

Name of Library	Sunshine Coast Libraries	
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Title of project/innovation/initiative	Evanced software – automated events booking software
Date initiated	2010
Date completed	ongoing

Project details

With the increasing uptake of virtual services, and increasing expectations of self-service, we implemented the Evanced events booking software. By linking this software to our electronic newsletter and website, we have improved the number of events bookings received, while reducing the burden on staff related to telephone calls from members of the public attempting to book into an event.

The software provides excellent reporting, enables reminder emails to be sent to participants prior to the event, and provides an automatic waitlist feature, which automatically emails the next person on the wait list if we receive a cancellation.

Graph 1. Method of members booking into events and workshops - Sunshine Coast Libraries July 2010 - May 2011.

