Hosting Solutions and Library Consulting (hslc.org) is a non-profit support organization that centrally administers the POWER Library (powerlibrary.org) on behalf of the Office of Commonwealth Libraries under the Pennsylvania Department of Education.

HSLC is currently seeking our next Virtual Reference Specialist, who will manage the training, scheduling, and support for the POWER Library’s Chat with a Librarian (CWAL) service. The VR Specialist works in collaboration with the CWAL site coordinators across the Commonwealth to provide the tools and resources needed for the provision of prompt, courteous, and supportive virtual reference services to all Pennsylvania library users seeking information via electronic means. This position also provides administrative support, attends conferences, and, in conjunction with the other specialists, trains librarians to use the POWER Library services. Training and/or formal presentation experience is highly desirable. Training is offered virtually and in-person; some travel will be required (once it is safe to resume in-person training).

The ideal candidate for this position must have effective communication and interpersonal skills in group settings; the ability to organize time, manage projects, work effectively in a team environment; and the ability to work accurately and with attention to detail.

This position requires a Master’s degree in Library and Information Science (from a college or university accredited by the American Library Association), Information Technology, or a closely related field; five years of experience as a professional librarian in a school, public, academic or special collection library; and experience with offering patron support and services through non-traditional means, such as chat, email, SMS, etc. Experience supervising volunteers a plus. Pennsylvania residency highly desirable.

Salary dependent upon qualifications. Excellent benefits package.

To apply:

Individuals should submit a resume, three professional references, and a cover letter explaining their qualifications for the position by September 30, 2020.

Submit to:
Erin Halovanic
Director of Library Services
Hosting Solutions and Library Consulting
3600 Market Street, Suite 550