

# Digital Literacy

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## INTRODUCTION

The concept of digital literacy must be understood in the context of “literacies” writ broadly. Contemporary understandings of literacy have expanded the traditional definition that includes reading and writing (possibly also including numeracy and oracy), to include interpretive and creative abilities or competencies across a range of texts, in written and other forms. Text, in its contemporary sense, would include the written word, whether rendered on paper or digitally, as well as film and multi-medias. Competencies with texts of any kind are culturally situated, and therefore to be literate is to have the ability to make meaning within particular social conditions (Hoechsmann & Poyntz, 2012). Therefore, meaning-making competency for economically privileged youth in a Western urban setting will differ markedly from the meaning-making by adults in a traditional agricultural milieu half-way around the globe with little access to networked communications. In Western industrialized societies, social communication practices via digital means, including interpretation, production, and dissemination, are now commonplace; the degree to which people have the abilities required to participate in these practices can be considered “digital literacy.”

## BACKGROUND

Digital literacy, from a pragmatic point of view, is the set of skills, knowledge and attitudes required to access digital information effectively, efficiently, and ethically. It includes knowing how to evaluate digital information, and how to use it in decision-making. This definition is a useful one, but it is one among many. Jaeger, Bertot, Thompson, Katz, and DeCoster (2009), for example, suggest that “digital literacy encompasses the skills and abilities necessary for access once the technology is available, including a necessary understanding of

the language and component hardware and software required to successfully navigate the technology” (p. 3). For Jaeger and colleagues, digital literacy expands notions of the digital divide (a continuing challenge, even in wealthy nations), to add the ability to use technology, in addition to having access to it. They note that “digital literacy” came into its own in the 1990s, and they give credit to Gilster (1997) for moving the concept beyond the lists of information-handling skills articulated by national library associations in various countries, and for emphasizing information understanding and use. For Jaeger et al. (2009), “information literacy” is a subset of digital literacy.

Another perspective is that information literacy is the broader concept, since “information” need not be digital in format. The concept of information literacy has usually emphasized the contextual nature of information seeking, as well as the importance of information quality (Koltay, 2011). For some (e.g., Hobbs, 2010), information creation is an important aspect of digital literacy; that additional aspect relates digital literacy to the term “media literacy” which is also a commonly used term. There is no doubt that conceptual confusion is evident in this area, in which ICT (Information and Communication Technologies) literacy, computer literacy, computational literacy, technological literacy, information literacy, information fluency, digital literacy, transliteracy, and media literacy overlap in their meanings, and are employed differently by different authors and agencies. As noted above, related concepts include literacy (basic reading and writing) and visual literacy, in addition to metaliteracy (a reframing of information literacy that emphasizes participatory online environments (Mackey & Jacobson, 2011)). Bawden (2008) focuses on competencies, suggesting that digital literacy consists of competency in Internet searching, hypertext navigation, knowledge assembly, and content evaluation. Koltay (2011) believes that these competencies include notions of critical thinking (a traditional conceptual foundation of information literacy), knowledge assembly (collecting quality in-

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formation), as well as publishing and communicating information. A broad definition of digital literacy is offered by Martin (2006, p. 19):

*Digital Literacy is the awareness, attitude and ability of individuals to appropriately use digital tools and facilities to identify, access, manage, integrate, evaluate, analyse and synthesize digital resources, construct new knowledge, create media expressions, and communicate with others, in the context of specific life situations, in order to enable constructive social action; and to reflect upon this process.*

Bawden (2008) notes that,

*Digital literacy touches on and includes many things that it does not claim to own. It encompasses the presentation of information, without subsuming creative writing and visualization. It encompasses the evaluation of information, without claiming systematic reviewing and meta-analysis as its own. It includes organization of information but lays no claim to the construction and operation of terminologies, taxonomies and thesauri. (p. 26)*

Conceptual confusion is exacerbated since the preferred term of the European Commission (2007) is media literacy, with a particular focus on critical awareness of commercially-produced information (Koltay, 2011, p. 217). A specific emphasis on discerning the perspectives, intent, and quality of commercial information is not generally the focus of digital literacy discussions in the United States, for example. UNESCO uses the term “media and information literacy,” and it focuses on the need to empower citizens with essential knowledge about the functions of media and information systems in democratic societies. Digital and media literacy is viewed as contributing to sustainable human development, participatory civic societies, sustainable world peace, freedom, democracy, good governance, and fostering of intercultural knowledge and mutual understanding. Such lofty goals place considerable intellectual, political, and practical burdens on a concept such as digital literacy. From the UNESCO perspective, media and information literacy is core to freedom of expression and information, empowering citizens to understand functions of media and other information providers, to enable critical evaluation of content, and

to facilitate citizens to make informed decisions as users and producers of information and media content.

Karpati (2011), reflecting a UNESCO perspective, states that digital literacy includes “the use and production of digital media, information processing and retrieval, participation in social networks for creation and sharing of knowledge, and a wide range of professional computing skills” (p. 1), broadening the scope of this concept to include high-level technological competence. UNESCO is particularly focused on the relevance of digital literacy to enhance employability, and lifelong learning, with an obvious goal towards human economic and social development. For Karpati (2011), the most important aspects of digital literacy are “accessing, managing, evaluating, integrating, creating, and communicating information individually or collaboratively in a networked, computer supported, and web-based environment[s] for learning, working, or leisure” (p. 4). Karpati cites the UNESCO’s Annual World Report 2009, Information Society Policies (UNESCO, 2009), which focuses on the relevance of the digital divide, and digital literacy, in developing nations. In these contexts, digital literacy is considered critical to development of basic literacy and to lifelong learning (Karpati, 2011, p. 6).

Hobbs (2010), writing in the U.S. context, also uses the term “digital and media literacy.” This term is defined very broadly to include the “full range of cognitive, emotional and social competencies that includes the use of texts, tools and technologies; the skills of critical thinking and analysis; the practice of message composition and creativity; the ability to engage in reflection and ethical thinking; as well as active participation through teamwork and collaboration” (p. 17). For Hobbs, what is particularly relevant is the capacity for digital and media literacy to empower people to critically analyze the agendas inherent in information sources, and to advocate for minority or marginalized points of view. She clearly takes a competency view of digital and media literacy, noting that the concept includes the following skills: the ability to access and share information using media and technology, the ability to critically analyze and evaluate information, the ability to create information in sophisticated ways, the ability to reflect on information and communication from an ethical perspective, and the ability to work individually or with others to share information in all contexts (personal, workplace, and at all community levels) (Hobbs, 2010, p. 19).

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