

## How to Approve or Deny a Reservation (Mediated versus Unmediated)

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With **Mediated Reservations**, patrons can request rooms, but they must be manually approved by a staff member. Unmediated Reservations do not require staff approval. They can be configured on the [System Settings](#) menu.

To approve or deny a reservation, go to the [Room Request/Reservation Maintenance](#) page.

Select the Pending Requests Tab. All requests on this tab require staff approval.

Click the View button to see a specific reservation.

There are several fields you can fill out.

First, you can check other reservations for that patron to see if he or she has a clean record with your library.

Then you can choose to email a comment or reason to the patron.

You can also [update internal notes](#) that will stay with the record.

Finally, you can Accept or Deny the reservation.

Other View options included canceling the request. If you don't have this option, please contact [Evanced Support](#) to have it enabled.

Online URL: <https://kb.demcosoftware.com/article.php?id=182>