Your local public library wants to make improvements to their services and facilities. In order to get ideas from the public, they have asked library users to send them suggestions in writing.

Write a letter to the librarian. In your letter

• describe what you like about the library
• say what you don’t like
• make suggestions for improvements

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,
Dear Sir or Madam,

This is in reference to your enquiry regarding the suggestions to library. I would like to give expression in this regard. I visited the library so many times and found facilities and problem side by side.

A library must consist of substantial amount of books, CDs and Cassettes. These material should be placed and organise in a scientific manner so that most of the people can be benefited in the same time. In your library
I liked the numbers of books you have. It almost covers the major part of the requirement of people but the availability of the books at the right place and time is the biggest concern. In library seating arrangements are very good too. The opening and closing timing really suits the people.

But, the situation is not at its best. You do not have the facility of Electronic material which you normally require now a days. As I said the placement of books must be given attention. I have also faced problems when wanted to take away the book.

You should relax the problem in this procedure. Library should be calm and safe. All the books should be arranged as per catalog. This sequential arrangement will not only ease the pressure on staff but also reduce the complaints. More Electronic equipments should incline in the Library facilities and material available in the shelves.

Thank you for your efforts to improve the services for the betterment of the people in the locality.
Examiner Comments on General Training Writing
Task 1 Public Library Script B

Band 6
The candidate covers all the task requirements and states the purpose of the letter. The tone, though assertive, is consistently polite. The key features are highlighted and extended, but this could be more appropriately dealt with in some areas. There is a clear overall progression, but the arrangement of ideas within paragraphs at times detracts from the clarity of the letter. At other times, the sentences are not as fluently linked as they might be. There is a good range of vocabulary that is more than adequate. Although there are errors in collocation and word choice, there are also many examples of accurate choice and appropriate modification. There is evidence of the use of a mix of simple and complex structures, but mistakes in punctuation and areas such as article use and subject-verb agreements limit the rating.