

## [Library Policy Page Template](#) [1]

The template below provides a standard form for [policy pages](#) [2], quick reference information about your library (hours, policies, research guides, etc.). These policy pages make life much easier for service providers not familiar with your library's resources and will ensure that everyone can provide the best chat reference service possible.

### Updating the Link to your Library's Policy Page

If you change the link to your Policy Page, you will need to follow the steps below to update it in two places:

#### Library Policy Pages page on the AskAway website:

- Log into the [AskAway staff website](#) [3]
- Navigate to your library's [Edit Library Info page](#) [4]
- Here you can change the Policy Page URL
- Click Save to save your changes, and they will be reflected on the [Policy Pages page](#) [2].

#### QuestionPoint Policies button in the chat monitor:

- Login to your [QuestionPoint Admin account](#) [5] (9-digit user ID)
- Under the Select Service drop-down, select Profile
- Click Policies in the blue top menu
- beside Alerts:, click Edit and enter the new URL
- Click Save.

Your policy page will now be correctly linked from two places:

- [Library Policy Pages](#) [2] on the staff website
- From within the QuestionPoint chat monitor

### AskAway Library Policy Page Template

Please fill out the template, mount the resulting page on your library's website, and send the URL to the [AskAway Admin Centre](#) [6]. Please do not delete any lines - if a category does not apply at your institution, leave it blank. Additional lines and categories are acceptable. Please add any information you think would be useful at-a-glance for AskAways.

Since the page will be mounted on your own library website, you are at liberty to change the information as needed. If you need to change the link to the policy page itself, please see the steps above to do so.

#### Library Name

Library Homepage	
Mobile Site	
<b>General Information</b>	
Library Branches	

Service Hours	
Library Policies	
Library Floor Plans	
Circulation / Checkout / Loans Phone Numbers	
Reference Desk Phone Numbers	
Email Address for Reference Questions	
Phone Number for Text Message Reference	
<b>Resources &amp; Services</b>	
Library Catalogue	
Library Search (e.g. Summon)	
Indexes & Databases	
Google Scholar link	
Database Authentication	
Subject Guides	
Citation Guides	
Instruction	
List of Librarians	
Reserves	
Interlibrary Loans	
eJournals	
Print Journals	
Technical Help	
Writing Centre Contact	
eResources Emergency Contact	
<b>Borrowing Information</b>	
Library Cards	
Loan Periods	
Holds / Recalls / Requests	
Renewals	
Fines / Penalties	
Borrowing Policies	
Library Account Information	
After hours book returns	
<b>Equipment &amp; Facilities</b>	

Internet Access	
Wireless Access	
Photocopiers	
Printers	
Microfilm / Microfiche	
Meeting / Study Rooms	
Computer Labs	
<b>Campus Information</b>	
Academic Calendar	
Class Timetable	
Exam Schedules	
Campus Maps	
Campus Web Site Map	
<b>Other Resources</b>	
AskAway Local Coordinator(s)	
Back-up Phone Number	
Library Staff FAQ	
Anything else useful for AskAways?	

**Source URL:** <https://askaway.org/staff/policy-page-template>

**Links**

- [1] <https://askaway.org/staff/policy-page-template>
- [2] <https://askaway.org/staff/library-policy-pages>
- [3] <https://askaway.org/users>
- [4] <https://askaway.org/staff/edit-library>
- [5] <https://www.questionpoint.org/crs/servlet/org.oclc.home.BuildPage?show=authorize&language=1>
- [6] <https://askaway.org/staff/contacts>