NLM Library Operations Top Tasks Survey

NLM is interested in learning about the top tasks customers are hoping to accomplish when they visit the websites for MedlinePlus, Digital Collections, the History of Medicine Division, or DailyMed. (You will be asked about only *one* of these websites in this survey.) This will help NLM to ensure that customers have the best experience possible. All questions are optional, and you may exit the survey at any time.

Q1a Select the five (5) tasks from the list below that are most important to you when visiting the NLM Digital Collections website and rank them from 1 to 5, with **1 being the most important task to you**.

Trust your instincts and please spend no more than three minutes on this question.   Note that some of the tasks may not be current or future offerings of NLM Digital Collections website.

_____ Download file (image, video, audio, transcript) (1)
_____ Book, PDF, or image viewer (2)
_____ Play audio or video (3)
_____ Zoom, rotate pages and images (4)
_____ Access catalog record (5)
_____ Access finding aid (access point to large aggregations of materials) (6)
_____ About Digital Collections (7)
_____ Suggest content or technical improvement (8)
_____ Report bug, system configuration error, system anomaly, or service disruption (9)
_____ Report inaccurate or missing content (10)
_____ Copyright, permissions, data use, or licensing (11)
_____ Share (Email, Facebook, Twitter) (12)
_____ Cartographic, sound recording, software, multimedia, or mixed material (13)
_____ Book, manuscript, or text (14)
_____ Photo, image, illustration, moving image, or film (15)
_____ Metadata (16)
_____ Historical biomedical information (17)
_____ Related projects (Profiles in Science, IndexCat, FDA Notices of Judgement) (18)
_____ Redefine terminology mappings in non technical terms (19)
_____ Recently digitized items (20)
_____ Collections (21)
_____ Donate (22)
_____ Identify materials that may be copyrighted (23)
_____ View virtual exhibits (24)
_____ Request live exhibit (25)
_____ Search or filter by category (format, author language, genre, creator, date, publication year, title) (26)
_____ Archival materials (27)
_____ Access datasets through Web Service (28)

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Q1b Select the five (5) tasks from the list below that are most important to you when visiting the NLM History of Medicine Division website and rank them from 1 to 5, with **1 being the most important task to you**. Trust your instincts and please spend no more than three minutes on this question. Note that some of the tasks may not be current or future offerings of NLM History of Medicine Division website.

_____ About HMD (History at HMD) (1)
_____ Report inaccurate or missing content (2)
_____ Report bug, system configuration error, system anomaly, or service disruption (45)
_____ Suggest content or technical improvement (3)
_____ Copyright, permissions, data use, or licensing (4)
_____ Share (Email, Facebook, Twitter) (5)
_____ Download items (6)
_____ Physically obtain an item (7)
_____ Request copies or scans of print material (8)
_____ Interlibrary loan (9)
_____ Get help finding an item or information (10)
_____ Talk to a librarian or digital archivist (11)
_____ Inquire about a specific item (12)
_____ Visit in-person (reading room) (13)
_____ Blog (14)
_____ Traveling exhibitions (15)
_____ Donate money (16)
_____ Donate materials (17)
_____ Apply for fellowship (18)
_____ Films and videos (19)
_____ Book, manuscript, or text (20)
_____ Rare books and journals (21)
_____ Prints and photographs (22)
_____ Public domain images or other items (23)
_____ Exhibitions (Native Voices, Dream Anatomy, Binding Wounds, Pushing Boundaries: African Americans in Civil War Medicine) (24)
_____ Related projects (IndexCat, LocatorPlus) (25)
_____ Connect on social media (26)
_____ Archives and modern manuscripts (27)
_____ Curated historical collections (28)
_____ Finding Aids (29)
_____ Talks, Events, Calendar (30)
_____ Education (school, research) (31)
_____ Translate a page (32)
_____ Conservation (33)

_____ Acquisitions (34)

_____ Digitized materials (35)

_____ Led to HMD from a different resource to learn more (36)

_____ Exhibition loan (37)

_____ Volunteer (38)

_____ Grants (39)

_____ Internships (40)

_____ Jobs (41)

_____ Biographies (42)

_____ Directory of History of Medicine Collections (43)

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Q1c Select the five (5) tasks from the list below that are most important to you when visiting the NLM DailyMed website and rank them from 1 to 5, with **1 being the most important task to you**. Trust your instincts and please spend no more than three minutes on this question. Note that some of the tasks may not be current or future offerings of NLM DailyMed website.

_____ Subscribe to RSS feed, sign up (1)

_____ Drug classes (2)

_____ Compare older labeling versions (106)

_____ Drug approval numbers and dates (107)

_____ Find RxNorm info (108)

_____ Filter search results (109)

_____ Download search results (110)

_____ Download label archives (111)

_____ Review drug prescribing information (112)

_____ Search by ingredient or marketed product name (113)

_____ About DailyMed (114)

_____ Glossary definitions (115)

_____ Suggest content or technical improvement (116)

_____ Report inaccurate or missing content (117)

_____ Report bug, system configuration error, system anomaly, or service disruption (118)

_____ Share (Email, Facebook, Twitter) (119)

_____ Copyright, permissions, data use, or licensing (120)

_____ How to search (121)

_____ How to use the site (122)

_____ Animal drugs (123)

_____ Generic drugs (124)

_____ Support groups (125)

_____ Report adverse events (126)

_____ Recalls (127)

_____ Presence in breastmilk (128)

_____ Prescriber update (129)

_____ Formulary (130)

_____ Compare drugs (131)

_____ Pros and cons of specific drugs (132)

_____ Add a product to DailyMed (133)

_____ DailyMed Announcements (134)

_____ Disclaimer (135)

_____ Metadata (136)

_____ Download release packages (137)

_____ Content in other languages (138)

_____ Certification (139)

_____ Active and inactive ingredients (140)

_____ Daily, weekly, or monthly updates of drug labels (141)

_____ Related resources (Medline Plus, ClinicalTrials, PubMed, RxNorm) (142)

_____ Re-packaged products (143)

_____ iPledge (144)

_____ Pricing (145)

_____ FDA resources (146)

_____ Total number of labels submitted to the FDA (147)

_____ Identify a pill (148)

_____ Structured Product Labeling (SPL) mapping files (149)

_____ Use advanced search, booleans, or wildcards (150)

_____ Modify an existing search (151)

_____ Sort by most recently updated (152)

_____ COVID-19 medication information (153)

_____ Active moeity (154)

_____ Distributer, supplier, or vendor (155)

_____ Guidelines for preparing an image file of an oral dosage form (156)

_____ Indexing files (157)

_____ Archival label information (old versions, discontinued drugs) (158)

_____ Identify the most recent version of drug label (159)

_____ Labels and packaging (160)

_____ Download or print labels or packaging (161)

_____ Manufacturer or packager (162)

_____ Purchase a drug (163)

_____ NDC codes (164)

_____ Timeline for a DailyMed record to update (165)

_____ API (166)

_____ Discounts or subsidized drug prices (167)

_____ Search by drug class (168)

_____ Identify missing or non-public data (169)

_____ Drug interactions (with alcohol or other medications) (170)

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Q1d Select the five (5) tasks from the list below that are most important to you when visiting the NLM MedlinePlus website and rank them from 1 to 5, with **1 being the most important task to you**. Trust your instincts and please spend no more than three minutes on this question. Note that some of the tasks may not be current or future offerings of NLM MedlinePlus website.

_____ Anatomy (1)

_____ Disorders and conditions (45)

_____ Education (school, research) (46)

_____ Featured topic (54)

_____ Health screenings (47)

_____ Healthy living and prevention (48)

_____ Home treatment (49)

_____ Medical encyclopedia (terminology, dictionary) (50)

_____ Medical literature (51)

_____ Patient handouts (patient education materials) (52)

_____ Plain language medical information (53)

_____ Recipes (57)

_____ Related resources (ClinicalTrials.gov, PubMed) (58)

_____ Risk assessment tools (59)

_____ Medical images (60)

_____ Video (61)

_____ Learn how to assess the credibility of health information (62)

_____ Content in languages other than English (63)

_____ Drugs, herbs, and supplements (drug information, side effects) (64)

_____ Genetics (conditions, genes, chromosomes and mtDNA) (65)

_____ Health information by age or demographic (children, older adults, veterans) (66)

_____ Tests and procedures (67)

_____ Health issue(s) (68)

_____ Report bug, system configuration error, system anomaly, or service disruption (69)

_____ Report innacurate or missing content (70)

_____ Suggest content or technical improvement (suggest adding a link to an external resource) (71)

_____ About MedlinePlus (72)

_____ Add MedlinePlus search bar to another website (73)

_____ API/data files/XML files (74)

_____ Cite MedlinePlus (75)

_____ Copyright, permissions, data use, or licensing (76)

_____ Download content (77)

_____ Follow MedlinePlus on social media (78)

_____ Health Information for All of Us Research Program Participants (79)

_____ Programming, scripting help, request for a custom solution (80)

_____ Resources for people with visual or hearing impairments (listen to content, view alt text) (81)

_____ Share (Email, Facebook, Twitter) (82)

_____ Training: How to use MedlinePlus (83)

_____ Access MedlinePlus content from MyChart (84)

_____ Data on MedlinePlus Connect term types (85)

_____ Demo of MedlinePlus Connect patient view (86)

_____ Demo of MedlinePlus integration (87)

_____ Find MedlinePlus Connect keywords (88)

_____ Get access to datasets (SNOMED codes) (89)

_____ Help finding or populating particular education in MedlinePlus Connect (90)

_____ Integrate Medline+ Connect with EHR/EMR (91)

_____ Learn what's possible with MedlinePlus Connect (92)

_____ MedlinePlus Connect listserv (93)

_____ MedlinePlus Connect notifications (news, alerts, updates) (94)

_____ MedlinePlus Info button services (95)

_____ Report MedlinePlus Connect error (96)

_____ Report missing information on MedlinePlus Connect (97)

_____ Search MedlinePlus Connect by optional code title (98)

_____ Set up MedlinePlus Connect access (99)

_____ Solve MedlinePlus Connect access issues (100)

_____ Suggest an improvement for MedlinePlus Connect (101)

_____ Information about medical/lab tests (102)

_____ Access MedlinePlus without an internet connection (103)

_____ Digital analytics or metadata (104)

_____ Find an Expert/Provider Directories/Organizations (105)

_____ Medical thesaurus (106)

_____ Obtain medication (107)

_____ Pricing information for medication or other product (108)

_____ Refill prescription medication (109)

_____ Schedule an appointment (110)

_____ Subscribe to print edition of MedlinePlus magazine (111)

_____ Talk to staff to get recommendations or ask a question (112)

_____ View content by date (113)

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

○ Researcher (9)

○ Student (10)

○ Patient, family, caregiver, or friend of patient (11)

○ Librarian or information professional (12)

○ Educator/trainer (13)

○ Healthcare professional (14)

○ Journal editor or manager (15)

○ Other role not specified above (16)

Display This Question:

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

Q3 You mentioned that you are a researcher. What type of researcher best describes you? (Please choose the best answer.)

○ Corporate or financial (1)

○ Doctoral or post-doctoral clinical (2)

○ Bioinformatician (3)

○ Other type of researcher not mentioned above (please specify) (4)

_____

Q4 You mentioned that you are a student. What level of student best describes you? (Please choose the best answer.)

○ 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)

_____

Q5 You mentioned that you are an educator or trainer. What type of educator or trainer best describes you? (Please 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)

_____

Q6 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)

_____

Q7 You selected "other" for "what best describes you?" – please specify:

_____

Q8 Is there anything else you would like to share with us today?

_____

End of Block: Role and Feedback Block