

EVENTBRITE Cheat Sheet

Customer calls wanting to register for a class or program	“We now handle registrations through our online system. If you’d like assistance, I’m happy to help you. Go to Eventbrite and register them WHILE they are on the phone . If they are going to register for more than one class, choosing ‘Create an account’ will save you time. You will have to log out after finishing.
Access Eventbrite	Tscpl.eventbrite.com; or Public webpage, click on events, at right click on Register for Event; or Staff webpage, click on Quick Links, click on Eventbrite Registration.
Registration – Click REGISTER, then click CHECKOUT	Enter number attending and ‘No payment necessary.’
Required Information	You will need to enter (a) First and Last Name; (b) email address; and, (c) phone number. Please take time to correctly enter names, email, and phone.
TIPS	If a customer does not have an email, enter rsvp@tscpl.org If Eventbrite prompts to create a password, have customer use their PIN or they can use the last 4 digits of their phone number if they don’t already have a library pin.
If Eventbrite isn’t working, change browsers	Firefox and Chrome may work when Internet Edge or Explorer won’t.
Generally programs and classes requiring registration	Are posted on the 10 th of the month prior to the 2 months covered in Library News. So June/July programs should be posted in Eventbrite by May 10.
Some programs like Tot Time 2 or Trivia Night	Have unique registration start dates and may say ‘Not Yet Available.’
Sometimes Eventbrite posts ‘SOLD OUT’ or ‘SALES ENDED’	‘Sold Out’ means that the event is full, and ‘Sales ended’ means that registration for that event is no longer available. If a waiting list is available for a program, it will ask if the customer wants to be placed on the waiting list. Otherwise it says, ‘Select another date.’ If registration in one date is no longer available, the best customer service is to offer to help them register for the next available program or class.
CALLS CANCELING REGISTRATION(S)	See Information and Contacts on BACK of Sheet .

ADDITIONAL INFORMATION

Eventbrite registration only applies to in-Library events that require registration. At the top of our Eventbrite page it says, “Only library events which require registration are listed here. [View all library events \(Linked text\)](#).”

If the call is to register for a Community Center program or an event where another organization is handling registration, best customer service is to look the program or event up in Library News and say, “Our program partner _____ is taking that registration information directly. Let me give you the contact number.”

Assure customers who question giving their email Eventbrite is email based. So if they have an email, they won’t need to enter all info each time. If they use their email, they will receive confirmation immediately and an automatic reminder two days before the program. The emails have a link for questions or canceling attendance.

CALLS CANCELING REGISTRATION(S)

If a customer calls to cancel their attendance, the best thing to do is to notify the person running the program via voicemail or email.

Please be sure to get the customer name and which program or class they cannot attend.

Please DO thank them for calling to let us know. It can make a big difference for a program or class in high demand or requiring prep.

Program Type/Name	Persons to contact with Cancelations/Questions	Voicemail or Email
Art in Common	Jill Zinn & Betsy Roe	4523 & 4577
Beginning Bookmaking	Nate Hohl	4662
Community Novel Project	Lissa Staley & Miranda Ericsson	4629 & 4476
Computer Classes	Shari Schawo & Kate Hughes	4606 or class@tscpl.org
Computerized Genealogy Series at Library	Sherry Camp	4689
Finding Health Information on the Internet	Lissa Staley	4629
Gathering Steam	Betsy Roe & Marlana Hodgkinson	4577 & 4623
Marketing Your Self-Published Book	Lissa Staley	4629
Performers' Place	Andrea Bair	4535
Self-Publishing with Createspace and Smashwords	Miranda Ericsson	4476
Tallgrass Bison Watch	Kim Sain & Sheri Denoon	4582 & 4637
Tot Time 2	Marlana Hodgkinson	4623
Trivia	Lissa Staley	4629