Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0925-0648 exp 01/2015)

TITLE OF INFORMATION COLLECTION: Focus Groups on Interlibrary Loan/Resource Sharing Needs in the National Network of Libraries of Medicine

PURPOSE: This project will analyze the reasons behind the decline in usage of NLM's DOCLINE interlibrary loan system and will determine how National Network of Libraries of Medicine (NN/LM) members prefer to utilize resource sharing or interlibrary loan tools to provide access to biomedical literature for their patrons. NLM requests approval to hold three one-hour focus groups attended by nine (9) network medical librarians each in order to ask a series of questions about interlibrary loan.

Our team will analyze the data garnered from these focus groups to make recommendations for future directions for DOCLINE as well as future activities and services NLM and the NN/LM can undertake to support network libraries' needs in the areas of interlibrary loan or resource sharing.

DESCRIPTION OF RESPONDENTS: Respondents will be interlibrary loan librarians from National Network of Libraries of Medicine who are also members of the DOCLINE network.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey

[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group

[X] Focus Group   [ ] Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.

6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name:__Deirdre Clarkin, CAS/PSD/LO/NLM_____

To assist review, please provide answers to the following questions:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	27	1 hour	**27**
Totals			**27**

FEDERAL COST: The estimated annual cost to the Federal government is: $6,249.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

[ ] Yes [X] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

<u>Description of plan to identify and select potential respondents</u>: While NLM maintains an online member directory of DOCLINE libraries, we do not have full identifying information on all individual library staff that use DOCLINE. We rely on our Regional Medical Library staff to identify key personnel at the network library level. Our research on focus group has stressed the need to gather engaged, outspoken DOCLINE users in order to illicit the most complete answers to our questions. Subsequently, we asked our Regional Medical Library staff to propose names of DOCLINE users who they know are professionally active, engaged with DOCLINE and likely to speak openly in a focus group. We have organized the proposed names into lists according to library type, and intend to choose random names until we have enough names to fill all of the three focus group time slots.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

    [ ] Web-based or other forms of Social Media

    [ ] Telephone

    [ ] In-person

    [ ] Mail

    [X] Other, Explain

    Answer: Focus Groups will be held via Adobe Acrobat Connect Pro—a web-based tele-conferencing utility.

2.   Will interviewers or facilitators be used? [X] Yes [ ] No

Please make sure that all instruments, instructions and scripts are submitted with the request.

(included separately)