

National Library of Medicine/National Institutes of Health

TOXNET Customer Satisfaction Survey

Please help us improve TOXNET, the toxicology information service brought to you by the National Library of Medicine (NLM). This brief customer satisfaction survey should take no more than 5 minutes of your time to both read the instructions and enter your responses. Your participation is very important to us. Completion of the survey is strictly voluntary and in no way affects any of your rights or privileges to access TOXNET or other NLM information sources. Your responses will be kept confidential and anonymous. The survey is in full compliance with the National Institutes of Health Privacy Policy (see www.nih.gov/about/privacy.htm). Thank you very much.

If you are a first time visitor to the site and feel that you do not have enough experience with the site to answer this survey, you may minimize the browser window and return to the survey later into your site session.

Note: NLM is required to inform you that the public reporting burden for this collection of information is estimated to average 5 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 (0925-0486). Do not return the completed form to this address.

1. How did you learn of the TOXNET Web site? Please select all that apply.
 - a. From a Toxicologist, Environmental Health specialist, Occupational Medicine specialist
 - b. From a health organization or association (hospital, clinic, state health dept., AMA, etc.)
 - c. From a physician, nurse, pharmacist, or other health provider
 - d. From an instructor, class, workshop, professional meeting
 - e. From a family member or friend
 - f. From publications
 - g. Link from National Library of Medicine (NLM) Web site
 - h. Link from National Institutes of Health (NIH) Web site
 - i. Link from another Web site
 - j. Web search engine (Yahoo!, Netscape, MSN, Google, etc.)
 - k. Library
 - l. Other: _____
 - m. Don't know

2. How frequently do you visit TOXNET?

Please select one of the following:

- a. Every day or almost every day
- b. At least once a week
- c. 2 to 3 times a month
- d. Once a month
- e. Once every 2 or 3 months
- f. Less than once every 3 months
- g. This is my first visit

3. Why are you visiting the TOXNET Web site today? Please select all that apply:

Info is Info is for
for myself someone else

- a. Looking for information on...
 - Toxicology or environmental health
 - Medicines or prescription drugs
 - Specific chemicals
 - The link between diseases and specific chemicals
 - A specific disease, condition, diagnosis, or treatment
 - Reproductive and genetic effects of specific chemicals
- b. Responding to a hazardous materials emergency
- c. Responding to a poison control query
- d. Responding to patient care
- e. Conducting scientific research
- f. Working on a school project
- g. General web surfing
- h. Other: _____

4. Which of the following databases are you searching today? Please select all that apply.

- a. HSDB – Hazardous Substances Data Bank
- b. TOXLINE
- c. ChemID*plus*
- d. GENE-TOX
- e. IRIS – Integrated Risk Information System
- f. EMIC – Environmental Mutagen Information System
- g. DART/ETIC – Developmental and Reproductive Toxicology
- h. TRI – Toxic Release Inventory
- i. CCRIS – Chemical Carcinogenesis Research Information Center
- j. NCI-3D
- k. DIRLINE
- l. MEDLINE or PubMed
- m. MEDLINE*plus*
- n. None of the above

5. Please indicate what has happened as a result of using information you obtained from TOXNET today or in your most recent site visit. Please select all that apply.

- a. Improved your understanding of a chemical and/or its effects
- b. Improved your understanding of an environmental or occupational health concern
- c. Affected how you responded to a poison control query
- d. Affected how you responded to a hazardous materials emergency
- e. Used information in preparing a risk assessment
- f. Used information for clinical patient care
- g. Asked a health professional about a specific chemical
- h. Contacted a local health department or government agency with your concerns
- i. Contacted a business, industry association or labor union with your concerns
- j. Used information in regulatory activities
- k. Sought further information from other Web sites
- l. Planned or conducted further research
- m. Other: _____
- n. Don't know
- o. Didn't find what I wanted

6. Do the following characteristics describe the TOXNET web site? Please rate all items on a 1 to 5 scale (1= strongly disagree, 5=strongly agree).

- | Strongly
Disagree | 2 | 3 | 4 | Strongly
Agree | Don't
Know |
|---|---|---|---|-------------------|---------------|
| 1 | | | | 5 | |
| a. Makes it easy to find what I am looking for | | | | | |
| b. Has pages and visuals that come up quickly | | | | | |
| c. Is a useful source of current and accurate information | | | | | |
| d. Has a simple/uncluttered layout and good use of graphics | | | | | |
| e. Makes it easy to know which databases to search | | | | | |
| f. Provides easy-to-use display of chemical structures | | | | | |
| g. Has useful Custom Search features | | | | | |
| h. Makes it easy to view, print or save search results | | | | | |
| i. Provides useful Help pages on searching | | | | | |
| j. Protects my privacy | | | | | |
| k. Has useful links to other resources | | | | | |

7. What do you like most about the TOXNET web site?

8. What do you like least about the TOXNET web site?

9. Do you have any suggestions for improving the TOXNET Web site?

10. How often do you find the information you are looking for when you use the TOXNET web site?

- a. Always
- b. Frequently
- c. Sometimes
- d. Rarely
- e. Never
- f. Does not apply – this is my first visit to the site

11. Overall, how satisfied are you with TOXNET?

- a. Extremely satisfied
- b. Very satisfied
- c. Somewhat Satisfied
- d. Not very satisfied
- e. Not at all satisfied

12. How likely are you to visit TOXNET again?

- a. Extremely likely
- b. Very likely
- c. Somewhat Likely
- d. Not very likely
- e. Not at all likely

13. From what location are you searching the web and using TOXNET today?
Please select one of the following:

- a. Home
- b. Work
- c. School/college/university
- d. Library
- e. Senior or community center
- f. Hospital/health care clinic/public health facility
- g. Physician office
- h. Mobile unit for emergency management

i. Other _____

14. In what role are you using TOXNET today? Please select the one that best applies.

- a. Toxicologist/Pharmacologist
- b. Researcher/Scientist
- c. Emergency responder
- d. Poison control
- e. Health care provider (e.g., physician, dentist, nurse)
- f. Public health official
- g. Regulator: federal, state, local
- h. Chemist
- i. Environmental engineer
- j. Industrial hygienist
- k. Waste manager
- l. Librarian or information professional
- m. Educator
- n. Interested citizen
- o. Patient with a specific disease or condition
- p. Family or friend of patient
- q. Student—secondary (grades 7-12)
- r. Student—college/graduate school Please specify school: _____
- s. Public interest group
- t. News reporter/media person
- u. Other _____

14. Which of the following best describes your employer?

- a. Government
- b. School, college, university
- c. Private industry or business
- d. Non-profit organization
- e. Not applicable

15. Please select the country from which you are currently accessing TOXNET.

(Drop Down Menu)

16. Are you:

- a. Male
- b. Female

17. What is your age?

- a. Under 18

- b. 18-25
- a. 26-35
- b. 36-45
- c. 46-55
- d. 56-65
- e. Over 65

18. Which of the following best describes the highest level of education you have completed?

- a. Current middle or high school student
- b. High school graduate
- c. Some college/vocational school
- d. Current college or graduate student
- e. College graduate
- f. Graduate/professional degree

19. How would you describe your ethnic background?

- a. Hispanic or Latino
- b. Not Hispanic or Latino
- c. I do not wish to provide this information

20. How would you describe your racial background? Check all that apply. Click here for [definitions](http://www.nih.gov/od/ocpl/resources/OMBClearance/Directive15.pdf). [http://www.nih.gov/od/ocpl/resources/OMBClearance/Directive15.pdf]

- a. American Indian or Alaska Native
- b. Asian
- c. Black or African American
- d. Native Hawaiian or Other Pacific Islander
- e. White
- f. Other _____
- g. I do not wish to provide this information

If you are interested in participating in future surveys related to the National Library of Medicine's TOXNET Web site, please enter your email address below:

Please hit the 'Submit' button below to complete the survey. Thank you again for sharing your opinions with us!