**Supporting Statement A for**

**NLM Gateway Website Mobile User Survey (NLM /LHNCBC)**

**April 29, 2009**

**Sarah M. Ward**

**National Library of Medicine**

**Lister Hill National Center for Biomedical Communications**

**Computer Science Branch**

**Building 38A, Room 9S910**

**(301) 496-9301 – phone**

**(301) 407-7722 - Blackberry**

**(301) 496-0663 – fax**

[**saward@mail.nih.gov**](mailto:saward@mail.nih.gov)

**Supporting Statement**

**NLM Gateway Website Mobile User Survey**

**Section A**

**A.1 Circumstances Making the Collection of Information Necessary**

This survey will help fulfill the requirements of:

* **Executive Order 12862, “Setting Customer Service Standards,”** which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector, and
* **The White House Technology Agenda** (<http://www.whitehouse.gov/agenda/technology/>), which calls for creation of a transparent and connected Democracy. Specific actions are to:
  + **Open Up Government to its Citizens:** Use cutting-edge technologies to create a new level of transparency, accountability, and participation for America's citizens.
  + **Bring Government into the 21st Century:** Use technology to reform government and improve the exchange of information between the federal government and citizens while ensuring the security of our networks. Appoint the nation's first Chief Technology Officer (CTO) to ensure the safety of our networks and lead an interagency effort, working with chief technology and chief information officers of each of the federal agencies, to ensure that they use best-in-class technologies and share best practices.

**A.2 Purpose and Use of the Information Collection**

The survey results will help determine the interest of current NLM Gateway users in accessing the Gateway via mobile devices, as well as the satisfaction of those users who have accessed the Gateway via a mobile device in the past.

**A.3 Use of Information Technology and Burden Reduction**

As appropriate, automated information technology will be used to collect and process information for this survey to reduce the burden to the public. Participants will be recruited through a link on the home page and a pop-up box on the results page. The invitation will contain a link to a survey page hosted on an NLM server machine. Responses will be collected online.

**A.4 Efforts to Identify Duplication and Use of Similar Information**

Users will be asked to complete the survey only once.

**A.5 Impact on Small Businesses or Other Small Entities**

N/A

**A.6 Consequences of Collecting the Information Less Frequently**

Periodic surveys of the NLM Gateway user community provide us with valuable information pertaining to search trends and user preferences. The last survey relating to the NLM Gateway website was completed more than two years ago and returned data specific to basic user demographics – the type of user they are, the kinds of information they are searching for, and how they arrived at the site. The current survey asks for information specific to the mobile usage trends of NLM Gateway users and is a one-time attempt at determining if our users would benefit from a mobile-specific NLM Gateway Web design.

**A.7 Special Circumstances Relating to the Guidelines of 5 CFR 1320.5**

This survey will be implemented in a manner that fully complies with 5 C.F.R. 1320.5.

**A.8 Comments in Response to the Federal Register Notice and Efforts to Consult Outside Agency**

N/A

**A.9 Explanation of Any Payment of Gift to Respondents**

No payment or gift will be provided to survey participants.

**A.10 Assurance of Confidentiality Provided to Respondents**

Individual respondents will not be identified and participation will be strictly voluntary. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their eligibility for or receipt of services. Participants have the option of providing an e-mail address which could be used to contact them for additional questions or comments, but providing this information is optional and strictly voluntary. No names or other identifying information will be associated with supplied e-mail addresses. Any e-mail addresses supplied will in no way be associated with individual survey results.

**A.11 Justification for Sensitive Questions**

No questions will be asked of a personal or sensitive nature.

**A.12 Estimates of Hour Burden Including Annualized Hourly Costs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Estimates of Annual Hours Burden** | | | | |
| Types of Respondents | Number of Respondents | Frequency of Response | Average Respondent Time | Annual Hour Burden |
| Patients with a specific disease or condition, Family members or friends of a patient, Health care providers, scientists or researchers, Students, Teacher or other educators, Librarians or information professionals, Journalists or reporters, Legal Researchers, Other members of the public | 500 | 1 | 5 minutes | 41.6 hours  (2,500 minutes) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Annualized Cost to Respondents** | | | | | |
| Types of Respondents | Number of Respondents | Frequency of Response | Average Respondent Time | Hourly Wage Rate | Respondent Cost |
| Patients with a specific disease or condition | 50 | 1 | 5 minutes | $15.10 | $62.90 |
| Family members of friends of a patient | 50 | 1 | 5 minutes | $15.10 | $62.90 |
| Health care providers | 50 | 1 | 5 minutes | $50.00 | $208.50 |
| Scientists or researchers | 50 | 1 | 5 minutes | $30.45 | $126.88 |
| Students | 50 | 1 | 5 minutes | $10.00 | $41.67 |
| Teachers or other educators | 50 | 1 | 5 minutes | $20.47 | $85.29 |
| Librarians or information professionals | 50 | 1 | 5 minutes | $24.51 | $102.13 |
| Journalists or reporters | 50 | 1 | 5 minutes | $24.36 | $101.50 |
| Legal researchers | 50 | 1 | 5 minutes | $21.63 | $90.13 |
| Other members of the public | 50 | 1 | 5 minutes | $15.10 | $62.90 |
| **TOTALS** | **500** |  | | | **$944.80** |

**A.13 Estimate of Other Total Annual Cost Burden to Respondents or Record Keepers**

N/A

**A.14 Annualized Cost to the Federal Government**

N/A

**A.15 Explanation for Program Changes or Adjustments**

N/A

**A.16 Plans for Tabulation and Publication and Project Time Schedule**

Results will be tabulated after the completion of the survey. Results of selected findings may be published in refereed journals and other publications within a timely fashion in order to contribute to the library literature.

**A.17 Reason(s) Display of OMB Expiration Date is Inappropriate**

We are not requesting an exemption to the display of the OMB Expiration date.

**A.18 Exceptions to Certification for Paperwork Reduction Act Submissions**

This survey will comply with the requirements in 5 CFR 1320.9.