

Appendix I: Definition of Key Terms

Barrier-Free The absence of physical, economic, and social obstacles that prevent or impede access to Spruce Grove Public Library

Digital Literacy The ability to find, evaluate, apply, and create online information using current technology and electronic communication

Diversity Being composed of differing elements and the inclusion of different types of people in Spruce Grove Public Library programs and services

Inclusion Being free of barriers, prejudice, and bias that might otherwise prevent and or dissuade participation, involvement or membership such as gender, ethnicity, race, religion, politics, health, ability, and socio-economic status

Library Participant An individual who has experienced something the library has to offer

Literacy The foundation of life-long learning and successful living that results from actively developing the critical thinking skills that help people acquire, understand, and communicate information and thereby reach their full potential, have a better quality of life, and contribute to their community
(Inspired by [Edmonton Public Schools](#))

Literacy Skills A developed competence with or knowledge in a specified area

Partnership A mutually beneficial agreement between the library and another party that enhances and complies with Spruce Grove Public Library's current plan of service

Place A particular space that provides an awareness of surrounding and creates a sense of belonging

Programs & Services All activities and resources provided by Spruce Grove Public Library

Resources Spruce Grove Public Library staff, collection materials, technology, equipment, and facilities available to the public

Social Media Engagement Includes mentions, likes, shares, comments, and any other activity that is captured by analytics

Space A defined area that can be either physical or virtual in nature

Virtual Visit The arrival and/or engagement of an individual accessing library websites, e-resources, social media, Internet, and/or Wi-Fi