

3137-0081 Estimated Annual Reporting Burden

| | No. of Respondents | Hours per Response | Total Hours |
|--------------------------------------|--------------------|--------------------|-----------------|
| Customer Satisfaction Surveys | 50,000 | 0.25 | 12500.00 |
| Focus Groups | 200 | 1.00 | 200.00 |
| Usability Testing | 1000 | 0.50 | 500.00 |
| Small Discussion Groups | 100 | 1.00 | 100.00 |
| Customer Comment Card/Complaint Form | 500 | 0.20 | 100.00 |
| TOTALS | 51,800 | | 13400.00 |

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 |
|--------------|
| \$380,750.00 |
| \$6,092.00 |
| \$15,230.00 |
| \$3,046.00 |
| \$3,046.00 |
| \$408,164.00 |

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