TITLE OF INFORMATION COLLECTION: Bookshelf Search Survey (NLM)

PURPOSE:
NCBI Literature is working on an initiative to make search more intuitive across our literature products -- PubMed, PubMed Central (PMC), and Bookshelf. Plans include the possibility of a user interface that allows users to search some combination of PubMed, PMC, and Bookshelf. Although Bookshelf is part of NCBI's literature archives, the types of documents available on the site, and the use cases for them, differ somewhat from PMC and PubMed. This survey will help us better understand why people search Bookshelf so we can plan what a combined search approach might look like and include.

DESCRIPTION OF RESPONDENTS:
Users who have actively conducted a search on the Bookshelf website and have landed on a search results page.

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:_____

FREQUENCY OF REPORTING: (Check one)

[X] Once   [ ] Quarterly
[ ] Monthly   [ ] On Occasion
[ ] Annually   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: <u>Bart Trawick</u>

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 [ ] 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 [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	1,000	1	2/60	**33**
Totals		1,000		**33**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals or Households	33	$28.01	$924.33
Totals	**33**		**$924.33**

* The General Public wage rate (Median wage for "All Occupations") was obtained from https://www.bls.gov/oes/current/oes_nat.htm

FEDERAL COST: The estimated annual cost to the Federal government is: $1,456.17

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Staff Scientist	13/10	$145,617	1%		$1,456.17
Contractor Cost					
Travel					
Other Cost					
Total					**$1,456.17**

*The Salary in table above is cited from: https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/23Tables/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 [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?

Survey will pop-up for a sample of users who have actively conducted a search on the Bookshelf website and have landed on a search results page.

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