

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)**

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**TITLE OF INFORMATION COLLECTION:** NASA Library Survey

**PURPOSE:** to determine baseline awareness, usage and demographics of those that use or do not use NASA Libraries. To improve services and develop appropriate policies for NASA libraries, we need to know more about who is using our libraries and the library services they are using.

**DESCRIPTION OF RESPONDENTS:** Seeking inputs from all potential library users including all NASA employees (civil service & contractors) with a [nasa.gov](mailto:nasa.gov) email address.

**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: <u>Library Usage and Awareness</u> |

**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: Robert Sherouse

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No

**Gifts or Payments:**

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

## BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
(4) Federal Government (NASA employees only)	3,000	<5 minutes	250
<b>Totals</b>	3,000	<5 minutes	250

**FEDERAL COST:** The estimated annual cost to the Federal government is \$10,438 at \$41.75/user/hour for 3000 survey respondents [multiplied by the burden] 250 x \$41.75 - \$10,438.

**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?

Distribution will be to all employees with a @nasa.gov email address. Because the potential universe of respondents includes all NASA employees, all NASA respondents with a @nasa.gov email address are potential recipients of library services.

The URL/web location for the survey will be:  
<https://intranet.share.nasa.gov/Lists/AgencyLibrarySurvey>

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
[] Web-based or other forms of Social Media – survey will go out by email and responses will be collected through a web-based system  
[] Telephone  
[] In-person  
[] Mail  
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [] No

Distribution will be via email using a link to a SharePoint tool. The URL/web location for the survey will be: <https://intranet.share.nasa.gov/Lists/AgencyLibrarySurvey>

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

