

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: 2021 NLM Customer Service Survey

PURPOSE:

The National Library of Medicine (NLM) wishes to collect feedback on customer satisfaction with NLM’s customer service call center. NLM provides biomedical, historical, and consumer health information through its websites, including nlm.nih.gov, MedlinePlus.gov, locatorplus.gov, and PubMed.gov. The customer service call center fields customer requests for assistance including password support, assistance with finding specific information, and assistance with finding specific NLM digital products. Conducting customer satisfaction research ensures that NLM is providing a high level of customer service.

DESCRIPTION OF RESPONDENTS:

Individuals receiving support through NLM’s call center who choose to respond to a survey invitation contained in an anonymous link within a follow-up email.

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: Douglas Joubert

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 [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
Individuals or Households	1,000	1	2/60	33
Totals		1,000		33

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	33	\$25.72	\$848.76
Totals			\$848.76

*BLS National Occupational Employment and Wage Estimates
https://www.bls.gov/oes/current/oes_nat.htm

FEDERAL COST: The estimated annual cost to the Federal government is: **\$2,695.96**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Librarian	13/10	\$134,798	2%		\$2,695.96
Contractor Cost					
Travel					N/A
Other Cost					N/A
Total					\$2,695.96

**the Salary in table above is cited from:
<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2021/DCB.pdf>

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 respondents will be NLM customers receiving support from the NLM customer service support center. These individuals will receive a follow-up email message containing an anonymous link to the survey. All customers will be invited to participate in the survey after each interaction with the call center. Site visitors can receive survey invitations on all types of devices: desktop, tablet and mobile.

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