

Frequency of Response: Once per request.

Estimated Average Burden Hours per Response: 35.

Estimated Total Annual Burden Hours: 2,800.

Total Annual Cost Burden: \$81,984.00.

Total Annual Federal Costs: \$11,278.10.

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

Dated: September 24, 2026.

Suzanne Mbollo,

Grants Management Specialist, Institute of Museum and Library Services.

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NATIONAL FOUNDATION ON THE ARTS AND THE HUMANITIES

Institute of Museum and Library Services

Notice of Proposed Information Collection Requests: 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 on this collection of information.

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 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 related to renewing 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 addressee section below on or before November 28, 2026.

ADDRESSES: Send comments to Sandra Narva, Lead Senior Grants Management Specialist, Office of General Counsel, ATTN: Grants Management, Institute of Museum and Library Services, 200 Constitution Ave. NW, Suite N-3627, Washington, DC 20210. Ms. Narva can be reached by telephone: 202-653-4634, or by email at snarva@imls.gov. Office hours are from 8:30 a.m. to 5 p.m., E.T., Monday through Friday, except Federal holidays.

FOR FURTHER INFORMATION CONTACT: Lisa Hechtman, Social Science Research Analyst, Office of Library Services, Institute of Museum and Library Services, 200 Constitution Ave. NW, Suite N-3627, Washington, DC 20210. Dr. Hechtman can be reached by telephone at 202-653-4724, or by email at lhechtman@imls.gov.

SUPPLEMENTARY INFORMATION: IMLS is particularly interested in public 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

IMLS is the primary source of Federal support for the Nation's libraries and museums. The agency advances, supports, and empowers America's museums, libraries, and related organizations through grant making, research, and policy development. For more information about IMLS, visit www.imls.gov.

II. Current Actions

This notice proposes the clearance of IMLS's Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery. This data collection activity provides a means of

obtaining qualitative feedback from customers and stakeholders, consistent with the agency's commitment to improving service delivery. For the purposes of this data collection, IMLS defines qualitative feedback as information that provides useful insights into stakeholders' perceptions, experiences, and opinions, but that is not designed to produce results that can be generalized to the population of study. The agency previously conducted the Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery under clearance number 3137-0081, which expires January 31, 2027.

Agency: Institute of Museum and Library Services.

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

OMB Control Number: 3137-0081.

Agency Number: 3137.

Respondents/Affected Public: Museum staff; library staff; IMLS awardees; State, Local and Tribal Governments; State Library Administrative Agencies.

Total Estimated Number of Annual Respondents: 52,850.

Frequency of Response: Once per request.

Estimated Average Burden Minutes per Response: 16.

Total Estimated Number of Annual Burden Hours: 14,000.

Total Estimated Cost Burden: \$479,565.

Public Comments Invited: Comments submitted in response to this notice will be summarized and/or included in the agency's request to OMB for clearance of this information collection. This collection is authorized by 20 U.S.C. 9108, "Policy research, data collection, analysis and modeling, evaluation, and dissemination."

Dated: September 24, 2026.

Suzanne Mbollo,

Grants Management Specialist, Institute of Museum and Library Services.

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