

| 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 |
| TOTALS | 9,854 | 11 | 2.79 |
| Average | | | 0.56 |

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