

## Oaxaca Lending Library – Online Event Booking Process for Customers

Last Updated: November 14, 2017

This guide is made available to support your use and ease of enjoyment for the new Oaxaca Lending Library Online events and programming booking system.

### Key Notes:

- Booking online requires you to pay online, and the pay portal used is PayPal.
- You can also book and pay in cash for the event of your choice at the Circulation Desk.
- You cannot “reserve” online and pay at the circulation desk, and as always, no phone booking is accepted.
- You are encouraged to book into free events as well. These events often sell out (60 attendees) and in such cases, only individuals booked into the event will be seated.
- Refunds for online booking can be requested by sending an email to: [store.oaxlibrary@gmail.com](mailto:store.oaxlibrary@gmail.com). The policy (see attached) has not changed. Circulation desk booking refunds can be made at the circulation desk.

1. The On Line Store is located on the OLL website: <https://www.oaxlibrary.org>



Clicking the Online Store link will open to the store home page.

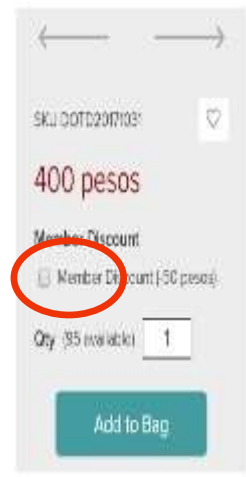
2. Click on the category of your choice. It will open to all events listed for that category.



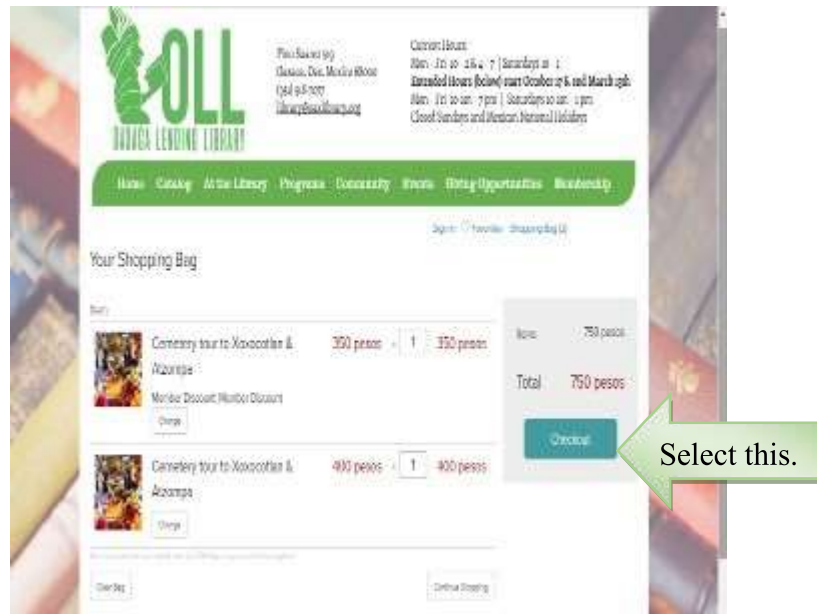
3. Click on the event of your choice. This will open up the event description, details, and pricing and quantity of bookings available for the event.



4. Many events offer member discount pricing. OLL recognizes you may be booking events while away from Oaxaca with the intent of renewing your membership once you are back in Oaxaca. That's fine. You can select the member discount and renew your membership once in Oaxaca.
5. Book your event for the number of people required.
  - If booking members and non-members, you just need to add the number of members to your “shopping bag”. The screen will refresh. De-select the “member discount” radio button and “add more” to the bag.

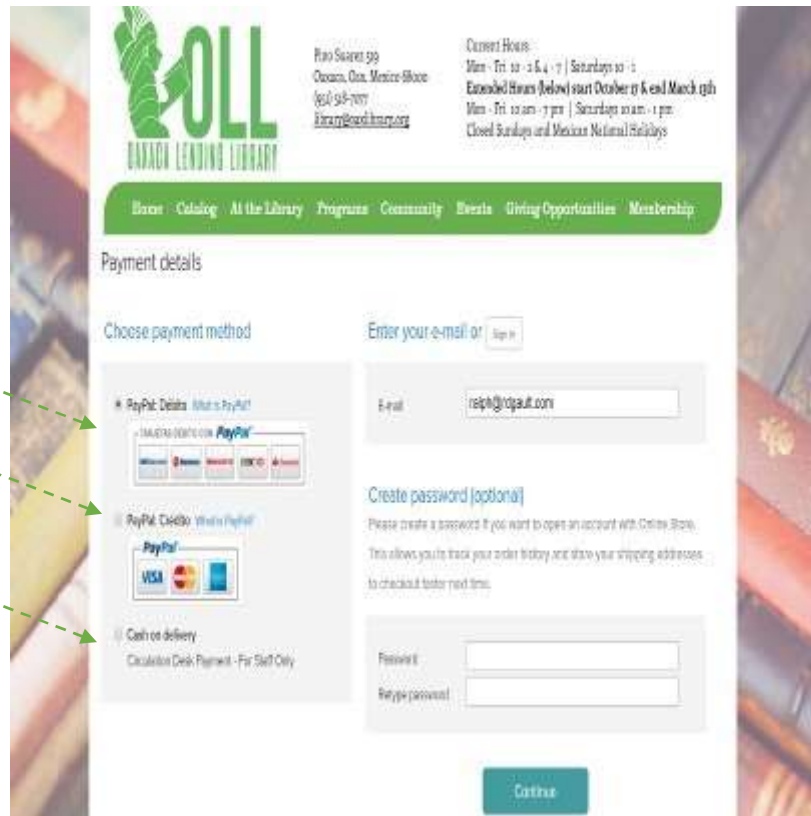


- If you want to continue booking other events, simply continue shopping, following the same process.
- Ready to Checkout? Here is what the checkout screen looks like.

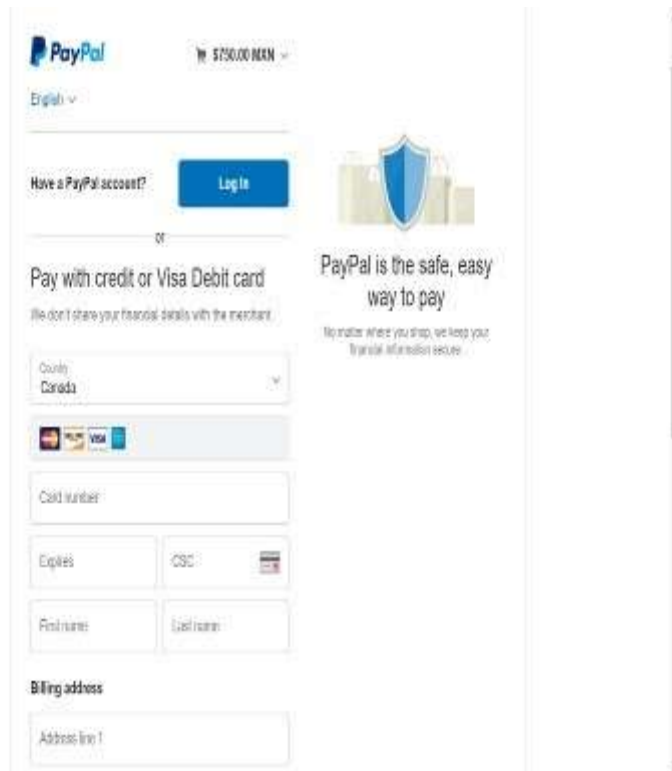


You have lots of options here. You can add numbers if you just remembered an additional guest was visiting at that time, you can decide to delete a booking from your shopping bag.

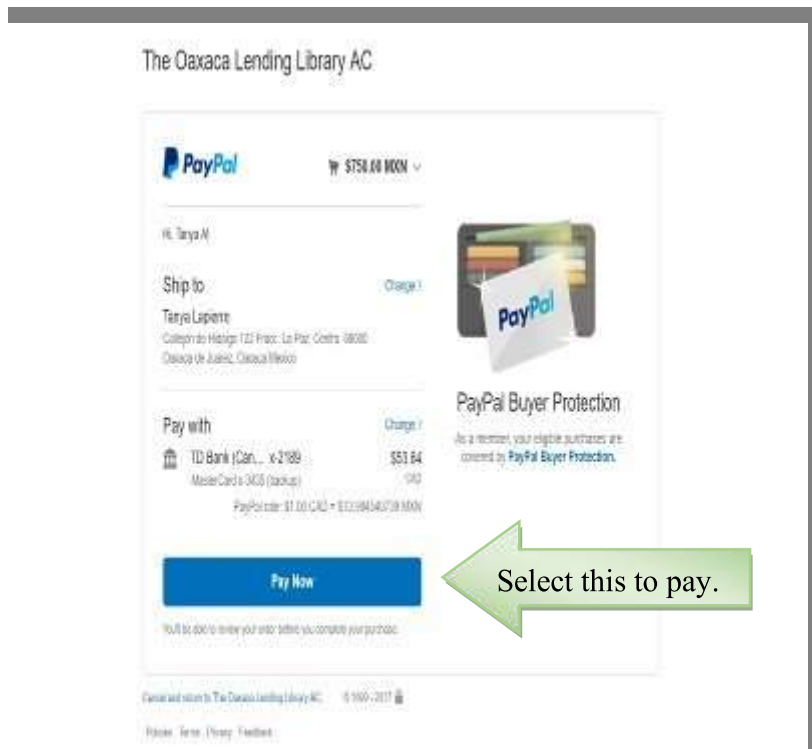
Once you are certain of your selections, select the blue “checkout” box. This opens the pre-payment screen:



- a. On the left side of the screen, choose the payment method:
  - PayPal Debito ( Debit) – available for the community to book in advance & pay online with a Mexican debit card
  - PayPal Credito ( Credit ) - available for the community to book in advance & pay online with the credit card of their choosing
  - **Cash on Delivery – only to be used by staff for payment in person at the OLL Circulation Desk – if you use this option when attempting to book online, your order will be cancelled.**
  
- b. On the right side of the screen is User Information
  - Enter your email (required)
  - Choose a password you can remember.
  - Enter your Name
  - Enter your address – you can use the OLL address if you want, this address is not linked in any way to PayPal or your credit card.
  
8. Click continue and you are now entering the secure PayPal area of the store. From here, proceed per the directions onscreen – either create a PayPal account, or sign-in using your existing PayPal details. You can change the language of the screen to the language at the top of the page.



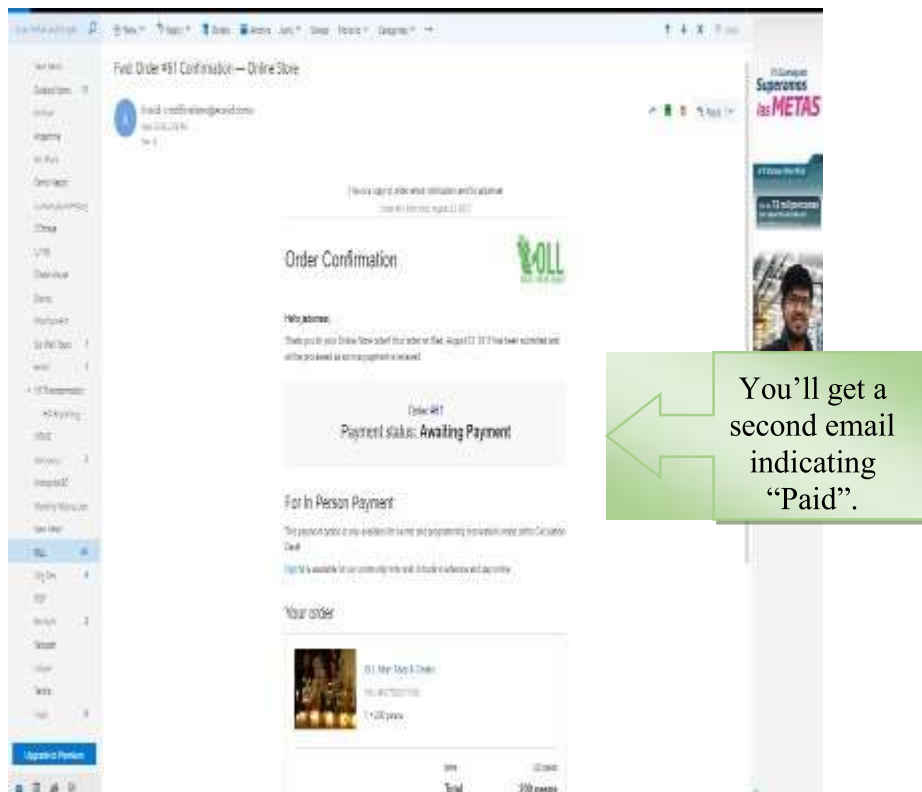
9. Once through setting up or logging in, complete your transaction by clicking “pay now”.



You will receive an email indicating that your transaction has been processed. The transaction will read that the status of the transaction is “Awaiting Payment”. Don’t worry! The Library Manager



just needs to go in and mark the transaction as “Paid”. You will get another notification once this is done.



10. At this time you have completed your online purchase of your event.

We encourage you to check back to the site frequently as not all events are added at one time. If you have any questions, need assistance with your transaction, suggestions on how to improve any part of this experience, we welcome your feedback to any of the following volunteers:

- Tanya Lapierre: [tanyalapierre@hotmail.com](mailto:tanyalapierre@hotmail.com),
- Ralph Gault: [rdgault65@gmail.com](mailto:rdgault65@gmail.com); or
- John Dumser: [jadumser@gmail.com](mailto:jadumser@gmail.com)