

**Estimated Annual Burden Hours and Costs for IMLS Improving Customer Experience (OMB Circular 3137-NEW)**

Action	No. of respondents	Frequency	Time per Response (hours)	Annual hour burden
Customer Interviews	500	one time	0.5	250
Focus Groups	450	one time	1.5	675
Customer Feedback Survey	2,000,000	one time	0.05	100,000
User Testing (Rapid Feedback)	400	one time	0.25	100
User Testing (Deep Dive)	200	one time	0.5	100
<b>TOTALS</b>	<b>2,001,550</b>			<b>101,125</b>

Based on current mean average hourly wage for library staff and museum curators, BLS Occupational

<https://www.bls.gov/oes/current/oes254022.htm>

<http://www.bls.gov/oes/current/oes254012.htm#st>

Librarians	\$30.56
Museum Curators	\$29.64
Average	\$30.10

**A-11, Section 280 Implementation)**

<b>How estimated</b>	<b>Cost</b>
500 individual interviews averaging 30 min each	\$7,525.00
15 segmented focus group with ave 30 participants per group spending 90 min each	\$20,317.50
Ceiling estimate of 2,000,000	\$3,010,000.00
20 users spending 15 min each for 20 services/products tested	\$3,010.00
20 users spending 30 min each for 10 new services/products	\$3,010.00
	<b>\$3,040,852.50</b>

*Employment and Wages, 2020*