

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

TITLE OF INFORMATION COLLECTION:

Customer Service Survey for Annual Native American/Native Hawaiian Museum Services Grantee Meeting

PURPOSE:

The Institute of Museum and Library Services (IMLS) awards approximately 21 awards annually (totaling \$972,000) through the Native American/Native Hawaiian Museum Services (NANH) grant program to support the museum services of federally recognized Indian tribes, Alaska Native villages and corporations, and organizations that primarily serve and represent Native Hawaiians. Each grantee is required to commit \$2,000 per year in their grant budget for travel to an IMLS-designated NANH grantee meeting. The purpose of this customer service survey is to solicit feedback from attendees at this year’s NANH grantee meeting on October 9, 2017.

DESCRIPTION OF RESPONDENTS:

Approximately thirty individuals involved in administering open FY16 and FY15 NANH grant awards have responded they will attend the October 9, 2017, grantee meeting. These individuals represent a cross-section of tribal and Native Hawaiian museum professionals, and the majority act as Project Directors for these awards.

TYPE OF COLLECTION: (Check one)

- | | |
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| <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: Sandra Narva, Office of Museum Services

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
State, local, or tribal governments	30	.25 hours (15 minutes)	7.5 hours
Totals	30	.25 hours	7.5 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$100

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?

This survey will be given to the 30 individuals representing open Native American/Native Hawaiian Museum Services grant awards, attending the IMLS meeting on October 9, 2017. All individuals have responsibility in carrying out activities authorized under the terms and conditions of the Native American/Native Hawaiian Museum Services grant program.

IMLS will administer the survey using via the web using an online survey program. An emailed letter will include URL link to the survey. A reminder email will be sent out a week after the original message is sent to remind all to respond to the survey. The survey questionnaire, cover letter, and reminder letter are attached.

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