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: 2020 NLM Catalog Survey

PURPOSE:
The goal of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from users of the web-based NLM Catalog system. The survey participants responses about the functionality of this resource and importance of the catalog system features will allow NLM to further enhance this service product for the library user community.

DESCRIPTION OF RESPONDENTS:
The survey will be made available to anyone who uses the NLM Catalog to include librarians in the Network of the National Library of Medicine.

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>Jennifer Diffin, Head, Library Technology Services Section</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
Private Sector (Librarians)	200	1	5/60	17
Totals		**200**		**17**

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Librarians)	17	$28.39	$482.63
Totals			**$482.63**

*from: Occupational Outlook Handbook 2020 (http://www.bls.gov/ooh/education-training-and-library/librarians.htm)

FEDERAL COST: The estimated annual cost to the Federal government is: $13,895.97

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Project manager	14/6	$141,534	3%		$4246.02
Project team member 1	13/10	$133,465	5%		$6673.25
Project team member 2	9/1	$59,534	5%		$2976.70
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					**$13,895.97**

*the Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/20Tables/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?

Survey will be sent out to a listserv used by the Network of the National Library of Medicine. The survey will also be available to anyone via link on the NLM Catalog website.

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