

NLM Site-Wide Survey for Website Satisfaction (2022)

Survey Disclosure Statement NLM Website Survey for Website Satisfaction Rating

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Last Reviewed: July 1, 2021

Q1 Thank you for visiting the National Library of Medicine (NLM), the world's largest biomedical library and part of the U.S. National Institutes of Health (NIH). Please help us continuously improve our digital products and services by taking this quick survey about your overall experience on the website.

Q2 Which role most closely describes you? (Please choose the best option.)

- Researcher (1)
- Student (2)
- Patient, family, caregiver, or friend of patient (3)
- Librarian or information professional (5)
- Educator/trainer (6)
- Healthcare professional (7)
- Journal editor or manager (9)
- Other role not specified above (8)

Display This Question:

If Which role most closely describes you? (Please choose the best option.) = Researcher



Q2a You mentioned that you are a researcher. What type of researcher best describes you?

- Corporate or financial (1)
 - Doctoral or post-doctoral clinical (2)
 - Bioinformatician (4)
 - Other type of researcher not specified above (please specify) (3)
-

Display This Question:

If Which role most closely describes you? (Please choose the best option.) = Student

Q2b You mentioned that you are a student. Which level of student best describes you?

- High school (1)
 - College (including junior or four-year college) (2)
 - Master's level graduate degree program (3)
 - Doctoral-level degree program (4)
 - Postdoctorate (5)
 - Other academic program not listed (please specify) (6)
-

Display This Question:

If Which role most closely describes you? (Please choose the best option.) = Educator/trainer

Q2c You mentioned that you are an educator or trainer. What type of educator or trainer best describes you? (Choose the best answer.)

- Elementary, intermediate, or high school (1)
 - College (including junior, four-year college, or masters- or doctoral-level program) (2)
 - Non-degree-granting institution (such as corporate or association training program) (3)
 - Other type of educator or trainer not mentioned here (please specify) (4)
-

Display This Question:

If Which role most closely describes you? (Please choose the best option.) = Healthcare professional



Q2d You mentioned that you are a healthcare professional. What type of healthcare professional best describes you? (Please choose the best answer.)

- Licensed medical professional in practice (including MD, DO, DDS, DMD, NP, LPN, etc.) (1)
- Genetic counselor (2)
- Hospitalist, hospital or practice administrator, or other hospital or practice professional (3)
- Other type of healthcare professional not mentioned here (please specify) (4)

Display This Question:

If Which role most closely describes you? (Please choose the best option.) = Other role not specified above

Q2e You selected "other role not specified above". Could you please provide more detail?



Q3 What is your primary reason for visiting our site today? (Please choose the best option.)

- Find information about medical conditions, medications, devices, or clinical trials (1)
- Learn about NLM services, policies, or standards (3)
- Find historical information about medicine or health (4)
- Find or submit information about grants (5)
- Find information about developing medical or data science information systems (6)
- Submit biomedical, genomic, or other information to NLM (11)
- Find biomedical data (8)
- Find biomedical literature (9)
- Other reason not mentioned above (7)

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find information about medical conditions, medications, devices, or clinical trials



Q3a What type(s) of information about medical conditions, medications, devices, or clinical trials are you seeking? (Select all that apply.)

- Information about specific medical conditions (1)
 - Information about specific medications (including supplements or vaccines) (2)
 - Information about genetic tests (5)
 - Information about clinical trials (e.g., trials to test the effectiveness of medications or vaccines) (3)
 - Other form(s) of information not mentioned above (please specify) (4)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find historical information about medicine or health



Q3b What type(s) of historical information are you seeking? (Select all that apply.)

- Primary-source information such as historical documents, photographs, personal papers, etc. (1)
 - Secondary-source information such as monographs, blog entries, etc (2)
 - Illustrations or works of art or design (3)
 - Other form(s) of historical information not mentioned above (please specify) (4)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find or submit information about grants



Q3c What type(s) of grant information are you seeking? (Select all that apply.)

- General information about research and training grants available from NLM (1)
 - How to apply for a grant from NLM (2)
 - How to submit or manage biographical, financial, or other information in support of a grant application (5)
 - Status of a grant application to NLM (3)
 - Other grant information not mentioned above (please specify) (4)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find information about developing medical or data science information systems



Q3d What type(s) of information about developing medical or data science information systems are you seeking? (Select all that apply.)

- Information about using NLM application program interfaces (APIs) (1)
 - Information about using ftp portals to access data files (such as html, JSON, etc.) (2)
 - Other information about developing medical or data science information systems not mentioned above (please specify) (3)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find biomedical data



Q3e What type(s) of biomedical data are you seeking to access? (Select all that apply.)

- Information about biomedical communication practices or developments including images, natural language processing, and/or health information standards (1)
 - Genomics data (including genotypes, phenotypes, nucleotides, etc.) (2)
 - Medication or chemical databases (3)
 - Other biomedical data not mentioned above (please specify) (4)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Find biomedical literature



Q3f What type(s) of biomedical literature are you seeking? (Select all that apply.)

- Full text articles from PubMed (1)
 - Citations of articles from PubMed (2)
 - Other journal articles or publications through interlibrary loan (ILL) (3)
 - Other forms of biomedical information not mentioned above (please specify) (4)
-

Display This Question:

If What is your primary reason for visiting our site today? (Please choose the best option.) = Other reason not mentioned above

Q3g You selected "other". Could you please provide more detail?

Q4 How frequently do you visit this site? (Please choose the best answer)

- First time (1)
- Daily (2)
- Once a week (3)
- Once a month (4)
- Every six months or less (5)



Q5 Did you find the information that you were seeking?

- Yes (1)
- Partially (2)
- No (3)

Display This Question:

If Did you find the information that you were seeking? = Partially

Or Did you find the information that you were seeking? = No

Q6 Please tell us what information you were not able to find.

Display This Question:

If Did you find the information that you were seeking? = Yes

Q7 How easy was it to find the information that you were looking for on this site?

- Very easy (1)
 - Somewhat easy (2)
 - Neither easy nor difficult (3)
 - Somewhat difficult (4)
 - Very difficult (5)
-

Q8 How easy is it to understand the information on this site?

- Very easy (1)
 - Somewhat easy (2)
 - Neither easy nor difficult (3)
 - Somewhat difficult (4)
 - Very difficult (5)
-

Q9 Overall, how well did the site meet your needs?

- Very well (1)
 - Somewhat well (2)
 - Neither well nor poorly (3)
 - Somewhat poorly (4)
 - Very poorly (5)
-

Q10 How likely are you to return to this website in the future?

- Very likely (1)
 - Somewhat likely (2)
 - Neither likely nor unlikely (3)
 - Somewhat unlikely (4)
 - Very unlikely (5)
-

Display This Question:

If How likely are you to return to this website in the future? = Very likely

Or How likely are you to return to this website in the future? = Somewhat likely



Q11 Why would you return to this website in the future?

- Credibility and accuracy of the information (1)
- Ability to find and view the information easily (2)
- Ability to understand the information (3)
- Free of charge (4)
- Not linked to a company, business, or other entity (5)
- Ability to find information without providing my personal data (6)
- Other reason not listed above (specify) (7)

Display This Question:

If Why would you return to this website in the future? = Other reason not listed above (specify)

Q12 Please specify why you would return to this website in the future.

Q13 Before taking this survey, how aware were you that the National Library of Medicine (NLM) is a part of the National Institutes of Health (NIH)?

- Very aware (1)
- Somewhat aware (2)
- Neither aware nor unaware (3)
- Somewhat unaware (4)
- Very unaware (5)

Q14 How familiar are you with the National Institutes of Health (NIH)?

- Very familiar (1)
 - Somewhat familiar (2)
 - Neither familiar nor unfamiliar (3)
 - Somewhat unfamiliar (4)
 - Very unfamiliar (5)
-

Q15 On a scale from 0-10, how likely are you to recommend our site to a friend, family member, or colleague?

(0 being Not at all Likely | 10 being Extremely Likely)

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

Q16 Do you have any other comments about how we could improve this website?

End of Block: NLM Main Standard Questions
