

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3137-0081)

TITLE OF INFORMATION COLLECTION: New SDC Orientation and Annual SDC Meeting Customer Satisfaction Surveys

PURPOSE: The State Data Coordinators (SDCs) are among IMLS’s key stakeholders, playing a central role in reporting data about libraries in their states/territories to the Public Libraries Survey (PLS) and, in most cases, the State Library Administrative Agency (SLAA) survey. IMLS hosts an annual new SDC orientation and SDC meeting in order to (1) familiarize new SDCs with PLS history, process, and tips and to provide them space to meet peer SDC mentors in a breakout session; (2) provide a forum within which SDCs can discuss PLS data element proposals, local-level data collection challenges, and reporting issues associated with the PLS; and (3) enable SDCs to share best practices in data analysis and visualization and how to work with public librarians to gather valid and reliable data. The IMLS library data community approach has resulted in the PLS maintaining a response rate greater than 90% since its inception in 1988.

IMLS seeks to gather feedback from attendees of (a) the new SDC orientation and (b) the SDC annual meeting, taking place January 23-25, 2024, to better understand what is working, what is not, and how we can improve future conferences.

DESCRIPTION OF RESPONDENTS: We expect to have 45-50 in-person SDC attendees and an additional 10-15 virtual attendees, who will participate through Zoom. SDCs are individuals who have responsibility for data collection and reporting in their states/territories, with specific responsibility for the PLS. New SDCs who attend the orientation and veteran SDCs who want a refresher will be asked to respond to one survey (Attachment A) at the end of the orientation session. All SDCs who attend the Annual Meeting (including the new SDCs who attended the orientation) will be asked to respond to a second survey (Attachment B).

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software) | ☐ Small Discussion Group |
| ☐ Focus Group | ☐ Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Marisa Pelczar

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No *Not Applicable*
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No *Not Applicable*

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

Category of Respondent	Respondents	Response Time/ Respondent	Total Burden Hours	Mean Hourly Wage*	Total Burden in Dollars
Survey A: New SDC Orientation attendees (State Library Administrative Agency employees/Librarians)	30	5 mins	2.5	\$30.41	\$76.03
Survey B: SDC Meeting attendees (State Library Administrative Agency employees/Librarians)	65	5 mins	5.4	\$30.41	\$164.21
Total	95		7.9	\$30.41	\$240.24

*https://www.bls.gov/oes/current/oes_nat.htm#25-0000

FEDERAL COST: The estimated annual cost to the Federal government is \$500. Costs for these meeting evaluations are included in the current contract with American Institutes for Research that is included in the annual federal costs for OMB No. 3137-0074.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
☒ Yes ☐ No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?
If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

A sample will not be drawn. The customer lists are (a) the list of attendees at the new SDC orientation and (b) the list of SDC annual meeting attendees. Reflecting whether they attend both the new SDC orientation and SDC meeting or just the meeting, attendees will receive links to the customer satisfaction forms in Microsoft Forms after the conference. Each in-person attendee will receive a hard copy of the survey with a reference to the online option for completion.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

☒ Web-based or other forms of Social Media

☐ Telephone

☒ In-person

☐ Mail

☐ Other, Explain

2. Will interviewers or facilitators be used? ☐ Yes ☒ No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Appendices attached:

Attachment A – 2023 SDC Orientation Customer Satisfaction Survey

Attachment B – 2023 SDC Meeting Customer Satisfaction Survey