

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp. Date: 03/31/2018)

TITLE OF INFORMATION COLLECTION:

NLM ToxTutor User Survey

PURPOSE:

The purpose of this survey is to collect customer service delivery information from users of the National Library of Medicine (NLM) ToxTutor website which supplies information on the key principles of toxicology. The survey is targeted primarily for users of NLM chemical and toxicology databases and of the ToxTutor tutorial. Updating our understanding of these users will help us to enhance and further develop the site’s content. The survey will collect common demographic information to identify health information needs (reason for use of the resource) for the recently refreshed and well-used tutorial.

DESCRIPTION OF RESPONDENTS:

Respondents are expected to be students, professionals and concerned citizens who use the National Library of Medicine (NLM) chemical and toxicology databases and/or those who wish to learn fundamental principles of toxicology.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: Website user information and general service delivery feedback |

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: Colette Hochstein

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 N/A

Gifts or Payments:

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

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in minutes)	Total Burden Hours
Private Sector	500	1	3/60	25
Totals		500		25

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Environmental Specialists)	25	\$32.43	\$810.75
Totals	25	\$32.43	810.75

*BLS National Occupational Employment and Wage Estimates
Occupational Employment and Wages, May 2015

<http://www.bls.gov/ooh/life-physical-and-social-science/environmental-scientists-and-specialists.htm>

FEDERAL COST: The estimated annual cost to the Federal government is: \$229.80

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Technical Information Specialist	13/10	\$119,794	0.1%		\$119.80
Contractor Cost		\$55,000	0.2%	N/A	\$110.00
Travel					N/A
Other Cost					N/A
Total					\$229.80

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?

This survey will be publicized through the ToxTutor web site and through existing NLM social media accounts associated with NLM Tox-Enviro-Health. The survey may also be publicized on NLM Twitter handles and publicized through a GovDelivery email list targeted towards toxicology and environmental/public health professionals. Potential survey takers include followers of SIS social media accounts and the GovDelivery email list targeted towards toxicology and environmental/public health professionals. The survey will be anonymous and self-selecting: anyone can take the survey, but promotion will identify the survey as primarily for users of National Library of Medicine (NLM) chemical and toxicology databases and of the ToxTutor tutorial.

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.