

## First: Transcription of the Responses to the Independent Variable (Transparency Practices)

	Paragraphs A. Disclosure of Information	strongly agree	I agree	Neutral	I disagree	strongly disagree
1	The library provides regularly updated information about its services and activities.	29	32	17	67	22
2	The library announces new decisions before they are implemented.	15	6	22	92	32
3	The library provides transparent data about its resources and services.	11	13	27	87	29
4	The library periodically publishes statistics and performance data on its official website.	34	19	41	62	11
	Paragraphs b. access to information	strongly agree	I agree	Neutral	I disagree	strongly disagree
5	Information about the library's services is easy to find on its website.	71	43	18	21	14
6	The library's search interface is easy to use.	67	59	26	15	0
7	The library offers multiple channels for obtaining information (official website, email, social media, and direct inquiries).	62	48	34	23	0
8	My inquiries are answered quickly and accurately.	52	61	23	26	5
	C. Clarity of policies and procedures	strongly agree	I agree	Neutral	I disagree	strongly disagree
9	Library policies are written in clear, easy-to-understand language.	71	54	32	10	0
10	Lending conditions and instructions for using library resources are officially announced.	120	44	3	0	0
11	The library has booklets and guides for patrons that clearly explain its operating procedures.	95	42	19	11	0
12	New policies are announced to patrons before they are implemented.	4	2	10	132	19
	Paragraphs d. accountability	strongly agree	I agree	Neutral	I disagree	strongly disagree
13	The library provides clear and specific channels for receiving complaints.	3	11	21	127	5
14	The library administration takes user complaints seriously.	83	51	19	12	2
15	The library informs users of the actions taken based on their feedback.	13	8	22	119	5
16	The administration takes responsibility for decisions that affect users, acknowledges errors when they occur, and is committed to correcting them.	11	4	20	114	18
	e. Community participation	strongly agree	I agree	neutral	I disagree	strongly disagree
17	The library engages users in surveys to improve services.	88	67	9	3	0
18	The library publishes the results of its surveys transparently.	12	9	24	120	2
19	The library takes user suggestions seriously when developing its services.	23	9	14	110	11
20	The library invites users (by public invitation) to attend meetings and events related to service development.	5	2	29	121	10

## Transcribing the research community's responses to the dependent variable (digital justice)

	Paragraphs A/ Access to technical infrastructure	strongly agree	I agree	neutral	I disagree	strongly disagree
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1	The library provides free, high-speed internet services, enabling uninterrupted access to digital resources.	16	22	11	82	36
2	The library provides sufficient computers for users to use when needed.	86	62	15	3	1
3	The library provides suitable spaces for e-work (retreats equipped with power outlets).	109	36	17	5	0
4	The library provides general equipment and facilities to assist people with special needs in using digital services and resources.	31	29	26	71	10
5	The library enables users to access the library's digital resources online, regardless of their location, whether inside or outside the university.	101	42	24	0	0
	<b>Paragraphs b/ Digital skills</b>	<b>strongly agree</b>	<b>I agree</b>	<b>neutral</b>	<b>I disagree</b>	<b>strongly disagree</b>
6	The library offers training programs to help users use databases effectively.	32	21	13	74	27
7	The library supports users in developing their information search skills in digital resources.	16	12	46	63	30
8	The library provides clear guidance for users when using its various digital services, such as electronic catalogs.	87	55	16	8	1
9	The library offers a variety of educational materials to enhance users' digital skills.	12	6	47	88	14
10	Users feel confident using digital services thanks to the practical support provided by library staff for all age groups.	41	37	16	51	22
	<b>Paragraphs C/ Inclusiveness and fairness</b>	<b>strongly agree</b>	<b>I agree</b>	<b>neutral</b>	<b>I disagree</b>	<b>strongly disagree</b>
11	The library takes into account the specific needs of people with special needs when designing its services.	11	8	17	93	38
12	The library provides digital resources in multiple languages to meet the needs of its diverse beneficiary community.	121	23	21	2	0
13	The library is committed to making digital resources available to all beneficiaries, regardless of their economic and social status.	63	71	28	4	1
14	The library provides digital content that reflects the cultural and social diversity of its beneficiaries.	59	46	22	37	3
15	When improving its services, the library listens to the opinions of all beneficiary categories without discrimination (undergraduate and graduate students, professors, and researchers).	6	13	46	66	36
	<b>Paragraphs D/ Technical Support and Assistance Services</b>	<b>strongly agree</b>	<b>I agree</b>	<b>neutral</b>	<b>I disagree</b>	<b>strongly disagree</b>
16	Library staff provide technical support as quickly as possible when encountering problems using digital resources.	95	61	8	2	1
17	The library provides updates and sends regular alerts about any malfunctions or maintenance of the digital systems it provides.	89	72	2	4	0
18	The library takes recurring technical problems seriously and is committed to developing effective solutions to address them.	57	63	31	11	5
19	The library provides technical support to meet the needs of all users.	19	28	71	37	12
20	I am satisfied with the level of assistance and technical support I receive when using the library's digital services.	46	52	33	17	19