

**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:**

2019 NLM PubMed User Satisfaction Survey

**PURPOSE:**

The National Library of Medicine (NLM) Library Operations MEDLINE team will collect qualitative feedback on user satisfaction from PubMed data users. The PubMed database provides biomedical literature citations via the website. Customer feedback from these users will help the MEDLINE team to enhance these important services. The information from this survey will be used to set priorities and improve the PubMed database for data scientists.

**DESCRIPTION OF RESPONDENTS:**

Visitors to the NLM websites and users of the PubMed services.

**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: Preeti G. Kochar

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 | 1000               | 1                               | 5/60                         | 83                 |
| <b>Totals</b>             | <b>1000</b>        | <b>1000</b>                     |                              | <b>83</b>          |

| Category of Respondent    | Total Burden Hours | Wage Rate* | Total Burden Cost |
|---------------------------|--------------------|------------|-------------------|
| Individuals or Households | 83                 | \$24.34    | \$2022.22         |
| <b>Totals</b>             |                    |            | <b>\$2022.22</b>  |

\*The General Public wage rate was obtained from [https://www.bls.gov/oes/2017/may/oes\\_nat.htm#00-0000](https://www.bls.gov/oes/2017/may/oes_nat.htm#00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is: [\\$1032.94](#)

| Staff                     | Grade/Step | Salary  | % of Effort | Fringe (if applicable) | Total Cost to Gov't |
|---------------------------|------------|---------|-------------|------------------------|---------------------|
| <b>Federal Oversight</b>  |            |         |             |                        |                     |
| Technical Info Specialist | 12/09      | 103,294 | 1           |                        | \$1032.94           |
|                           |            |         |             |                        |                     |
| <b>Contractor Cost</b>    |            |         |             |                        | N/A                 |
|                           |            |         |             |                        |                     |
| Travel                    |            |         |             |                        | N/A                 |
| Other Cost                |            |         |             |                        | N/A                 |
| <b>Total</b>              |            |         |             |                        | <b>\$1032.94</b>    |

\*The Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/19Tables/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?

The survey invitation will be a pop-up at our user websites and an email with a link to the survey will also be provided to our subscribers to the services.

**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