

Public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

1. What best describes you? (Please choose the best option.) [multiple choice, randomize]
 - a. Patient or family member of patient
 - b. Medical researcher
 - c. Medical practitioner or provider
 - d. Medical sales or marketing professional
 - e. Librarian or historical researcher
 - f. Other (specify)
2. What is your primary reason for visiting our site today? [multiple choice]
 - a. Find information about medical conditions, medications, devices, or clinical trials
 - b. Find biomedical information, literature, or data
 - c. Request NLM library services
 - d. Find historical information about medicine or health
 - e. Find information about running a health informatics grant
 - f. Research ways of building new medical information systems, applications, or platforms, or new supports for inquiry/data science
 - g. Gain assistance or training for policies and processes to access NLM literature
 - h. Other (specify)
3. Did you find the information that you were seeking? [multiple choice]
 - a. Yes
 - b. No - No (Please tell us more) - text box
4. How frequently do you visit this site? [multiple choice]
 - a. First time
 - b. Daily or more than once per day
 - c. About once a week
 - d. About once a month
 - e. Every 6 months or less
5. How easy was it to find what you were looking for on this site? [multiple choice]
 - a. Very easy [skip to Q8]
 - b. Somewhat easy [skip to Q8]
 - c. Neither easy nor difficult [continue to Q7]
 - d. Somewhat difficult [continue to Q7]

- e. Very difficult [continue to Q7]
6. How would you describe your navigation experience on this site today? Select all that apply.
- a. Links often did not take me where I expected
 - b. Too many links / navigational options to choose from
 - c. Had technical difficulties
 - d. Links / labels were difficult to understand
 - e. Other: [text field]
7. How helpful were the search results on NLM website search?
- a. Very helpful
 - b. Somewhat helpful
 - c. Neither helpful nor unhelpful
 - d. Somewhat unhelpful
 - e. Very unhelpful
8. On a scale from 1 (extremely dissatisfied) to 5 (extremely satisfied), how dissatisfied or satisfied are you with the service/product?
9. How likely are you to recommend our site to a friend, family member, or colleague? [scale of “Not at all likely” (0) to “Extremely likely” (10)]
10. How easy is it to understand the information on this site?
- a. Very easy
 - b. Somewhat easy
 - c. Neither easy nor difficult
 - d. Somewhat difficult
 - e. Very difficult
11. Overall, how well does this site meet your needs? [scale of “Not at all likely” (0) to “Extremely likely” (10)]
12. How can we improve this website? [open ended question]