Carlsbad City Library
1775 Dove Lane
Carlsbad, CA 92011
760-602-2055
media-assist.office@carlsbadca.gov
www.carlsbadconnect.org

Thank you for your interest in the use of the Auditorium and Meeting Room at Carlsbad City Library!

Please note that applications for reservations must be submitted at least two weeks in advance.

Information Online: www.carlsbadlibrary.org
Online Reservations: www.carlsbadconnect.org

The Meeting Room and Auditorium are available to reserve:

Monday - Thursday   9 a.m. to 9 p.m.
Friday and Saturday   9 a.m. to 5 p.m.
Reservations are accepted outside of posted hours listed above and are billed at triple rates.

Fees:
Auditorium and meeting room fees are on a sliding scale based on the organization's address and tax-exempt status.

Auditorium: fees range from $50 - $150 per hour   (2 hour minimum)
Meeting Room: fees range from $20 - $60 per hour   (2 hour minimum)

Additional Services:
A/V Technician $20 per hour (automatically billed to all Auditorium events)
Digital Video Projector $20 (flat fee, no outside projectors permitted per library policy)
Other services are available, contact the Community Relations office at media-assist.office@carlsbadca.gov or 760-602-2055 for more information and pricing.

Cancellations and Reservation Changes:
Cancellations or changes to a reservation must be made in writing to media-assist.office@carlsbadca.gov.
All reservations cancelled less than two weeks prior to the event date will be assessed a $25 cancellation fee.
There is a $10 rental modification fee for each change to date, time or location after the first change.

Payment:
We can accept credit cards (Visa or MasterCard) online at www.carlsbadconnect.org or over the phone at 760-602-2055. Checks made payable to "City of Carlsbad" can be mailed to Community Relations at 1775 Dove Lane, Carlsbad, CA 92011 or delivered in person at the Library Accounts Desk.

Need catering for your event? Chapters is located on property at the Carlsbad City Library. Contact cafe owner/operator Lisa Martel at 760-331-9057 or lisa.martel313@gmail.com.

To view our more information about our spaces, please visit our website at www.carlsbadlibrary.org
click on "Services" and then "Rental Facilities." For further information, please call 760-602-2055.

Organization Instructions:

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How to Set-up an Account in Carlsbadconnect

Step 1 Navigate to www.carlsbadconnect.org

Step 2 Signing in or Creating an Organization's Account

Creating account:
Select **"Log In/Create Account"** at the top left side of the screen and then **"Create Your Carlsbad Account"** from the dropdown menu (light blue box).

1. Select **"Individual"** and enter the organization's name in the **"First Name"** section.
2. Enter the main account holder's <u>full name</u> in the **"Last Name"** section.
3. Enter **"Date of Birth"** as 01/01/1999 and select either "Male" or "Female."
4. The **"Phone Number"** should be the main contact phone number for the organization.
5. Enter the email of the main contact in **"Email Preferences"** and select the email notifications you would like to receive. We recommend organizations select **"Courtesy Notices"** at a minimum.

Signing into account:
Select **Login/Create Account** and then **"Log In with Email"** from the dropdown menu (green box). Enter your email or user name and password and click **"Log In."**

Password not working:
1. Passwords will need to be changed every 90 days. You should be prompted to change your password.
   a. If you are not prompted to change your password or you forgot your password, select **"Forgot Password?"** under the **"Log In with Email"** (green box).
   b. Enter the email account associated with your account and click **"Submit."**
   c. You will receive an email from City of Carlsbad, CA (noreply@rec1.com) with instructions on how to change your password.
   d. Once you create your new password, you will see information on the page that is asking for an organization code do not worry about entering any information.
      ▪ Select the **"Log In/Create Account"** and use the email/user name and new password associated with the account.
      ▪ Or in the web browser you can re-enter www.carlsbadconnect.org.
      ▪ Either option will take you back to the catalogue to continue to put in a room request.

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Organization Instructions:
How to Reserve the Auditorium and Meeting Room

Step 3 Reserving a room at the Carlsbad Library

1. Select on **"Library Facilities"** from the selection box area (highlighted in pink).
2. Select **"Carlsbad City Library"** and select either the "Gowland Meeting Room" or "Schulman Auditorium." Scroll down to the bottom of the page to start your reservation.
3. *Georgina Cole Library is only available for city or library events.*

Step 4 Creating the Reservation:

1. Select Date: Start the reservation by selecting a date on the calendar at the bottom of the page.
   a. If the date is green, the room is available all day.
   b. If the date is orange, it means there is something happening in the room at some point during the day. The available times for the day will appear on the right side under **"Available Times."**
2. Select Rate: Select the category of your organization.
   a. For *first-time requests*, select the "**Individual**" rate. After the first request, a flag will be put on the account denoting the account as a non-profit, business/commercial, or individual. For subsequent requests, select the correct rate for the organization.
   b. **Non-profit organizations:** In one of the prompts it will ask if the organization is a non-profit. If "yes" is selected, the non-profit documents must be sent by email to media-assist.office@carlsbadca.gov or mailed to Carlsbad City Library, Attn: Community Relations, 1775 Dove Lane, Carlsbad, CA 92011. After the non-profit documentation has been received, the account will be updated.
   c. **Business/Commercial:** If not indicated as a non-profit, the account will be updated with the business/commercial flag by the Community Relations staff.
   d. **Individual:** applies to a personal rental or a group that is not a formal non-profit organization or business/commercial.
3. Select Time: Enter the full amount of time for the event **including the setup and breakdown time**. All reservations must be a minimum of two hours which must include the setup and breakdown time. The system will not allow reservations less than two hours. Access to the room prior to the reservation time will not be available.
4. Recurring: To request a recurring reservation select "Repeat this reservation" and select either "Daily," "Weekly" or "Monthly" then enter a date in the "Repeat Until" section. *Annual reservations are not available. Please review our Advance Booking information on the Fees and Policies webpage at www.carlsbadlibrary.org.*

Step 5 Checking Out

1. Select the **"Checkout"** button on the lower right-hand side of the page when all dates have been selected.
2. On the "**Forms**" page, view or print our Library Policies and Procedures. By selecting **"Confirm Forms"** the organization has agreed to comply with the library's policies and procedures.

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3. On the "**Prompts**" page fill out all the prompts accordingly:
   a. Enter the title of the event in "What is your event for?" section.
   b. In the "How would you like your room set up?" section enter the event times, how you would like the room set-up and any required A/V equipment.
      ▪ The auditorium is a fixed seating venue.
   c. Additional fees will be charged for microphones (beyond the four wireless that are included with the room fee) or if additional sound reinforcement/enhancement is needed (monitors, instruments plugged into the system, video recording, etc.), the video projector and piano tuning if extra tuning is requested. If you need any of these services, please select them in the correct prompt area.
      ▪ *Outside projectors are not allowed in our spaces per library policies.*
   d. In the "How many people will be attending your event?" section, enter the estimated attendance for your event.
      ▪ Use a specific number.
   e. Click **"Submit Responses"** when complete.
4. On the "**Waiver Agreement**" page:
   a. Read the waivers, click on "I agree on behalf of organization name" and sign the waivers (electronically).
   b. Click on **"Confirm Waiver Agreement."**
5. The **"Payment"** screen provides an opportunity for you to add or remove the projector or advanced audio if needed. When completed select **"Review Transaction."**
6. On the **"Review & Confirm"** page:
   a. Review your request to confirm your reservation date(s), time(s) and equipment are accurate.
   b. Select **"Complete Transaction"**
      ▪ If you receive a receipt, the request has been submitted to the Community Relations department.
      ▪ *The amount that appears on the receipt is an estimate.* Final pricing will be on the invoice you receive after the Community Relations office processes the request.
      ▪ The Community Relations office will contact you by email (media-assist.office@carlsbadca.gov) within 3 -5 business days; if the request is approved you will receive an invoice for payment due 30 days in advance of your event or upon receipt of the invoice if the request is made less than 30 days in advance.
      ▪ Log-in to your account and pay online with a Visa or MasterCard. Or pay by check, made out to the "City of Carlsbad" and either mail or drop off to Community Relations, 1775 Dove Lane, Carlsbad, CA 92011.

Changes or Cancellations

All reservation changes or cancellations must be made in writing to the email account media-assist.office@carlsbadca.gov. A $25 cancellation fee will be assessed if the cancellation is received less than two weeks prior to the event. The first change to a reservation is at no charge, subsequent changes will be assessed a $10 processing fee.