

3137-0081 Estimated Annual Reporting Burden

	No. of Respondents	Hours per Response	Total Hours
Customer Satisfaction Surveys	8,250	0.25	2062.50
Focus Groups	200	1.00	200.00
Usability Testing	825	0.50	412.50
Small Discussion Groups	200	1.00	200.00
Customer Comment Card/Complaint Form	500	0.20	100.00
TOTALS	9,975		2975.00

Customer Satisfaction Surveys: 15min (=0.25 hr)

Focus Groups: 60min (=1.0 hr)

Usability Tests: 30min (=0.50 hr)

Small Discussion Groups: 60min (=1.0 hr)

Customer Comment Card/Complaint Form: 12 min (=0.20 hr)

Cost based on average mean of Museum and Library Professionals: \$30.46/hr

May 2022:

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

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

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

Cost
\$62,823.75
\$6,092.00
\$12,564.75
\$6,092.00
\$3,046.00
\$90,618.50

\$29.77 Librarian
\$31.14 Museum Curator
\$30.46 Average