

Settings for LibCal Appointments

This is a comprehensive list of the options for setting up your appointment booking page and form in LibCal with explanations and suggestions for setting up the system in the way that best suits your needs and those of your patrons.

Access your settings at: <https://uiuc.libcal.com/admin/appointments/settings> (log in with your LibApps ID and password).

The rows highlighted in green will have the most direct impact on your experience scheduling appointments and we recommend that you look at these to consider which option is best for you.

Additional information on appointment scheduling is [available from Springshare](#).

Setting	Function	Options
Appointment Duration	Sets the default appointment length.	0 to 300 minutes
Appointment Padding	Sets the default time you must have between appointments <i>scheduled in LibCal</i> .	0 to 180 minutes
Patron Must Book in Advance	Sets the minimum time for users to schedule an appointment. Setting this to 2 days, for example, means appointments must be scheduled at least 2 days in advance.	0 hours to 1 week
Patron Can Cancel Appointment	Sets the minimum time for users to cancel an appointment. Once they reach this window, they will not be able to cancel the appointment online and would have to contact you directly.	0 hours to 1 week
Patron Booking Window	Sets the time limit for how far out an appointment can be scheduled. This determines how far out people can see your schedule and set appointments.	1 week to 6 months

Public Nickname	Use this if you want to create a nickname (ex: Social Sciences Librarian) in places of your actual name on the public facing version of the scheduler.	Whatever you prefer for your display name.
Friendly URL	Use this if you want to create a version of the URL to your scheduler that is easier to share.	Case sensitive, with only letters, numbers, underscores, and hyphens allowed. Using all lowercase letters is the easiest to share.
Restrict Bookings by Email Domain	Requires that users have an email address for a particular domain, like illinois.edu.	Multiple domains can be set. Start all domain names with the @ symbol. Example: @illinois.edu
Patron Reminder Email	Indicates when patrons should receive a reminder email. The reminder email can be customized under Reminder Email to Patron .	No reminder required, or 1 hour to 1 week before the appointment if you choose to send a reminder. See our Best Practices document for recommendations.
Patron Follow Up Email	Indicates when patrons should receive a follow up email. The follow up email can be customized under Follow Up Email to Patron .	No follow up required, or 1 hour to 1 week after appointment if you choose to send a follow up. See our Best Practices document for recommendations.
Appointment Instructions/Description	This text appears on your public booking page when you click on the “i” icon. For example, see: https://uiuc.libcal.com/appointment/32122 .	Can include text, links, and images.

<p>Appointment Form Questions</p> <p>More information from Springshare</p>	<p>Users are asked to complete this form to schedule an appointment with you.</p>	<p>Name and email address are required. All other form questions can be customized to fit the information you need to know from patrons before meeting with them.</p> <p>See our Best Practices document for recommendations.</p>
<p>Appointment Form Question Order</p>	<p>Use this field to set the order of the questions from your appointment form.</p>	<p>Name and email cannot be re-ordered, but all other question can be displayed in your preferred order.</p>
<p>Appointment Form File Uploads</p>	<p>Indicate whether you would like to allow users to upload files when they make an appointment.</p>	
<p>Confirmation Email to Patron</p> <p>More information on customizing emails is available from Springshare</p>	<p>This lets you customize the email that patrons receive when they've requested an appointment.</p>	<p>The default template includes confirmation of the appointment details and a link for the patron to cancel the appointment.</p> <p>See our Best Practices document for recommendations.</p>
<p>Rescheduled Email to Patron</p>	<p>If you reschedule an appointment with a patron through LibCal, they will receive this email.</p>	<p>The default template includes information on the new appointment time and a link to cancel the appointment. You can add additional text here as needed.</p>
<p>Confirmation Email to Admin</p>	<p>This formats the email you'll receive when someone schedules an appointment.</p>	

<p>Patron Cancel Email to Patron</p>	<p>This formats the email that goes to the patron if they have cancelled the meeting in LibCal.</p>	<p>The default template includes the details of the cancelled appointment. You can add additional text here as needed, such as a link to schedule a new appointment.</p>
<p>Admin Cancel Email to Patron</p>	<p>This formats the email that goes to the patron if you cancel the appointment in LibCal.</p>	<p>The default template includes the details of the appointment and any text you enter when cancelling the appointment in LibCal.</p>
<p>Reminder Email to Patron</p>	<p>This formats the email that goes to the patron as an appointment reminder.</p>	<p>The default template includes the appointment details and a link to cancel the appointment. You can add additional text as needed.</p>
<p>Follow Up Email to Patron</p>	<p>This formats the email that goes to the patron as a follow up after their appointment.</p>	<p>The default template includes the date of the appointment. You can add additional text as needed, such as an invitation to the patron to follow up by email if they have further questions.</p>