

**From:** [Connie Bodner](#)  
**To:** [jean public](#); [INFO](#); [media](#); [INFO@njtaxes.org](#); [info@afphq.org](#); [info@retiredpatriot.org](#)  
**Cc:** [scoops@huffpost.com](#); [Matthew Birnbaum](#); [Kim A. Miller](#)  
**Subject:** Re: open up the libraries to the public so they give some service - they are stillk getting full taxpayer dollars and giving substandar service to patrons  
**Date:** Tuesday, September 15, 2020 7:42:01 AM

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We have received your comment regarding the Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery and appreciate the time you have taken to write us. We can assure you that we take all comments into consideration and appreciate your submission.

Thank you.

**Connie Cox Bodner, Ph.D.**

Director  
Office of Grants Policy and Management  
Institute of Museum and Library Services  
955 L'Enfant Plaza North, SW, Suite 4000  
Washington DC 20024-2135  
P: 202.653.4636 | C: 202.330.7736  
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**From:** jean public <[jeanpublic1@gmail.com](mailto:jeanpublic1@gmail.com)>  
**Sent:** Monday, September 14, 2020 4:58 PM  
**To:** Connie Bodner <[CBodner@imls.gov](mailto:CBodner@imls.gov)>; Matthew Birnbaum <[MBirnbaum@imls.gov](mailto:MBirnbaum@imls.gov)>; INFO <[INFO@taxpayer.net](mailto:INFO@taxpayer.net)>; media <[media@cagw.org](mailto:media@cagw.org)>; INFO@njtaxes.org <[INFO@njtaxes.org](mailto:INFO@njtaxes.org)>; info@afphq.org <[info@afphq.org](mailto:info@afphq.org)>; info@retiredpatriot.org <[info@retiredpatriot.org](mailto:info@retiredpatriot.org)>  
**Cc:** [scoops@huffpost.com](mailto:scoops@huffpost.com) <[scoops@huffpost.com](mailto:scoops@huffpost.com)>  
**Subject:** Re: open up the libraries to the public so they give some service - they are stillk getting full taxpayer dollars and giving substandar service to patrons

public comment on federal register

this agency needs to tell libraries to open up. the libraries have used you to trim their hours so they are hardly open anymore. they have taken away computer use which is vital to many to keep in touch with their govts, and they have stopped putting out newspapers and magazines so that the public can be educated. meanwhile, taxes for the employment of library employees have not gone down at all and the public ios getting lousy lousy inadequate negligent service from libraries all over this nation. the taxes are still there but the public gets zero service. this is a complaint for the record. you need to find ways to get the libraries to reopen and serve the public. there is noexcuse for limited hours to the extend that is going on with many still closed after 6 months. meabnwile the big stores and clerks and everybody else is working except the delicate library staffs. what is gong on with this kind of highway robbery of being paid for doing nothing. this commetn is for the public record. jean publiee jean [public1@gmail.com](mailto:public1@gmail.com)

On Mon, Sep 14, 2020 at 8:47 AM Jean Public <[jeanpublic1@yahoo.com](mailto:jeanpublic1@yahoo.com)> wrote:

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[Federal Register Volume 85, Number 178 (Monday, September 14, 2020)]
[Notices]
[Pages 56639-56640]
From the Federal Register Online via the Government Publishing Office
[ www.gpo.gov ]
[FR Doc No: 2020-20225]
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NATIONAL FOUNDATION ON THE ARTS AND THE HUMANITIES

Institute of Museum and Library Services

Notice of Proposed Information Collection Request: Generic  
Clearance for the Collection of Qualitative Feedback on Agency Service  
Delivery

AGENCY: Institute of Museum and Library Services, National Foundation  
on the Arts and the Humanities.

ACTION: Notice, request for comments, collection of information.

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SUMMARY: The Institute of Museum and Library Services (IMLS), as part  
of its continuing effort to reduce paperwork and respondent burden,  
conducts a pre-clearance consultation program to provide the general  
public and federal agencies with an opportunity to comment on proposed  
and/or continuing collections of information in accordance with the



Paperwork Reduction Act. This pre-clearance consultation program helps to ensure that requested data can be provided in the desired format, reporting burden (time and financial resources) is minimized, collection instruments are clearly understood, and the impact of collection requirements on respondents can be properly assessed. The purpose of this Notice is to solicit comments concerning the continuance of the Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery. A copy of the proposed information

collection request can be obtained by contacting the individual listed below in the ADDRESSES section of this notice.

DATES: Written comments must be submitted to the office listed in the ADDRESSES section below on or before November 12, 2020.

ADDRESSES: Send comments to: Connie Bodner, Ph.D., Director of Grants Policy and Management, Office of Grants Policy and Management, Institute of Museum and Library Services, 955 L'Enfant Plaza North SW, Suite 4000, Washington, DC 20024-2135. Dr. Bodner can be reached by Telephone: 202-653-4636, or by email at [cbodner@imls.gov](mailto:cbodner@imls.gov) or by teletype (TTY/TDD) at 202-653-4614. Office hours are from

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8:30 a.m. to 5 p.m., E.T., Monday through Friday, except Federal holidays.

FOR FURTHER INFORMATION CONTACT: Matthew Birnbaum, Ph.D., Supervisory Social Science Researcher, Planning, Research and Evaluation, Institute

of Museum and Library Services, 955 L'Enfant Plaza North, SW, Suite 4000, Washington, DC 20024-2135. Dr. Birnbaum can be reached by Telephone: 202-653-4760, Fax: 202- 653-4601, or by email at [mbirnbaum@imls.gov](mailto:mbirnbaum@imls.gov), or by teletype (TTY/TDD) for persons with hearing difficulty at 202-653-4614.

SUPPLEMENTARY INFORMATION: IMLS is particularly interested in comments that help the agency to:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;

- Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information including the validity

- of the methodology and assumptions used;

- Enhance the quality, utility and clarity of the information to be collected; and

- Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g. permitting electronic submissions of responses.

## I. Background

The Institute of Museum and Library Services is the primary source of federal support for the nation's libraries and museums. We advance, support, and empower America's museums, libraries, and related organizations through grant making, research, and policy development. Our vision is a nation where museums and libraries work together to transform the lives of individuals and communities. To learn more, visit [www.imls.gov](http://www.imls.gov).

## II. Current Actions

This proposed request is to renew IMLS' generic clearance for



collection of qualitative feedback on the Agency's service delivery. This data collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient and timely manner in accordance with the Administration's commitment to improving service delivery. By qualitative feedback, IMLS means information that provides

useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. The Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery has been conducted by the Institute of Museum and Library Services under the clearance number

3137-0081, which expires December 31, 2020.

Agency: Institute of Museum and Library Services.

Title: Generic Clearance for the Collection of Qualitative Feedback

on Agency Service Delivery.

OMB Number: 3137-0081.

Agency Number: 3137.

Affected Public: State and local governments, State library agencies, and public libraries.

Number of Respondents: 9,854.

Frequency of Response: Once per request.

Average minutes per response: 51 minutes.

Total burden hours: 1,578.

Cost Burden (dollars): \$44,095.19.

Public Comments Invited: Comments submitted in response to this notice will be summarized and/or included in the request for OMB's clearance of this information collection.

Dated: September 9, 2020.

Kim Miller,

Senior Grants Management Specialist, Institute of Museum and Library Services.

[FR Doc. 2020-20225 Filed 9-11-20; 8:45 am]

BILLING CODE 7036-01-P