

NLM Sitewide Survey for Website Satisfaction (2024)

OMB Control Number: 0925-0648

Expiration Date: July 31, 2027

Public reporting burden for this collection of information is estimated to average 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

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. Please also note that **you are not required to respond to any question, and you may exit the survey at any time.**

Q1 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

Q2 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)
-

Display This Question:

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

Q3 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)
-

Display This Question:

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

Q4 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)
-

Display This Question:

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

Q5 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

Q6 You selected “other” for “what best describes you?” – please specify:

Q7 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 information about grants (5)
- ☐ Find information about developing medical or data science information systems (6)
- ☐ Find biomedical data (8)
- ☐ Find biomedical literature (9)
- ☐ Other (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

Q8 What type(s) of information about medical conditions, medications, devices, or clinical trials are you seeking? (Please select all that apply.)

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

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

Q9 What type(s) of historical information are you seeking? (Please 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 information about grants

Q10 What type(s) of grant information are you seeking? (Please 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 (3)
 - ☐ Status of a grant application to NLM (4)
 - ☐ Other grant information not mentioned above (please specify) (5)
-

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

Q11 What type(s) of information about developing medical or data science information systems are you seeking? (Please 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

Q12 What type(s) of biomedical data are you seeking to access? (Please 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

Q13 What type(s) of biomedical literature are you seeking? (Please 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

Q14 You selected “other” for your primary reason for visiting the site today – please specify:

Q15 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)
-

Q16 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

Q17 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

Q18 How easy was it to find what you were looking for on this site?

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

Q19 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)
-

Q20 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)
-

Q21 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

Q22 Why do you think you would return to this website in the future?

- ☐ Credibility 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 another company or business (5)
- ☐ Ability to find information without providing my personal information (6)
- ☐ Other (specify) (7)

Display This Question:

If Why do you think you would return to this website in the future? = Other (specify)

Q23 Please specify why you would return to this website in the future.

Q24 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)? (Please choose the best answer.)

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

Q25 How familiar are you with the National Institutes of Health? (Please choose the best answer.)

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

Q26 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)

Q27. Do you have any other comments about how we could improve this website? **NOTE:** Please do not provide any information that would identify you such as your name, email address, telephone number, social media handle, or postal address. If you have specific questions or need assistance from NLM staff, please visit the NLM Support Center at <https://support.nlm.nih.gov>.

End of Block: NLM Main Standard Questions

Thank you for your feedback about the NLM web site. To conclude, we would like to ask you some questions about yourself. Please answer these questions if you wish, but also feel free to choose “prefer not to answer”. **NOTE: You are not required to answer any of these questions.**

Q28 How do you prefer to describe yourself? (Please choose the best answer):

- Female
- Male
- Transgender
- Non-binary or other gender
- Other term (please describe)
- Prefer not to answer

Q29 How do you prefer to describe your race or ethnicity? (Please choose the best answer.)

- White
- Hispanic or Latino
- Black or African American
- Asian
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- American Indian or Alaska Native
- Prefer not to answer

Q30 What language do you prefer to speak? (Please choose the best answer.)

- English
- Spanish
- Chinese
- Portuguese
- French
- Arabic
- Korean
- Russian
- Other (please specify)
- Prefer not to answer