

Estimated Annual Reporting Burden			
	No. of Respondents	Annual Frequency per Response	Hours per Response
Customer Satisfaction Surveys	8,233	6	0.20
Focus Groups	100	1	1.00
Usability Testing	821	2	0.42
Small Discussion Groups	200	1	1.00
Customer Comment Card/Complaint Form	500	1	0.17
<b>TOTALS</b>	<b>9,854</b>	<b>11</b>	<b>2.79</b>
<b>Average</b>			<b>0.56</b>

Customer Satisfaction Surveys-12min (=0.20 hr)

Focus Groups-60min (=1.0 hr)

Usability Tests-25min (=0.42 hr)

Small Discussion Groups -60min (=1.0 hr)

Customer Comment Card/Complaint Form -10 min (=0.17 hr)

Cost based on average mean of Museum and Library Professionals - \$29.10/hr

April 2020:

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

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

Total Hours	Cost
1646.60	\$47,916.06
100.00	\$2,910.00
344.82	\$10,034.26
200.00	\$5,820.00
85.00	\$2,473.50
2376.42	\$69,153.82

\$29.77 Librarian  
\$28.43 Museum Curator  
 \$29.10 Average