

Jennifer Bradshaw: people mis-aging millennials

Amy VE (she/her): socially aware

Treshani: Entitled

Shannan: tech savvy

Ellen McGrath: social media

Misty Gray: multitaskers

Lisa Bodenheimer: Young, untried

Kayla Abner: avocado toast lol

Gail Blacker: young, irresponsible

P Dragon: texting

LindsayB: determined

Kate L Conerton: me; older than often folks often called millennials

Adrian Williams: twitter, young adults

Jacque Slingsby: techie, avacod toast

Gail Blacker: won't do anything

Kelly Sattler: self-centered

Christopher Magee: Me, kinda.

Jessica GR: Getting older!

Maria Pinkas: cellphones

Ranti Junus: New crop of professionals

Jeannie: My children

carolyncoates: I mostly think about how much I hate these generational tags

Paul Olson: Well, a friend thinks they're insistent upon high salary but don't want to work long hours....

Elayne S.: self-centered

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Maria Pinkas: zoom

Sharad Shah: Dastardly (jk)

Liz Evans: Want short answers, not willing to do digging for information.

Melody Kujat: experiencing technology as it happens

P Dragon: emojis

mundle: impatient

electra enslow: Busy!!

Charlie Tillay: Young professionals

Grace K Lilyerd: me; technologically skilled

Gail Blacker: those darn kids!"

Susan Davis: Reminder: please choose "All panelists and attendees" to share your chat comments. Otherwise other participants won't see your comments

John Teleha: yuppies of today

Sue: smartphones

John Teleha: entitled

Jessica GR: middle-aged

aelizabethberg: apathetic, karen

Jennifer Martin: forgotten

Kristin Martin: Forgotten

Charlie Tillay: anti-establishment

Stephen Bollinger: Forgotten

Christopher Magee: Also, me. Kinda.

P Dragon: awesome

Amy VE (she/her): Myself

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Hoppenfeld, Jared M: flannel

Sarah Imholt: Jaded

Rhonda Marker: parents

Paul Olson: Hipster

Heidi Tebbe: forgotten; me

Jessica GR: forgotten

Gwen Gregory: left out

Scott Garrison: ignored

Adrian Williams: 90s, hippies

Beth Holmes: Unfocused

Karen Morse (URI): Forgotten

Ellis Butler: absolutely nothing!

Melody Kujat: inbetween

Bethany Kluender: parents

Misty Gray: over looked

Amy VE (she/her): latch key

Shannan: collectors

Grace K Lilyerd: ignored

Beth Holmes: Laid back

Kelly Sattler: "slackers" but really responsible

Stephen Bollinger: Cynical

electra enslow: latchkey!!

Lisa Bodenheimer: parents

Elayne S.: Sega

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Lindsay Russell: judgmental of millennials

Gwen Gregory: fewer

Gail Blacker: older adults 40s- 50s

Elizabeth Elmwood: Misunderstood like millennials

Jennifer Lease Doherty: The millennials of the 80s and 90s

Morris Levy: Middle children of America

Ramona Burkey: Self sufficient

Jessica GR: digital bridges

Elizabeth Cox: latchkey!

Theresa Mastrodonato: caught in the middle

Paul Olson: grunge generation

Ranti Junus: Invisible

Bethany Kluender: dedicated workers

Charlie Tillay: disenchanting

kimmacvaugh: Did you define Millennials? Or are people thinking of Gen Z?

Gwen Gregory: cynical

Amy VE (she/her): @Kim, he didn't define Millennials, he left it to us

Charlie Tillay: entitled

Sarah Imholt: old

Grace K Lilyerd: entitled

Jamen McGranahan: seniors

John Teleha: greatest generation

Stephen Bollinger: Easy street

Gail Blacker: me

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Lisa Bodenheimer: rigid

Amy VE (she/her): parents

Jamen McGranahan: my parents

Jennifer Lease Doherty: Hippies

Adrian Williams: judgemental, entitled

Margaret Ellingson: what about gen Z?

Rhonda Marker: me

Bethany Kluender: seniors

Beth Holmes: Spoiled.

Shannan: not tech savvy

Jessica GR: entitled

Charlie Tillay: in-powered

Kristin Martin: lots of them

Elizabeth Elmwood: Hippies

aelizabethberg: entitled, destroyers of the economy and environment

Jeannie: Grandparents

Caroline Sipio: resistant to technology

Jennifer Martin: parents

Hoppenfeld, Jared M: not tech savvy

Kayla Abner: conservative

P Dragon: peace love and understanding

Susan Davis: dedicated hard working

Scott Garrison: Retiring

electra enslow: entitlements

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Jessica GR: ignorant

Maria Pinkas: responsible

Elizabeth Cox: parents

rebeccauhl: tired

Kelly Sattler: old, my parents

Bethany Kluender: resistant

Amy VE (she/her): tech challenges

colleen: social

Gwen Gregory: earnest

Rob Haley: Flip phones

Theresa Mastrodonato: Not tech saavy

Gail Blacker: experienced

Beth Holmes: Set in their ways

Melody Kujat: always in the library

Sarah Kantor: out of date

John Teleha: greatest

Jessica GR: change resistant

Shannan: want in person service

Misty Gray: tech challenged

Ramona Burkey: Readers

RHONDA SUPER: Hard working, technically experienced

Jamen McGranahan: technology inexperienced

Jeannie: Wise

Rob Haley: Underestimated

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Ranti Junus: Experience

Hoppenfeld, Jared M: grandparents

Gail Blacker: Smart

Rhonda Marker: old

Liz Evans: hard working

Maria Pinkas: kind

Jennifer Lease Doherty: divided

Margaret Ellingson: depends on which part of the boom

Beth Holmes: I'm technically a Baby Boomer born in 1964 and I'm very tech savvy!

Paul Olson: We are kind because many of us are boomers

Karen Morse (URI): Some of this surely has to do with the ages of the people responding

kimmacvaugh: Parents of Millennials

Lauren Schiller: @Paul, yeah, I was going to ask if we could get a breakdown of what generation everyone watching is part of

kimmacvaugh: Entitlers? lol

Beth Holmes: The white is interesting. Pretty sure there are Boomers of every ethnicity!

Elayne S.: mixture of traditional and hippie

Susan Davis: interesting the label of "white" No expected

Jennifer Lease Doherty: Ironically Baby Boomers are the largest demographic and therefore have the largest diversity in what they are like.

David: Possibly because of the American cultural image that was intentionally cultivated in the 50s

Elizabeth Elmwood: Generational labels are reductive, but it's interesting to see the stereotypes shift over time.

Raymond Pun: True!

David: Leave it to Beaver etc.

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Amy VE (she/her): I don't know the designation of Traditionalists, is this what many of us call the Silent Generation?

Elizabeth Elmwood: Xers have a very different view of Boomers than Gen Y-Z

Amy VE (she/her): Gen X

Shannan: Gen X

sdallas@sals.edu: Great comments thanks

Ramona Burkey: Generation X

Nora Wood: Millennial

Charlie Tillay: Millennial

Sarah Imholt: GenX

Bethany Kluender: Millennial

P Dragon: X

Elizabeth Cox: gen x

elsavarela: Gen X

Angela Morse: I wish people wouldn't confuse Gen Z and Millennials

Kelly Sattler: gen x

Kristin Martin: X

Aimee Plaisance: millennial

Kris Jacobi: boomer

Paul Olson: Gen X

Theresa Mastrodonato: Gen X

Heidi Tebbe: Gen X

Misty Gray: gen x

Morris Levy: Gen X

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Rhonda Marker: def baby boomer

Mellinger, Margaret: boomer

Jennifer Martin: I believe Traditionalists are the generation between Silent and Boomers

Lisa Bodenheimer: Boomer

Elizabeth Elmwood: Ge X

Hoppenfeld, Jared M: gen x

Karen Morse (URI): Gen X, but at the very tail end

David: I'm a millennial

Leslie Feldballe: millennial

Jennifer Lease Doherty: Gen X

Scott Garrison: X

LearningTimes Support: X

Kate L Conerton: millennial

Susan Davis: Boomer

Melody Kujat: millennial

John Teleha: tail end of boomer

aelizabethberg: Millennial, all of this repeating of latchkey reminds me of this tweet
<https://twitter.com/PissJugTycoon/status/1239317148591370242>

Grace K Lilyerd: millennial

Kim Wobick: GexX

Christopher Magee: Between X and millennial.

rebeccauhl: boomer

Connie T: boomer

Vicki Sipe: Boomer and OK

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Adrian Williams: millennial

Elayne S.: Boomer

Sarah Kantor: millennial

Scott Perry: boomrt

Laura Bang: millennial

Georgina: Boomer

Belinda B: Millennial

Margaret Ellingson: Tail of the Boom

Ellis Butler: millennial

Amy VE (she/her): @Jennifer, Thanks!

Winter, Leslie J: Millennial

Jennifer Martin: Millennial

bellmac: Boomer

Andrew V.: Gen Y/Millennial

kimmacvaugh: Millennials

Gwen Gregory: X

Jessica GR: Gen X

sdallas@sals.edu: Great, Gretchen, congrats!

Jodie Gambill: I'm squarely Xennial. Neither Gen X or Millennial

Charlie Tillay: I thought Gen Z was more like the Greatest Generation?

Karen Morse (URI): Me too @Jodie

Jamen McGranahan: there with you @Jodie

Grace K Lilyerd: I am tail end millennial (1993), so a lot of this still applies

Scott Garrison: (I hate the label "Gen Z" and "Gen Y" for that matter.)

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Margaret Ellingson: >I have that book on my desk!

Kristin Martin: Read that book

Lisa Bodenheimer: I have that book on my desk too

Elizabeth Elmwood: Gen X didn't like its label, either, but it stuck.

Beth Holmes: @Margaret So do I

Lauren Schiller: Also in the X/Millennial border, which I agree feels like its own thing

Jessica GR: Gen X has been pretty realistic, though, with us being an unknown or unrecognized variable :D

Margaret Ellingson: LISTEN to each other!

P Dragon: Feels like generations are getting shorter and shorter. Used to be at least 20 years, now more like 10 year ranges

Scott Garrison: As Gen X, I'm OK with it.

Scott Garrison: @P Dragon, exactly!

Raymond Pun: Good points

Kayla Abner: @P Dragon I see that too - due to rapid technological advances?

bellmac: Reverse mentoring is a good approach

Bethany Kluender: Mentoring and learning from one another

Kayla Abner: or, just that we're using different technology and systems

Misty Gray: We need to understand each other and appreciate the advantages of the differences between generations.

kimmacvaugh: I don't know Millennials are 1981-1996 in some references

Lisa Bodenheimer: there should be technology education for all, and patience with those who are not as accomplished as others

Rhonda Marker: GenZ might be OK with using tech, but no more "tech savvy" than any generation

Bethany Kluender: I think millennials and Gen Z get mixed up frequently!

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Raymond Pun: Good points. Thank you all!

Grace K Lilyerd: I think millennial tends to be shorthand for "young person"

Karen Neurohr: Respect all around

Jessica GR: That's so true, Bethany! It's like people didn't realize that Millennials actually grew up and are all adults

Lauren Schiller: Millennials are the forever 21 generation

Bethany Kluender: @Rhonda, I think Gen Z is very app savvy

Stephen Bollinger: I think these are useful stereotypes to help us anticipate different attitudes, but fear labeling people with them?

Jennifer Lease Doherty: Gen X needs a Forever 41 - wine and yoga pants!

Susan Davis: Hi, you are chatting with only the panelists. In case you want to change your setting.

ST: @Rhonda, I think Gen Z is very app savvy

Vicki Sipe: Please talk more about love language!

Rhonda Marker: Bethany, yes!

Jennifer Martin: I always cringe when I see university presentations on "how to teach millennials"... it's mostly Gen Z who are "traditional" college students now.

Susana: I started a management position roughly 4 years ago, I was 27 and my staff was 70+ years old. I had to adjust my way of training, especially with technology.

Kathy Essmiller: @Rhonda yes, <https://youtu.be/sPOG3iThmRI> this video addresses the digital native idea and recouches it in terms of usage

Laura Bang: Being a digital native is not the same as being digitally literate.

Kayla Abner: @Laura that's a great way to put it!

Bethany Kluender: @Laura, exactly!

Kristin Martin: I sort felt like I went from young and unimportant, to old and irrelevant. Like to not reduce people based on their age.

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Kayla Abner: I try to resist the term digital native anyway

Susana: @Laura - you are right!

Jennifer Lease Doherty: But seriously, we need to figure out how to talk intergenerationally respectfully. We all have gaffes, but we all have strengths too.

Susan Davis: I feel like Kristin. I was learning and growing, then I was over the hill. I was never on top of the hill.

RHONDA SUPER: @Kaathy. App savvy, yes, but learning coding, Linked Data, etc., maybe not so much. At least not in my institution. The most recent generation is more coding savvy

P Dragon: Yes @Kristin

Jessica GR: What was the name of that book on a previous slide again? My brain just went blank

Susan Davis: Dysfunctional Library

David: The Dysfunctional Library

Jessica GR: Thank you!!

Jennifer Lease Doherty: I'm proud to be Gen X and where I came from, but I appreciate what my Boomer (and very liberal/computer savvy/social justice aware) parents offer, and the energy my Gen Z kids have. How to make the work in the world?

Margaret Ellingson: Yes, a person's "generation" is part of their identity, not necessarily the defining part. It's part of the diversity of workplaces, communities, societies. All the principles of embracing diversity apply here, too.

Susan Davis: I think the lack of cultural competency training with empathy until recently did not help the workplace.

Ranti Junus: This generation naming thing is weird to me. It seems this is more about opportunity and privilege rather than generation. Each generation have underprivileged and privileged ones.

bellmac: What defines an "old employee"...how many years older than you?

Stephen Bollinger: @Margaret Well put!

Stephen Bollinger: @Ranti I agree.

Laura Bang: @Ranti, yes!

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David: IMHO generation identity is very much like cultural identity. It describes parts of the culture you grew up in and some of your values and unconscious biases, but it doesn't have hard boundaries and it shouldn't be used to pigeonhole millions of people as a monolith

Scott Garrison: @Ranti, agree, partly because of confusion/overlap with Millennials and "Gen Z" (which deserves its own name).

Jennifer Martin: @Ranti, I agree at well. That's a common criticism of the generational constructs in general.

Ellen McGrath: How do you reconcile the fact that each generation always wants the others to change to adapt to their style?

Scott Garrison: @David - well said.

Jessica GR: Definitely. Generational groups are more about cultural touchstones, I think, than when you're born. I have friends born the same year, but some ID as Gen X and some ID as Millennial, depending on which cultural touchstones (mainly music, television, movies) they feel most connected with.

Rhonda Marker: I've heard people say that today's students (Gen Z, mostly) will adapt easily to remote learning. My Gen Z daughter is not happy about it.

P Dragon: Pandemic has really brought out ageism in society (suggestion that the old can just die off) and also in the workplace (if cuts need to be made focus on early retirement, etc.). Very sad.

Scott Garrison: I like how the speakers organized this as a dialogue.

LearningTimes Support:15 minutes....

Eboni M. Henry: @ellen I believe in celebrating each staff members strengths

Raymond Pun: Thank you! I think we are doing well with time! Lots of questions in the chatbox

Scott Garrison: @Eboni CliftonStrengths can be a great tool for that.

Lauren Schiller: Gen Z may be more fluent with the tech than Boomers, but that doesn't mean they won't miss the in-person aspects of communicating with their friends

Jessica GR: @Eboni, I love that you're focusing on the positives each person brings

Walt Walker: It's not always helpful to stereotype staff members based upon their ages, especially when trying to figure out how to reopen our libraries and who will be able to and/or willing to return to work there (as opposed to working remotely, for example)

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Dawn Heckert: @Ellen Like you would with any disparate groups, keep talking and most importantly listening to each other!

Jennifer Lease Doherty: @David - I agree! @Ellen - that unfortunately is the bad side effect. To the Greatest Generation the Baby BOomers were lazy bums who wouldn't amount to anything. To Baby Boomers it was Gen X. And then it was Millennials and so on. Every "next gen" becomes first the new light bringers and then the dumping ground because they don't conform to whatever predetermined plan and follow their own path. The old guard can't adjust. Somehow we have to learn to break that pattern.

Scott Garrison: I also really appreciate that this is a diverse panel, in several dimensions.

Karen Morse (URI): In my current library (academic), the FT staff are primarily Baby Boomers with some Gen Xers and, I think, only 2 or 3 older Millennials.

Not being better dispersed is problematic - especially right now with lots of recent retirements and lots of upcoming retirement right when we won't be able to hire positions any time soon

Charlie Tillay: There are legal protections for 40+, which will soon cover some Millennials, but currently only covers Baby Boomers and Gen X...in the meantime, many library leaders feel free to say nasty things about Millennials and Gen Z publicly and in staff meetings. What can we do to protect these younger generations when federal legislation only protects against ageism in older groups?

sdallas@sals.edu: It isn't about individuals - its about providing services and resources look to the objectives and activities

Susan Davis: I was thinking the same thing, Susan T. Zodiac signs explain some aspects of a person, but not everything.

Margaret Ellingson: Labels (generational, racial, or otherwise), are only valuable to the degree that they are **helpful** in a given situation. When they're used to make assumptions about whole groups of people rather than as one point of reference among many, they do much more harm than good.

Lauren Schiller: But Ranti's correct that some of the stereotypes are better associated with privilege and opportunity — if you don't have internet at home, your fluency using remote tech is going to be lower than if it is

Scott Garrison: Good point, Margaret.

LearningTimes Support: . . . 10 minutes left . . .

David: If a child was born into poverty 13 years ago and has never seen a computer, are they Gen Z?

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Stephen Bollinger: I'm generally skeptical of the generational stereotypes, but do think that they can be useful in helping to explain differences in attitudes and expectations due to age-related things.

Jessica GR: I think they are mainly useful to aggregate statistics more than to make assumptions about individuals

Stephen Bollinger: i.e. trying to open minds, not close them.

Danny Dotson (OSU): Seems like there's an assumption that EVERYONE has tech at home, not always. even people you think would.

mgfragol: @Stephen B. - what is an expectation due to age related things? Don't know what you mean.

Maria Pinkas: Cameras on or off can be a personal preference.

Lisa Bodenheimer: Or a bandwidth issue....

Stephen Bollinger: I can't even begin to imagine school or college in the Facebook/Instagram/Social Media era?

Stephen Bollinger: That is definitely age-related.

Charlie Tillay: Another question: I've been the younger Millennial who is tech savvy, working in a team with a Baby Boomer and being open and willing to teach them technology, but I've experienced (unintentional, I'm sure) intersectional discrimination against me: comments about my age, misgendering comments, etc. There are also many tech-savvy people in older generations who created code in the 50s and 60s. Can you talk towards intersectional discrimination and how our stereotypes about generations can be made more damaging by other kinds of discrimination?

Jessica GR: I'm thinking high school or college in the cameras-everywhere age

LearningTimes Support: @wholePanel: Might you talk about how the specific folks you manage have taught you to listen to them as you manage projects and situations?

Jessica GR: I told my own parents (boomers) recently that I am so glad that we didn't have cameras readily available when I was growing up. I have an audio tape that's bad enough, let alone actual video that's all over the internet when I'm only 4 or 5

LearningTimes Support: Leta Hendricks 03:50 PM

What impact does race and age play in creating a "happy" intergenerational workplace?

Raymond Pun: Got it, thanks

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LearningTimes Support: Danny Dotson (OSU) 03:54 PM

I've heard from students an increased preference in NOT having to interact with people when needing something (circ desk, for example). Any ideas for overcoming that?

Danny Dotson (OSU): @Leta food :)

Susan Davis: We asked people to put questions in the chat and I have compiled a few. I can't seem to enter in the Q&A.

LearningTimes Support: . . . 5 minutes left . . .

Raymond Pun: Thank you! Last question we'll do this

Stephen Bollinger: @Danny We've tried to introduce more self-service models.

Caroline Sipio: We do a holiday potluck! :)

bellmac: @Danny Dotson...better self service operations for anyone in any generation who would rather do it themselves (save time; convenience; after-hours services)

David: @danny we ran into that when we were looking at our Study Room support services. Over 50% said they would rather NOT HAVE THE SERVICE AT ALL

David: at all*

David: than have to contact a person for help

Raymond Pun: Thank you I think we are running out of time...

David: Excuse my messy typing

Margaret Ellingson: @Danny: wanting self-service isn't necessarily something that necessarily needs overcoming. I think libraries, etc., should offer self-service for those who want it while promoting what interacting w/people, especially experts, can do for them, as well.

Margaret Ellingson: There's a time & place for everything....

Lauren Schiller: Wondering if that's an increase in anxiety/fear of asking for help

Rhonda Marker: @Danny: do students think staff are gate-keepers, and not helpers making things easier?

LearningTimes Support: . . . 2 minutes left . . .

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Eboni M. Henry: Wrap it up

Elizabeth Cox: Maybe it's my age :), but I address a person based on their personality and their skills, not their labels.

Susan Davis: Mike, did you copy all the Q&A questions into the chat for posterity?

Danny Dotson (OSU): @Rhonda it comes across as not wanting to talk to someone. it goes as far as their classmates even - not just employees. :(

P Dragon: Is generation Z more into self-service? We put in a laptop vending machine (circulates laptops) and it's really popular. I would rather talk to someone and ask for a laptop.

David: will these chat logs be available alongside the presentations later?

Carol Shedd: thanks

Scott Garrison: Thanks, panel!

Lauren Schiller: Thanks panel!

Ranti Junus: Excellent topics and insights. Thank you all.

David: Thanks everyone!

Georgina: Thank you so much!

Lindsay Russell: @Charlie also a millennial and while I try not to generalize about older generations I work with, it can feel less welcoming and is certainly a lot more hetero/cis-normative

Tammera Race: Thank you all, I appreciated the conversation and your insight!

Shannan: Thanks so much! Such great insight.

Rebecca Malek-Wiley: Thanks very much for a thought-provoking and encouraging session!

Connie T: Thank you!

Margaret Ellingson: @David: I asked that question before and the answer was Yes, but a bit later than the recordings.

Raymond Pun: Thank you all!! I'm sorry we couldn't get to all of the questions or comments

Paul Olson: Thanks, Exchange!

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Elizabeth Cox: I second the request to make the chat available later! There were great conversations here.

Scott Garrison: The Exchange was an event with perfect timing.

Paul Olson: And great panel q&a!

Ranti Junus: Hear, hear! Thank you, Mike!

Shannan: Exchange was such a great experience. Thank you to all!

sdallas@sals.edu: You guys were awesome!

Maria Pinkas: Exchange is Great!

Julie Reese: Thank you for attending!

Bethany Kluender: Thank you!

Gail Blacker: Thanks for making the Exchange happen for all of us.

Debra Spidal: Thank you! This was great!

Leslie Feldballe: Thank you!

Adrienne Seely: Thank you for the excellent sessions and posters

Margaret Ellingson: Thanks for this session and ALL of other wonderful ones in this Exchange. so much excellent information, inspiration, practical advice!

Jesse Lambertson: thank you everyone, have a fab weekend!

Raymond Pun: Byebye!!

sdallas@sals.edu: And its done

Jacque Slingsby: Thanks

Rob Haley: Thanks!

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