



Patron 1, 20s: has smartphone and uses it for calls, texts, apps and occasionally for surfing the web. They use desktop computers at the library to apply for jobs and also to shop online and to use Facebook.

Patron 2, an older adult: their only internet access is on library terminals, and they set up their first email account on a library terminal. They attend library classes for older adults on digital literacy.

Patron 3, 30s: they are a freelance journalist who frequently brings their laptop to the library and uses the public wifi. They conduct skype interviews with sources in public places, use facebook and twitter to communicate with sources and to promote stories

Patron 4, 20 years old: they are a college student. While doing research, they search for journal articles through Google Scholar and in subscription databases such as ones from ProQuest and EBSCO. Sometimes they use their own laptop and sometimes they use computers in the campus library. They get course readings and assignments and upload their completed coursework to an online learning management system.



Patron 5, 20s: accesses their library only online. They borrow ebooks through OverDrive and other platforms, and they access subscription databases to find articles and other media. They also use apps on their smartphone including Flipster to read magazine articles and the library's own app to manage their account. They stay perpetually logged in to some or all of their accounts across multiple devices.

Patron 6, 14 years old: has their own smartphone which is on a family plan that is both surveilled and limited by the plan's subscriber. They come into library and use computers for personal use including gaming, email, social media, and to complete school work.

Patron 7, 12 years old: using school library computers to play games such as Minecraft and do homework through their school's portal. They attempt to go around school filters using 3rd party websites to access games/social media. Games are multiplayer and they interact with others online.