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The National Library of Medicine (NLM) would like to hear about your recent experience with our customer service department. The feedback you give will help us make improvements to our service. The survey has up to ten questions and will take no more than two (2) minutes to complete.

2021 NLM Customer Service Survey

Section 1: Please tell us about yourself and the information you are seeking.

Q1. Which role most closely describes you? (Please choose the best answer.)

- Educator/trainer (1)
- Healthcare professional (2)
- Librarian or information professional (3)
- Patient, family, caregiver, or friend of patient (4)
- Researcher (5)
- Student (6)
- Other (specify) (7) _____

Q2. What was your primary reason for contacting us today? (Please choose the best answer.)

- To ask a question about content (e.g., locate an article or citation or make a correction to an article, citation, or other piece of content) (1)
- To address an access issue (e.g., reset my password, create or edit an account) (2)
- To identify an appropriate NLM Product (3)
- To visit the NLM reading room (4)
- To speak with an NLM librarian (5)
- Other (specify) (6) _____

Q3. You mentioned that you were seeking specific NLM content or a specific NLM product. Which content or product were you interested in? (Please choose the best answer.)

- MedlinePlus (1)
- PubMed (2)
- Digital Collections/History of Medicine (3)
- ClinicalTrials.gov (4)
- DOCLINE (5)
- Other (specify) (6) _____

Q4. Was this the first time you contacted us regarding this issue?

- Yes (1)
- No (2)

Q5. Before you contacted us today, did you attempt to resolve your issue another way?

- Yes (1)
- No (2)

Q6. You mentioned that you attempted to resolve your issue another way. Which approach(es) did you attempt before contacting NLM? (Please choose all that apply.)

- Looking for information on the NLM Web site (1)
- Contacting an expert in my organization (2)
- Trying to answer my question through research (3)
- Other (specify) (4) _____

Section 2: Please tell us about your experience with NLM staff.

Q7. How much do you agree or disagree with the following statements?

| | Strongly agree (1) | Agree (2) | Neither agree nor disagree (3) | Disagree (4) | Strongly disagree (5) |
|---|-----------------------|-----------------------|--------------------------------------|-----------------------|--------------------------|
| The NLM staff member was knowledgeable in answering my question. (1) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The NLM staff member communicated effectively. (2) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am satisfied with the service NLM provided when responding to my inquiry. (3) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q8. Did NLM resolve your issue?

- Yes, completely (1)
- Partially (2)
- No, my issue was not resolved (3)

Q9. Based on your recent interaction with NLM staff, on a scale from 0-10, how likely are you to recommend the National Library of Medicine Customer Service to a friend or colleague?

- 0 (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 (10)

Q10. Please provide comment or recommendations about how we may improve NLM's customer service.
