

YPRL Bookings Portal – Customer User Guide

Bookings Management

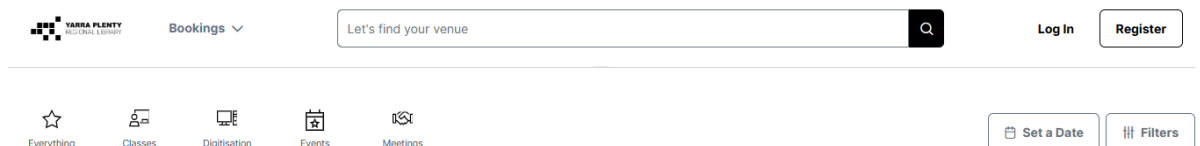
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Creating Bookings

Visit our Customer Bookings Portal at yprl.bookable.net.au

1. Click “Log in” in the top right-hand corner of the portal



2. You can use the “Set a Date” and “Filters” buttons to show availability for a specific date or click directly on the venue you wish to view.


 Bookings ▾

Let's find your venue
 

[Log In](#)
[Register](#)

 Everything

 Classes

 Digitisation

 Events

 Meetings

[Set a Date](#)
[Filters](#)



Library Branch

Diamond Valley Library



Library Branch

Ivanhoe Library & Cultural Hub



Library Branch

Lalor Library



Library Branch

Mill Park Library



Library Branch

Rosanna Library



Library Branch

Thomastown Library



Library Branch

Watsonia Library


 Map View →

3. You will be provided with more information regarding the venue and be able to view the availability of each bookable space. Click the “Book it” button next to the space you wish to book.

[Home](#) > [Diamond Valley Library](#)





+1
more



Diamond Valley Library

Diamond Valley Library offers a large contemporary collection, dedicated children's spaces, individual study and work areas, meeting pods, and a spacious community room available for booking. A vibrant community garden and a wide range of regular programs, workshops, and social activities make the library a popular destination for all ages. Accessibility and parking are key features of the library. The building is single-storey with no steps or level changes and includes accessible toilets and a parents' room. Visitors can access abundant all-day parking, including two designated accessible parking bays located close to the entrance, with a handrail available for most of the route.

[Read more](#)

[Book It](#)

Find Availability


[Filters](#)

[Day](#)
[Week](#)
[Month](#)

Find Availability   Filters

Day Week Month



Diamond Valley Library Community Room

Book It >

Up to 20 people  Kitchenette  Parenting Facilities  Public Toilets [View all 16 facilities](#)

The Diamond Valley Library Community Room is intended to provide an ideal meeting space for local community-based groups, organisa... [Read more about the space](#)

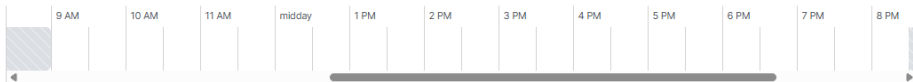


Diamond Valley Tech Pod 1

Book It >

Up to 10 people  Air Conditioning  Audio Visual Equipment Available  Heating [View all 6 facilities](#)

A quiet, flexible space for up to 10 people, ideal for small meetings, study, or focused work. Features tables, chairs and WiFi, w... [Read more about the space](#)

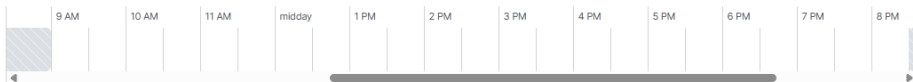


Diamond Valley Tech Pod 2

Book It >

Up to 10 people  Air Conditioning  Audio Visual Equipment Available  Heating [View all 6 facilities](#)

A quiet, flexible space for up to 10 people, ideal for small meetings, study, or focused work. Features tables, chairs and WiFi, w... [Read more about the space](#)



4. Complete the booking details below.

- Name of Booking – give your booking a name (e.g. Yoga Class, Book Club Meeting, Seniors Craft Afternoon)
- Purpose of Booking – select the appropriate type of booking from the drop-down menu
- Number of people attending: Enter the number of expected attendees

 **Booking Information**

Name of Booking (150 characters)

Purpose of Booking

Select a purpose

Number of People Attending

Your Booking Account

Proceed as

☒ Sky Grey (Private Individual)

[Not you? Log out](#)

New Booking

Starting [Thursday 17th September 2026](#)

[Diamond Valley Library](#)

Notes from the Booking Team

5. Select your date and time needed for your booking

Tuesday
13/10/2026

+

Create a Series

Add a Date

Booking summary for Tuesday 13/10/2026

On

You are booking

from
 : to :

Availability calendar for Tuesday 13th October 2026

Day

Week

Month

Key: ■ Selected ■ Conflict ■ Available ■ Unavailable (Closed, Booked or in the Past) ■ Unavailable (Planned Closure or Requires Lead Time)



[Diamond Valley Library Community Room](#)

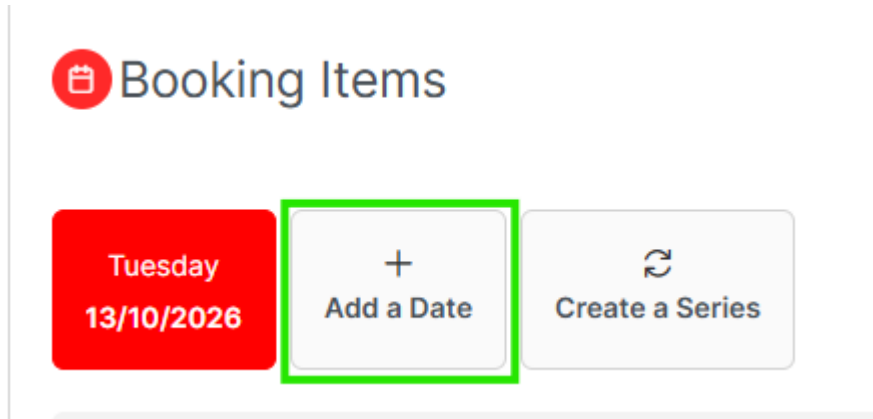
AM	8 AM	9 AM	10 AM	11 AM	midday	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM
			Selected								



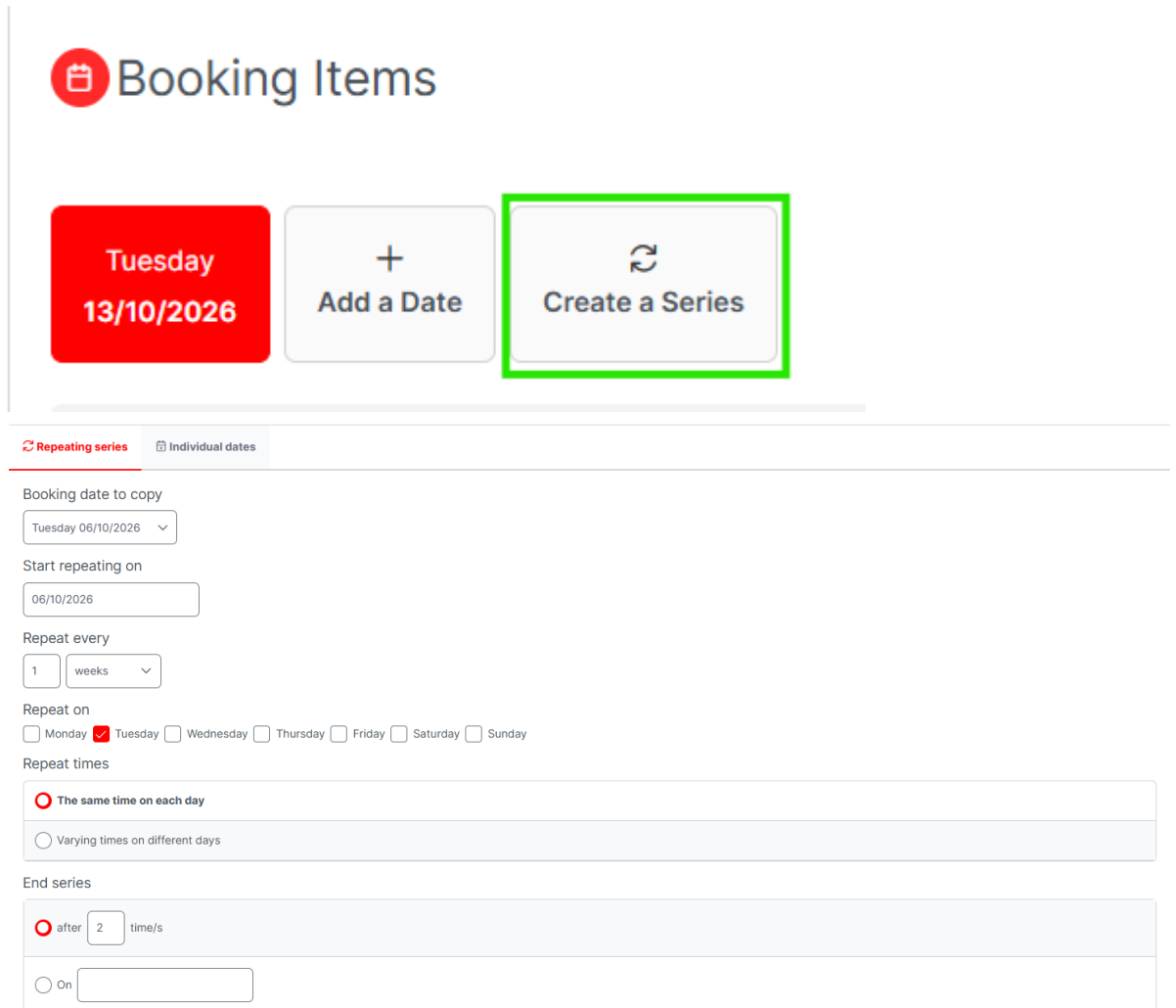
[Diamond Valley Tech Pod 1](#)

AM	8 AM	9 AM	10 AM	11 AM	midday	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM

6. Click “Add Date” to add an additional date for the same room. Repeat this process until you have all required dates and times.



7. Click “Create a Series” to create a recurring booking, then select your required repeat settings



Booking Items

Tuesday 13/10/2026 + Add a Date ↺ Create a Series

☒ Repeating series ☐ Individual dates

Booking date to copy
 Tuesday 06/10/2026 ▼

Start repeating on
 06/10/2026

Repeat every
 1 weeks ▼

Repeat on
☐ Monday ☒ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Repeat times
☒ The same time on each day
☐ Varying times on different days

End series
☒ after 2 time/s
☐ On

8. Once all dates required have been selected, click “Continue to Pricing & Confirmation”
9. The “Confirm Booking Information” and “Booking Breakdown” sections will summarise your booking and fees. Please review these details, adding any additional information required in the “Description” and “Special Requirements” fields. If any changes need to be made, click the “Modify Booking” link.


Confirm Booking Information

Name of Booking (17/150 characters)

Purpose of Booking

Meeting

Number of People Attending

8

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

Book Club Meeting

Your booking is tentatively reserved whilst you complete everything

Starting Tuesday 6th October 2026

Diamond Valley Library

Sky Grey

[Modify Booking](#) [Download Quote](#)

Pricing Summary

Fees	\$39.15
Bonds	\$0.00
Booking fees	\$39.15
Total incl. GST	\$39.15
Payable now	\$0.00
Payable later	\$39.15


Booking Breakdown

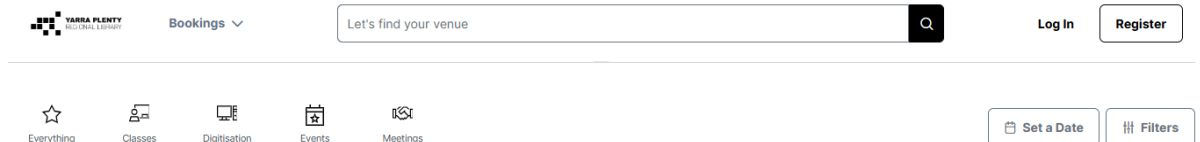
Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
▼ Tuesday 6th October 2026								
Diamond Valley Library Community Room	09:30 AM	10:30 AM	Hours	1	\$39.15	\$39.15	\$3.56	

10. Scroll down to the YPRL Booking Checklist to answer all questions. These answers will help our staff to review your booking.
11. Click “Complete Booking”
12. Read and accept our Terms and Conditions
13. Our staff will review your booking and contact you if required. An invoice will be sent to your email with payment instructions once confirmed.

Modifying Bookings

Visit our Customer Bookings Portal at yprl.bookable.net.au

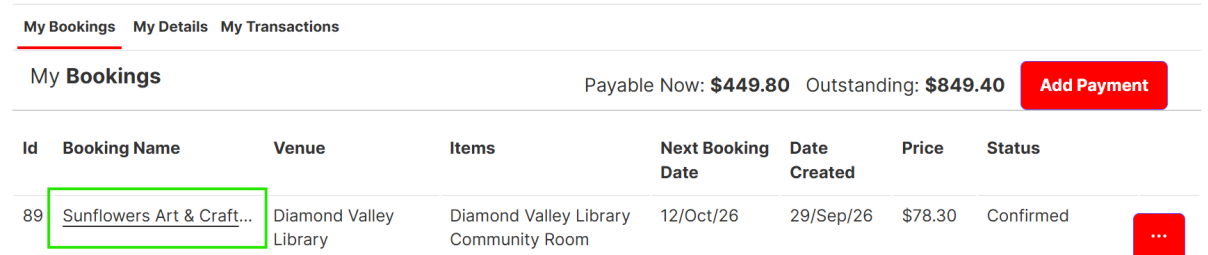
1. Click “Log in” in the top right-hand corner of the portal



2. Click on “My Bookings”



3. Click on “My Bookings”. All of your bookings will be displayed in a list
4. Click on the “Booking Name” link of the booking you wish to change



5. In the Booking Information section, you can modify the attendee numbers, and any descriptions or special requirement notes. Please click “Update Booking Information” once completed.

Booking Information

Number of People Attending

10

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

[Update Booking Information](#)

6. In the Booking screen, scroll down to the Booking Dates section and click “Edit”

Booking dates

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
▼ Monday 12th October 2026 Edit								
Diamond Valley Library Community Room	10:45 AM	12:45 PM	Hours	2	\$39.15	\$78.30	\$7.12	Checklist

7. In the booking pop-up, you can edit the following:

- Date - to change your booking date
- Add Date - to add an additional date to your booking
- From/To Time – to change the time needed for your booking
- Add Bookable item – if you need to add the available resources (televisions/whiteboards etc)

Booking : 12 October 2026 Monday

Date 12/10/2026  + Add Date to Booking	Attendees: 10 
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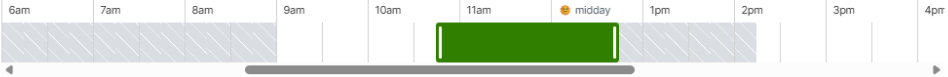
Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units
Diamond Valley Library Community Room	12/10/2026		10 AM : 45	12 PM : 45	15 mins	



Diamond Valley Library Community Room - Oct 12, 2026



[Show all venue items](#)

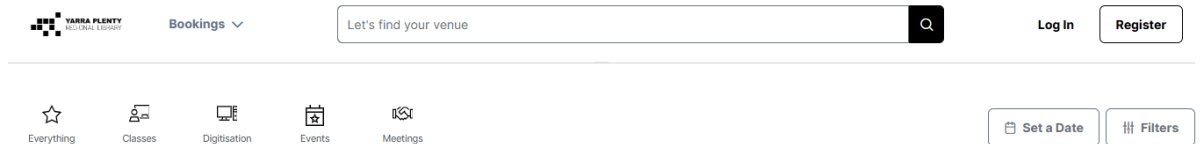



8. Click “Save” to submit your modifications

Cancelling Bookings

Visit our Customer Bookings Portal at yprl.bookable.net.au

1. Click “Log in” in the top right-hand corner of the portal



2. Click on “My Bookings”



3. Click on “My Bookings”. All of your bookings will be displayed in a list

4. Click on the “Booking Name” link of the booking you wish to cancel

My Bookings My Details My Transactions							
My Bookings				Payable Now: \$449.80 Outstanding: \$849.40		Add Payment	
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
89	Sunflowers Art & Craft...	Diamond Valley Library	Diamond Valley Library Community Room	12/Oct/26	29/Sep/26	\$78.30	Confirmed

5. In the Booking screen, click on “Cancel this booking”



6. Click “Yes” to confirm your cancellation

Cancel Booking

Are you sure you wish to cancel your booking?

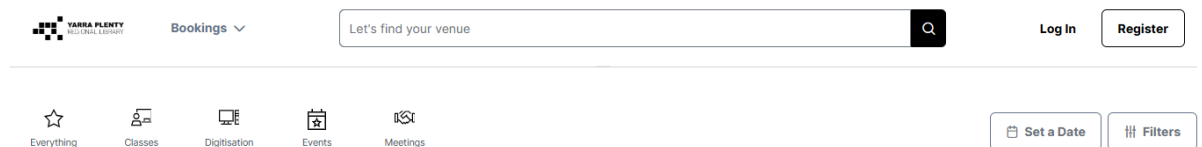
Yes
No

- If eligible under our terms and conditions, a refund will be issued to you by our team.

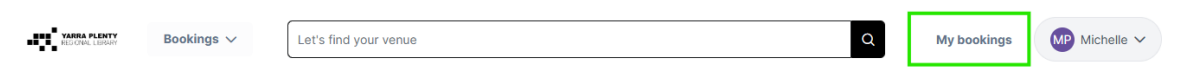
Making a Payment (online via credit card)

Visit our Customer Bookings Portal at yprl.bookable.net.au

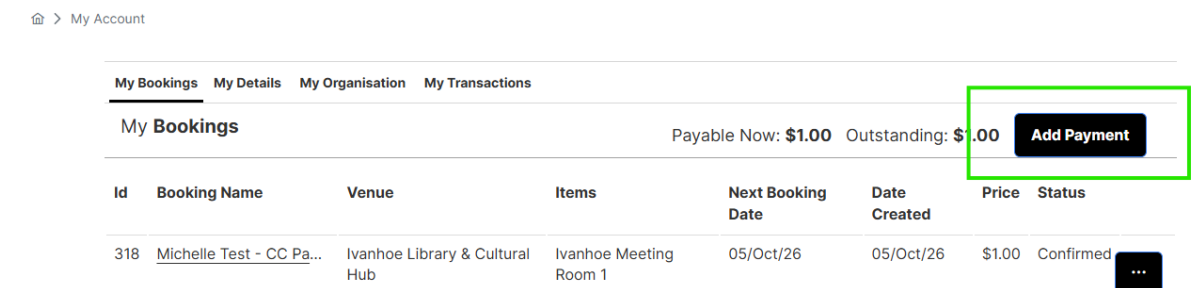
- Click “Log in” in the top right-hand corner of the portal



- Click on “My Bookings”



- Click “Add Payment”



- Select your correct card type, and check that all invoices you wish to pay are ticked. The total of your payment is shown in the top right corner

Add Payment

1. Please choose payment type:

Payment Amount : \$1.00

Debit/Credit Card ▼

☒ 
☐ 

Ivanhoe Library & Cultural Hub - Booking 318 - Michelle Test - CC Paym ☒ Pay ^

Amount Due: \$1.00

	Invoice	Outstanding	Due Date	Amount	Payment
☒ INV-280	[INVOICE] Additional Charges Test charge	\$1.00	05/10/2026	\$1.00	1

5. Click “Checkout”
6. Complete your card details in the pop up, tick the reCAPTCHA verification box, then click “Submit”

Please input credit card details

Total Amount:
\$1.00

Card Type:
VISA

Card Number:

Card Holder Name:

CVV:

Expiry:

☐ Securely save your card for quick checkout in the future

☐ I'm not a robot


reCAPTCHA

Submit
Cancel

Making a Payment (via Bpay)

Using the details contained in your invoice:

1. Log in to your internet banking via web or mobile app
2. Start a payment via Bpay
3. Using the details provided at the bottom of your invoice, enter the correct Biller Code and Customer Reference Number



	Biller Code: 350975
	Ref: 90000400[REDACTED]
Telephone & Internet Banking – BPAY® Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au	

4. Please note the Customer Reference Number changes with every booking made, so please ensure you are entering the **current CRN stated on your new invoice** each time you make payment. Please **do not reuse saved CRNs** from previous invoices, this will delay your payment being matched to your bookings.