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## 2020 NLM Baseline Survey

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Thank you for visiting the National Library of Medicine (NLM), the world's largest biomedical library and part of the U.S. National Institutes of Health (NIH). Please help us continuously improve our digital products and services by taking this quick survey about your overall experience on the website.

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Q1 Which role most closely describes you? (Please choose the best option.)

- Researcher (1)
  - Student (2)
  - Patient, family, caregiver, or friend of patient (3)
  - Librarian or information professional (5)
  - Educator/trainer (6)
  - Healthcare professional (7)
  - Other (8)
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Q2 You selected "other" for "what best describes you?" – please specify:

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Q3 What is your primary reason for visiting our site today? (Please choose the best option.)

- Find information about medical conditions, medications, devices, or clinical trials (1)
- Learn about NLM services, policies, or standards (3)
- Find historical information about medicine or health (4)
- Find information about grants (5)
- Find information about developing medical or data science information systems (6)
- Find biomedical data (8)
- Find biomedical literature (9)
- Other (7)

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Q4 You selected “other” for your primary reason for visiting the site today – please specify:

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Q5 How frequently do you visit this site? (Please choose the best answer)

- First time (1)
- Daily (2)
- Once a week (3)
- Once a month (4)
- Every six months or less (5)

Q6 Did you find the information that you were seeking?

- Yes (1)
  - Partially (2)
  - No (3)
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Q7 Please tell us what information you were not able to find.

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Q8 How easy was it to find what you were looking for on this site?

- Very easy (1)
  - Somewhat easy (2)
  - Neither easy nor difficult (3)
  - Somewhat difficult (4)
  - Very difficult (5)
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Q9 How easy is it to understand the information on this site?

- Very easy (1)
  - Somewhat easy (2)
  - Neither easy nor difficult (3)
  - Somewhat difficult (4)
  - Very difficult (5)
-

Q10 Overall, how well did the site meet your needs?

- Very well (1)
  - Somewhat well (2)
  - Neither well nor poorly (3)
  - Somewhat poorly (4)
  - Very poorly (5)
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Q11 How likely are you to return to this website in the future?

- Very likely (1)
  - Somewhat likely (2)
  - Neither likely nor unlikely (3)
  - Somewhat unlikely (4)
  - Very unlikely (5)
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Q12 Why do you think you would return to this website in the future?

- Credibility of the information (1)
- Ability to find and view the information easily (2)
- Ability to understand the information (3)
- Free of charge (4)
- Not linked to another company or business (5)
- Ability to find information without providing my personal information (6)
- Other (specify) (7)

Q13 Please specify why you would return to this website in the future.

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Q14 On a scale from 0-10, how likely are you to recommend our site to a friend, family member, or colleague?

*(0 being Not at all Likely | 10 being Extremely Likely)*

- 0 (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 (10)

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Q15 Do you have any other comments about how can we improve this website?

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