

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: LIS User Survey of NLM Resources

PURPOSE: The Office of Health Information Programs Development (OHIPD) at the National Library of Medicine (NLM) seeks to collect qualitative customer service feedback to better understand how instructors at the library and information schools (LIS) in the United States make use of NLM resources in the courses that they teach. In particular, OHIPD will receive feedback that will allow the office to determine appropriate outreach and teaching materials that will assist LIS instructors to better introduce training on use of NLM resources to their students. This is an important group of users to reach because the library science students, when they become professional librarians, are key partners in promoting awareness and facilitating use of NLM health information resources for students, health professionals, and the general public.

DESCRIPTION OF RESPONDENTS: The respondents will be LIS instructors. There are 48 LIS schools that offer the Master’s in Library and Information Science (MLIS) programs in the United States. Through examination of the course websites of these 48 schools, OHIPD has identified between 2-4 instructors at each LIS school that teach the reference, resource, or health information courses. These LIS instructors will be contacted via e-mail to provide input using a brief online survey.

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: Barbara Rapp, Deputy Director, NLM OHIPD

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 [X] No

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Private Sector	192	1	10/60	32
Totals	192	192		32

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Library Science Educators)	32	\$32.53	\$1040.96
Totals			\$1040.96

*The wage rate is the mean hourly wage of \$32.53 for library science post-secondary educators. According to the BLS's Occupational Outlook Handbook published in December 2015 (see <http://www.bls.gov/ooh/education-training-and-library/postsecondary-teachers.htm#tab-5>), the median annual wage of library science post-secondary educators is \$67,660. This median annual wage was then converted to mean hourly wage.

FEDERAL COST: The estimated annual cost to the Federal government is \$3,741.50

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Chief, Office of Planning and Analysis	15/10	\$160,300	.5%		\$801.50
Contractor Cost		\$73,500	4%	N/A	\$2940.00
Travel					N/A
Other Cost					N/A
Total					\$3741.50

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?

The respondent pool is determined by examining the websites of 48 LIS schools that offer the Master's in Library and Information Science (MLIS) programs in the United States. Through examination of the websites of these 48 schools (including course offerings, catalogs, and syllabi), OHIPD has identified between 2 to 4 instructors at each LIS school that teach the reference, resource, or health information courses. This will be a complete sample design. All of these LIS instructors will be contacted via e-mail to complete a brief online survey (a sample of the instrument and recruitment language is attached).

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.