

## NLM Email/Web Customer Service Satisfaction Survey--2012

OMB Control Number: 0925-0648

Expiration Date: January 1, 2015

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

Please answer the following questions. Click on the "Next" button at the bottom of each screen to go to the next screen and click the "Done" button on the last screen.



**\*3. If you answered No or Partially, did you receive referrals to other resources or organizations to help answer your question?**

- Yes  No

**\*4. Rate your level of satisfaction with NLM's reply.**

	Not at all satisfied	Not very satisfied	Satisfied	Very satisfied	Extremely satisfied
The answer was relevant or helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could understand the answer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The answer was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The response was timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*5. Rate the information that was sent to you (Choose one).**

- The amount of information sent was just right.  
 I was sent too much information.  
 I was not sent enough information.  
 I had to clarify or resend my original request.

**6. Have you ever contacted NLM before?**

- Yes  
 No

## \*7. Why did you contact the NLM? (Select all that apply).

- I needed health information, especially on diseases and conditions.
- I needed health information on drugs, devices, herbs, or dietary supplements.
- I needed to find where to order drugs, devices, herbs, dietary supplements, or other medical products.
- I needed to find financial assistance for medical or dental care or for medications.
- I needed help finding clinical trials information.
- I needed medical or legal advice.
- I needed historical information.
- I needed statistical or other research information.
- I had a question or comment about the MedlinePlus, NIH SeniorHealth, or other NLM consumer health websites.
- I needed help using PubMed or MEDLINE.
- I needed a copy or the full text of an article or to borrow a book or audiovisual program.
- I needed help using DOCLINE or Loansome Doc.
- I needed help with using LinkOut.
- I needed help using other NLM databases, products, or services, such as LocatorPlus, TOXNET, MeSH Vocabulary, and the NLM Classification.
- I needed help using the Unified Medical Language System (UMLS), RxNorm, or SNOMED CT.
- I needed to find a citation, address, publisher, doctor, or organization, or to find if NLM owned a journal, book, image or audiovisual.
- I wanted NLM to make a correction on a record, or report a missing citation in PubMed/MEDLINE, LocatorPlus, PubMed, DailyMed, or other NLM database or Web page.
- I needed help with an NIH Manuscript Submission or its PubMed or PubMed Central status.
- Other (please specify)

## NLM Email/Web Customer Service Satisfaction Survey--2012

**\*8. Mark any of the following NLM resources you used to try to answer your question before contacting NLM customer services (select all that apply):**

- PubMed/MEDLINE or PubMed Central and its HELP and FAQs
- MedlinePlus (Consumer Health resource)
- ClinicalTrials.gov
- DailyMed or other NLM Drug Information
- LocatorPlus or the NLM Catalog
- NIH SeniorHealth
- History of Medicine resources and pages
- Toxicological and environmental resources such as TOXLINE, TOXNET, or Household Products
- DOCLINE or Loansome Doc or their HELP and FAQs
- Other NLM Frequently-Asked-Questions (FAQs) or NLM Fact Sheets
- None

Other (please specify)

**9. Mark any of the following non-NLM resources you used to try to answer your question before contacting NLM customer services (select all that apply):**

- Internet search engines, such as Google or Yahoo, "Ask-A" services, or patient forums or healthcare portals
- Health care professional (such as Doctor, Dentist, Nurse, Pharmacist, Health Care Administrator or other Allied Health staff)
- Another library
- Other government resources (including NIH, FDA, CDC)
- Health care organizations or clearinghouses
- Other (please specify)

**\*10. From what country are you contacting NLM? (Use the drop-down menu)**

**\*11. You indicated you are contacting NLM from the United States, from what state or territory are you writing? (Use the drop-down menu)**

**12. Do you have any other comments about NLM's email/Web customer service or suggestions for improvement or new services?**