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Public reporting burden for this collection of information is estimated to average 3 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 current 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 (09250648). 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 6 questions and will take no more than 3 minutes to complete.

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.

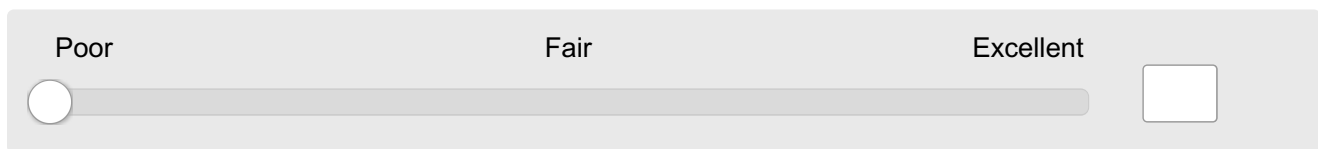
Questions marked with an asterisk (*) are required.

* 1. Please rate the overall quality of the service you received.

- Excellent
- Good
- Fair
- Poor
- Fail

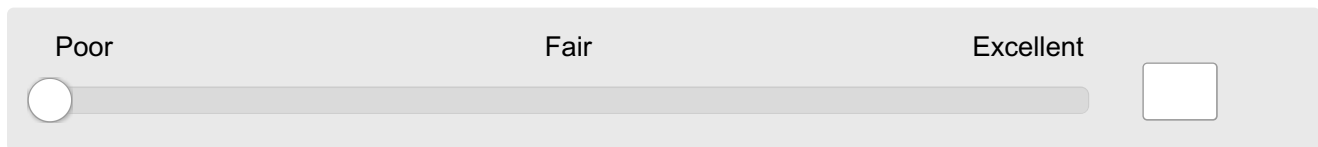
* 2. On a scale of 1 (poor) to 5 (excellent), how would you rate the technical knowledge/capability of the technician(s) involved?

Poor Fair Excellent



3. On a scale of 1 (poor) to 5 (excellent), how would you rate the courtesy or politeness of the customer service representative involved?

Poor Fair Excellent



* 4. Was your issue resolved to your satisfaction?

- Yes
- No

5. Do you have any suggestions for improving NLM's customer support?

* 6. How likely is it that you would recommend NLM Customer Support to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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