

SUPPORTING STATEMENT - PART A for

OMB Control Number 0518-0040

Generic Information Collection Request for Evaluation of User Satisfaction with NAL

Websites

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Table of Contents

A1. CIRCUMSTANCES THAT MAKE THE COLLECTION OF INFORMATION NECESSARY.....	3
A2. PURPOSE AND USE OF THE INFORMATION.....	3
A3. USE OF INFORMATION TECHNOLOGY AND BURDEN REDUCTION.....	3
A4. EFFORTS TO IDENTIFY DUPLICATION.....	3
A5. IMPACTS ON SMALL BUSINESSES OR OTHER SMALL ENTITIES.....	4
A6. CONSEQUENCES OF COLLECTING THE INFORMATION LESS FREQUENTLY.....	4
A7. SPECIAL CIRCUMSTANCES RELATING TO THE GUIDELINES OF 5 CFR 1320.5.....	4
A8. COMMENTS TO THE FEDERAL REGISTER NOTICE AND EFFORTS FOR CONSULTATION.....	5
A9. EXPLAIN ANY DECISIONS TO PROVIDE ANY PAYMENT OR GIFT TO RESPONDENTS.....	5
A10. ASSURANCES OF CONFIDENTIALITY PROVIDED TO RESPONDENTS.....	5
A11. JUSTIFICATION FOR ANY QUESTIONS OF A SENSITIVE NATURE.....	5
A12. ESTIMATES OF THE HOUR BURDEN OF THE COLLECTION OF INFORMATION.....	6
A13. ESTIMATES OF OTHER TOTAL ANNUAL COST BURDEN.....	6
A14. PROVIDE ESTIMATES OF ANNUALIZED COST TO THE FEDERAL GOVERNMENT.....	6
A15. EXPLANATION OF PROGRAM CHANGES OR ADJUSTMENTS.....	7
A16. PLANS FOR TABULATION, AND PUBLICATION AND PROJECT TIME SCHEDULE.....	7
A17. DISPLAYING THE OMB APPROVAL EXPIRATION DATE.....	7
A18. EXCEPTIONS TO THE CERTIFICATION STATEMENT IDENTIFIED IN ITEM 19.....	7

Appendices

[Placeholder]

A1. Circumstances that make the collection of information necessary.

Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

This request is made by the National Agricultural Library (NAL) Office of the Associate Director of Information Products, seeking approval from the Office of Management and Budget (OMB) under the Paperwork Reduction Act of 1995 for this primary generic information collection request. This is a reinstatement without change of a currently approved information collection request. This clearance allows NAL to conduct ad hoc data collection during customer engagement and satisfaction research about its publicly available websites, which include—but are not limited to—the NAL website, PubAg, Ag Data Commons, Nutrition.gov, and Invasivespeciesinfo.gov.

In accordance with OMB Circular A-11, Section 280, and based on previous customer feedback, the updated survey includes required questions to measure user experience drivers such as trust and satisfaction. The future activities under this generic will also support the development of various customer service deliverable activities. These metrics are essential for meeting federal standards for improving customer experience and align with Executive Order 14338, Improving Our Nation Through Better Design, which directs agencies to modernize and enhance the usability of public-facing services.

Future data collection activities will support customer experience research results gained through these surveys will provide actionable insights into user needs, enabling NAL to design and deliver improved online services that are efficient, intuitive, and trustworthy.

A2. Purpose and Use of the Information.

Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate how the agency has actually used the information received from the current collection.

Under this generic clearance, the agency will collect information from a variety of individuals/households; Business-for-not-for-profit; Farms; State, Local or Tribal

Governments. Expert opinions from program constituencies, program participants or potentially eligible people, researchers, stakeholders, and Farms will be collected through surveys.

The proposed research will collect feedback from customers and stakeholders on:

- Evaluating whether NAL's websites and digital services are easy to access, clear, and useful.
- Determining if content is presented in an appropriate technological format that meets user needs.
- Identifying trends in user perceptions and expectations to guide improvements in service delivery.

The information collected via these methods is not nationally representative and FNS will not attempt to generalize the findings to be nationally representative or statistically valid. This feedback will inform design and usability enhancements consistent with EO 14338's mandate for "beautiful and efficient" public services. The information generated from this research will enable NAL to evaluate the success of its web presence in support of its mission to facilitate the creation of agricultural knowledge through the acquisition, curation, and dissemination of the information needed to solve agricultural challenges today and in the future.

The information collected via these methods is not nationally representative and NAL will not attempt to generalize the findings to be nationally representative or statistically valid.

A3. Use of information technology and burden reduction.

Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

Data will be collected via short online surveys, estimated to take 8 minutes or less per respondent (actual time may vary). Surveys are designed to minimize burden while capturing actionable insights. The agency anticipates 100 percent of the survey responses will be submitted online and will submit screenshots with the information collection request before the

system is activated and deployed and before OMB approval.

A4. Efforts to identify duplication.

Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Question 2.

NAL has reviewed USDA reporting requirements, state administrative agency reporting requirements, and special studies by other government and private agencies. No similar data is gathered or maintained by the Agency or are available from other sources known to the Agency. Currently, there is no other customer satisfaction survey collecting user data on the NAL domains or NAL-hosted domains.

A5. Impacts on small businesses or other small entities.

If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.

The burden on small businesses or other small entities will be reduced by the voluntary nature of the study and the short length of time required responding to the surveys. There are 500 small entities that are impacted in this collection.

A6. Consequences of collecting the information less frequently.

Describe the consequence to Federal program or policy activities if the collection is not conducted, or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

This research will be conducted over the next three years. Survey results will be administered, analyzed, and interpreted as needed by NAL web managers. Ongoing voluntary collection of feedback is essential to:

- Ensure NAL's services meet user needs and expectations.
- Support data-driven decisions for design and technology improvements.
- Advance the federal goal of delivering modern, user-centered digital experiences.

Without this collection, NAL would lack critical data to evaluate service effectiveness, resulting in potential

inefficiencies and diminished user experience.

A7. Special circumstances relating to the Guidelines of 5 CFR 1320.5.

Explain any special circumstances that would cause an information collection to be conducted in a manner:

- **Requiring respondents to report information to the agency more often than quarterly;**
- **Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**
- **Requiring respondents to submit more than an original and two copies of any document;**
- **Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;**
- **In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;**
- **Requiring the use of a statistical data classification that has not been reviewed and approved by OMB;**
- **That includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or**
- **Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.**

There are no special circumstances that require the information to be collected in any of the formats identified, and this request fully complies with regulation 5CFR 1320.5.

A8. Comments to the Federal Register Notice and efforts for consultation.

If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8 (d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years even if the

collection of information activity is the same as in prior years. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

a. A Federal Register notice was published April 1, 2026. No comments were received.

b. NASS Reviewer:

Name: Doug Kilburg

Mathematical Statistician

Sampling Section

National Agricultural Statistics Service

United States Department of Agriculture

Comments: Since it is a renewal package, and user feedback listing the ease of navigating the tool is present, no usability testing is recommended for the web instrument.

c. Outside sources:

Name: Don Ball

Address: dball@matosbuilders.com

Phone: (443)465-4800

Comments: easy to traverse.

- Name: Jeffery Bang

Address: mailto:jefferyba34@gmail.com

Phone: 443-486-2886

Comments: I like to research what the government has to say about nutrition

- Name: Christopher Stewart

Address: Cstewart@matosbuilders.com

Phone: (301)659-9824

Comments: Easy to read & follow along.

A9. Explain any decisions to provide any payment or gift to respondents.

Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

There are no payments to respondents.

A10. Assurances of confidentiality provided to respondents.

Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

The Privacy Act is not applicable. Demographic information will be used for analytical purposes only. Names will not be recorded on the survey. Personal identifying data will not be collected. While respondents may be given the option of providing their e-mail addresses for receiving a response to a particular inquiry, these addresses will not be used for purposes of linking particular respondents to particular survey responses. The addresses will not be retained after the reply is sent to the respondent.

Reviewer:

Name: Nicole Young, ARS Privacy Officer

Comments: There is no PII collected in this survey. The email address is not collected or stored.

A11. Justification for any questions of a sensitive nature.

Provide additional justification for any questions of a sensitive nature, such as sexual behavior or attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

No questions of a sensitive nature are included in the survey.

A12. Estimates of the hour burden of the collection of information.

Provide estimates of the hour burden of the collection of information. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated.

A. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.

Approximately 3410 people are expected to complete the form annually. The number of respondents and responses increased

from 2460 to 3410. This is due to an increase of the number of people expected to fill out the form. The time required to complete this information is estimated to average 8 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The burden for this collection is 419 hours. See copy of spreadsheet.

B. Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories.

An average hourly salary (cost with benefits) of approximately \$33.02 is assumed for civilian workers, based on the Department of Labor (DOL) Employer Costs for Employee Compensation – September 2025). With a maximum annual respondent burden of 419 hours, the overall annual cost of respondents' time for the proposed interviews is estimated to be a maximum \$13,835. There will be no direct costs to the respondents other than their time to participate in each study.

A13. Estimates of other total annual cost burden.

Provide estimates of the total annual cost burden to respondents or recordkeepers resulting from the collection of information, (do not include the cost of any hour burden shown in questions 12 and 14). The cost estimates should be split into two components: (a) a total capital and start-up cost component annualized over its expected useful life; and (b) a total operation and maintenance and purchase of services component.

There will be no capital, ongoing/operating, or maintenance costs to the respondent.

A14. Provide estimates of annualized cost to the Federal government.

Provide estimates of annualized cost to the Federal government. Provide a description of the method used to estimate cost and any other expense that would not have been incurred without this collection of information.

It is estimated that three NAL staff members will require, collectively, 200 hours for the duration of the proposed research (3 years). Assuming 160 hours at an hourly salary (cost with benefits) (using 2026 Federal Pay Scale) of \$41.52

(Grade 12 - step 5) and 40 hours at an hourly salary of \$49.38 (Grade 13 - step 5), total government personnel costs will be \$8,618.40.

A15. Explanation of program changes or adjustments.

Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I.

This is a reinstatement without change of a currently approved information collection request.

The number of respondents increased from 2460 to 3410, the number of responses increase from 2460 to 3410, and the burden hours increased from 328 to 419. The increase in respondents, responses, and the burden hours is due to more people responding to the survey.

A16. Plans for tabulation, and publication and project time schedule.

For collections of information whose results are planned to be published, outline plans for tabulation and publication.

There are no plans to publish the data for statistical use. No attempt will be made to generalize the findings as nationally representative or statistically valid.

A17. Displaying the OMB Approval Expiration Date.

If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

No exemption is requested.

A18. Exceptions to the certification statement identified in Item 19.

Explain each exception to the certification statement identified in Item 19 of the OMB 83-I" Certification for Paperwork Reduction Act."

There are no exceptions to the certification. This information collection accords with the certification in item 19 of the OMB 83-I.