Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648 Exp. Date: 05/31/2021)

TITLE OF INFORMATION COLLECTION:
2019 NLM PubMed User Satisfaction Survey

PURPOSE:
The National Library of Medicine (NLM) Library Operations MEDLINE team will collect qualitative feedback on user satisfaction from PubMed data users. The PubMed database provides biomedical literature citations via the website. Customer feedback from these users will help the MEDLINE team to enhance these important services. The information from this survey will be used to set priorities and improve the PubMed database for data scientists.

DESCRIPTION OF RESPONDENTS:
Visitors to the NLM websites and users of the PubMed services.

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>Preeti G. Kochar</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	1000	1	5/60	83
Totals	**1000**	**1000**		**83**

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	83	$24.34	$2022.22
Totals			**$2022.22**

*The General Public wage rate was obtained from https://www.bls.gov/oes/2017/may/oes_nat.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is: $1032.94

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Technical Info Specialist	12/09	103,294	1		$1032.94
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					**$1032.94**

*The Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/19Tables/html/DCB.aspx

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?

The survey invitation will be a pop-up at our user websites and an email with a link to the survey will also be provided to our subscribers to the services.

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