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 Main Website Satisfaction Survey

PURPOSE:
The National Library of Medicine (NLM) wishes to collect qualitative feedback on user satisfaction with the NLM Main site search engine. NLM main website's search is a portal to biomedical, consumer health, library, product, and collection-related information. Qualitative customer feedback on the NLM main site search helps the Library to enhance this important service. The NLM main website search team will use the responses to compare usefulness of specific pages and features and to inform new designs and development.

DESCRIPTION OF RESPONDENTS:
Visitors to the NLM Website search engine who choose to respond to the survey pop-up.

TYPE OF COLLECTION: (Check one)
[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: <u>Katie Chan</u>

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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
Individuals or Households	2500	1	1/60	42
Totals	2500	2500		42

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	42	$23.86	$1002.12
Totals	42		$1002.12

*BLS National Occupational Employment and Wage Estimates
https://www.bls.gov/oes/current/oes_nat.htm

FEDERAL COST: The estimated annual cost to the Federal government is <u>$171.82</u>

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Technical Info Specialist	11/2	$68,727.00	.25		$ 171.82
Contractor Cost					
Travel					N/A
Other Cost					N/A
Total					$171.82

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?
                                                                    [X] 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?

Survey respondents will be visitors to the NLM main website search engine on www.nlm.nih.gov who choose to respond to the survey pop-up. Site visitors can receive survey invitations on all types of devices: desktop, tablet and mobile. Repeat visitors to a specific page who have already been invited to respond will not receive further invitations, regardless of whether they completed the survey.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No