

**TITLE OF INFORMATION COLLECTION**

Customer Service Survey for IMLS Regional Grants Workshop

**PURPOSE:**

The Institute of Museum and Library Services (IMLS) awards approximately \$34 million annually to museums and related organizations through its six grant programs: Museums for America, Inspire Grants for Small Museums, Museums Empowered Grants for Professional Development, National Leadership Grants for Museums, Native American and Native Hawaiian Grant program and African American History and Culture Grant program. The purpose of the IMLS Regional Grants Workshops for museums, conducted in six cities in regions across the nation, is to increase access to federal funding for museums and related organizations of all types and sizes, especially for those in remote areas.

**DESCRIPTION OF RESPONDENTS:**

The six one-day workshops will be attended by approximately 30-80 attendees at each location. Respondents will be asked to provide feedback on the educational benefit of the workshop.

**TYPE OF COLLECTION:** (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion Group
- 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: Paula Gangopadhyay, 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
Staff of museums, museum associations and other related organizations	Approximately 30-80 x 6 Total 180-480	.25 hours (15 minutes)	7.5 hours
<b>Totals</b>	<b>480</b>	.25 hours	<b>120 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0.

**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

Registered attendee list

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 30-80 workshop attendees at each of the 6 workshops.

IMLS will administer the survey onsite at the end of the workshop using paper and pencil.

**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