Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648, exp. date 5/31/2021)

TITLE OF INFORMATION COLLECTION: NLM NCBI 2018 BLAST Survey

PURPOSE:

The goal of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from users of the National Center for Biotechnology Information (NCBI) BLAST sequence search services. The survey consists of a short list of questions about how they are using the BLAST services, what their impressions are about ease of use and speed, what features they find useful and what their needs are regarding high volume searches. The information from this survey will be used to improve the design and operation the NCBI BLAST products and services.

DESCRIPTION OF RESPONDENTS:

Respondents will be individual users of the NCBI BLAST service who voluntarily click on a popup invitation to take a survey that will appear on BLAST web pages.

[] Customer Comment Card/Complaint Form	[X] Customer Satisfaction Survey	
<u>I</u>		
[] 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>Barton Trawick, Ph</u>	D

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 [X] No
- 3. If Applicable, has a System or Records Notice been published? [] Yes [] No [X] N/A

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	11/60	183
Totals	1000	1000		183

Category of Respondent	Total Burden	Wage Rate*	Total Burden
	Hours		Cost
Individuals or Households	183	\$24.34	\$4,454.22
Totals	183		\$4,454.22

^{*}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: \$1383.29

				Fringe (if applicable)	Total Cost to Gov't
Staff	Grade/Step	Salary	% of Effort		
Federal Oversight					
Staff scientist	T42	\$138,329	1%		\$1,383.29
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					\$1383.29

^{*}the Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/18Tables/html/DCB.aspx

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

The selection	of your	targeted	respondents
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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?

Website users will click a "feedback" link that will appear on the side, bottom, or top of various web pages throughout the site.

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? [] Ves [X] No