

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3137-0081)

TITLE OF INFORMATION COLLECTION: IMLS Proposed Framework for Digitally Inclusive Communities

PURPOSE: This survey was designed to capture feedback on the proposed Framework for Digitally Inclusive Communities and its applicability to address issues in the respondents’ communities and interest areas. Survey data will be used to inform revisions to the proposed Framework for Digitally Inclusive Communities and plans for its implementation; it will supplement data being gathered at three community forums (Los Angeles, Oklahoma City, and Bangor, Maine). Respondents are anticipated to have informed opinions about digital inclusion, though they may not necessarily be fully familiar with the Framework.

DESCRIPTION OF RESPONDENTS:

Individuals interested in and informed about digital literacy and/or digital inclusion who visit the IMLS Web page about the proposed Framework for Digitally Inclusive Communities. Their understanding of the issues involved may vary according to their workplace or the place in which they access technology and the Internet. We anticipate respondents will represent public or school libraries; community-based organizations; city/county government; industry; or community residents.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Mamie Bittner

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Library (school or public) employee (\$27/hr)	100	.16 hr	\$432
Community-based organization employee (\$20/hr)	100	.16 hr	\$320
City/county government employee (\$49)	100	.16 hr	\$784
K-12 educator (\$24/hr)	34	.16 hr	\$130
Industry employee (\$32/hr)	33	.16 hr	\$168
Community resident (\$0/hr)	33	.16 hr	\$0
Totals	400		

FEDERAL COST: The estimated annual cost to the Federal government is \$1000.00

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The survey will be delivered as a pop-up window when people visit the IMLS Web page for the proposed Framework for Digitally Inclusive Communities. They will be able to accept or decline participation.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No