

## Cumberland County Library System Launches 24/7 Virtual Reference Service via *Chat with a Librarian*

Mechanicsburg, Pa. – Starting on July 5, 2023, the Cumberland County Library System is pleased to offer a new free online reference service for all residents of Cumberland County. *Chat with a Librarian* is Pennsylvania's statewide live chat reference service offered 24 hours per day, 7 days per week through POWER Library. Users can expect fast, reliable answers from librarians across Pennsylvania via chat, email, or text messaging.

"We are thrilled to be offering Pennsylvania's *Chat with a Librarian* service with a local service desk," said Carolyn Blatchley, Library System Executive Director. "Residents can get help with general research, homework questions, genealogy, reading recommendations, and more! It's an extension of our libraries. We'll be there anytime and anywhere people need answers."

Cumberland County Library System's website is the comprehensive place to access local information, online databases, and library account services. POWER Library is an online portal to library services offered by the Commonwealth. Both are great places to find trustworthy answers to questions about healthcare, consumer purchases, personal finances, and much more. Enjoy 24/7 access to newspapers, magazines, journals, historical documents and photos, online databases, and eBooks. Research a subject. Learn about your family history. Locate a title. Explore career options. It's all here at the library.



To access *Chat with a Librarian*, please visit the library's website at [www.cumberlandcountylibraries.org](http://www.cumberlandcountylibraries.org), text us at 717-400-9840, or visit [www.powerlibrary.org/chat](http://www.powerlibrary.org/chat). Chat is available every hour of the day. Text and email response hours are limited to 10 AM-8PM Monday through Thursday, and 10AM-5PM on Friday.

For updates on the latest offerings and available resources for all Pennsylvanians, follow POWER Library: Facebook:@PowerLibrary / Twitter:@PowerLibrary / Instagram:@PowerLibraryPA

POWER Library is a service of the Office of Commonwealth Libraries, Pennsylvania Department of Education, and is hosted by HSLC.

The Cumberland County Library System (CCLS) has seven local libraries, one branch facility, a system administrative office, and a non-profit foundation. The library system provides service to more than 262,000 people in Cumberland County and a small portion of Franklin County.

The Cumberland County Library System is a federated library system consisting of seven member libraries, one branch facility, an administrative headquarters, and a non-profit foundation. Member libraries include Amelia S. Givin Free Library in Mt. Holly Springs, Bosler Memorial Library in Carlisle, Coy Public Library of Shippensburg, East Pennsboro Branch Library in Enola, Fredricksen Library in Camp Hill, John Graham Library in Newville, New Cumberland Public Library, and Simpson Library in Mechanicsburg.