

Phone Script for Scheduling Interviews

Hello, my name is [FIRST NAME] [LAST NAME] and I am calling on behalf of IMLS [IF PROMPTED, the Institute of Museum and Library Services], about the Laura Bush 21 Grant Program [IF PROMPTED, the LB21 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] about an ongoing study of the LB21 Grant Program. You should have received a letter from IMLS in the mail recently, explaining the purpose of the evaluation program and letting you know that we would be calling to schedule a phone interview with you. Did you receive this letter?

[IF YES]

I'm pleased to hear that. We are interested in understanding your motivations for seeking the grant funds, how you used the grant funds, and any sustained benefits the grant program has provided. The interview will take no longer than an hour and will be scheduled at your convenience. When during the next few weeks would be a good time for you to complete the interview regarding your experiences with the LB21 program?

[IF NO]

I'm sorry to hear that you did not receive that. Let me take a moment to explain the project. IMLS is conducting an evaluation of the LB21 grant program for the purposes of identifying best practices and lessons learned for the future of the grant program. As part of the evaluation being conducted by their research contractor ICF International, we will be conducting phone interviews with past recipients of the grants to learn more about their experiences with the grant program. We are interested in understanding your motivations for seeking the grant funds, how you used the grant funds, and any sustained benefits the grant program has provided. The interview will take no longer than an hour and will be scheduled at your convenience. When between [three days from now] and [END OF DATA COLLECTION] would be a good time for you to complete the interview regarding your experiences with the LB21 program?

[IF YES]

Great! We will be conducting the interviews between [three days from now] and [END OF DATA COLLECTION]. When is a good time for you?

[MATCH DATE/TIMES PROVIDED TO INTERVIEWER AND RECORDER SCHEDULES TO SCHEDULE THE INTERVIEW]

Also, I just want to take a minute to make sure we have the correct contact info for you for the summer months.

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

Thanks so much for your help today. You will be interviewed by [INTERVIEWER NAME]. She will send an email to you later today verifying the date and time of the interview. The email will also have a toll free phone number for you to call in for the interview and a passcode. If you would any questions in the meantime, you may contact me at [PHONE].

Thanks once again.
[END CALL]

[IF NO]

Ok. Is there anyone else who was familiar with the grant project who we may be able to contact for an interview? We are looking for someone who is very familiar with the grant project from its initiation to its completion and would be able to provide information on the motivations for seeking the grant funds, how you used the grant funds, and any sustained benefits the grant program has provided.

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

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 would like to schedule a phone interview with you for some time between [three days from now] and [END OF DATA COLLECTION]. Please give me a call back to schedule a time for your interview. 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 email below within 30-60 minutes.)

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. Could you leave him/her a message to call me back to discuss the possibility of scheduling a short phone interview? My name is [NAME] and my number is [PHONE]. Thank you.

(Note: Follow up with email below within 30-60 minutes.)

FOLLOW UP EMAIL:

Dear [INTERVIEWEE],

I am writing on behalf of the Institute of Museum and Library Services (IMLS), about the Laura Bush 21 Grant (LB21) Program. IMLS and its research contractor ICF International are hoping talk to you this summer about an ongoing study of the LB21 Grant Program. I left a voicemail for you earlier.

You should have received a letter from IMLS in the mail recently, explaining the purpose of the evaluation program and letting you know that we would be contacting you to schedule a phone interview. In case you did not receive that letter, let me take a moment to explain the project. IMLS is conducting an evaluation of the LB21 grant program for the purposes of identifying best practices and lessons learned for the future of the grant program.

As part of the evaluation being conducted by their research contractor ICF International, we will be conducting phone interviews with past recipients of the grants to learn more about their experiences with the grant program. We are interested in understanding your motivations for

seeking the grant funds, how you used the grant funds, and any sustained benefits the grant program has provided. The interview will take no longer than an hour and will be scheduled at your convenience.

Please respond to this email, or call me at [PHONE] to schedule a time for your interview. We will be conducting the interviews over the next few weeks.

Thank you,

[NAME]