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Follow-up Call Script

Script for a follow-up call to a host institution without a survey response in 10-15 business days after exhibition closing date:

1. Hi. My name is _____. I'm calling from the Exhibition Program at the National Library of Medicine about the Traveling Exhibition Host Venue Report. Do you have a moment to verify that you've received the email with the link to the report?
 - a. **If yes:** Go to #2 below.
 - b. **If no:** When's a good time to call back about the report? [Schedule a call back date/time and follow up with a revised introduction and starting from #2 below.]
2. Did you receive the email with the link to the report?
 - a. **If yes:** I'm glad to know the email arrived. Your feedback provides crucial information as we plan to improve our traveling exhibition services to you and other hosts. Do you have any questions about the report? If you prefer, I'm happy to take your feedback over the phone, or we'll look forward to receiving your completed report online. [If phone feedback go to #3; if online feedback go to #4]
 - b. **If no:** I'm happy to resend the email with the link to the report. Should I send the email to you or another person? Record the information. I'll send it right after this call. Thank you for your time.
3. **If the participant prefers to respond over the phone:** Thank you. This may take about 15 minutes while I read each question and record your responses. Let's begin with some basic information about the exhibition and your institution. [Read the survey and record the responses] Thank you for your time. We look forward to working with you on hosting another traveling exhibition. I hope you enjoy the rest of your day.
4. Thank you in advance for completing and returning the report to the Exhibition Program by **2 weeks after the phone call**. If you have any questions, please don't hesitate to call me or send an email. I hope you enjoy the rest of your day. **Provide phone number or email address if asked.**