

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp. Date: 06/30/2024)

TITLE OF INFORMATION COLLECTION: 2021 NLM Assessment of User Reaction and Educational Needs Related to the NIH Preprint Pilot

PURPOSE:

The goal of this National of Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from user knowledge and skills gaps related to preprints; how the availability of COVID-related preprints in PubMed Central full-text repository is affecting public trust of the NLM, in order to inform and assess the NIH Preprint Pilot.

DESCRIPTION OF RESPONDENTS:

PubMed or PubMed Central users who select the survey from either web site, or who respond to a solicitation via the NLM Technical Bulletin or Tweet (see attached).

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: Katherine B. Majewski

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
Individuals or households	300	1	10/60	50
Totals	300	300		50

COST TO RESPONDENT

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals or households	50	\$27.07	\$1,353.50
Totals	50		\$1,353.50

*The General Public wage rate (Median wage for “All Occupations”) was obtained from [May 2020 National Occupational Employment and Wage Estimates \(bls.gov\)](https://www.bls.gov/news.release/emp2.z00.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					N/A
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/21Tables/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?

1. When viewing records for preprints in PubMed and PubMed Central, users will see an invitation to take the survey. The invitation will be displayed from preprint records until our target number of responses are achieved.
2. An invitation to participate in the survey will be posted to the NLM Technical Bulletin and to the NLM Twitter account. Please see attached for wording for these invitations.

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