

The Commons

What have We Learned about User-Centred Library Services?



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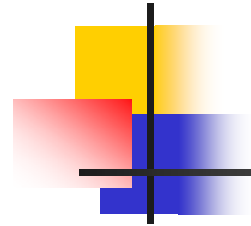
Who are our users?

The 5 minute review

Gen Y

Most students entering college this fall were born in 1987.

- They don't remember when "cut and paste" involved scissors.
- Wayne Gretzky never played for Edmonton
- Voice mail has always been available.
- They may have fallen asleep playing with their Gameboys in the crib.
- Snowboarding has always been a popular winter pastime



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- Digital cameras have always existed
 - For daily caffeine emergencies, Starbucks has always been around the corner
 - Libraries have always been the best centers for computer technology and access to good software.

From Beloit College mindset list Class of 2009

<http://www.beloit.edu/~pubaff/mindset/>





Who are they?

- Born 1980's
- More ethnically diverse than previous generations
- Computers are part of their lives
- Not necessarily technically savvy
- Their favorite communication tool: cellphone





How do they learn?

- Multi-tasking
- Sound-bytes
- Menu driven
- Collaborative
- Social



