

Growing Up Past Your Google Years



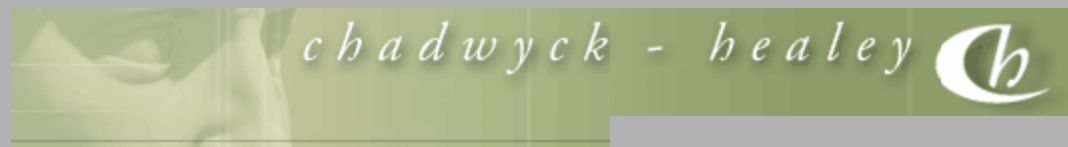
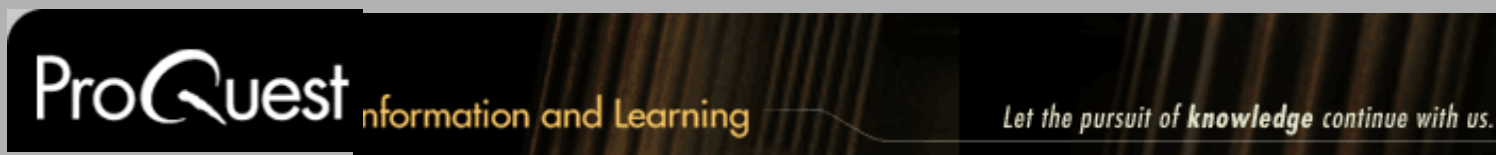
Generation Shift Happens: Building the Library they need for their Future

Stephen Abram, MLS

Micromedia ProQuest

All PPT slides will be available next week at <http://www.micromedia.ca>

Small Disclaimer



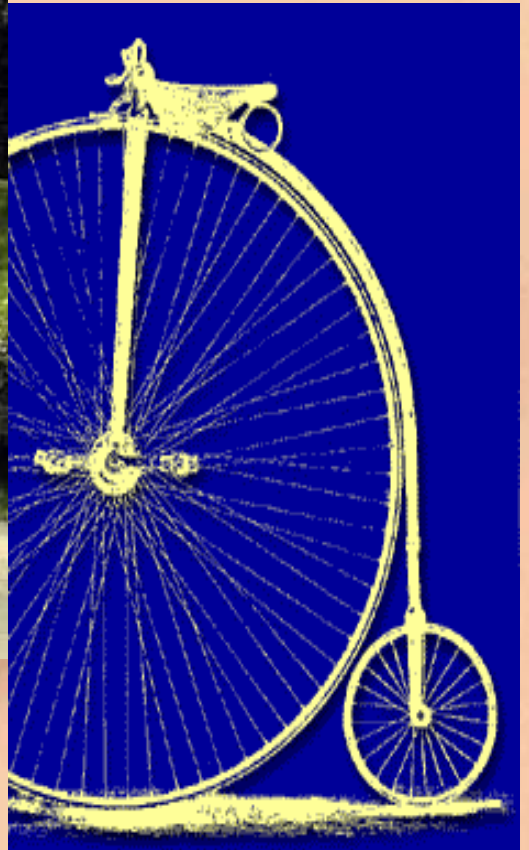
2000 Light Stopped



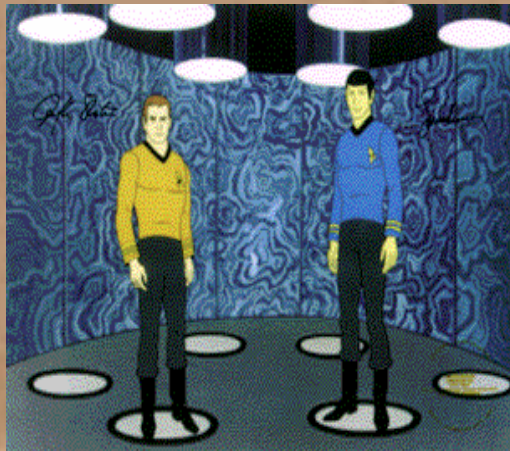
2001 Light Sent into Future



2002 Light Slowed to Bicycle Speed



2003 Light Transported



Finding Our Future



New Generations: Who Are All
These People?

Didn't we help create these folks?

A few early indicators



- Michigan State U study shows that children introduced to the Internet at home improved their grades and performed better on standardized reading tests. (Globe & Mail, Aug. 4, 2003)

A few early indicators



- Many studies show that the key (perhaps only major) influence on children's performance on standardized tests is having a quality school library program.
- http://www.micromedia.ca/PDFs/HaycockACP2_v2.pdf

So what's the evidence, actually?



- 78% of middle and high school students in the U.S. use the Internet . . . This rises to 100% in college.”
 - “U.S. Educators are Not Net-savvy.”
- Pew Internet and American Life 2002

So what's the evidence, actually?



- A Pew Study indicates that 86% of US college students use the Internet for course work.”

■ Pew Internet and American Life Oct. 2002

So what's the evidence, actually?



- “Teenagers in Canada average 2.4 hours per week conducting online research for school” [girls 2.9, boys 2.0!!]

■ IPSOS Reid NPD Sept. 2002

So what's the evidence, actually?



- “56% of Canadian teenagers go online to research for science classes, while 42 % conduct online research for social science classes and 36% for English projects.”

■ IPSOS Reid NPD Sept.
2002

So what's the evidence, actually?



- “Teenagers generally believe that educators don’t know how or aren’t able to use the online tools to help them enrich their studies.” “Students rated the quality of Internet-based assignments as low.”

■ Heller Reports - EdNet
Aug. 2002

I got an opinion too!



- In short - they want their information experience to be like their other effective learning experiences - engaging and relevant.
- Is the generational digital divide just another term for Generation Gap?


■ Me

A few early indicators



- Students have changed their information seeking and usage behaviors. They are using more, seeking more and exploring more.
- <http://www.micromedia.ca/presentations/NextGen%20Internet%20and%20Searching%20Behaviors.htm>

3 Important Early Studies



OCLC's "White Paper
on the Information
Habits of College
Students"
(www.oclc.org)

"Dimensions and
Use of the
Scholarly
Information
Environment"
(CLIR/DLF/Outsell
- www.clir.org)

"The Digital Disconnect:
The Widening Gap
Between Internet-Savvy
Students and Their
Schools" (Pew Internet
and American Life -
www.pewinternet.org)

Full webliography at
www.micromedia.ca

NextGens and X'rs



They've been taught to *learn*
differently.

It's not the way we learn.

Information Literacy



- Standard Curriculum Components
 - Mathematics / Arithmetic
 - Science, Biology, Physics & Chemistry
 - English, Languages
 - History, Geography, Politics, Sociology
 - Music, Art, Phys ed.
 - Guidance, Religion

Information Literacy



- Information literacy is integrally tied every aspect of the curriculum:
 - Mathematical logical thinking skills - Math and Arithmetic
 - Scientific method - Sciences
 - Criticism, interpretation and comprehension - English and languages
 - Analytical thinking - History, Geography
 - Interpretive and imaginative- music, art & phys ed.
 - Inter and Intrapersonal skills - Religion, Guidance, etc.
 - *There is an imperative for people to have a lifelong curriculum - a personal learning strategy*

Information Literacy



- Information selection and integration skills
- Information organization (micro and macro) skills - taxonomies and ontologies
- Interface selection and design combined with training skills
- Searching, finding and usage (analysis, packaging, reporting) skills
- High level information literacy skills (added to numeracy, critical thinking, analytical, etc.)

Taking The Knowledge Positioning

Data	Information	Knowledge	<i>Behaviour</i>
====>	=====>	=====>	=====>
<ul style="list-style-type: none">• Apply Stand-ards <ul style="list-style-type: none">• Store & Move	<ul style="list-style-type: none">• Display• Chart• Graph• Publish• Picture• Format	<ul style="list-style-type: none">• Knowing• Learning• Filtering• Evaluating <i>Gerunds</i>	<ul style="list-style-type: none">• Do• Decide• Choose• Apply• Enact <ul style="list-style-type: none">• Action Verbs

Information Engagement Levels

Stimulate/Live

Present/Teach

Argue/Defend

Act on/ Discuss

Read/View

Content

Source

Situation

Dr. Thomas Davenport

Intelligence and Learning Styles



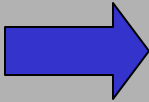
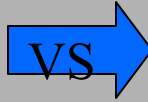
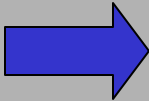
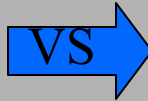
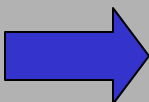

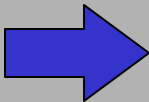
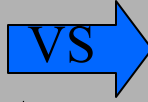
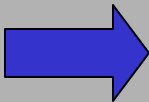
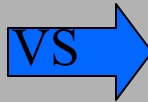
- Visual/Spatial (Picture Smart)
- Verbal/Linguistic (Word Smart)
- Musical/Rhythmic (Music Smart)
- Logical/Mathematical (Number Smart)
- Bodily/Kinesthetic (Body Smart)
- Interpersonal (People Smart)
- Intrapersonal (Self Smart)
 - Piaget, Bloom, Gardner, etc.

Personality and Searching



- “Five personality dimensions and their influence on information behaviour”
- Jannica Heinström, Åbo Akademi University, Finland (Oct. 2003)
- <http://informationr.net/ir/9-1/paper165.html>
- Central Question: “How does personality influence searching behaviour?”

Personality and Searching

Dimension		High Level		Low Level
Neuroticism		■ Sensitive, Nervous		■ Secure, confident
Extraversion		■ Outgoing, energetic		■ Shy, withdrawn ■ Cautious, conservative
Openness		■ Inventive, curious		■ Competitive, outspoken ■ Easy-going, careless
Agreeableness		■ Friendly, compassionate		
Conscientiousness		■ Efficient, organized		

Sample Conclusions



- Neuroticism was related to preference for confirming information, concern over time spent on searching, difficulties with relevance judgement, and insecurity with database searching.

Sample Conclusions



- Extraversion was related to informal information retrieval as well as preference for thought provoking documents over documents which confirmed previous ideas.

Sample Conclusions



- Openness to experience was related to broad information seeking, incidental information acquisition, critical information judgement, preference of thought provoking documents instead of documents which confirmed previous results. Conservativeness was related to problems with relevance judgement and preference for confirming documents.

Sample Conclusions



- Competitiveness was related to lack of time being a barrier to information retrieval, problems with relevance judgement and competence in critical analysis of information. Low levels of agreeableness forms a base for sceptical and critical thinking.

Sample Conclusions



- Conscientiousness was related to preference for thought provoking documents instead of documents that confirmed previous ideas and use of effort in information seeking. Carelessness, on the other hand was related to problems with relevance judgement, feeling that lack of time was a barrier to information retrieval and preference for documents that confirm previous ideas.

NextGens and X'rs



**They've been taught to
learn and *explore*
differently and their
environment will be very
different.**

**They're more visually
oriented (vs. text,
numbers, lists)**

Video Games, PC Gamers



The training field . . .

Goals, scaffolds and learning

Decision trees and Problem
solving

PC Games



- Console
- CD-ROM
- PC based
- VideoGames
- Web Games
- Phone Games
- PDA Games

PC Games

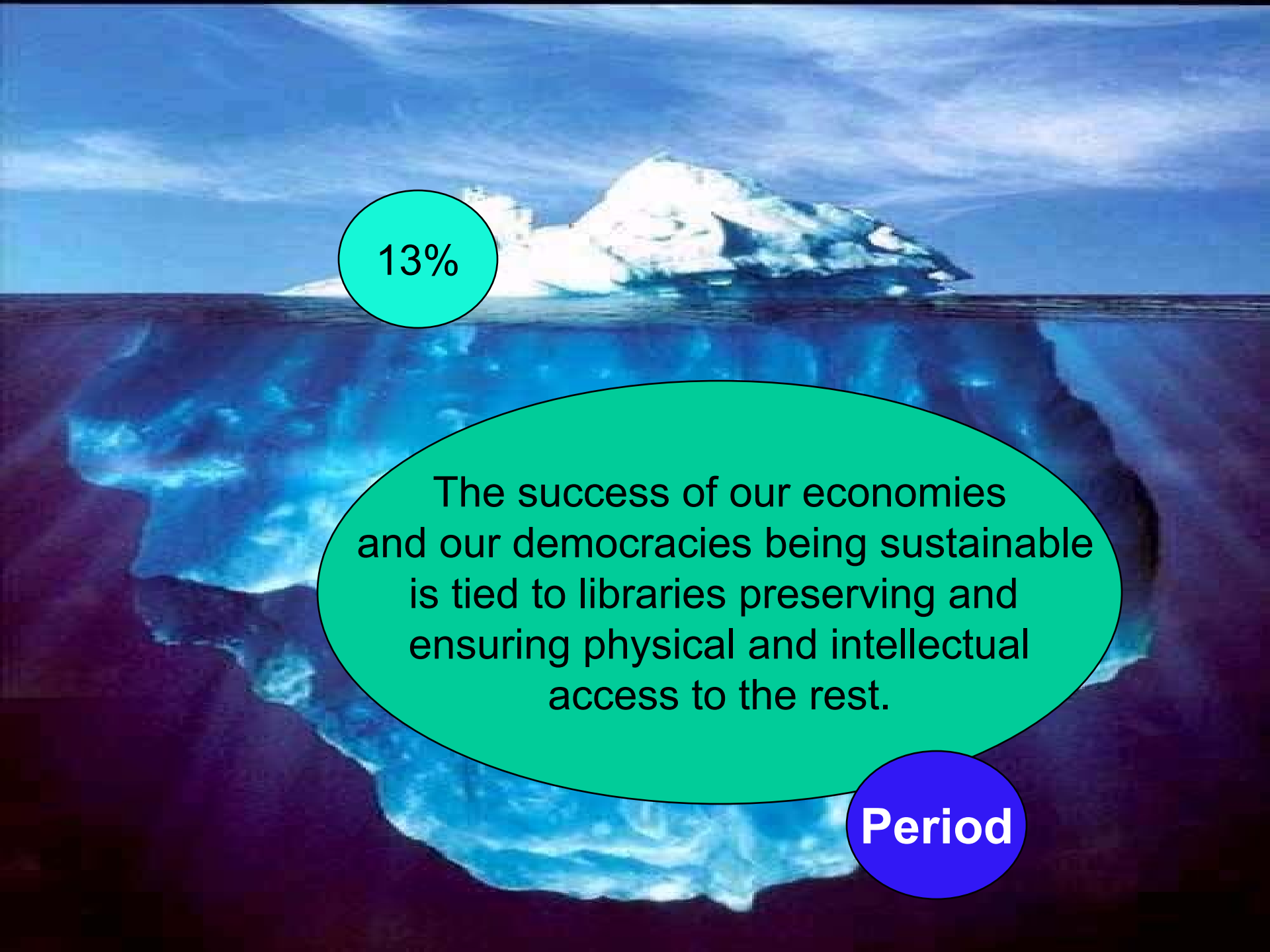


- 90% of US households
- 70% of college students
- More girls than boys in college

PC Games



- Quest
- Collaboration
- Avatar Creation
- Trivia, Word Games
- Riddles and Codes
- Simulations
- Entertainment
- Blog, chat, opinion
- Strategy, Collaboration
- Team skills
- Creativity, Research
- Testing
- Math, logic
- Scenario planning
- Cards, chess, solitaire
- Social skills

An iceberg floating in a dark blue ocean under a cloudy sky. The tip of the iceberg is visible above the water, while the much larger base is submerged. A small teal circle with the text '13%' is positioned near the tip. A large teal oval containing text is centered on the submerged part of the iceberg. A small blue circle with the word 'Period' is located at the bottom right.

13%

The success of our economies
and our democracies being sustainable
is tied to libraries preserving and
ensuring physical and intellectual
access to the rest.

Period



**It's an
Information
Ocean, not a
Highway.**



**It's an “Exploration
Space” not a
collection space.**

It's a work space



- MS Of

- OCLC

- Ama

- Book

- Reute

- Factiva

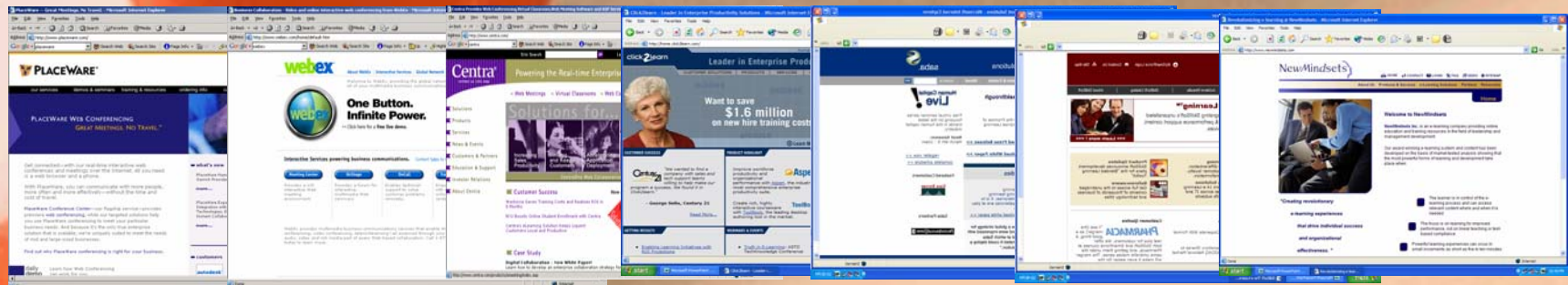
- Link Resolvers and OpenURL

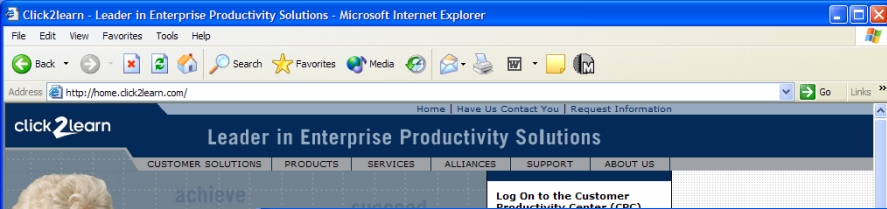
- Federated Search



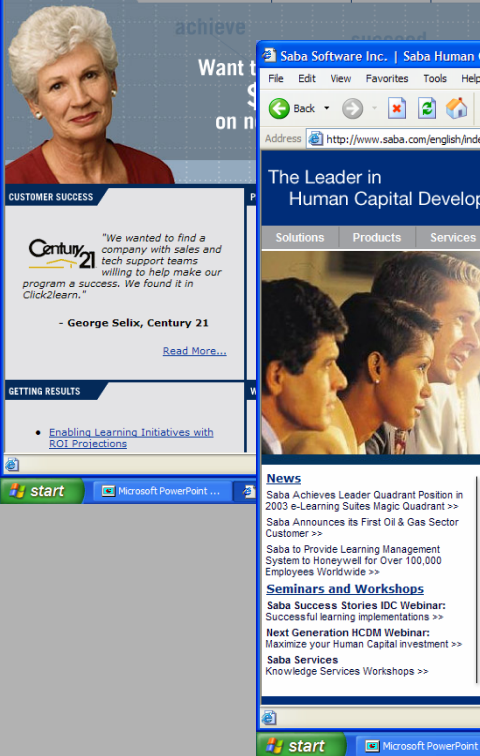
It's a Learning Space

- eLearning, e-reserve, e-coursepacks
- Recombinable learning objects
- Lesson Level Content
- SCORM, ADL, etc.
- OpenURL and durable, persistent linking





Click2Learn



Saba



SkillSoft

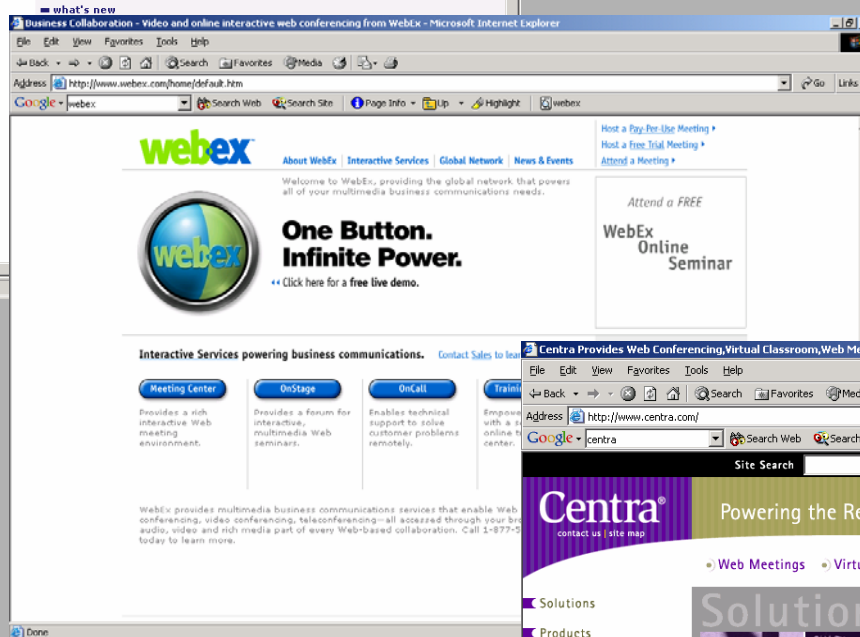


Newmindsets

Post-Blackboard
and WebCT?

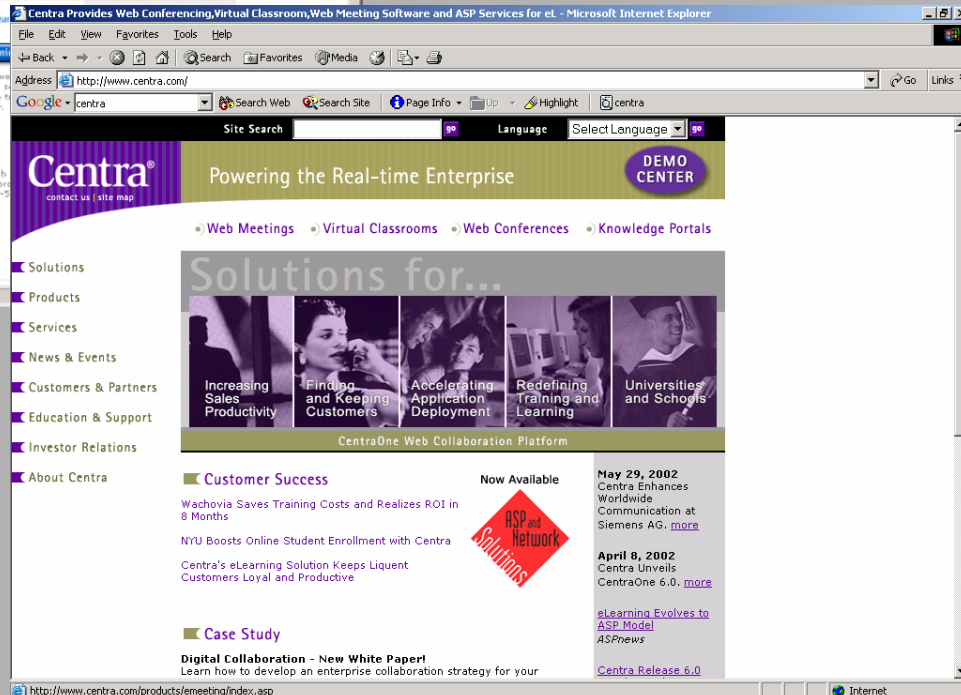


PlaceWare



Webex

Centra

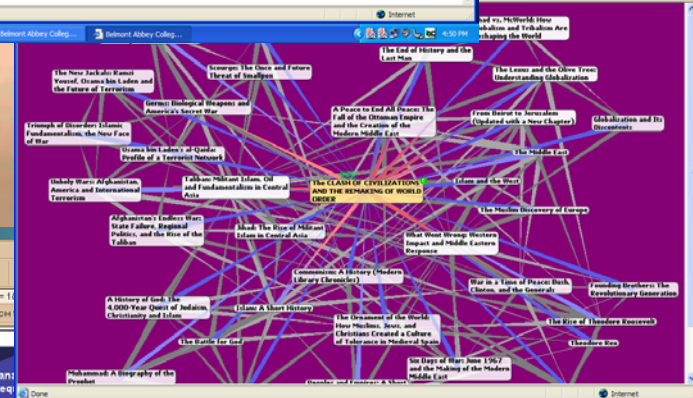
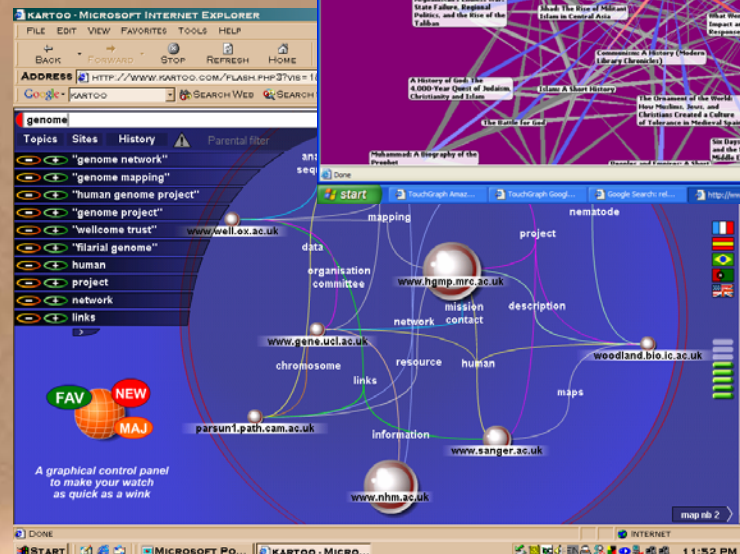
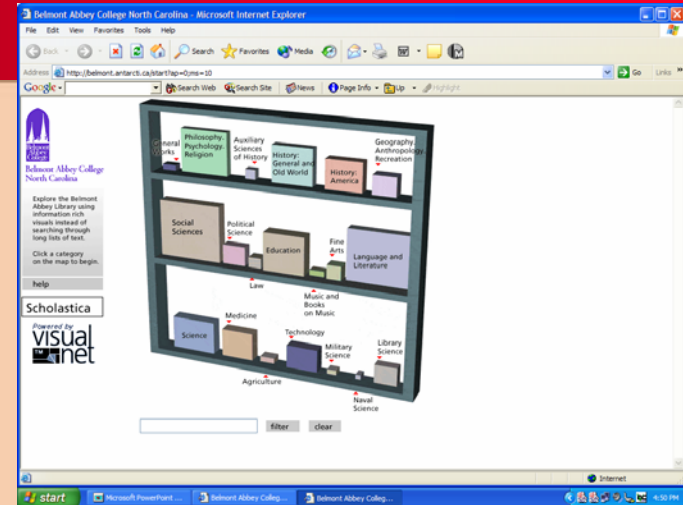


Simplify These Interfaces



Visual Display

- Context
- Text independence
- Visible contextual taxonomies
- Learning Styles



Federated Searching



- MuseGlobal
- WebFeat
- ENCompass
- OCLC Site Search
- Auto-Graphics Agent
- SIRSI Single Search
- Innovative MetaFind
- etc.

OpenURL

NextGens and X'rs



They've been taught to explore differently.

They're more visually oriented
(vs. text, numbers, lists)



■ Negators

■ vs.

■ Continuous Learners

NextGens and X'rs

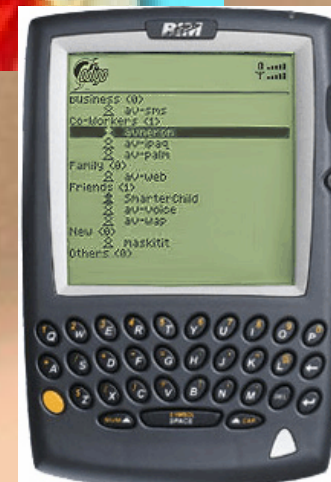
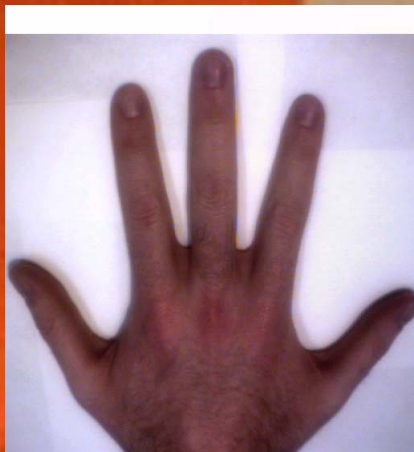


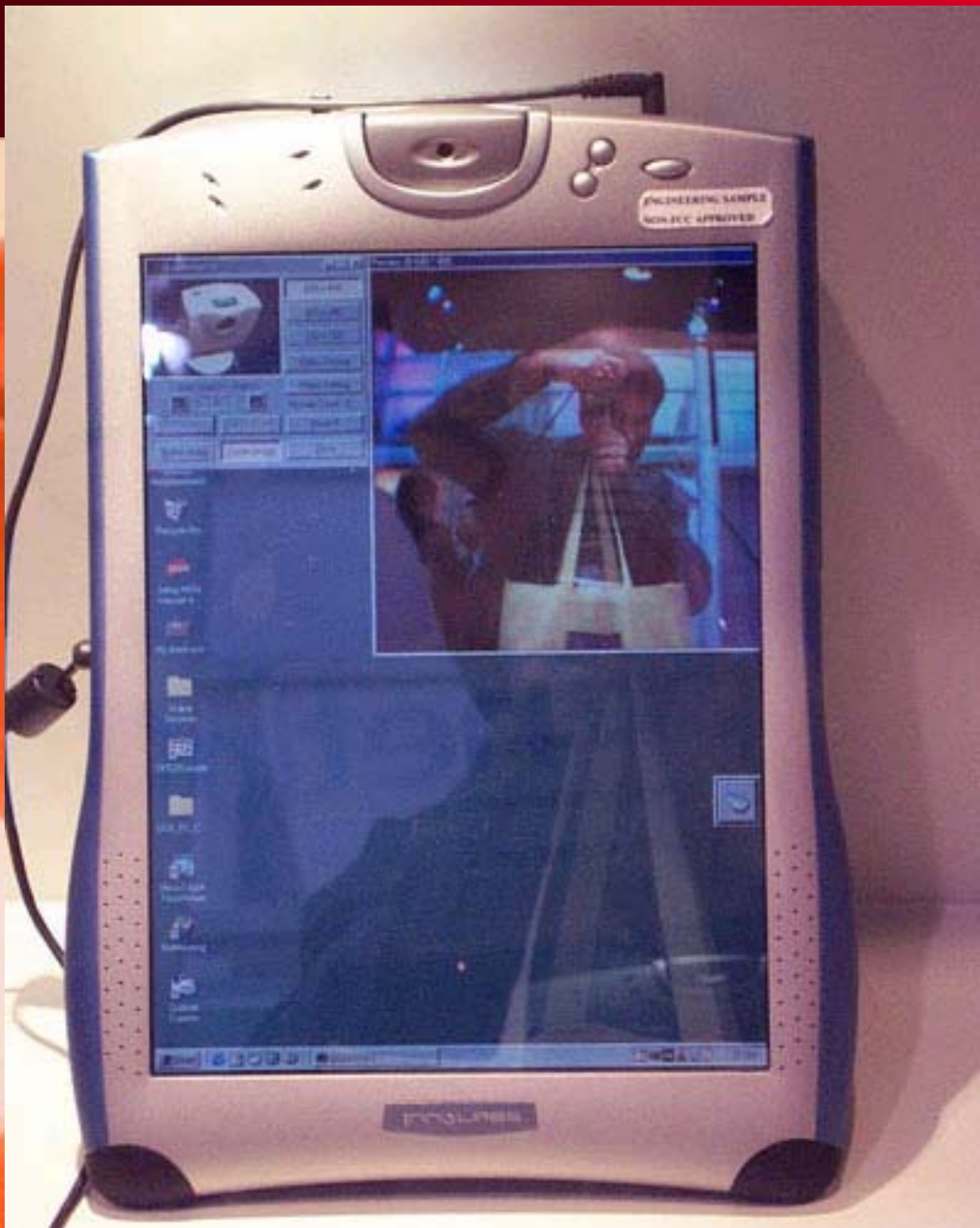
They're *nomadic*.

They expect little distance
between where they are
physically and their needs.

Nomadic Use

- Wireless
- WiFi
- Wiringless
- VoiceSearch
- XML





Tablet Computer


Those damn kids . . .

Medium 8-17 year-olds would choose if they could only have one

Medium	All Kids	Boys	Girls
Internet	33%	38%	28%
Television	26%	34%	17%
Telephone	21%	12%	31%
Radio	15%	12%	17%

Source: Knowledge Networks/Statistical Research 2002

Simple Collaboration Tools

- 
- MSN .NET Messenger
 - <http://messenger.msn.com/download/download.asp>
 - AOL Internet Messenger
 - http://www.aol.ca/aim/index_eng.adp
 - ICQ
 - <http://web.icq.com/>
 - Yahoo Messenger
 - <http://messenger.yahoo.com/>
 - Trillian by Cerulean

85% of people from
ages 15-25 have at
least one IM
account

Blogging



- Some librarians are averaging over 2000 hits a day on their blogs and some have their 'name' as the first hit in Google...

Discussion Lists



- Stumpers (Womb@'s)
- DigRef
- Etc.

WIKI



- *Wikipedia is a multilingual project to create a complete and accurate free content encyclopedia. We started in January 2001 and are currently working on 177918 articles in the English version. Visit the help page and experiment in the sandbox to learn how **you** can edit any article right now.*

Collaborative Digital Reference



- Virtual Reference Canada
- CDRS– Library of Congress
- TPL - Virtual Reference Desk
- OCLC QuestionPoint
- Durham PL
- Real-time live-chat, homework help service
- LSSI - Virtual Ref Desk

National Library
of CanadaBibliothèque nationale
du Canada

Canada

nlc-bnc.ca

Français

Contact Us

Help

NLC Search

Canada Site



Introduction

About VRC

Membership

Resources

News and Events

Welcome to Virtual Reference Canada

Virtual Reference Canada (VRC) is a free, bilingual and innovative network of libraries, information centres and research institutions that pride themselves on the delivery of professional reference services to all Canadians.

VRC is a uniquely Canadian service designed to extend the reach of local reference staff to encompass information resources and staff expertise available in other institutions throughout the country.

We invite you to explore our website to learn more about VRC, membership benefits and the role of virtual reference in providing information services.

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Internet

LSSI and Tutor.com


Customer Entry - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address http://vrl-web11.lssi.com/wcscgi/CDM.exe?SS_COMMAND=CUST_SUP&Category=ONLINEQUEUE Go Links >>

Google Lssi Search Web Search Site Page Info Up Highlight Lssi



Virtual Reference Services

A reference staff member will join you once you are connected.

You will be in a live chat session; please be patient as there is a time delay between the time you hit the send key and we receive your message.

Please note: You will be unable to connect to a virtual reference session connected if the Virtual Reference Desk is closed.

Library Systems & Services, LLC
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For more information contact us at Questions@lssi.com

Virtual Reference

Please enter the following and click the "Connect" button.



Full Name (required)

To receive a transcript of this session, enter your email address (required)

To have a phone conversation with your librarian during this session, enter your phone number

To remain an anonymous user check this box:
☐

How can we help you?

Connect  **Exit** 

Your Library - working for You

Done Internet

Comparing IPS Stages and ACRL Competencies

IPS Stages

- Task Definition
- Info-seeking strategies
- Location & Access
- Use of Information
- Synthesis
- Evaluation

ACRL Standards

- Determine information need
- Access information
- Evaluate & incorporate information
- Use information for specific purpose
- Understand info. use, use ethically & legally

Joanne Smyth & Patricia Johnston

Online and F2F Reference



Topics frequently addressed include:

- Task definition, problem definition
- Developing a search strategy
- Locating and accessing information

Joanne Smyth & Patricia Johnston

Online and Face-to-Face Reference



Topics rarely addressed
include:

- Information use, analysis, incorporation
- Synthesis and application
- Evaluation

Joanne Smyth & Patricia Johnston






***"Creating revolutionary
e-learning experiences
that drive individual success
and organizational
effectiveness. "***

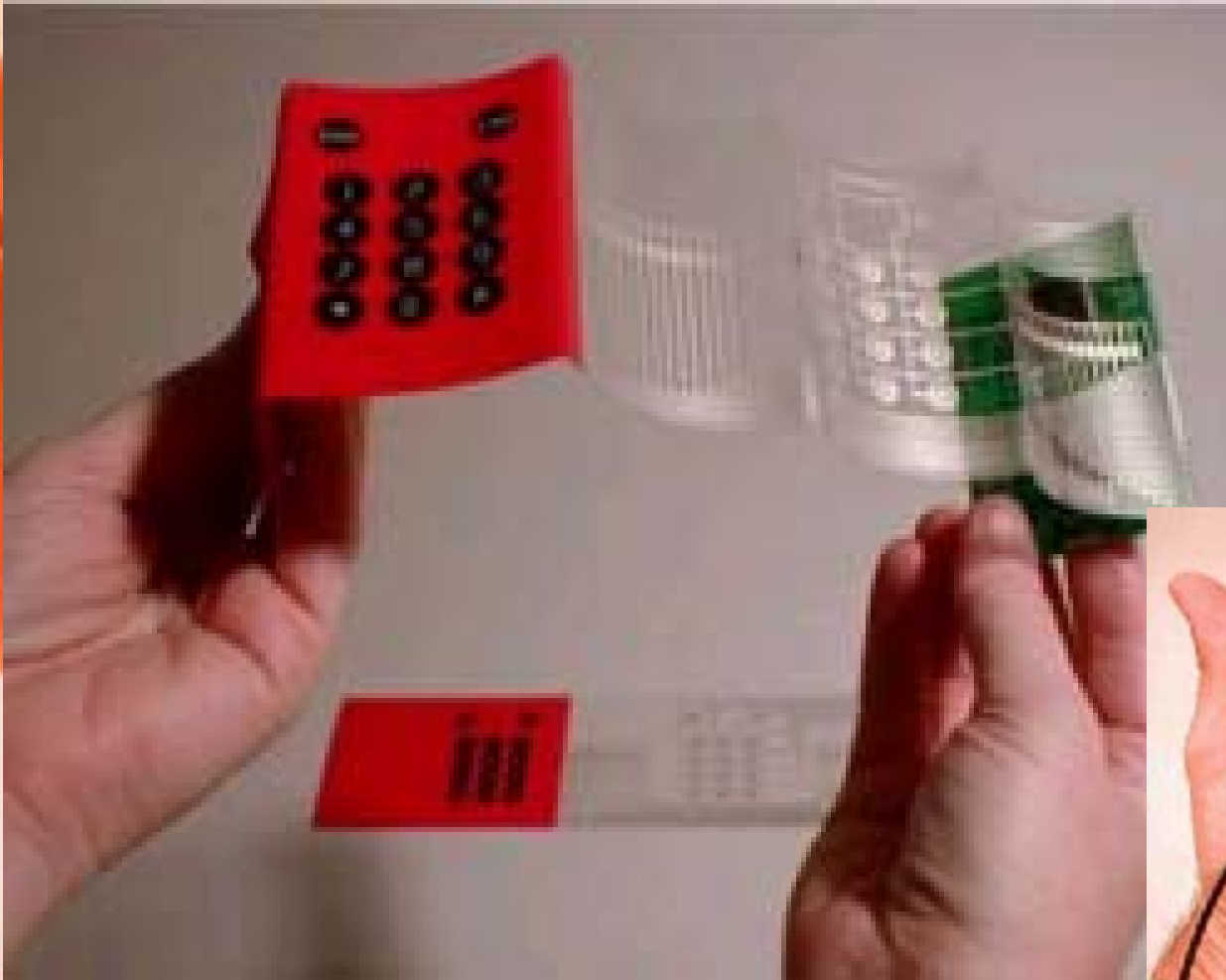
Welcome to NewMindsets

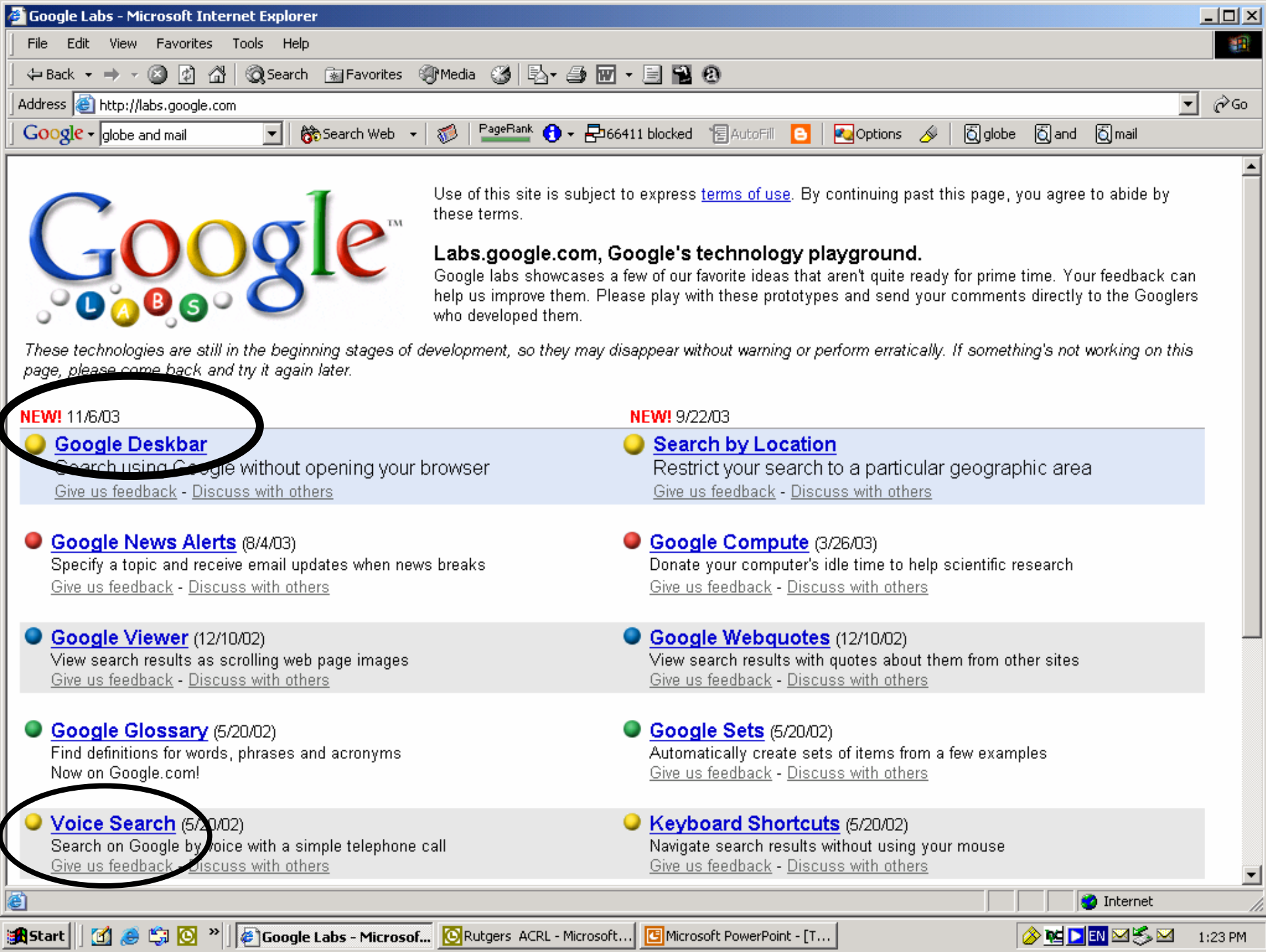
NewMindsets Inc. is an e-learning company providing online education and training resources in the field of leadership and management development.

Our award-winning e-learning system and content has been developed on the basis of market-tested analysis showing that the most powerful forms of learning and development take place when:

-  The learner is in control of the e-learning process and can access relevant content where and when it is needed
-  The focus is on learning for improved performance, not on linear teaching or test-based compliance
-  Powerful learning experiences can occur in small increments as short as five to ten minutes

Disposable phones





NextGens and X'rs



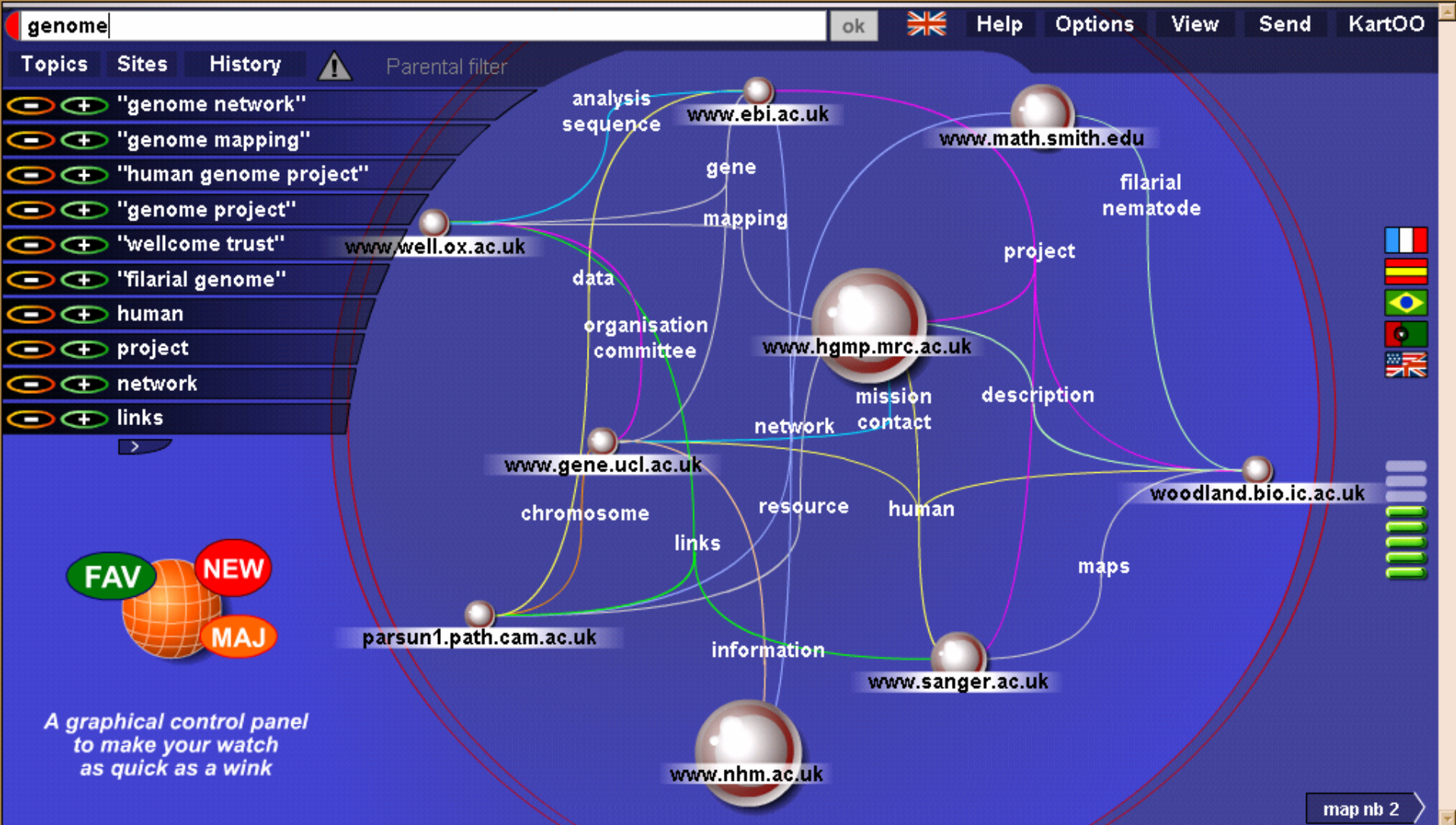
They're *visual*.

They expect search and display
to find

IN CONTEXT!

ADDRESS [HTTP://WWW.KARTOO.COM/FLASH.PHP3?VIS=1&LANGUE=UK&CA=&L=&M=&FD=&BO=&TR=&VERSION=4](http://www.kartoo.com/flash.php3?vis=1&langue=uk&ca=&l=&m=&fd=&bo=&tr=&version=4) Go

Google KARTOO SEARCH WEB SEARCH SITE PAGE INFO UP HIGHLIGHT KARTOO



http://www.touchgraph.com/bi.php?img=clash of civ.png - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail Print Wordpad Address Bar

Address http://www.touchgraph.com/bi.php?img=clash%20of%20civ.png Go Links

Google Search Web Search Site News Page Info Up Highlight

Search the Web

The CLASH OF CIVILIZATIONS AND THE REMAKING OF WORLD ORDER

Living Terrors: What America Needs to Know to Survive the Coming Bioterrorist Catastrophe

American Jihad: The Terrorists Living Among Us

Jihad vs. McWorld: How Globalism and Tribalism Are Reshaping the World

The End of History and the Last Man

The Lexus and the Olive Tree: Understanding Globalization

Scourge: The Once and Future Threat of Smallpox

The New Jackals: Ramzi Yousef, Osama bin Laden and the Future of Terrorism

Germes: Biological Weapons and America's Secret War

Triumph of Disorder: Islamic Fundamentalism, the New Face of War

Usama bin Laden's al-Qaida: Profile of a Terrorist Network

A Peace to End All Peace: The Fall of the Ottoman Empire and the Creation of the Modern Middle East

From Beirut to Jerusalem (Updated with a New Chapter)

Globalization and Its Discontents

The Middle East

Islam and the West

The Muslim Discovery of Europe

Unholy Wars: Afghanistan, America and International Terrorism

Taliban: Militant Islam, Oil and Fundamentalism in Central Asia

What Went Wrong: Western Impact and Middle Eastern Response

Afghanistan's Endless War: State Failure, Regional Politics, and the Rise of the Taliban

Jihad: The Rise of Militant Islam in Central Asia

Communism: A History (Modern Library Chronicles)

War in a Time of Peace: Bush, Clinton, and the Generals

Founding Brothers: The Revolutionary Generation

The Rise of Theodore Roosevelt

Theodore Rex

A History of God: The 4,000-Year Quest of Judaism, Christianity and Islam

Islam: A Short History

The Battle for God

The Ornament of the World: How Muslims, Jews, and Christians Created a Culture of Tolerance in Medieval Spain

Six Days of War: June 1967 and the Making of the Modern Middle East

Muhammad: A Biography of the Prophet

Donnerstag und Freitag: A Short History

Internet

start TouchGraph Amaz... TouchGraph Googl... Google Search: rel... http://www.touch... Microsoft PowerPoi... 4:32 PM



Belmont Abbey College
North Carolina

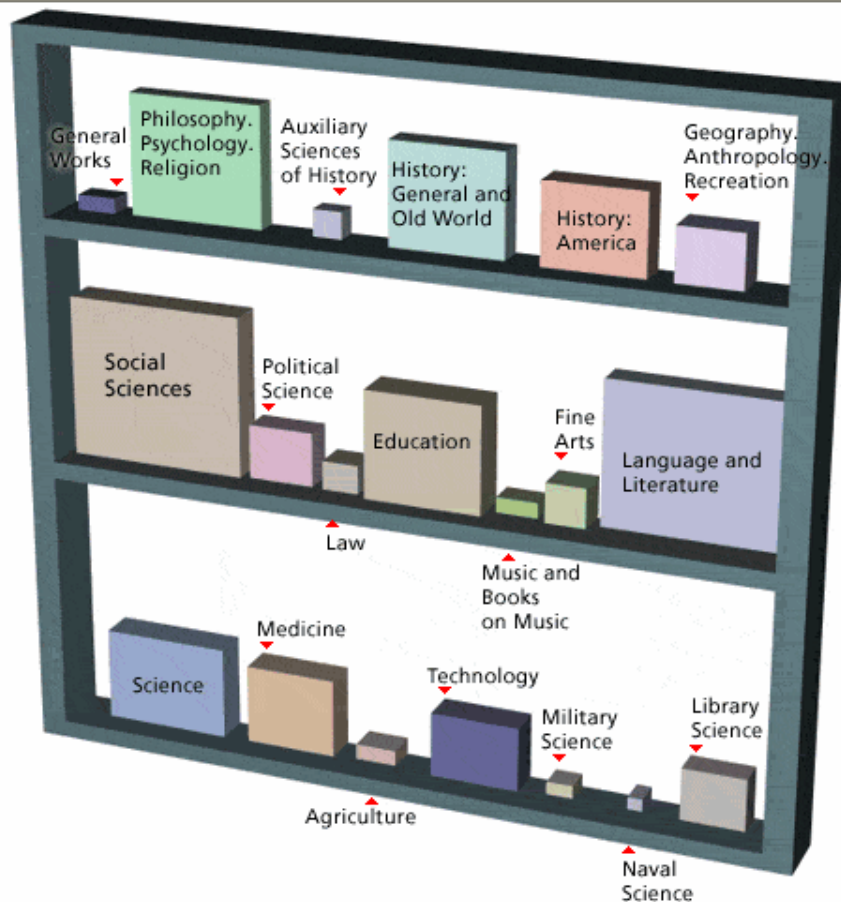
Explore the Belmont Abbey Library using information rich visuals instead of searching through long lists of text.

Click a category on the map to begin.

help

Scholastica

Powered by
visual
net



filter

clear

Read Don Beagle's
articles



Internet

Oingo Meaning-Based Search

stock

Submit

[Refine the meaning of your search.](#)

[Change Oingo search filter settings.](#)

Narrow search to specific meanings?

To improve the results that appear below, you can try specifying the exact meanings of your search words here.

stock all possible meanings for stock
stock(asset)
stock certificate(legal document)
inventory(merchandise)
livestock(mammal)
stock(food)
stock on hand(asset)
stock(sport|contest)
stock(group)
stock(support)
stock(construction supplies|material)
blood line(genealogy|graphic design)

Open Directory

84% [Stocks and](#)

75% [Stock and](#)

74% [Investing](#)

73% [Stocks and](#)

72% [Stock Quot](#)

72% [Stock Malls and Information Online](#)

71% [Small Cap Investment Newsletters](#)

71% [American Depositary Receipts \(ADR\)](#)

71% [Hedge Funds and Stock and Bond Investing](#)

67% [Stocks and Bonds Newsletters](#)

Open Directory Text Hits

[ISN Stockwatch](#)

Stock oriented quote and research center. Complete with news links and real time index graphs, for up to date monitoring of the stock markets.

[StockDetective](#)

Learn about stock market fraud and current trading scams.

[John Stock - RE/MAX](#)

Supplies real estate services for Angola Indiana, Steuben County Indiana.

WiseNut -- Results for : chickens - Microsoft Internet Explorer

1,571,413,207 Web pages and counting!

WiseNut
Search.Exactly.

Search For : chickens

Bookmark us
Make us your home
Tell a friend
Submit your site

Set preferences | Try WiseSearch

WiseGuide categories for "chickens" [what's WiseGuide?]

Results : 343,576 documents found

Funky Chickens (2) [search this]	Raising Chickens (5) [search this]	Broiler Chickens (3) [search this]
Count Your Chickens (6) [search this]	Headless Chickens (4) [search this]	Chicken Proud Mama (3) [search this]
Chickens and Eggs (2) [search this]	Chickens available at Kintaline Poultry (3) [search this]	Hens and Chickens (3) [search this]
Poultry and Waterfowl (3) [search this]	Prairie Chickens (4) [search this]	Others (162)

1. **Funky Chickens** HTML Help!
... [GET HITS] About Funky **Chickens** HTML Help! Funky **Chickens** was created in December 1999, to help...
...Funky **Chickens**! You wouldn't steal from a helpless chicken would you? [Funky-chickens.com...
<http://www.funky-chickens.com/> [Sneak-a-Peek]

2. **LearningPlanet.com - Count Your Chickens**
...© Copyright 2001, Planet Interactive, Inc. All Rights Reserved...
<http://www.learningplanet.com/san/cyc/cyc.htm> [Sneak-a-Peek]

3. **Chickens and Eggs** (PEC-BB)
...**Chickens** and Eggs (PEC-BB) A product of the National Agricultural Statistics Service...
...information include: **Chickens** and Eggs- Final Estimates 1994-97 **Chickens** and...
[See 3 more pages from this site]
<http://purl.access.gpo.gov/GPO/LPS1129> [Sneak-a-Peek]

4. **Breeds of Livestock - Chicken Breeds**
...**Chickens** Alphabetic Breed Listings A - D Ac Ancona Andalusian Appenzell Black...
[See 2 more pages from this site]
<http://www.ansi.okstate.edu/poultry/chickens/> [Sneak-a-Peek]

5. **Kintaline Farm Poultry and Waterfowl Centre, Scotland, United Kingdom**

Vivisimo Search on canada - Microsoft Internet Explorer

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Top 197 documents retrieved for the query **canada** (Details)

- Government of Canada** [Open in New Window] [Full Window] [Preview]
official Canadian **government** home page.
URL: <http://www.canada.gc.ca/>
Source: Yahoo 10th, MSN 1st
- About Canada** [Open in New Window] [Full Window] [Preview]
facts and figures about **Canada**, its **Prime Ministers** and national symbols.
URL: http://canada.gc.ca/canadiana/cda/nd_e.html
Source: Yahoo 12th, AskJeeves 1st
- Yahoo! Canada** [Open in New Window] [Full Window] [Preview]
You could **win** a Michael Jackson CD library! Computers & Internet Yahoo Companion! - Take Yahoo! with you all over the web. Yahoo! **Music** buy and sell stuff Yahoo! Auctions Click Here Yahoo! Groups mailing lists and more! Yahoo! **Canada** Make Yahoo!...
URL: <http://www.yahoo.ca/>
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includes online reservations, Aeroplan information, vacation packages, and traveller services.
URL: <http://www.aircanada.ca/>
Source: Yahoo 24th, MSN 2nd
- Canada.com** [Open in New Window] [Full Window] [Preview]
Canadian newspaper family with national, world, **business**, sports, and lifestyle news.
URL: <http://www.canada.com/>
Source: Yahoo 29th, Looksmart 2nd
- Health Canada** [Open in New Window] [Full Window] [Preview]
indexes information documents for the general public, health professionals and **researchers**, aiming to maintain and improve health

Search the results

Government of Canada

Done Internet

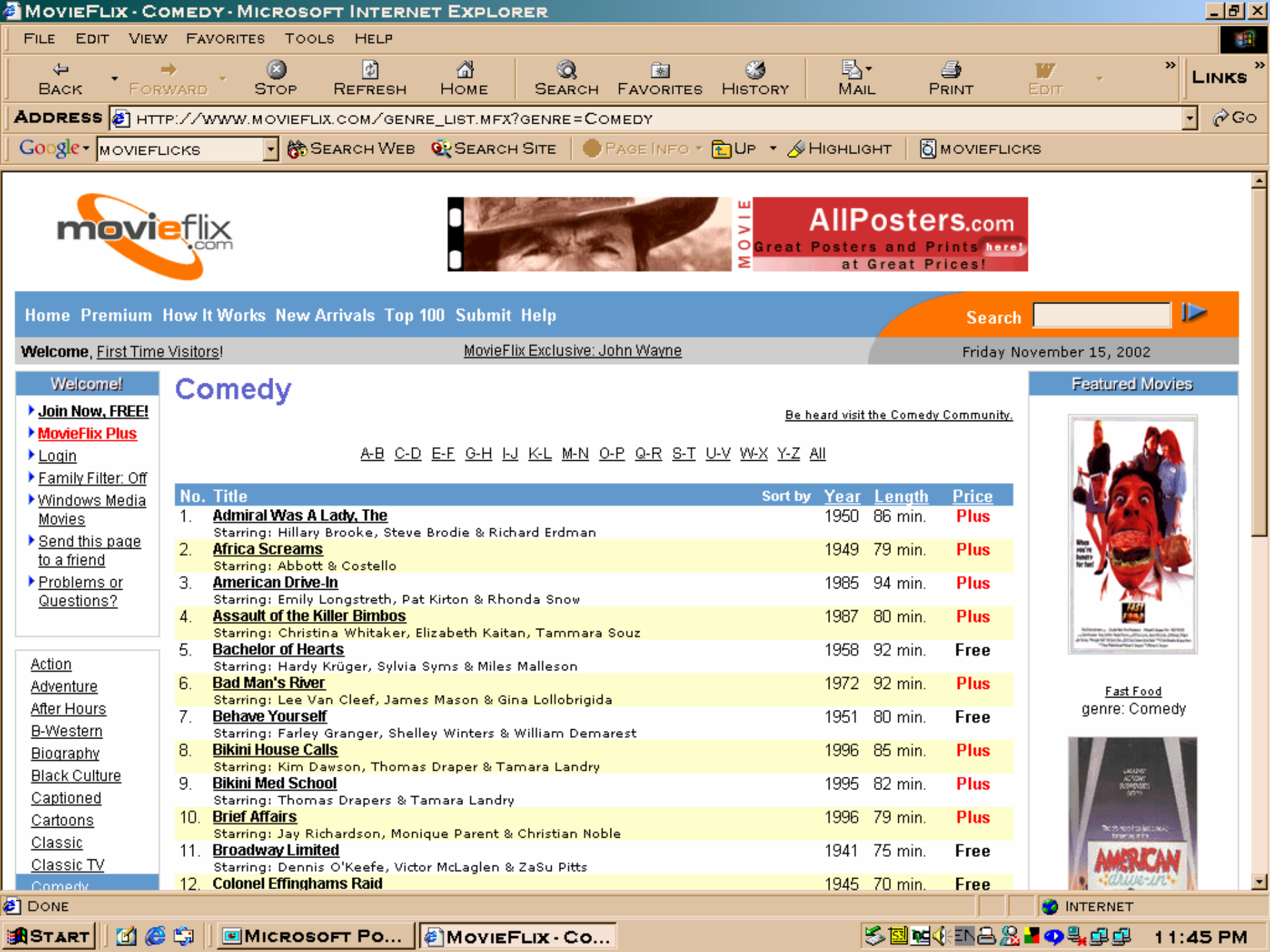


**Information Moves –
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- <http://www.musicmatch.com>
- <http://www.kazaa.com>
- <http://www.quicktime.com>
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- Microsoft Media Player



LTU Technologies: Products List - Microsoft Internet Explorer

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LTU technologies

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Technology & Products: Product List

LTU offers a variety of products which enable companies to manage and use visual assets more effectively. At the core of each is LTU's patented image recognition technology.

Technology Overview

- Product List
- Image-Indexer
- Image-Seeker
- Image-Filter
- Image-Watcher
- Video-Indexer
- Demos

Image-Indexer 1.0

Image-based software for automatic indexing and classification of digital content.

[More Information](#)
[Download the Product Sheet \(PDF\)](#)

Image-Filter 4.1

Image-based software for monitoring and regulating the flow of visual content.

[More Information](#)
[Download the Product Sheet \(PDF\)](#)

Image-Seeker 3.1

Image-based software for visual search and navigation within large collections and databases.

[More Information](#)
[Download the Product Sheet \(PDF\)](#)

Image-Watcher 1.0

Image-based software for detection and protection of the misappropriation or infringement of proprietary images or designs.

[More Information](#)
[Download the Product Sheet \(PDF\)](#)

Video-Indexer 1.0

Image-based software for automatic indexing and segmentation of video content.

Explore integration examples - download our [Case Studies](#)

- Index
- Filter
- Monitor
- Segment
- Seek and find
- Dynamic, semantic, and automatic

Internet

NextGens and X'rs



**They're intimately
familiar with
electronic decision
spaces.**

NextGens and X'rs



**They travel seamlessly
between formats and
don't value text as
highly as we do.**

Zac's Story



Finding Our Future



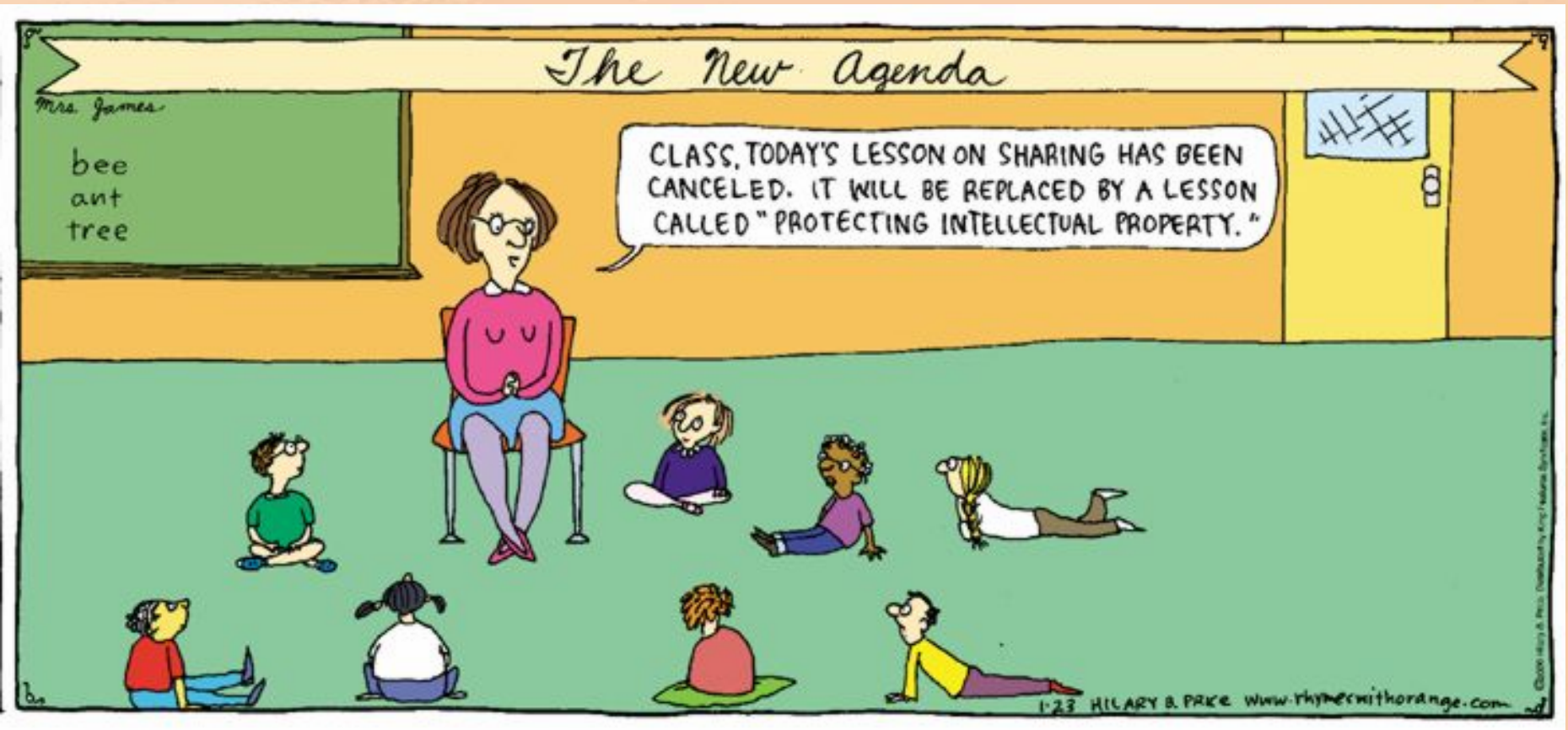
- They learn differently
- They're nomadic
- They converse online with IM
- They're visual learners
- They use all formats
- Games are a model for them
- They're gonna be alright!

Solutions Worth Exploring

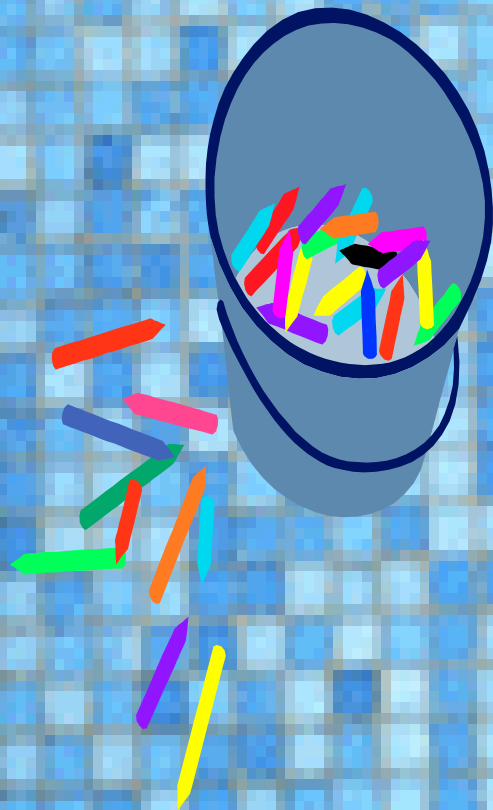


- Tiered and Tunable Interfaces
- Visual Displays in Interface
- OpenURL
- Personalization of interface and results
- Content diversity and integration
- Supporting Multitasking
- Mapping displays
- Information Literacy Curricula (OSLA www.accessola.com)

Balance and Fairness



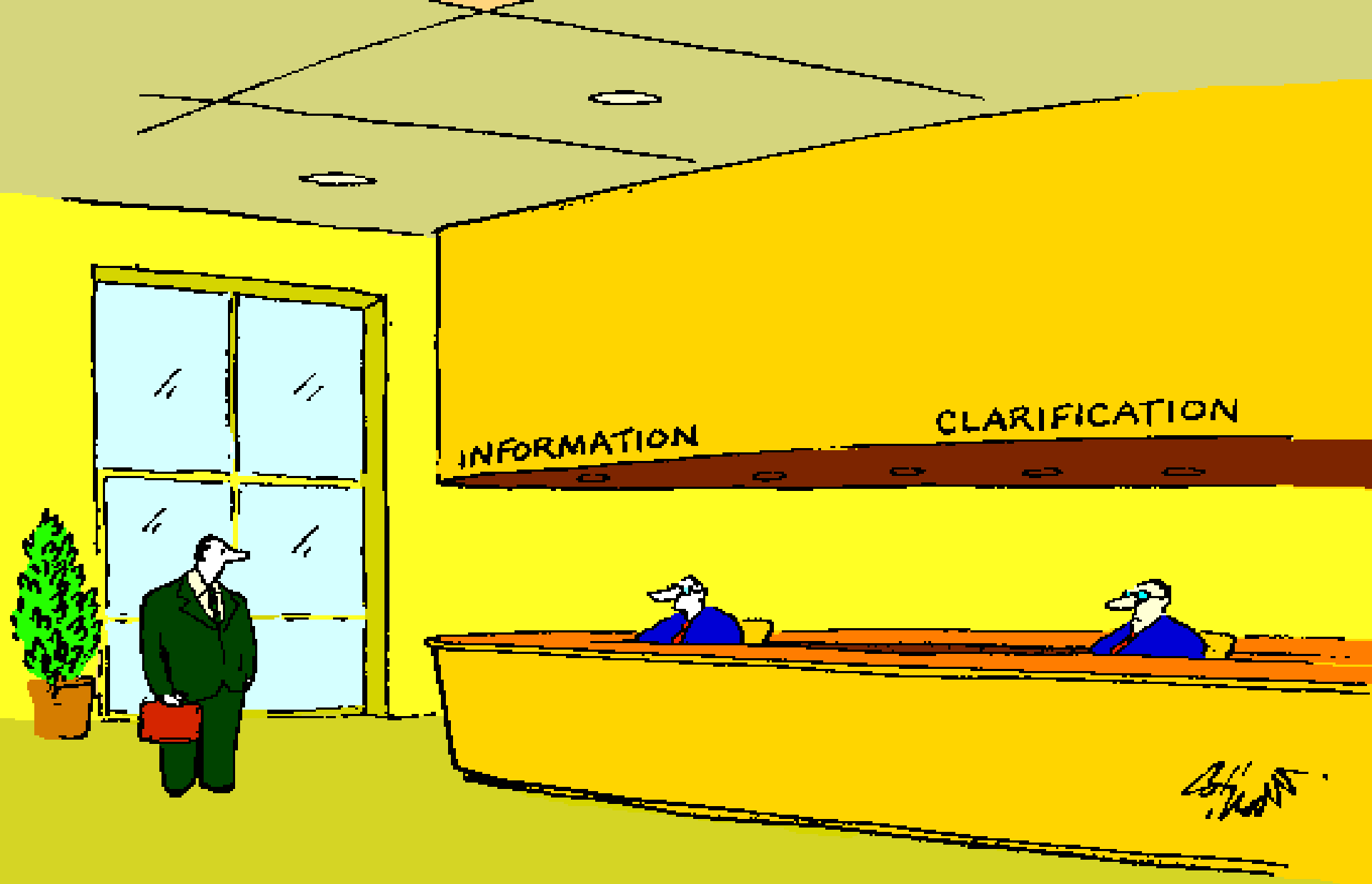
Let's Share Our Passion



- **Work**
- **Profession**
- **Science**
- **Craft**
- **Art**
- **Talent**



*Context is King, not
Content.*



Thanks

Think Outside The Bun



Stephen Abram, MLS
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