

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0925-0648)

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## **TITLE OF INFORMATION COLLECTION: NLM Emergency Access Initiative Satisfaction Survey**

**PURPOSE:** The purpose of the survey is to measure the current level of customer satisfaction and to seek feedback on NLM’s Emergency Access Initiative (EAI). EAI provides temporary free access to full text articles from major biomedicine titles for healthcare professionals, librarians, and the public in the United States and throughout the world affected by disasters. EAI is only available during periods of declared emergencies. We seek feedback on the strengths and weaknesses of current services and make improvements in service delivery based on feedback. We also seek more information regarding who our customers are, what specific resources they were seeking. This information will be used internally to identify possible changes and improvements.

**DESCRIPTION OF RESPONDENTS:** The respondents will be individuals who used the Emergency Access Initiative web site during a stated emergency and voluntarily chose to complete the survey. They will include health-care professionals, first responders, librarians, students, and others from around the world.

### **TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> 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 not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential 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: Maria Collins

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

### **Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  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  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	500	2/60	17 hrs.
Totals			17 hrs.

**FEDERAL COST:** The estimated annual cost to the Federal government is \$500

**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  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?

We will place a link to the survey on each page of the EAI web site. Users of the EAI web site will self-select to participate in the survey. Customers who send us customer service inquiries will receive a link to the customer satisfaction survey as part of their reply.

**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  
 Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

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

- Attachment #1: NLM EAI Fast Track Survey Instrument (SurveyMonkey screenshots)  
 Attachment #2: NLM EAI Website invite link to survey (screenshot)