YAR! Thar be sharks about!
Show of hands...
There’s no “me, me, me” in community.
Changes in Dispositional Empathy Over Time in American College Students. O’Brien, Hsing, & Konrath. 2010
our technology changes the way we think
a break from their “real lives.”
Depersonalization.
“unrealistic expectations & lack of civility.”
“greater accountability & a safer and more trusted environment”
ARE YOU COMING TO BED?

I CAN’T. THIS IS IMPORTANT.

WHAT?

SOMEONE IS WRONG ON THE INTERNET.
THE ART OF CONVERSATION
“The real risk to the world is if information technology pivots to a completely authentic identity for everyone.”
There is value in anonymity.
how do people have babes?

Patron: how do people have babes
Library: hello anonymous
Patron: how do people have kids
Library: Just what people are you referring to? Please be more specific.
Patron: do you know how they have kids?
Library: please be more specific. goats have kids.
Patron: i am talking about a person, a woman and a man. how do they get a baby
Library: How old are you?
teenagers are jerks.

Library: Hi there, how
Patron: iiijjejeegggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggggg
dude, where’s my brain?

They have slower access to the frontal lobe (the “CEO of our brains”); decision making skills and impulse control are affected.
this slide intentionally left blank
Are you a ninja?

Library: Hi there!
Patron: are u a ninja
Library: I could be
Library: Do you think I'd tell you if I were, though?
Patron: well id hope so
Patron: im an invisible ninja
Library: Do you want some ninja books?
Patron: are u authorized to talk about this stuff
Yes, you’re a ninja.

Library: Naruto is good for ninja reading

Patron: ok a serious moment what questions could u ask science teachers about incorporating geothermal energy into their lesson plans?
Be human. (and speak like one)

Set expectations.

Don’t judge the words you see.

Ask for clarification. Often.

Explain why you’re asking.

Use your name. (and theirs!)

Involve them in your process.

Call people on bad behavior. (& give them a second chance)
Be human. (and speak like one)

Set expectations.

Don’t judge the words you see.

Ask for clarification. Often.

Explain why you’re asking.

Involve them in your process.

Call people on bad behavior. (& give them a second chance)

Give clear, easy to follow instructions

Refocus when needed

Keep them updated on what you’re doing

Be honest
Be human. (and speak like one)

Set expectations.

Don’t judge the words you see.

Ask for clarification. Often.

Explain why you’re asking.

Involve them in your process.

Call people on bad behavior. (& give them a second chance)

Be Positive & Engaged

Acknowledge impatience

Ask for cooperation

Don’t be afraid to repeat yourself