

**NLM Proposed Customer/Partner Satisfaction Surveys
 (2009-2012 extension of current OMB Clearance)**

Title of survey	Type of survey	Number of respondents	Estimated response time	Burden hours
NLM Personal Health Record Type (CSB)	Web-based	1,250	0.1	125
NLM Gateway (CSB)	Web-based	750	0.1	75
RxTerms Usage and Feedback Type of Survey (CSB)	Web-based	200	.2	40
SureScripts-RxHub Data Access Survey (CSB)	Face-to-face interview	10	.5	5
PHPartners.org – Assessment of user needs and site usability	Web-based	1000	.0835	84
SNOMED CT Users (both direct and mediated) -- current and anticipated needs	Interviews – In person and Web-based	100	.5	50
Public Health Workforce (PHW) and Health Services Research (HSR) Information Seeking Process	Interviews: In person Web-based	900	.5	200
		400+ 500	.5	250
HSR Information Central and HSR Web sites (HSRProj and HSRR) – Assessment of user needs and site usability	Web-based	1000	.0835	84
NICHSR Web site	Web-based	500	.0835	42
UMLS Users – Assessment of current and anticipated needs	Interviews – In person and Web-based	50	.5	25
User Satisfaction of MedlinePlus and MedlinePlus en español (ACSI)	Web-based	2,000	.0835	167
User Satisfaction of Go Local	Web-based	1,000	.0835	84
Evaluation of NLM Main web site	Web-based	1,000	.0835	84
User satisfaction of NIH Senior Health (ACSI)	Web-based	1,000	.0835	84

NLM Electronic Mail Customer Survey	Electronic Mail	1,000	.0835	84
NLM Reading Room user survey	Web-based w/ paper option	400	.167	67
NLM Online catalog users	Email or web-based	1,000	.15	150
Entrez Retrieval System	Web-based	2,000	.0835	167
Current Needs in the Molecular Libraries and Imaging Initiative	Web-based	2,800	0.1865	522
Disaster Information Management Research Center website	Web-based	1,000	0.25	250
Information needs of disaster health professionals	Interviews/ Questionnaires (in person)	100	0.5	50
Radiation Event Medical Management tool	Web-based	200	0.25	50
Asian American Health website	Web-based	200	0.25	50
American Indian Health website	Web-based	200	0.25	50
Refugee Health Information Network website	Web-based	200	0.25	50
Arctic Health website	Interviews/ Questionnaires (in person)	50	1.0	50
AIDS info and HIV/AIDS web sites	Web-based	2,000	.0835	167
TOXNET and related web sites	Web-based	2,000	.0835	167
SIS web site	Web-based	2,000	.0835	167
NLM outreach services	Web-based	2,000	.0835	167
TOTAL:		27,910	-----	3,607