

## PTRC Metric Input FY2021

### PTRC Identification

Approved for use through xx/xx/xxxx OMB Control No. 0651-0068

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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This metric survey is comprised of two separate pages. If you desire a hardcopy printout of your submission, please use your browser print function to print the individual page prior to submitting that page.

#### \* 1. Please enter the following demographic fields.

First Name of  
approving submitter  
(not the institution):

Last Name of  
approving submitter  
(not the institution):

City/Town:

State:

Email address of  
approving submitter  
(not the institution):

Phone Number:

#### \* 2. Which of the following best describes your library type?

- Academic
- State Government
- Public
- Special

## Draft of PTRC Metric Input FY2021

### PTRC Metrics:

**\* 3. During this quarter, how many times did customers contact the PTRC for assistance? Please indicate the manner in which the PTRC was contacted.**

Number of walk-in customers:

Number of electronic (e-mail, social media, web conferencing, instant messaging, etc.) customers:

Number of print letter customers:

Number of phone customers:

**\* 4. How many customers attended training classes/programs? A training class/program may be any instruction where staff from the PTRC is presenting to a class, workshop, or other event regarding PTRC services and intellectual property.**

Number of training classes/programs:

Number of people attending training classes/programs:

**\* 5. Of the training classes/programs counted above, how many were given in conjunction with the USPTO, SBA, SBA affiliated organization, or other organization?**

USPTO:

SBA or SBA affiliate:

Other organization:

**\* 6. What is the number of customers assisted using PTRC web pages?**

**Note this number should include customers that used your library's PTRC web pages for patent and trademark information including on-line tutorials. This number can be derived from the number of page views on your library's website.**

Number:

**\* 7. Indicate the level of full-time equivalent (FTE) staffing in the library's patent and trademark operations. Please also include volunteers. If patent and trademark assistance is a percentage of the representatives' job description, please indicate a percentage using a decimal such as 0.5 to indicate 50%.**

Number:

**\* 8. Number of Outreach Events**

**Please enter the number of outreach events you took part in that promote patents and trademarks such as school inventive project judging, marketing to businesses, special fairs, invention conventions, and other outreach events.**

Number:

**\* 9. Of the special outreach events counted above, how many were done in conjunction with the PTRC and the USPTO, SBA, SBA affiliated organization, or other organization:**

USPTO:

SBA or SBA affiliate:

Other organization:

**10. Hosted Events**

**Please list the hosted events that promote patents and trademarks. (The more descriptive, the better.)**

**Name of Event(s);.....Estimated Attendance**

**For assistance with input, contact [PTRCOFFICE@uspto.gov](mailto:PTRCOFFICE@uspto.gov)**

The information collected on this worksheet allows the USPTO to collect metrics concerning the use of the patent and trademark services and public outreach efforts offered by the Patent and Trademark Resource Center (PTRC) network libraries. This information is required so that the USPTO can more effectively train the PTRC staff and can determine what types of new and different services the PTRCs can provide in the future. This collection is authorized by 35 U.S.C. §2(a)(2). Confidentiality is not required in either the collection or processing of this information. Gathering, preparing, and submitting this information will require an estimated 30 minutes to complete. Please direct comments on the time needed to complete this worksheet, and/or suggestions for reducing this burden to the Chief Administrative Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450.

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Done

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