

Mini-Supporting Statement for

Survey of DIMRC Resources on Librarians' Roles in Disaster Preparedness (NLM)

(submitted under NLM Generic Clearance to Conduct Voluntary Customer/Partner Surveys)

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A. Justification

The plan for this project is to recruit 20 librarians from across the United States who have performed traditional and non-traditional librarian roles during a disaster or in the aftermath of one. They will be interviewed via telephone to gain an understanding of their experiences in disaster situations and how the National Library of Medicine's Disaster Information Management Research Center (DIMRC) resources may or may not have impacted their response. The collected information will be used to see what unique roles librarians play in disaster planning, response, and recovery, and to determine what their needs are in order to be successful in those roles. In turn, that information will guide DIMRC in assessing and updating its current resources and in creating new resources in order to best meet the needs of the librarians and library staff.

Specialized Information Services (SIS) is a division within the NLM that produces information resources covering toxicology, environmental health, HIV/AIDS, outreach to underserved and special populations, drugs and household products, and disaster/emergency preparedness and response. Information and technology that pertains to disaster preparedness, response, and recovery is created, collected, organized, and disseminated by the Disaster Information Management Resource Center (DIMRC), a unit within SIS. DIMRC focuses on maintaining access to health information at all phases of disasters, developing innovative products and services for emergency personnel, conducting research to support disaster health information management, and collaborating with other agencies and communities. In doing this, DIMRC aids in the dissemination and exchange of scientific and other information important to the public health as mandated in the legislation.

A.1 Circumstances Making the Collection of Information Necessary

This study will help fulfill the requirements of:

- **Executive Order 12862, Setting Customer Service Standards**
(<https://www.archives.gov/federal-register/executive-orders/pdf/12862.pdf>)
This order establishes customer service standards that should be carried out by those agencies within the executive branch. One of the actions identified in the order is to “survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services.”
- **The National Library of Medicine (NLM) Authorization Legislation, 42 USC 286**
(<https://www.nlm.nih.gov/about/nlmlaw.html>)
The purpose of this legislation the establishment the National Library of Medicine (NLM) to assist the advancement of medical and related sciences and to aid the dissemination and exchange of scientific and other information important to the progress of medicine and to the public health. Specialized Information Services (SIS) is a division within the NLM that produces information resources covering toxicology, environmental health, HIV/AIDS, outreach to underserved and special populations, drugs and household products, and disaster/emergency preparedness and response. Information and technology that pertains to disaster preparedness, response, and

recovery is created, collected, organized, and disseminated by the Disaster Information Management Resource Center (DIMRC), a unit within SIS.

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- **The Pandemic and All-Hazards Preparedness Reauthorization Act of 2013**

(<https://www.gpo.gov/fdsys/pkg/PLAW-113publ5/pdf/PLAW-113publ5.pdf>)

This Act calls to strengthen the ability of States, local communities, and tribal communities to prepare for, respond to, and be resilient in the event of public health emergencies, whether naturally occurring, unintentional, or deliberate by:

- (A) optimizing alignment and integration of medical and public health preparedness and response planning and capabilities with and into routine daily activities; and
- (B) Promoting familiarity with local medical and public health systems

- **The Stafford Act, 42 USC 5170b and implementing regulations of 44 CFR parts 206**

(https://www.fema.gov/pdf/government/grant/pa/9253_3.pdf)

Section 403 of the Stafford Act authorizes FEMA to provide Federal assistance to meet immediate threats to life and property resulting from a major disaster. Specifically, it allows for the provision of temporary facilities for schools and other essential community services, when it is related to saving lives and protecting and preserving property or public health and safety. Libraries, along with other public facilities, are eligible for funding to act as temporary relocation facilities in the aftermath of major disasters and emergencies.

A.2 Purpose and Use of the Information Collection

The information collected from the interviews will help the National Library of Medicine (NLM) to better understand the roles librarians currently play in disaster planning, response, and recovery. In turn, this information will inform the assessment and update of DIMRC's current resources, as well as the creation of new resources, in order to best meet the needs of librarians that are planning for, in the midst of, or recovering from a disaster or emergency.

At present, DIMRC works with the National Network of Libraries of Medicine and the Regional Medical Libraries to push out information regarding disaster management. They offer to the public training and webinars, online resources and information databases, and emergency response tools, in addition to designing the curriculum for a Disaster Information Specialization program through the Medical Library Association. As the roles for librarians in disaster planning, response, and recovery evolve, these resources must as well.

A.3 Use of Information Technology and Burden Reduction

Interview participants will be recruited during the spring of 2016. Recruitment, interview scheduling, and all follow-up will all take place via email, while the interview itself will take place via telephone. The decision

to use email for all interactions (aside from the interview) was made in order to make the process as simple and convenient for participants as possible and to reduce the potential burden.

The interviewer will contact each participant via email for recruitment. Any pre-interview questions and concerns will be addressed via email, and both the interview questions and the consent form will be sent this way as well. Participants will be requested to return the consent form via email prior to the interview. The consent form review and interview will take place via telephone. Afterwards, the transcript will be sent to the participant via email for review and they will be expected to respond with either edit suggestions or approval. Lastly, an email will be sent confirming the finalization of the transcript and intended date for publication.

While email is chosen to streamline the process for participants, if they prefer phone calls for communication, this will certainly be allowed.

A.4 Efforts to Identify Duplication and Use of Similar Information

To date, NLM's Disaster Information Management Research Center (DIMRC) has not completed a study/research (via interviews, as is the intention of this project, or in other formats such as surveys) to elicit information on the impact of their work and the resources they have developed on librarians in disaster situations. While there is literature that focuses on libraries and disasters, this information cannot and does not provide the direct link between the roles librarians play during (and in the aftermath of) disasters and their awareness and usage of DIMRC resources. It is this particular piece of information that DIMRC needs to assess their current resources and for the design of new ones.

A.5 Impact on Small Businesses or Other Small Entities

N/A

A.6 Consequences of Collecting the Information Less Frequently

The proposed is a one-time project, without intention to collect data at regular intervals.

A.7 Special Circumstances Relating to the Guidelines of 5 CFR 1320.5

This interview will be conducted in a manner that fully complies with 5 C.F.R. 1320.5.

A.8.1 Comments in Response to the Federal Register Notice

N/A

A.8.2 Efforts to Consult Outside Agency

N/A

A.9 Explanation of Any Payment of Gift to Respondents

Respondents will not receive any payment or gift in exchange for participation in this project.

A.10 Assurance of Confidentiality Provided to Respondents

Participation in this project will be strictly voluntary; however, it is intended that the interviews will be made public. Participants will be made fully aware of this intention from the outset of the project, with the understanding that they will have ability to review the content and request edits prior to publication and have the option to rescind the permission to publish if desired. This information will be clearly stated in a consent form, which will be emailed to the participant in advance of the interview and then covered via telephone with the interviewer.

A.11 Justification for Sensitive Questions

No questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, race, gender, etc., and other matters that are commonly considered private will be asked. The planned interview questions relate specifically to their experiences on the job. Additionally, respondents will be made aware of the questions ahead of time.

A.12.1 Estimated Annualized Burden Hours

NLM will gather information from a total of 20 respondents (librarians) using a predetermined set of 6 questions. The average interview time projected for each participant is 60 minutes, which results in a total annual burden of 20 hours. As of 2014, the average hourly rate (per the Occupational Outlook Handbook) for a librarian was \$27.01. The total annual cost (20 hours at \$27.01) is \$540.20.

A.12-1 Estimated Annualized Burden Hours				
Annualized Respondent Hours				
Types of Respondents	Number of Respondents	Number of Responses per Respondent	Average Time per Response (in hours)	Total Annual Burden Hours
Librarian	20	1	1	20
TOTAL	20			20

A.12-2 Annualized Respondent Cost					
Type of Respondents	Number of Respondents	Number of Responses per Respondent	Average Time per Response (in hours)	Hourly Wage Rate	Total Annual Respondent Cost
Librarians	20	1	1	\$27.01*	\$540.20

*from: Occupational Outlook Handbook 2014 (<http://www.bls.gov/ooh/education-training-and-library/librarians.htm>)

A.13 Estimate of Other Total Annual Cost Burden to Respondents or Record Keepers

N/A

A.14 Annualized Cost to the Federal Government

This project will take place during a 5-month period, and accounting for both participants, the total cost to the Federal will be: **\$12,400**

A.14-1 Annualized Cost to the Federal Government					
Staff	Grade/Step	Salary (for 5 months)	% of Effort	Fringe (if applicable)	Total Cost to Government
<i>Federal Oversight</i>					
Project Manager	13/10	49,914	5	N/A	\$2496
Associate Fellow	N/A	24,760	40	N/A	\$9904
Total					\$12,400

A.15 Explanation for Program Changes or Adjustments

This is a new collection of information.

A.16 Plans for Tabulation and Publication and Project Time Schedule

Interviews will be transcribed, edited, and made available publically, most likely on the DIMRC website. Additionally, results of the findings and excerpts from the interviews may be published in journals and other publications within a timely fashion in order to contribute to the library literature. This is a small project with (an expected) short turnaround time. An estimate of the project’s schedule is included below in table A.16-1, any overlaps between the scheduled time for activities is due to the fact that work for each interview will be completed on a rolling basis.

A.15-1 Project Time Schedule	
Activity	Time Schedule
Recruitment emails sent out to potential participants	1 week after OMB approval
Schedule interviews	1-3 weeks after OMB approval
Complete and transcribe interviews	3-6 weeks after OMB approval
Finalize transcripts (including approval of participant)	5-7 weeks after OMB approval
Analyses	7-9 weeks after OMB approval
Publication	>10 weeks after OMB approval

A.17 Reason(s) Display of OMB Expiration Date is Inappropriate

We are not requesting an exemption to the display of the OMB Expiration date.

A.18 Exceptions to Certification for Paperwork Reduction Act Submissions

None, this survey will comply with the requirements in 5 CFR 1320.9.