

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 Survey of HMD Online Resources

PURPOSE:

The goal of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from users of the History of Medicine (HMD) online resources and ask whether the user is aware of them, how often they are used, and what other resources they may use. The information from this survey will be used to improve awareness and usage of HMD’s online resources.

DESCRIPTION OF RESPONDENTS:

Individuals working at or affiliated with universities, colleges, and cultural heritage institutions, including historians, librarians, and archivists working at cultural heritage institutions.

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: Lindsay Franz

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	800	1	10/60	133
Totals	800	800		133

COST TO RESPONDENT

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Archivists)	44	\$27.65	\$1,216.60
Private Sector (Librarians)	44	\$29.77	\$1,309.88
Private Sector (Historians)	45	\$30.62	\$1,377.90
Totals	133		\$3,904.38

* BLS May 2019 National Occupational Employment and Wage Estimates, United States

https://www.bls.gov/oes/current/oes_nat.htm#00-0000

Archivists: <https://www.bls.gov/oes/current/oes254011.htm>

Librarians: <https://www.bls.gov/oes/current/oes254022.htm>

Historians: <https://www.bls.gov/oes/current/oes193093.htm>

FEDERAL COST: The estimated annual cost to the Federal government is: **\$4,748.50**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Systems Librarian	GS 12/4	\$94,970	5%		\$4,748.50
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					\$4,748.50

*the Salary in table above is cited from: <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/20Tables/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 survey will be sent out to an email list of approximately 800 stakeholders and as well to key listservs.

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