**Sample Telephone Script for Reaching Out to Patrons   
During COVID-19 Stay-at-home Orders**

**Greeting:**

Hi this is xxxx calling from the LIBRARY NAME. We are working with the NAME OF TOWN / NAME OF PARTNER to make sure residents are able to get out and get the groceries and prescriptions that they need. There may be some overlap in our calls. Have you received a call from NAME OF TOWN / NAME OF PARTNER?

**If they answer “yes”:**

That’s great we just wanted to make sure you had a connection in Town. Be well.

**If they answer “no”:**

How are you making out? Are you able to get out and get what you need? Do you have family or friends who are helping you? Etc.

**If they are in need of support or services**

If they indicate they are having a difficult time, and you are not able to find a source or help for them, get the details of their concern and tell them someone will get back to them, and email DIRECTOR/CONTACT PERSON their information and the need.

*This is based on a script provided by The Beekman Library.*