

Estimated Annual Reporting Burden					
	No. of Respondents	Annual Frequency per Response	Hours per Response	Total Hours	Cost
Customer Satisfaction Surveys	8,233	6	0.12	987.96	27,534.45
Focus Groups	100	1	1.00	100	2,787.00
Usability Testing	821	2	0.25	205.25	5,720.32
Small Discussion Groups	200	1	1.00	200	5,574.00
Customer Comment Card/Complaint Form	500	1	0.17	85	2,368.95
TOTALS	9,854	11	2.54	1,578	43,984.71
Average			0.51		

Customer Satisfaction Surveys-12min

Focus Groups-60min

Usability Tests-25min

Small Discussion Groups -60min

Cost based on average mean of Museum and Library Professionals - \$27.87/hr

Jan 2017:

<https://www.bls.gov/oes/current/oes254012.htm>

\$28.33 Librarian

<https://www.bls.gov/oes/current/oes254021.htm>

\$27.40 Museum Curator

\$27.87 Average