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!).

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

Find out more at POWERLibrary.org/chat

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