

1. Nota decisionale

Scrivi in inglese una nota per la direzione della biblioteca. Decidi se estendere la sperimentazione del martedì sera. Usa entrambe le fonti, distingui ingressi da persone, ammetti un limite del sondaggio e raccomanda una misura condizionata.

Fonti · 220–280 words

A · Sondaggio fittizio tra i visitatori · West Branch · 2026-03-11

Eighty forms were collected at the front desk between 10:00 and 16:00 on weekdays. Sixty-two respondents ticked "later Tuesday opening". The form did not ask about other evenings or how often respondents would attend. People who did not already visit the branch were not sampled.

B · Registro fittizio della sperimentazione serale · West Branch · 2026-04-29

Across four Tuesday evenings, the branch recorded 45 entries after 18:00. Some visitors came more than once, so entries are not unique people. Two staff members were on duty each evening. The current budget covers two further Tuesdays; it contains no estimate for opening every evening.

La tua risposta

1. Nota decisionale · Continua la tua risposta

1. Nota decisionale · Modello per il confronto

Scrivi prima. Il contatore misura solo la lunghezza: una persona deve applicare la rubrica e citare il passaggio che giustifica ogni punteggio.

To: West Branch management
Subject: Tuesday evening opening

I recommend extending the Tuesday evening pilot for two more weeks, within the budget already approved, before deciding whether to make it permanent. The available evidence supports testing the service further, but it does not support an immediate expansion to every evening.

The visitor survey gives a useful signal: 62 of 80 respondents selected later Tuesday opening. However, forms were collected at the desk during weekday daytime hours. The sample therefore excludes people who do not currently visit and may miss those who would benefit most from evening access. The form also asked neither about other days nor about frequency of use. We should report the result as a preference among respondents, not as the preference of the whole neighbourhood.

The pilot log records 45 entries after 18:00 across four Tuesdays. That shows actual use, but repeat visitors mean it cannot be read as 45 different people. Two staff members worked each evening, while no cost estimate exists for daily opening. These limits matter to both the access case and the staffing decision.

For the two funded evenings, I suggest recording unique visitors as well as entries, asking visitors which other days they could use, and documenting staffing costs. We should also invite responses from people who do not currently visit. If demand remains clear and coverage can be funded, management could then consider a longer Tuesday trial or a carefully costed second evening. Until then, a permanent daily promise would go beyond the evidence.

La nota distingue 45 ingressi da persone diverse, delimita il campione diurno e condiziona ogni estensione ai costi e a nuovi dati.

2. Risposta a un'obiezione

Rispondi in inglese, con cortesia, a questa obiezione di un membro del comitato: "I dati dimostrano che tutti vogliono un secondo sportello ogni sera; annunciamolo subito". Conserva la portata di ogni fonte, riconosci il problema reale delle code e proponi una prova praticabile.

Fonti · 160–220 words

A · Registro fittizio dell'accoglienza · centro civico · 2026-05-05

The desk recorded 36 complaints about waiting during April; 22 concerned Wednesday evening. The register lists 94 visitors for that period, but one person could have made more than one complaint. It does not record the views of every visitor.

B · Turni fittizi dei volontari · centro civico · 2026-05-08

Three volunteers are available on the next two Wednesdays. One volunteer is available on other evenings. No one has committed to further dates, and the centre has not costed a permanent second desk.

La tua risposta

2. Risposta a un'obiezione · Continua la tua risposta

2. Risposta a un'obiezione · Modello per il confronto

Scrivi prima. Il contatore misura solo la lunghezza: una persona deve applicare la rubrica e citare il passaggio che giustifica ogni punteggio.

Dear committee member,

I agree that the waiting time deserves attention. The desk recorded 36 complaints in April, including 22 concerning Wednesday evening, so it would be reasonable to test an extra desk at that time. I would hesitate, however, to announce a permanent service every evening on the basis of these figures.

The register lists 94 visitors, but it does not say that all of them complained or wanted another desk. One person may also have complained more than once. The figures show a problem worth investigating, not a unanimous preference. In addition, the rota confirms three volunteers only for the next two Wednesdays. Other evenings have one available volunteer, and no permanent staffing or cost estimate has been agreed.

Could we run a second desk on those two Wednesdays, recording queue length, waiting time and the number of distinct visitors served? We could ask visitors whether that change helped and review the rota and costs before committing to more dates. This would respond to the Wednesday complaints promptly while keeping any longer-term promise tied to evidence and staffing we can actually provide.

Kind regards,
A committee colleague

La risposta riconosce 22 reclami del mercoledì, non trasforma 36 reclami in 36 persone e limita la prova a due mercoledì con personale confermato.

Rubrica umana

Ogni criterio vale 0–3: 0 assente o contraddittorio; 1 tentativo insufficiente; 2 raggiunto con imprecisioni; 3 raggiunto con precisione. Totale: 15.

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Criterio	Livello 3	0–3
Fedeltà e portata	Attribuisce ogni dato, conserva quantità e grado di certezza e non estende indebitamente il campione.	/3
Argomentazione	Formula una posizione, ammette un limite reale e risponde all'obiezione senza distorcerla.	/3
Struttura e coesione	Ordina dato, interpretazione e proposta con connettivi appropriati.	/3
Registro	Adatta cortesia e precisione al destinatario.	/3
Lingua	Usa grammatica e lessico C1 chiari, senza errori che alterino il senso.	/3

Total: ____ /15