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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.

The National Library of Medicine (NLM) would like to hear about your recent experience with our customer service department. The feedback you give will help us make improvements to our service. The survey has up to 9 questions and will take no more than 5 minutes to complete.

If you have any questions about the survey, please use our contact form here: <http://apps.nlm.nih.gov/mainweb/siebel/nlm/index.cfm>

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.

Questions marked with an asterisk (\*) are required.

\* 1. In what role are you asking your question today? Please select the one that best applies.

- Patient with a specific disease or condition
- Family or friend of a patient
- None of the above

\* 2. If you answered "None of the Above", please select the role that best applies.

\* 3. Why did you contact NLM? (Select all that apply).

- I needed information on diseases, conditions or treatments.
- I needed information on overall fitness or staying healthy.
- I needed information on access or cost of health care.
- I needed information on drugs or medications.
- I needed information on medical devices.
- I needed information on dietary supplements or herbs.
- I needed information on clinical trials.
- I had a question or comment about MedlinePlus, NIHSeniorHealth, or other NLM health information websites.
- Other (please specify)

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\* 4. Check any of the following NLM resources you used to try to answer your question in addition to contacting NLM customer service (select all that apply):

- PubMed or PubMed Central
- MedlinePlus
- ClinicalTrials.gov
- DailyMed or other NLM Drug Information
- None
- Other NLM Web pages (please specify)

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\* 7. The answer I received definitely, probably, or possibly DID contribute to helping me or a loved one make a healthcare decision because (choose the one best answer):

- The answer from NLM repeated information I had from another source.
- The answer from NLM was the only one I could find.
- The answer from NLM was the best one I could find.
- The answer from NLM helped me understand information I received from another source.
- Not sure.

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\* 8. The answer I received DID NOT help me or a loved one make a healthcare decision because (choose the one best answer):

- The answer from NLM was too late to help me make my decision.
- The answer from NLM was not as useful as other information I found elsewhere.
- I could not understand the information sent from NLM.
- Not sure.

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9. Is there something else you would like to tell us about NLM's customer service?