

**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 DOCLINE User Satisfaction Survey

PURPOSE:

The National Library of Medicine (NLM) Library wishes to collect qualitative feedback on a new web-based interface for the DOCLINE interlibrary loan system, released in March 2019. The survey is also intended to gather information from user’s general satisfaction about the website. The information from this survey will be used to improve the design and operation of this critical resource provided to the public library community as an important NLM product.

DESCRIPTION OF RESPONDENTS:

Librarians and library technicians at university, college, hospital, medical school, and other healthcare facilities that offer DOCLINE as a service.

TYPE OF COLLECTION: (Check one)

- ☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey

☐ Small Discussion 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 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: Mark Ziomek

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
Private Sector (Librarians)	200	1	15/60	50
Totals	200	200		50

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Librarians)	50	\$29.58	\$1479.00
Totals	50		\$1479.00

*BLS: 25-4021 Librarians: <https://www.bls.gov/oes/current/oes254021.htm>

FEDERAL COST: The estimated annual cost to the Federal government is: **\$1654.17**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Technical Info Specialist	15/7	\$165,417	1%		\$1654.17
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					\$1654.17

*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 ☐ 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 DOCLINE user community is a finite number of 2,034 libraries. A subset of those libraries was randomly selected to represent colleges, universities, hospitals, public libraries, and other research organizations from all 50 states.

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