

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648)

TITLE OF INFORMATION COLLECTION: NLM NCBI Microbe Conference Survey

PURPOSE:

The purpose of this National Library of Medicine (NLM) survey is to collect qualitative customer service feedback from attendees at a conference concerning The National Center for Biotechnology Information (NCBI) microbial genome resources. The information from this survey will be used to improve the design and operation of these resources at NCBI. The survey form will be made available to those who visit the NCBI booth at the conference.

DESCRIPTION OF RESPONDENTS:

Public attendees at the conference who volunteer to complete the paper survey forms at the NCBI conference booth.

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: William Klimke

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 hours)	Total Burden Hours
Individuals or Households	120	1	5/60	10
Totals		120		10

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	10	\$23.86	\$238.60
Totals	10		\$238.60

*Cite source per bls.gov if applicable

May 2016 National Occupational Employment and Wage Estimates
https://www.bls.gov/oes/current/oes_nat.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is \$276.66.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Staff scientist	T42	\$138,329	0.2%		\$276.66
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					\$276.66

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 [X] 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?

Conference attendees will be offered the opportunity to fill in survey forms at the NCBI conference booth.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

[] Web-based or other forms of Social Media

[] Telephone

[X] In-person

[] Mail

[] Other, Explain

2. Will interviewers or facilitators be used? [] Yes [X] No