

Press Release

FOR IMMEDIATE RELEASE

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Cumberland County Library System Launches 24/7 Chat with a Librarian

Mechanicsburg, PA – Beginning July 5, 2023, the Cumberland County Library System will offer a new free online reference service for Cumberland County residents. “Chat with a Librarian” is Pennsylvania’s statewide live chat reference service offered 24 hours a day, 7 days a 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 Enjoy 24/7 access to newspapers, magazines, journals, historical documents and photos, online databases, and eBooks.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 cumberlandcountylibraries.org, text us at 717.400.9840, or visit powerlibrary.org/chat. Text and email response hours are limited Monday through Thursday 10 a.m. – 8 p.m., and Friday, 10 a.m. 5 p.m.

For updates on the latest offerings and available resources for all Pennsylvanians, follow POWER Library social sites: 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.

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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.