Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648, exp. date 5/31/2021)

TITLE OF INFORMATION COLLECTION:
2021 NLM NCBI PubMed Clinical Queries Survey

PURPOSE:
The goal of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from users of the National Center for Biotechnology Information (NCBI) PubMed Clinical Queries website pages. The PubMed COVID-19 Clinical Query delivers COVID-19-specific categorized articles to researchers via search results using pre-defined filtered PubMed searches. The user information from this survey will be used to improve the design and operation this important NLM NCBI public resource.

DESCRIPTION OF RESPONDENTS:

Survey respondents will be public users of the Clinical Queries website page within PubMed.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[ ] Focus 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: Barton Trawick, PhD

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [ ] Yes [X] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No [X]

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	250	1	5/60	21
Totals	**250**	250		**21**

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	21	$25.72	$540.12
Totals	**21**		**$540.12**

*The General Public wage rate was obtained from https://www.bls.gov/oes/2019/may/oes_nat.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is: $1383.29

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Staff scientist	T42	$138,329	1%		$1,383.29
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					**$1383.29**

* Cited from https://ohr.od.nih.gov/intrahr/Documents/title42/NIH_TITLE_42_PAY_MODEL_RANGES.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?

Respondents users will click a survey link that will appear on the web pages Clinical Queries page within PubMed.

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