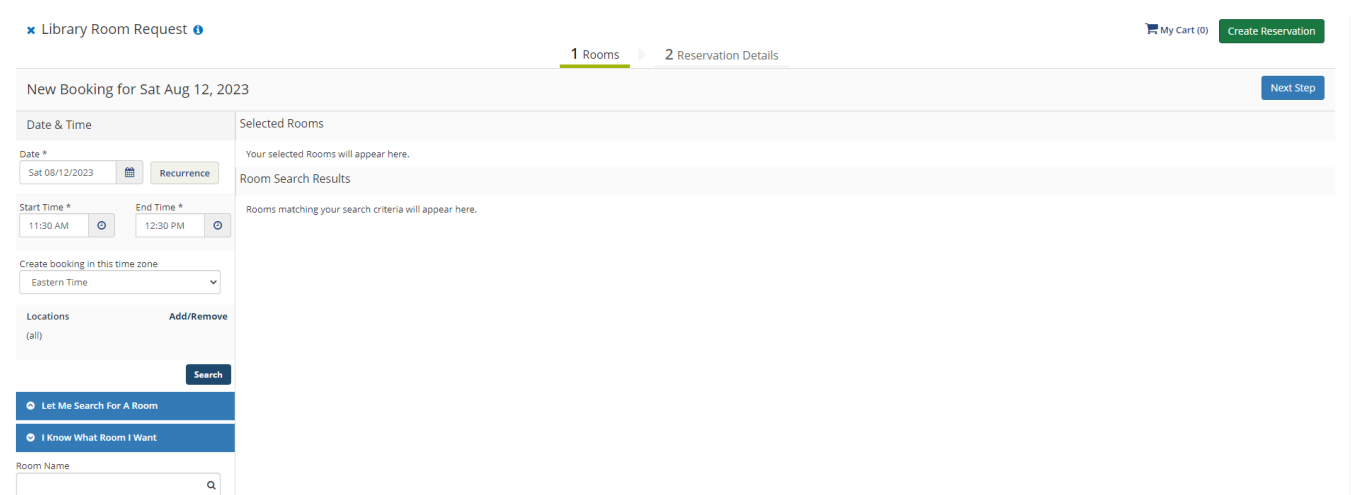
Log In

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8. Click “Create A Reservation” in the left pane. If you have permission to book, the Library Room Request template will appear below “My Reservation Templates.” Click “book now.”



9. Enter the event details in the left pane. Reservations must be made at least **5 business days in advance**. To search all rooms and their availability, click the blue “Search” button under Locations.



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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

Library Room Request

1 Rooms 2 Reservation Details

My Cart (2) Create Reservation

New Booking for Mon Aug 14, 2023

Next Step

Date & Time

Date * Mon 08/14/2023 Recurrence

Start Time * 11:30 AM End Time * 12:30 PM

Create booking in this time zone Eastern Time

Locations Add/Remove (all) Search

Let Me Search For A Room

I Know What Room I Want

Room Name

Selected Rooms

121 Murthy Digital Studio 127 Edge Workshop Room

Room Search Results

List Schedule Floor Map

Favorite Rooms only.

Rooms You Can Request

Room	Cap	2	3	4	5	6	7 AM	8	9	10	11	12 PM	1	2	3	4	5	6	7	8	9	10	11	
Perkins Library/Rubenstei	Cap	2	3																					
121 Murthy Digital S	1																							
127 Edge Workshop	1																							
153 Holsti-Anderson	1																							
249 Carpenter Boarc	1																							
349 Breedlove Confe	1																							
359 Gravatt Seminar	1																							

Tip: Click on the room name to see additional features.

about 121 Murthy Digital Studio

Room Details Setup Types Features Images Availability

ADA Accessible

Black Out Curtains

Cable - HDMI

Flat Screen TV

Whiteboard

Zoom cart

Close

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

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12. Enter ALL the information in the next window. When finished, click the green “Create Reservation” button.

The screenshot shows the 'Create A Reservation' page for Duke University Libraries. The user is logged in as 'Castro, Jocelyn'. The page title is 'Library Room Request'. There are two steps: '1 Rooms' and '2 Reservation Details', with the second step being the active one. The 'Reservation Details' section is expanded, showing 'Event Details'. There are two required fields: 'Event Name *' (a text input field) and 'Event Type *' (a dropdown menu). A green 'Create Reservation' button is visible in the top right corner.

13. Once finished, you will receive this message:

The screenshot shows the 'Reservation Created' confirmation page. The page title is 'Reservation Created'. The main content area says 'What would you like to do now?' with a link to 'Edit this reservation.'. A modal dialog box is open, titled 'Help', with the message: 'Your request has been successfully submitted. We will review your request and send you an email confirmation once it has been approved, within the next 3-5 business days.' There is an 'OK' button in the bottom right corner of the modal.

14. Your request will be reviewed, and you will receive a decision via email within 3-5 business days.

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HOW TO EDIT A RESERVATION/BOOKING IN EMS

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

1. Go to the Duke University Event Management System (EMS): rooms.duke.edu
2. Click “Log In with NetID.” This step may require multiple attempts. This step may require multiple attempts.

The screenshot shows the Duke University Room Scheduling system homepage. The header includes the Duke logo, "Room Scheduling", and a user greeting "Welcome, Guest.". A navigation menu on the left lists "Home", "LINKS", "FAQ", "Get Started", "Training Docs", and "Videos". The main content area is divided into sections for "Duke Faculty, Staff, and Students" (with a sub-header "Site Home" and "My Home") and "Individuals Outside the Duke Community". A prominent blue button labeled "Log In with NetID" is visible on the right side. A "Please Note" section at the bottom right states: "Please Note: System is for requesting space, not a guarantee of availability nor use of requested space. You will receive a confirmation email after someone has reviewed your request."

3. You may be required to log in with your Duke credentials.

The screenshot shows the Duke Log In page. The header features the Duke logo and "Log In". Below the header, a message states: "You are on the correct Duke login page if the above begins with: <https://shib.oit.duke.edu>." The "NetID" section is for "Current students, faculty, staff, sponsored guests". It contains a form with "NetID" and "Password" input fields, a "Forgot your password?" link, and a "Log In" button.

4. In the left pane, click on “My Events.” Click on the event name.

The screenshot shows the 'My Events' page. On the left, a navigation menu has 'My Events' highlighted. The main area is titled 'Reservations' and contains a search bar and a table. The table has columns for Name, First/Last Booking, Location, Group/Host, Services, ID, and Status. One reservation is listed: 'JC test' with a booking date of 'Mon Aug 14, 2023 / Mon Aug 14, 2023 (multi-booking)', location 'Multiple', group 'Castro, Jocelyn', ID '33625', and status 'Library Web Request'.

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 under “Bookings.” **You may edit a new request as well as a confirmed reservation; you may not edit “Additional Information.”**

The screenshot shows the 'Reservation Details' page for the 'JC test' event. The 'Reservation Details' tab is active, showing fields for Event Name (JC test), Event Type (Class), Group/Host (Castro, Jocelyn), and 1st Contact Name (Castro, Jocelyn). To the right, there are 'Reservation Tasks' including 'Booking Tools', 'Cancel Reservation', and 'Send Invitation'. Below the details is a 'Bookings' section with a table of bookings. The table has columns for Edit, Remove, Date, Start Time, End Time, Time Zone, Location, and Status. Two bookings are listed, both for 'Mon Aug 14, 2023' from 11:30 AM to 12:30 PM ET, with locations 'Perkins Library/Rubenstein - 127 Edge Workshop Room' and 'Perkins Library/Rubenstein - 153 Holsti-Anderson Assembly Room', both with a status of 'Library Confirmed'.

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6. In the left pane, enter the new details. To update the location, click the blue “Search” button under “Locations.”

Edit Booking Mon Aug 14, 2023 Update Booking

Event Details Room Search Results

List **Schedule** Floor Map

Favorite Rooms only. Find A Room Search

Rooms You Can Request

Room	Cap	2	3	4	5	6	7 AM	8	9	10	11	12 PM	1	2	3	4	5	6	7	8	9	10	11
Perkins Library/Rubenstein	Cap																						
121 Murthy Digital S	1																						Closed
249 Carpenter Boarc	1																						Closed
349 Breedlove Confe	1																						Closed
359 Gravatt Seminar	1																						Closed
127 Edge Workshop Ro	1											C test											Closed
153 Holsti-Anderson	1											C test											Closed

Search Update Booking Cancel Availability Legend

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

8. Your request will be reviewed again (resubmissions go to the top of the list), and you will receive a decision via email within 3-5 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” at the bottom left 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.

◀ My Events / JC test beginning Aug 14, 2023 (33625)

Reservation Details Additional Information

Edit Reservation Details

Event Name	JC test
Event Type	Class
Group/Host	Castro, Jocelyn
1st Contact Name	Castro, Jocelyn
...	

Reservation Tasks

Booking Tools

- ✖ Cancel Reservation

Send Invitation

Bookings

Current Past Include cancelled bookings

Cancel Bookings Booking Tools [New Booking](#)

Edit	Remove	Date ↕	Start Time	End Time	Time Zone	Location	Status
		Mon Aug 14, 2023	11:30 AM	12:30 PM	ET	Perkins Library/Rubenstein - 153 Holsti-Anderson Assembly Room	Library Confirmed

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