

[Library Contact Page](#) [1]

Why should AskAway be included here?

Students often use the library's contact page when looking for help. An AskAway presence on this page provides another way for students to get immediate assistance when need to speak with a librarian.

Among libraries that have an AskAway link or Qwidget on their contact page, an average of 9% of their chat sessions are initiated there. However, at some libraries this number reaches up to 41% of their total AskAway sessions.

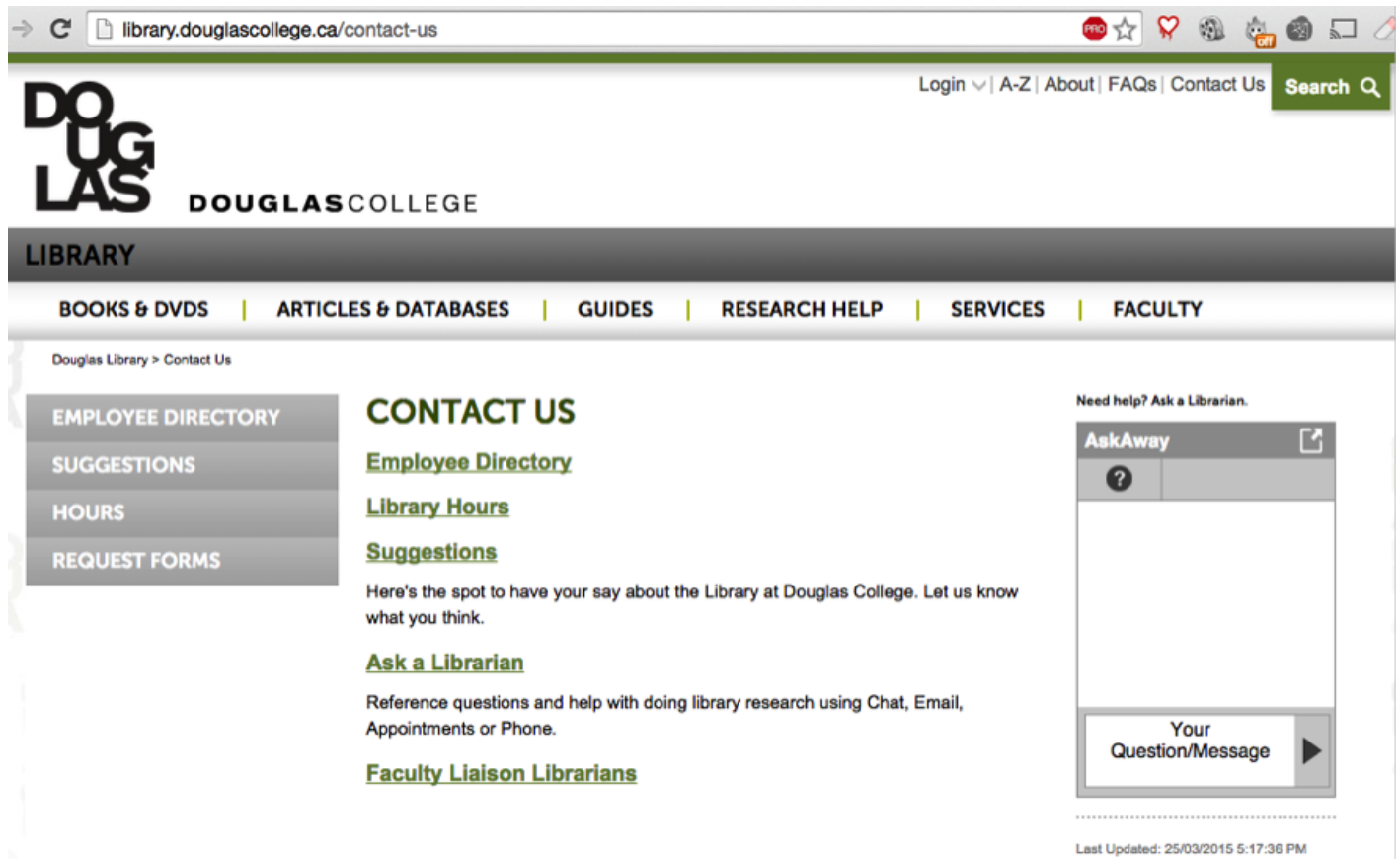
Which type of entry point should I use?

Qwidget

Where on the page should it go?

Sidebar if website allows. Qwidget should be at or near the top of the page content.

Example



The screenshot shows a web browser window with the URL library.douglascollege.ca/contact-us. The page header includes the Douglas College logo and navigation links: Login, A-Z, About, FAQs, Contact Us, and a Search button. Below the header is a navigation bar for the library with categories: BOOKS & DVDS, ARTICLES & DATABASES, GUIDES, RESEARCH HELP, SERVICES, and FACULTY. The main content area is titled "CONTACT US" and includes links for Employee Directory, Library Hours, Suggestions, Ask a Librarian, and Faculty Liaison Librarians. A sidebar on the left contains links for Employee Directory, Suggestions, Hours, and Request Forms. On the right side of the page, there is an "AskAway" Qwidget with a question mark icon and a text input field labeled "Your Question/Message" with a submit button. The footer of the page indicates it was last updated on 25/03/2015 at 5:17:36 PM.

Source URL: <https://askaway.org/staff/best-practices/visibility/standard-webpages/library-contact-page>

Links

[1] <https://askaway.org/staff/best-practices/visibility/standard-webpages/library-contact-page>