Access Pennsylvania
POWER Library Services
Chat with a Librarian
Reference Staffing Application

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COMMONWEALTH OF
PENNSYLVANIA DEPARTMENT OF
EDUCATION
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Background

The Pennsylvania Department of Education (PDE) Office of Commonwealth Libraries' (OCL) Chat with a Librarian is a component of its POWER Library services.

Chat with a Librarian provides Pennsylvanians with remote reference service support via specially-designed chat software. The service is provided twenty-four hours per day, seven days (24/7) per week.

To provide round-the-clock staffing, libraries in Pennsylvania contribute reference staff hours. The chat software vendor also provides additional librarian support during hard- to-staff hours.

To staff the service, OCL invites applications from all types of Pennsylvania libraries, systems, districts, and consortia to contribute reference librarian staff time, a few hours per week.

This document:
- Describes POWER Library's Chat with a Librarian service
- Identifies which types of Pennsylvania libraries may be eligible to contribute staffing to this service; and
- Describes the requirements that staff must meet to provide staff support.

Benefits for Contributing Staff Time

Libraries, districts, systems and consortia that contribute staff time each week receive several benefits. They can:

1. Obtain a full online reference management system including chat, email and SMS reference capabilities;

2. Obtain a unique online chat interface that captures local reference statistics via coded widgets from their web site;

3. Provide a new online library service cost-effectively;

4. Reach new patrons and improve service for current patrons;

5. Train staff to provide a traditional service using up-to-date methods.

6. In addition, libraries that contribute a few hours of staff time a week have the satisfaction of knowing that they are helping to provide library service to Pennsylvania residents.

Technical Support for Chat with a Librarian

OCL competitively selects a technical support vendor and library chat software for the Chat with a Librarian service at regular intervals. Currently, Hosting Solutions and Library Consulting (HSLC), a nonprofit organization located in Philadelphia, PA, provides technical support for POWER Library's Chat with a Librarian service.

Participation

Individual Library Participation

Eligibility

Any type of Pennsylvania library is eligible to contribute staff time to the Chat with a Librarian 24/7 reference service.

Libraries that contribute staff time must have a strong commitment to sharing its staff's reference expertise.

Staffing the Local Library Queue

Staff, as determined by the local library Site Coordinator are eligible to staff the local library Chat with a Librarian service queue.

Staffing the Statewide Cooperative
Staff contributing time to the Chat with a Librarians statewide cooperative must have a post-secondary degree in library or information sciences from a program accredited by the American Library Association, or be certified as a librarian in Pennsylvania, or pursuing a post-secondary education program in library or information sciences

Staff that frequently provide direct public service and/or technical services staff deemed appropriate by the Site Coordinator as able to be effective providing Chat are eligible to staff the statewide cooperative service.

Staff that have provided 50 or more Chat sessions on their local queue only Are eligible to staff the statewide cooperative service.

Training

Prior to contributing time to the Chat with a Librarian service, the following training requirements must be met:

Attendance at an in-person or live webinar provided by HSLC staff
OR
Completion of an in-person training provided by the local library's Chat with a Librarian Site Coordinator. (Site Coordinators must be trained by HSLC Staff)
OR
Completion of the full Chat with a Librarian Operator Training self-paced course.

Requirements

Eligible libraries must:

1. **Appoint a staff person to be site coordinator:** Ideally, a site coordinator is responsible for reference staff scheduling and is interested in promoting and integrating new technologies with library services;
2. **Allow staff to attend training**: At least one person must complete the free-of- charge software training. That individual may train additional staff. The initial and refresher trainings may be offered online, or at the library, or regionally in Pennsylvania;
3. **Contribute staff time on a weekly basis:** The number of hours that are contributed will be negotiated by the library site coordinator and the Chat with a Librarian service coordinator. A three-hour contribution to the statewide cooperative is required for individual library participation. An additional two-hour contribution is required to add an SMS line to your library's queue. Scheduling changes due to sickness, leave time, etc. will be accommodated as needed;
4. **Promote service use:** Libraries must provide a link to the service on their website and look for other ways to promote its use; and
5. **Provide funding attribution:** Libraries must list the POWER Library logo on all printed or electronic presentations of POWER Library Chat with a Librarian resources, (as found on the POWER Library site's For Librarians - Funding and Support section.

System/District/Consortium Participation

Eligibility

Any type of Pennsylvania library system, district or consortium is eligible to contribute staff time to the Chat with a Librarian 24/7 reference service.

Systems, Districts and Consortia that contribute staff time must have a strong commitment to sharing its staff's reference expertise.

Staffing the Local Library Queue

Staff, as determined by the Site Coordinator, or designee, are eligible to staff the group's Chat with a Librarian service queue.

Staffing the Statewide Cooperative

Staff contributing time to the Chat with a Librarians statewide cooperative must have a post-secondary degree in library or information sciences from a program accredited by the American Library Association, or be certified as a librarian in Pennsylvania, or pursuing a post-secondary education program in library or information sciences

Staff that frequently provide direct public service and/or technical services staff deemed appropriate by the Site Coordinator, or designee as able to be effective providing Chat are eligible to staff the statewide cooperative service.

Staff who have provided 50 or more Chat sessions on their local queue only are eligible to staff the statewide cooperative service.

Training

Prior to contributing time to the Chat with a Librarian service, the following training requirements must be met by participating library staff:

Attendance at an in-person or live webinar provided by HSLC staff; or
OR
Completion of an in-person training provided by the local library's Chat with a Librarian Site Coordinator. (Site Coordinators must be trained by HSLC Staff)
OR
Completion of the full Chat with a Librarian Operator Training self-paced course.

Requirements

Systems, Districts and Consortia must:

1. **Appoint a site coordinator:** The site coordinator serves as the main contact person for HSLC; and coordinates the internal staffing schedule;
2. **Confirm attendance at training**: The Site Coordinator shall ensure at least one person per participating library completes the free-of-charge software training. That individual may train additional staff at their library. The initial and refresher trainings may be offered online, or at the library, or regionally in Pennsylvania;
3. **Confirm weekly staff hours are provided:** The number of hours that are contributed will be negotiated by the organization or Site Coordinator and the Chat with a Librarian service coordinator. A minimum of five hours per week is required. An additional two-hour contribution is required to add an SMS line to your group's queue. Scheduling changes due to sickness, leave time, etc. will be accommodated as needed;
4. **Ensure service promotion:** The Site Coordinator shall ensure participating libraries provide a link to the service on their websites to promote its use; and
5. **Ensure the funding attribution is present:** The Site Coordinator shall ensure participating libraries list the POWER Library logo (as found on the POWER Library site's For Librarians - Funding and Support section) on all printed or electronic presentations of POWER Library Chat with a Librarian materials.

Withdrawing from the Program

Participation in Chat with a Librarian is voluntary and libraries, systems, districts, and consortia may withdraw at any time. To withdraw, please submit a letter of intent in writing to Hosting Solutions and Library Consulting at the address listed in the Remit section below.

Failure to follow current Chat with a Librarian requirements may result in the re-evaluation of participation eligibility.

Funding and Support

Access Pennsylvania's POWER Library services are funded primarily by the Commonwealth of Pennsylvania and through Library Services and Technology Act (LSTA) funds from the U.S. Institute of Museum and Library Services. These funds are administered by the Pennsylvania Department of Education, Office of Commonwealth Libraries.

Disclaimer

OCL reserves the right to change or terminate the Access Pennsylvania POWER Library Chat with a Librarian program based on the availability of funding, program needs, or the availability of vendors that can provide qualified services.

Application

Instructions
Complete the institution information below, along with the agreement information and signature pages for each service selected.

Address any questions about this application form to HSLC at 215-222-1532 or support@hslc.org.

Remit

An electronically signed copy of the application may be emailed to expedite your participation; however, an original signed copy is still required.

Submit one original, signed copy of the application and agreement form(s) via First Class Mail to:

HSLC
Attention: POWER Library Applications
3600 Market Street, Suite 550
Philadelphia, PA 19104

Access Pennsylvania POWER Library Services
Chat with a Librarian Reference Staffing Application

Individual Library

Institution   _____

Street Address   _____

City _____ State _____ Zip Code _____

Library Director   _____

Email _____

Telephone   _____

Enrollment/Population Served (in numbers):   _____

Number of Eligible Staff   _____

Library Website   _____

County   _____

State Representative District   _____

State Senatorial District   _____

Site Coordinator Information

Name _____

Title   _____

Library (if different) _____

Street Address   _____

City _____ State _____ Zip Code _____

Email _____

Telephone   _____

Access Pennsylvania POWER Library Chat with a Librarian Reference Staffing Agreement

Individual Library

Library Name _____ agrees to:

1. **Appoint a staff person to be site coordinator:** Ideally, a site coordinator is responsible for reference staff scheduling and is interested in promoting and integrating new technologies with library services;
2. **Allow staff to attend training**: At least one person must complete the free-of- charge software training. That individual may train additional staff. The initial and refresher trainings may be offered online, or at the library, or regionally in Pennsylvania;
3. **Contribute staff time on a weekly basis:** The number of hours that are contributed will be negotiated by the library site coordinator and the Chat with a Librarian service coordinator. Scheduling changes due to sickness, leave time, etc. will be accommodated as needed;
4. **Promote service use:** Libraries must provide a link to the service on their website and look for other ways to promote its use; and
5. **Provide funding attribution:** Libraries must list the POWER Library Chat with a Librarian logo (as found on the POWER Library site's For Librarians - Funding and Support section) on all printed or electronic presentations of POWER Library Chat with a Librarian materials.

This commitment is made for a period of one year and is automatically renewed for one-year terms. The agreement may be terminated at any time by the participating library or the Pennsylvania Department of Education's Office of Commonwealth Libraries. Libraries may not alter this agreement.

Authorized Signature _____

(Electronic version acceptable)

Name (Printed) _____

Title _____   Date _____

Access Pennsylvania POWER Library Services
Chat with a Librarian Reference Staffing Application

System/District/Consortium

Organization _____

Street Address   _____

City _____ State _____ Zip Code _____

Library Director   _____

Email _____

Telephone _____

Enrollment/Population Served (in numbers): _____

Number of Eligible Staff   _____

Library Website   _____

County   _____

State Representative District   _____

State Senatorial District   _____

Site Coordinator Information

Name _____

Title _____

Library (if different) _____

Street Address   _____

City _____ State _____ Zip Code _____

Email _____

Telephone _____

Access Pennsylvania POWER Library Chat with a Librarian
System/District/Consortium
Reference Staffing Agreement

Organization Name _____agrees to:

6. **Appoint a site coordinator:** The site coordinator serves as the main contact person for HSLC; and coordinates the internal staffing schedule;

7. **Confirm attendance at training**: The Site Coordinator shall ensure at least one person per participating library completes the free-of-charge software training. That individual may train additional staff at their library. The initial and refresher trainings may be offered online, or at the library, or regionally in Pennsylvania;

8. **Confirm weekly staff hours are provided:** The number of hours that are contributed will be negotiated by the organization or Site Coordinator and the Chat with a Librarian service coordinator. A five-hour contribution to the statewide cooperative is required for participation. An additional two-hour contribution is required to add an SMS line to your system's queue. Scheduling changes due to sickness, leave time, etc. will be accommodated as needed;

9. **Ensure service promotion:** The Site Coordinator shall ensure participating libraries provide a link to the service on their websites to promote its use; and

10. **Ensure the funding attribution is present:** The Site Coordinator shall ensure participating libraries list the POWER Library Chat with a Librarian logo (as found on the POWER Library site's For Librarians - Funding and Support section) on all printed or electronic presentations of POWER Library Chat with a Librarian materials.

This commitment is made for a period of one year and is automatically renewed for one-year terms. The agreement may be terminated at any time by the participating organization or the Pennsylvania Department of Education's Office of Commonwealth Libraries. Libraries may not alter this agreement.

Please Note: Libraries within the system/district/consortium may participate individually to qualify for an SMS account, so long as that library can fulfill the individual library participation requirements.

Authorized Signature _____

(Electronic version acceptable)

Name (Printed) _____

Title _____   Date _____