

Results of the user questionnaire survey FY2012 now available on the NDL website

The National Diet Library (NDL) conducts biennial surveys for on-site users and remote users, people utilizing the off-site library services such as digital library and copying order via the Internet, in order to figure out the trends of use, user satisfaction and requests.

In FY2012, the NDL conducted remote-user surveys shown in the table below. We sincerely thank participants for responding to the questionnaires. The results of the surveys are available on the NDL website. The results are utilized to improve the library services.

<<Survey period and the number of responses>>

Type of survey	Respondents	Period	Responses collected	Questionnaire distributed (libraries)	Response rate(%)
NDL Website ⁱ	Remote users (individual)	Jun. 25 - Sep. 28	914	—	—
Libraries ⁱⁱ	Domestic libraries and related institutions	Jul. 17 - Aug.17	985	1,297	75.9%

URL: http://www.ndl.go.jp/en/aboutus/user_surveys/user_surveys_fy2012_01.html

ⁱ The respondents entered their answers into the online form.

ⁱⁱ 1,297 institutions extracted from the domestic libraries and relevant institutions which utilize the copying service for remote users were surveyed by mail.