An improvement with a boundary

CEFR B2 | Unit 6: Innovation | Reading

Read the original text. You may underline evidence and reread as needed.

Name _____ Date _____

A library tests two ways of reminding borrowers that books are due. The first sends an automatic text message. The second prints a larger due-date slip. Staff hope to reduce routine questions at the desk.

The text system sends messages consistently, but some borrowers share a phone or cannot receive texts. The larger slip is easy to understand when it is kept with the book, although it can be lost. In a two-week trial, staff record fewer reminder questions, but they do not record which method each borrower used.

The evaluation therefore cannot establish which option produced the change. It can describe how each option works and which access needs it may meet. Staff recommend offering both, checking phone details with permission and making a paper option easy to request.

Before expanding the system, the library will have the message settings checked and ask a small group to explain the reminder in their own words. This should reveal confusing wording. The report also includes maintenance: someone must update contact details and respond when messages fail. An innovation that looks efficient in a demonstration still needs an ordinary working process around it.

Original Ilmiya practice text. Scenarios and research examples are fictional.