**TO:** Ebe P. De Leon, CUNY Administrative Assistant, Library Administrative Offices

**CC:** Elvis Ferreira, Junior student, Oluwabanji odukoya Junior student, Daniel Csukardi Freshman student

**FROM:** Stefan Petrovic, 1st year student at GSOE

**DATE:** Sep 10, 2021

**SUBJECT:** Renovation and cleaning of the NAC library

As the staff and students began to use the CCNY campus and facilities, it has become apparent to me, other students and, staff that the NAC library is outdated, dirty and, poorly maintained. A campus library is a focal point of any college campus and is used in many different ways, having a lacking library inhibits the crucial uses and information it holds. That is why we as students came up with some methodical solutions to improve and fix the issues pertaining to the NAC library in order to revive the space and its place on campus.

**Issues to address**

It is clear that the library has issues regarding cleanliness and being modern to keep up with our innovative world. In addition to that other have stated that the library is also cluttered and the students don’t have adequate seating space, and that existing seating spaces are dirty so they are rendered useless. If there was a proper maintenance schedule of the library the cleanliness would be much better. Having a dirty library especially in a pandemic is unsettling and can help the spread of viruses. Having better maintenance of any space can help the longevity of that space and make students spend more time there especially if its an important space like the library.

These issues culminate to the students not being able to utilize the library fully. We as students need to use the library as a workplace to get our work done and see it as an independent study area. Many students also need to use the library as a collaborative learning space where we can meet up with others to complete group projects. A library is seen by many people worldwide as a quiet place and is the best place to study, it gives you a break from your normal life and allows students to be concentrated and comfortable. A library should be designed in a way that you can concentrate for long hours and focus on academics. The NAC library lacks these features but with these solutions, it can be improved. Having a clean and organized library is extremely crucial to any college campus as it is a focal point of student life. Looking like it does now does not attract students to use it and it damages the CCNY image, which hurts admissions.

**Proposed solutions**

* Renovate the NAC library to have a better more logical layout to reduce clutter.
* Update the furniture to be new and clean.
* Update seating and organization to have more comfort.
* Implement and new maintenance schedule.
* Implement a new cleaning schedule.
	+ Implement a campus job that takes care of the library.

Having a new, clean and organized library to me and many other students is important having one will aid us in our studies immensely. That is why I would love to hear back in order to discuss this issue and its solving. My contact is 9172802032 (cell) and my email is spetrov002@citymail.cuny.edu Please don’t hesitate to reach out. Thanks for your time.

**AUDIENCE PROFILE SHEET**

**Reader’s Name:** Ebe De Leon

**Reader’s Job Title:** Administrative Assistant

**Education:** BBA, Business Administration, Lehman College

 BA, Art, The City College of New York

 AS, Business Administration, Bronx Community College

**Professional Experience:**  Ebe De Leon finished her college education and was hired initially by the Career Office of City College she worked there as the Office Manager. Then she moved to her next position as the library's Circulation Office before moving to where she is now as the Administrative Assistant for the Chief Librarian.

**Job Responsibilities:** As an Administrative Assistant in the library, you are responsible for the library’s operation. You are in charge of a large administrative office and have great tasks to handle. Some things that may be done are

- Develop and maintain efficient office procedures and methods.

- Performs complex specialized administrative tasks and makes important administrative decisions relating to compilations, storage, and disposition of financial records, student records, and personnel record, in accordance with the record retention policy.

- Follow up with staff and administrators throughout the College, University, and the community to resolve problems.

 − Supervises, trains, and evaluates full-time and part-time employees performing work under the jurisdiction of this position.

**Personal Characteristics:** Strong work ethic, problem solver, intelligent and determined.

**Cultural Characteristics:** Moved as a young child from the Dominican Republic, her religious faith advises doing your best at everything.

**Attitude Toward the Writer:** Curious, this memo comes from a student who wants to use the library but can since it lacking some features.

**Attitude Toward the Subject:** Interested. It directly involves her department in CCNY and can improve what she cares about.

**Expectations About the Subject:** Intriguing

**Expectations About the Document:** Optimistic

**Reasons for Reading the Document:** The show and resolve the issue pertaining to the library’s design and cleanliness.

**Ways of Reading the Document:**

Skim it \_\_\_

Attempt to implement recommendations \_\_\_

Other \_\_\_ Explain – Pass on to higher administration if necessary, for the project to move on.

**Reading Skills:** Excellent

**Reader’s Physical Environment:** Her office in the NAC building.

Reflection Paper

For this assignment, I have decided to use print media in the form of a memo to communicate with school students and other audiences that need-to-know specific information regarding a campus issue. Using this memo, I wish to reach out and communicate with my audience Ebe De Leon an Administrative Assistant in the library with the purpose of addressing the outdated, dirty, and poorly maintained NAC library. My genre is a memo, a memo is a written message that is mainly used in business with the purpose of bringing attention to problems and solving those problems. My assignment is a memo because I have a problem on campus that relates to a certain department, in order to show them the issues and attempt to resolve them a memo is the quickest and most formal way of getting the attention my issue deserves. The media I am working in is multimodal as I am emailing this to my specific audience. My exigence is the current outdated, dirty, and poorly maintained NAC library, I believe that a campus library is a focal point of any college campus and it should be well kept to suit the many uses student need it for. My stance on this issue is that the library needs renovation and a new cleaning system.

With this assignment, I have met the Course Learning Outcomes of developing and engaging in the collaborative and social aspects of writing processes by collaborating with a group of peers to find an issue to write this memo. (pg 3) I have also engaged in genre analysis and multimodal composing to explore effective writing across disciplinary contexts and beyond since my writing will be sent and read by a reader for a purpose and I have also formulated and articulated a stance through and in my writing as I have ideas for how to solve the presented issue in my memo (pg 3).