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

TITLE OF INFORMATION COLLECTION: User Survey for finding aids software/application and website

PURPOSE: To determine functional requirements and user needs for a potential upgrade to the software supporting XML encoded finding aids to Archives and Modern Manuscript collections. The present system, based on the DLXS software application developed by the University of Michigan, has been in place since 2004. This open source product has reached its end of life; development has ceased and formal support is no longer offered. User needs and expectations have also changed during that time. This survey will inform decisions about selecting a replacement application and integrating new user requirements.

DESCRIPTION OF RESPONDENTS: Users of the National Library of Medicine's finding aids website (http://oculus.nlm.nih.gov/cgi/f/findaid/findaid-idx?page=home), including academic researchers, librarians, historians, teachers, medical professionals, and others.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[ ] 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: <u>Kenneth M. Koyle   </u>

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

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 [X] N/A

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	100	10/60	16.66
Totals			**17 hrs.**

FEDERAL COST: The estimated annual cost to the Federal government is: $1000

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?

[X] 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?

Respondents will be current users of the IHM website, and will be self-identified by responding to the survey link on the website itself.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No

Attachment #1 Finding aid Survey Monkey
Attachment #2 Finding aid Survey Invite