



Initial Telephone Verification — Phone Script

Hello [CONTACT NAME], my name is [FIRST NAME] [LAST NAME] and I am calling on behalf of the Institute of Museum and Library Services, about the Laura Bush 21 Grant Program? Can I speak with [INSERT GRANTEE NAME?]

When grantee takes the line, or answering individual questions purpose of call:

[Reintroduce SELF as necessary] I'm calling because IMLS and its research contractor ICF International are hoping talk to you [or name GRANTEE] this summer about an ongoing study of the LB21 Grant Program and if it was helpful. We are updating our contact records and want to make sure we have a valid phone number for you [or name GRANTEE] this summer as the study gets underway. IMLS has provided your name as the best person to contact regarding the grant received in [YEAR]. Is this correct?

[IF YES]

Great! I just want to take a minute to update your contact info for the summer months. IMLS will be sending an official letter shortly to you announcing the purpose of the study and how the results will be used. You should expect that around [DATE].

We currently have the following contact information for you from IMLS. [READ CURRENT LIST AND UPDATE AS NECESSARY]

Field	Current List	Update/Summer Info
Title	TITLE	TITLE
Last Name	LAST NAME	LAST NAME
First Name	FIRST NAME	FIRST NAME
Institution	INSTITUTION	INSTITUTION
Telephone Number	PHONE	PHONE
Email Address	EMAIL	EMAIL
Address 1	ADDRESS 1	ADDRESS 1
Address 2	ADDRESS 2	ADDRESS 2
City	CITY	CITY
State	ST	ST
Zip	ZIP	ZIP

Thanks so much for your help today. IMLS will in touch with more details about the study. If you would like to verify this study or if you have any questions, you may contact [ENTER NAME] AT XXX.XXX.XXXX .

Thanks once again.

[END CALL]



[IF NO]

Ok, who would be the right person to speak to?

Thank you so much. Can you please spell [his/her] name for me? [RECORD NAME]

What is the best way is to reach [new contact name]?

[RECORD CONTACT INFORMATION; PROBE FOR ALL INFORMATION BELOW]

Title	TITLE
Last Name	LAST NAME
First Name	FIRST NAME
Institution	INSTITUTION
Telephone Number	PHONE
Email Address	EMAIL
Address 1	ADDRESS 1
Address 2	ADDRESS 2
City	CITY
State	ST
Zip	ZIP

Thanks so much for your help today. If you would like to verify this study or if you have any questions, you may contact [ENTER NAME] AT XXX.XXX.XXXX .

Thanks once again.

[END CALL]

IF SENT TO VOICEMAIL:

Hello [CONTACT NAME], my name is [FIRST NAME] [LAST NAME] and I am calling on behalf of the Institute of Museum and Library Services, about the Laura Bush 21 Grant Program. I'm calling because IMLS and its research contractor ICF International are hoping talk to you this summer about an ongoing study of the LB21 Grant Program and if it was helpful. We are updating our contact records and want to make sure we have a valid phone number for you this summer as the study gets underway. Please give me a call back to confirm that we have the correct contact information for you. My number is [PHONE]. If you are not the correct person to contact regarding this data collection effort, please let me know so that I may contact the appropriate person. Thank you.

(Note: Follow up with phone call in 48 hours if no response.)



IF ASKED TO LEAVE A MESSAGE WITH SOMEONE ELSE:

My name is [FIRST NAME] [LAST NAME] and I am calling on behalf of the Institute of Museum and Library Services, about the Laura Bush 21 Grant Program. I'm calling because IMLS and its research contractor ICF International are hoping talk to [GRANTEE] this summer about an ongoing study of the LB21 Grant Program and if it was helpful. We are updating our contact records and want to make sure we have a valid phone number for [GRANTEE] this summer as the study gets underway. Is this the correct number to reach [him/her]?

[IF NO]

What is the best number to reach [him/her]? [RECORD NUMBER AND CALL BACK WITH THE UPDATED NUMBER]

[IF YES]

Great. Could you leave [him/her] a message to call me back to confirm we have the right contact information? My name is [NAME] and my number is [PHONE]. Thank you.

(Note: Follow up with phone call in 48 hours if no response.)