Chat with a Librarian is a statewide live chat service where librarians answer questions 24/7.

Free, easy, reliable help for K-12 students, college students, and the general public.

How can chat assist my patrons?
Patrons can use Chat with a Librarian to find quality information and resources concerning:

- General research
- Homework questions
- Science fair and STEAM projects
- Citation resources
- Genealogy research
- Reading recommendations
- And more...

What about privacy?
We respect privacy. Patrons may log in anonymously—no name needed! We encourage the addition of an email address to receive a transcript of the chat session.

Who is answering chat?
Patrons are chatting with librarians across Pennsylvania (and even the U.S. and U.K. during busy times!).

Find out more at POWERLibrary.org/chat

Help us to help your patrons!
- Patrons should be ready to chat for 10-15 minutes. This gives chat librarians time to thoroughly help.
- Encourage patrons to have a clear question ready.
- Patrons can save chats by supplying an email address.
- Encourage good digital manners.

How can your library assist Chat with a Librarian?
- Contribute staffing hours to live chat
- Promote Chat with a Librarian in the library
- Link to Chat with a Librarian on the library’s website