

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp. Date: 03/31/2018)**

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**TITLE OF INFORMATION COLLECTION:**

NLM Website Survey for Website Satisfaction Rating

**PURPOSE:**

The National Library of Medicine (NLM) wishes to collect qualitative customer feedback on user satisfaction with specific pages on the NLM websites such as [www.nlm.nih.gov](http://www.nlm.nih.gov), [MedlinePlus.gov](http://MedlinePlus.gov) and [locatorplus.gov](http://locatorplus.gov). NLM provides biomedical, historical, and consumer health information through its websites. Qualitative customer feedback on NLM websites will help the Library to enhance these important services. The information from this survey will be used to improve the design and operation of the publicly accessed website.

**DESCRIPTION OF RESPONDENTS:**

Survey respondents will be visitors to NLM websites who choose to respond to the survey pop-up, link, or embedded version of the survey. No more than four questions will be presented at a time.

**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: Katherine Chan

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

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  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	20,000	1	2/60	667
<b>Totals</b>	20,000	20,000		667

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	667	\$23.86	\$15914.62
<b>Totals</b>	667		\$15914.62

\*BLS National Occupational Employment and Wage Estimates  
 May 2016 National Occupational Employment and Wage Estimates  
[https://www.bls.gov/oes/current/oes\\_nat.htm](https://www.bls.gov/oes/current/oes_nat.htm)

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1374.54

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Librarian	11/2	\$68,727.00	2%		\$1374.54
<b>Contractor Cost</b>					
Travel					N/A
Other Cost					N/A
<b>Total</b>					\$1374.54

**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?

Survey respondents will be visitors to NLM websites who choose to respond to the survey pop-up, link, or embedded version of the survey. No more than four questions will be presented at a time. Site visitors can receive survey invitations on all types of devices: desktop, tablet and mobile. Repeat visitors to a specific page or website 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)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
2. Will interviewers or facilitators be used?  Yes  No