

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648, exp. date 6/30/2024)

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**TITLE OF INFORMATION COLLECTION:** "PMC Classic View" Visitors Survey (NLM)

**PURPOSE:**

The purpose of this National Library of Medicine (NLM) survey is to collect feedback from users. The upcoming update of PubMed Central, phase 1 of the overall update effort, will present a new look and feel to users and include some noticeable changes to PMC article pages (the most often-visited pages on PMC.) Some of the features offered on articles pages have been moved or removed due to low usage and high maintenance burden. To help ease the transition to the new site for PMC users, we are providing access to the “old” (legacy) PMC for a limited time, via a link on article pages. In addition, we are also in the midst of planning phase 2 of the effort, which will include more substantive changes and improvements to the article view.

To help guide this work, we would like to add a short survey that users would see when they choose to click back to the “old” view of an article. This survey will have two functions: 1) to help identify whether users are having any significant issues with phase 1 of the updated site, and 2) to collect user feedback that will help drive the ongoing improvements in phase 2.

**DESCRIPTION OF RESPONDENTS:**

Survey respondents will be members of the public using PubMed Central, including staff at NCBI, who have actively chosen to click on a link to navigate to PMC’s old article view.

**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: 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 ] N/A

**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 | 1000               | 1                               | 3/60                         | 50                 |
|                           |                    |                                 |                              |                    |
| <b>Totals</b>             |                    | <b>1000</b>                     |                              | <b>50</b>          |

**COST TO RESPONDENT**

| Category of Respondent    | Total Burden Hours | Wage Rate* | Total Burden Cost |
|---------------------------|--------------------|------------|-------------------|
| Individuals or Households | 50                 | \$27.07    | \$1,353.50        |
|                           |                    |            |                   |
| <b>Totals</b>             | <b>50</b>          |            | <b>\$1,353.50</b> |

\*The General Public wage rate was obtained from [https://www.bls.gov/oes/2020/may/oes\\_nat.htm#00-0000](https://www.bls.gov/oes/2020/may/oes_nat.htm#00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is: **\$138**

| Staff                    | Grade/Step | Salary    | % of Effort | Fringe (if applicable) | Total Cost to Gov't |
|--------------------------|------------|-----------|-------------|------------------------|---------------------|
| <b>Federal Oversight</b> |            |           |             |                        |                     |
| Staff scientist          | 13/10      | \$138,868 | 1%          |                        | \$138               |
|                          |            |           |             |                        |                     |
| <b>Contractor Cost</b>   |            |           |             |                        | N/A                 |
|                          |            |           |             |                        |                     |
| Travel                   |            |           |             |                        | N/A                 |
| Other Cost               |            |           |             |                        | N/A                 |
|                          |            |           |             |                        |                     |
| <b>Total</b>             |            |           |             |                        | <b>\$138</b>        |

\*The Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2022/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  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 users who are viewing an article on PMC, and so could be internal or external to NCBI. They also are people who have actively chosen to click on the link and navigate to PMC's old article view.

New site – (currently still on Labs, but will become production late February/early March 2022, exact timing TBD) - <https://www.ncbi.nlm.nih.gov/labs/pmc/>  
Old legacy site - <https://pmclegacy.ncbi.nlm.nih.gov/pmc>

Respondents will be shown the survey once, the first time they land on the old site view. A cookie will be set so that users don't see the survey more than once. Since the survey is only appearing to users who want to look at an old article view, we plan to sample at a higher rate than we would for people using the main site.

**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