

The original documents are located in Box 18, folder “Government Printing Office” of the Philip Buchen Files at the Gerald R. Ford Presidential Library.

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*Buchen has seen
pls file - no further
action nec.*

THE WHITE HOUSE

WASHINGTON

July 25, 1975

Dear Commissioner Albertazzie:

This will further acknowledge your letter of April 15, 1975, to Mr. Rumsfeld concerning the problem at the Government Printing Office.

This matter had come to our attention earlier, and was referred to the General Counsel of the Government Accounting Office, since the GPO is not within the Executive Branch. We have done the same with the material which you provided.

We appreciate your bringing this to our attention.

Sincerely,

Dudley Chapman

Dudley Chapman
Associate Counsel

Mr. R. D. Albertazzie
Commissioner
Department of Commerce
State Office Building #6
1900 Washington Street, E.
Charleston, West Virginia 25305

bcc: Mr. Buchen ✓



THE WHITE HOUSE
WASHINGTON

July 25, 1975

Dear Mr. Dembling:

Attached is some additional material on the problem at the Government Printing Office, which Phil Buchen referred to you earlier, and which we have spoken about by telephone.

Thank you for your assistance.

Sincerely,

Dudley Chapman

Dudley Chapman
Associate Counsel

Mr. Paul G. Dembling
General Counsel
Government Accounting Office
441 - G Street, N.W.
Washington, D.C. 20548

bcc: Mr. Buchen ✓





DEPARTMENT OF COMMERCE

R. D. ALBERTAZZIE
COMMISSIONER

State Office Building #6 • 1900 Washington Street, E. • Charleston West Virginia 25305
Phone 304-348-3225

April 15, 1975

Mr. Donald Rumsfeld
Special Assistant to The President
White House
Washington, D. C. 20500

Dear Mr. Rumsfeld:

I am sure you are acquainted with me as the former pilot of Air Force One. I am now with the State of West Virginia but maintain close contacts with people in Washington.

The enclosed should interest you and/or the President. If it does not, things are no better there than they were. This problem came to my attention several years ago (but I couldn't get anyone interested), and if uncorrected could be serious in its consequences.

I wish you good luck in your endeavors. Your small correction in the Military Office is a step in the right direction, but only a step.

Sincerely,

R. D. ALBERTAZZIE
COMMISSIONER

RDA/mfc

Enclosures



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 6

DATE: 03/18/75

DOCUMENTS SUPPORT SERVICE

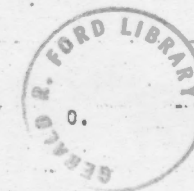
FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN- DAYS	PROC/ MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
<u>NEW MAIL</u>									
UNOPENED LETTERS-RECEIPTS BR	102300	31650	12400	121550	17	729.4	914.3	79.8	
CERTIFICATIONS-RECEIPTS BR	5600	8170	5770	8000	3	1923.3	1471.1	130.7	
<u>ACCOUNTS TRANSACTIONS</u>									
DEPOSIT ACCT POSTS-SPEC ACCTS BR	23383			23333				612.2	
GOVT ACCT BILLINGS-SPEC ACCTS BR	2511			2511				69.0	
REFUNDS-RECEIPTS BR	2398	2324	3799	923	2	1899.5	693.3	274.0	
<u>INVENTORY ACTIONS</u>									
CARTONS-STAT SECTION	0	249	249	0	4	62.3	356.4	17.5	
INVENTORY RCDS ENTRIES-STAT SECT	0	94	94	0	2	47.0	91.5	51.3	
<u>PERSONNEL ACTIONS</u>									
SF-52S SIGNED-PERS LIAISON BR	36	8	3	41	2				
ATS/SF-7R ENTRIES-PERS LIAISON BR	130	69	77	122	3	25.7	17.0	150.7	
<u>QUALITY ASSURANCE ACTIONS</u>									
Q A SAMPLES ANALYZED-Q A BRANCH	0	568	568	0	3	189.3	133.8	141.6	

PRODUCTIVITY INDEX FOR DOCUMENTS SUPPORT SVC = 98.4

TOTAL MAN-DAYS = 34

CONTROLLED CORRESPONDENCE

INCOMING CORRSPONDENCE-CORR BR	22	22	24	20
-LESS C.I.B.	62	8	0	70
-CUSTOMER INFORMATION BR	177	14	9	182
CONTROLLED CORRESPONDENCE-LSD SVC	1	2	1	2
OUTGOING CORRSPONDENCE-CORR BR	56	10	0	66



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 5

DATE: 03/18/75

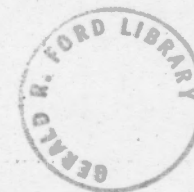
LIBRARY AND STATUTORY DISTRIBUTION SERVICE

FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN- DAYS	PROC/ MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
LSD ACTIONS									
PURS CATALOGED-CLASS & CATLG BR	931	363	39	1255		2	19.5	21.6	90.2
CATLGS REVIEWED-CLASS & CATLG BR	338	39	38	339		1	38.0	55.3	68.8
CATLGS ENTERED-CLASS & CATLG BR	1853	114	19	1948		1	12.0	21.3	89.2
ENTRIES VFD/CRTD-CLASS & CATLG BR	572	26	75	523		1	75.0	53.3	140.8
CLASS REQUESTS-CLASS & CATLG BR	7	0	0	7					
LIBRARY INQUIRIES-ACO & SVC BR	829	69	74	824		1	74.0	35.5	208.7
CLAIMS-ACO & SVC BR	2426	0	259	9167		3	86.3	67.5	127.9
TITLES-DEP REC BR	146	72	61	157		2	30.5	31.2	97.7
LIBRARY ADDS/DROPS-DEP PROC BR	62	121	94	89		1	94.0	182.6	51.5
TITLE DISTRIBUTIONS-DEP PROC BR	6924	61	35	6950		9	3.9	6.4	61.2
CONG DISTRIBUTIONS-DEP PROC BR	1900	425	178	2147					
PARCELS-DEP MAILING BR	1792	2442	3528	706		5	705.6	718.9	98.2
SHPG LISTS MAILED-DEP MAILING BR	2	4	3	3					
CONG ORDERS-AGRIC BR	44823	1096	1742	44177	27845	11	158.4	180.7	87.6
AGENCY ORDERS-AGRIC BR	53176	6826	819	59183	28130	7	117.0	205.5	56.9
BACK ORDERS(L/I)-AGRIC BR	11816	223	29	12010					
CONG ORDERS-CONSIGN BR	1	2	2	1		0		23.9	
AGENCY ORDERS-CONSIGN BR	37	13	0	50		0		12.3	
TITLES-CONSIGN BR	467	488	3	952					
BY LAW JOBS-AGNCY MAIL BR	53	0	3	50	25	10	.3	.5	62.9
REIMB JOBS-AGNCY MAIL BR	56	0	2	54	27	11	.2	.4	50.3
CONTROLLED CORRESPONDENCE-LSD SVC	1	2	1	2					

PRODUCTIVITY INDEX FOR LSD =

75.5

TOTAL MAN DAYS = 65



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 4

DATE: 03/18/75

DOCUMENTS SALES SERVICE

FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN- DAYS	PROC/ MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
<u>SUBSCRIPTION MAILINGS</u>									
NEW JOB ORDERS-MAIL ORDER BR	0	25	25	0					
JOB ORDERS IN DSS-MAIL ORDER BR	24	15	12	27					
LABEL PREP/ASSEMBLY-MAIL ORDER BR	55	22	50	27					
JOB ORDERS IN PROC-MAILING SECT	27	32	17	42					
<u>PALLETS IN RECEIVING</u>									
-LAUREL WAREHOUSE	0			0					
-FARRINGTON WAREHOUSE	171	44	31	184					
-FIRST FLOOR RECEIVING	94			94				6.4	

PRODUCTIVITY INDEX FOR DOCUMENTS SALES SERVICE = 94.8

TOTAL MAN DAYS = 287



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 3

DATE: 03/10/75

DOCUMENTS SALES SERVICE

FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN- DAYS	PROC/ MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
<u>BACK SUBSCRIPTION LABELS</u>									
-MAIL LIST SECTION	0	0	0	0					
-MECHANICAL SECTION	0			0					
-FORWARD STOCK UNIT 5	985	122	125	982		0		129.2	
-FORWARD STOCK UNIT 5-A	3561	413	715	3259		0		5412.6	
TOTAL BACK SUBSCRIPTION LABELS	4546	535	840	4241		0			
<u>RECORDS TRANSACTIONS</u>									
ATS ENTS/VRFNS-INF STG/RTRVL SECT	493	139	103	529		3	34.3	57.3	60.0
CLASS/PRP-INF STG/RTRVL SECT	239	119	120	238		2	60.0	60.0	100.0
CLASSIFICATNS-INF STG/RTRVL SECT	4290	30	32	4290					
<u>CONTROL ACTIONS</u>									
AGENCY ROSTS/ROHS-DOCS CONTROL BR	7	25	24	8		6	4.0	4.6	86.8
REC/DIST CNTRL RCDs-DOCS CNTRL BR	6	48	51	3		2	25.5	34.5	74.0
<u>CONTROLLED CORRESPONDANCE</u>									
-CUSTOMER INFORMATION BR	177	14	9	182	32	0		56.0	
<u>REGULAR CORRESPONDANCE</u>									
CORRESPONDENCE-MAIL ANALYSIS SECT	41128	7100	5230	42998		7	747.1	2209.8	33.8
SUBSCRPTN ANNOUNCMTS-MAIL ORDR BR	17563	490	0	18053		0		575.4	
SECT LIST TRANSACTNS-MAIL ORDR BR	69296	529	1800	68025		3	600.0	988.9	60.7
PURCHN ADJUSTMENTS-SERVICE SECT	19868	3306	1546	21628	6451	16	96.6	74.4	129.9
SUBSCRPTN ADJUSTMENTS-SERVICE SECT	10303	877	477	10703	3432	12	39.8	55.8	71.3
FORMS/LABELS-SERVICE SECT	1317	403	015	985		4	203.8	255.7	78.0
CORRESPONDENCE-INQUIRIES SECTION	27974	1411	1041	28344		7	148.7	176.8	84.1
FORMS-INQUIRIES SECTION	5839	1719	3698	3860		9	410.9	470.1	87.4



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 2

DATE: 03/18/75

DOCUMENTS SALES SERVICE

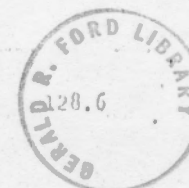
FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN-DAYS	PROC/MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
<u>REPRINTS/DELAYED SHIPMENTS</u>									
-DOCUMENTS CONTROL BRANCH	18803	156	78	18881					
-FORWARD STOCK UNIT 1	89	0	0	89	61				
-FORWARD STOCK UNIT 2	23	0	0	23					
-FORWARD STOCK UNIT 2-A	379	0	0	379					
-FORWARD STOCK UNIT 4	96	0	9	87	87				
-SELECTED ITEM SECTION	7897	801	0	8698	3172	0		494.2	
-ORDER PREP SECTION	159	436	0	595	595	0		123.9	
TOTAL REPRINTS/DELAYED SHIPMENTS	27446	1393	87	28752	3915	0			

WAREHOUSE RETRIEVALS

-PREPARATION UNIT 1	0	0	0	0					
-PREPARATION UNIT 2	411	0	100	311	311	1	100.0	276.9	36.1
-FORWARD STOCK UNIT 1	1977	51	0	2028	1300				
-FORWARD STOCK UNIT 2	2306	0	295	2011	415				
-FORWARD STOCK UNIT 2-A	1732	84	90	1726	406				
-FORWARD STOCK UNIT 3	2935	230	356	2809					
-FORWARD STOCK UNIT 4	1845	46	167	1724	400				
-FORWARD STOCK UNIT 5	270	5	5	270					
-FORWARD STOCK UNIT 5-A	321	0	0	321					
-POPULAR PUBLICS SECT	2965	0	0	2965					
-CENTRAL OFFICE BOOKSTORE	133	29	133	29					
TOTAL WAREHOUSE RETRIEVALS	14895	445	1146	14194	2832	1			

LINE ITEMS

-MAIL LIST SECTION	91512	7676	6964	92224		7	994.9	773.3	
TOTAL REP/DG/MA RET/LI'S	133043	9514	8197	135170	6747				



SUPERINTENDENT OF DOCUMENTS DAILY STATUS REPORT

PAGE NO. 1

DATE: 03/18/75

DOCUMENTS SALES SERVICE

FUNCTION-UNIT	ON HAND	RECEIVED	PROCESSED	BALANCE	OVER 30 DAYS	MAN-DAYS	PROC/MAN-DAY	90 DAY MOVING AVERAGE	% OF AVE PROC'D
ORDERS									
ALL TYPE ORDERS-INQUIRIES SECTION	0	551	551	0					
PUBLICN ORDERS-MAIL ANALYSIS SECTION	114795	9956	17367	106484	82	24	723.6	487.5	148.4
PUBLICN ORDERS-PREP UNIT NO. 1	18074	1966	1431	18609	6647	18	79.5	96.3	82.6
PUBLICN ORDERS PREP UNIT NO. 2	2027	343	1724	646	618	5	344.8	201.2	171.4
CONS AGENT ORDERS-CONS AGENT UNIT	29	0	0	29		0		67.7	
BKSTR REPLMT ORDS-CONS AGENT UNIT	2606	0	200	2406		2	100.0	198.2	50.4
SUBSCRPTH ORDS-MAIL LIST SECTION	33614	6516	5305	34825		20	265.3	358.5	74.6
TYPED ORDERS-ORDER PREP SECTION #2	4352	1650	2632	3370	3370	7	376.0	331.0	113.6
BKSTR REPLMT ORDS-ALL FWD UNITS	532	31	32	481	288				
REGR/PUBLICN ORDS-FWD STK UNIT 1	3311	612	1238	2695	2100	8	154.3	122.6	126.2
REGR/PUBLICN ORDS-FWD STK UNIT 2	1996	106	262	940	7	6	43.7	67.3	64.9
REGR/PUBLICN ORDS-FWD STK UNIT 2-A	1596	1691	475	2722	30	4	113.8	81.5	145.6
REGR/PUBLICN ORDS-FWD STK UNIT 3	1221	320	628	913	236	6	104.7	83.9	124.3
REGR/PUBLICN ORDS-FWD STK UNIT 4	1820	635	501	1954	300	4	125.3	103.0	121.6
REGR/PUBLICN ORDS-FWD STK UNIT 5	132	96	120	108		0		90.7	
REGR/PUBLICN ORDS-FWD STK UNIT 5-A	51	0	20	31		0		467.9	
MAIL SCHEDULED-SCHEDULE ORDR SECT	2207	418	746	1879	1730	2	373.0	167.1	223.2
SCHEDULED ORDS-SCHEDULE ORDR SECT	1057	1016	994	1079	483	22	45.2	68.1	66.4
PUBLICN ORDS-POPULAR PUBLICN SECT	6460	112	1865	4707		19	98.2	119.0	82.5
ORDERS CHECKED-CHECKING SECTION	4054	1648	2707	2995		27	100.3	107.3	93.4
BOOKSTORE ORDERS-BOOKSTORE UNIT	40	166	203	3		4	50.8	88.9	57.1
FAST MOVE ORDS-SELECTED ITEM SECT	0	543	0	543		0		240.7	
PUBLICN ORDS-CENTRAL OFFICE BKSTR	587	224	399	412					
SELECT LIST ORDS-PDDC PHILA	7660	5300	4973	7937					
LINE ITEMS-NPFC PHILA	10870	6225	8216	8879					
SELECT LIST ORDS-PDDC PUEBLO	4028	2325	2394	3959		4	598.5	284.6	210.3
CONSR PPDC INFN ORDS-PDDC PUEBLO	5644	9052	5686	9010		26	218.7	352.4	62.1
TOTAL ORDERS SALES MINUS PDDC'S & NPFC	199661	27610	39450	187321	15891	208			
TOTAL ORDERS SALES	227863	50512	60719	217656	15891	208			





WALTER R. HOWELL, P.O. BOX 4933, FALLS CHURCH, VA. 22044

(703) 532-7244

(301) 656-2996

CONSULTANT
MARKETING SERVICES

April 3, 1975

Mr. Melvin R. Laird
Reader's Digest
1730 Rhode Island Avenue NW
Washington, D.C. 20036

Dear Mr. Laird:

I am hoping that you will recall meeting me at the time of my brother-in-law's, Bus Wheeler's, retirement ceremonies, and, as a result, will take the time and trouble to read this letter and the attachments completely.

Without detail, for the past two and one half years I have been digging into the operations and management of the Government Printing Office and its relationship with the Joint Committee on Printing and its Staff. The attached article, read into the Congressional Record on March 26, 1975 by Representative Edward I. Koch (N.Y.), covers one facet of the situation and is factually accurate. I have in my possession documents which support the author's contentions and conclusions.

The problems in the Government Printing Office, however, are much more insidious and present a damning picture of legislative apathy and neglect. For instance, members of the House and Senate know that the management of the GPO has mis-used appropriated funds (General Accounting Office Report, January 1974, to Representative Frank E. Evans (Colo.)). Further, I myself have supplied members of the Joint Committee on Printing with documentation of the destruction of government publications (memo, June 7, 1974, Earle G. Clement, Director, Document Sales Services, to the Public Printer, attached).

Above that, I supplied the JCP, through former Congressman Joel T. Broyhill, with a "Comparative Statement of Operating Condition," dated March 31, 1974 (see attached), which shows [redacted] financial manipulation of funds and which shows that, at that time, the GPO was holding over \$9½ million in "Customers' deposits and prepayments" as a liability, not to mention the fact that inventory assets were not even included.

Probably the worst conditions in the Government Printing Office are the discrimination and intimidation that are





Continued

Page 2

practiced by GPO management on its employees, of which I have incontrovertible proof. As a matter of interest, a black employee of the GPO, and a union steward, asked me to prepare a petition of complaint to the President to include a request "to remove the Public Printer and to persuade the Joint Committee on Printing to undertake positive action to restore humanity, dignity and equity to the Government Printing Office." Further, an additional plea asks direct intervention by the President. A rough draft has been drawn.

The disturbing and appalling element in all this mess is that House and Senate members as well as members of the Executive Branch, with direct access to the President, are aware of all these matters. One and all, unfortunately, prefer to disregard the conditions in the GPO in the apparent hope that they will disappear.

The solutions to the GPO problems are neither difficult nor complicated. The basic problem is the time that will now be required to rebuild the agency into a viable productive force. The longer the current situation rolls along unchecked, the longer it will take to repair the damage (and unnecessarily drive up expenditures), which, in turn, has a direct bearing on the dissemination of information to the general public.

Obviously, you are wondering why I am bringing these matters to you. There are three reasons. ONE: I am totally disillusioned and frustrated by your former colleagues in congress and their lack of concern. TWO: As a man knowledgeable and experienced in governmental operations you are able to accomplish many things and influence many people. THREE: You have direct access to the President, the one person who can replace the Public Printer at once and bring improved motion to the GPO as a result.

Considering the above, I believe that you are able to get immediate action. As I understand the situation, only the President can remove the Public Printer; and, apparently, he will do so only upon the recommendation of a member of congress, the JCP, or a responsible adviser.

With Senator Cannon and his counterpart, Representative Hayes, relying entirely on the judgements and recommendations of their Staff, nothing will be done. The Staff of





Continued

Page 3

the JCP is too closely tied to the responsibility for the GPO situation, and, as a result, will play down the facts of conditions in the Government Printing Office to the members of the Joint Committee on Printing.

I know that your friend, Representative William L Dickinson (Ala.) of the JCP, has information and I know, too, that he has written of the matter to Senator Cannon. If that action accomplished anything, it certainly has not been reflected by any response from within the GPO.

I do not know whether you would be agreeable to taking an active hand in bringing the changes necessary to brake the downward slide of the GPO. I would like to think so. If not, what does one frustrated civilian do, when his congressman, his senator, et al seemingly feel that the GPO is too cloistered to attract the public attention worthy of their efforts? (See attached letter)

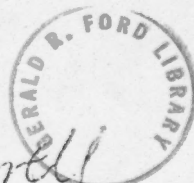
In summary, I have reports, memoranda, statistical data, letters, and published articles (back to 1972) plus people, all of which, and who, establish the proof of indifference, negligence, mis-management, incapability, discrimination, intimidation and obvious unconcern for the public interest on the part of the Government Printing Office. Further, the material points up the lethargic indifference of the Joint Committee on Printing to take the necessary corrective actions as outlined in Chapter 1, Section 103, Title 44, of the U.S. Code.

I hope that this letter is not yet another exercise in futility. I know, though, that I have addressed myself to a responsible and responsive individual.

My thanks for your forbearance and consideration,

Sincerely Yours,

Walter R. Howell
Walter R. Howell



WASHINGTON NEWSLETTER

POSTAL REFORM. THE UNITED STATES POSTAL SERVICE RUNS UP YEARLY DEFICITS OF A BILLION DOLLARS OR MORE WHILE AT THE SAME TIME PRIVATE FIRMS PROFIT SMARTLY IN VIRTUALLY THE SAME BUSINESS, ACCORDING TO CONGRESSMAN PHILLIP CRANE OF ILLINOIS. CRANE HAS INTRODUCED A BILL, H.R. 2651, WHICH WOULD BREAK THE USPS MONOPOLY ON FIRST-CLASS MAIL DELIVERY. CRANE HAS MANY SUPPORTERS ON THE HILL, INCLUDING THE MEMBERSHIP OF THE PERMANENT SELECT COMMITTEE ON SMALL BUSINESS. INDEPENDENT FIRMS ESTIMATE THEY CAN DELIVER LOCAL MAIL FOR ONE-HALF THE USPS COST AND PRODUCE AN 18% RETURN FOR INVESTORS.

-0-

MICROPUBLISHING BY GOVERNMENT PRINTING OFFICE. RESPONSE BY LIBRARIES TO A QUESTIONNAIRE DISTRIBUTED BY GPO'S PUBLIC DOCUMENTS SERVICE INDICATED A PREFERENCE OF NEARLY 30% TO RECEIVE GOVERNMENT PUBLICATIONS IN MICROFORM RATHER THAN HARD COPY. ON THE BASIS OF THIS SURVEY, THE CONGRESSIONAL JOINT COMMITTEE ON PRINTING APPROVED A FOUR-MONTH PILOT PROJECT FOR CONVERSION AND DISTRIBUTION OF GOVERNMENT PUBLICATIONS TO SELECTED FEDERAL DEPOSITORY LIBRARIES IN MICROFICHE FORMAT. THE EFFECTIVENESS OF THE PROGRAM AND OF THE 98-FRAME, 24:1 REDUCTION RATIO FORM WILL BE REVIEWED AFTER THE 120-DAY PERIOD AND RECOMMENDATIONS FORWARDED TO THE JOINT COMMITTEE ON PRINTING.

-0-

NEW JCP CHAIRMAN. SENATOR HOWARD W. CANNON, DEMOCRAT OF NEVADA, REASSUMED THE CHAIRMANSHIP OF THE JOINT COMMITTEE ON PRINTING AT THE START OF THE 94TH CONGRESS, SUCCEEDING WAYNE L. HAYS, DEMOCRAT OF OHIO'S 18TH DISTRICT. HAYS IS NOW VICE-CHAIRMAN. OTHER JCP MEMBERS: SENATORS ALLEN OF ALABAMA AND SCOTT OF PENNSYLVANIA, AND CONGRESSMEN JOHN BRADENAS OF INDIANA'S 3RD DISTRICT AND WILLIAM DICKINSON OF ALABAMA'S 2ND DISTRICT. NEW STAFF DIRECTOR IS DENVER DICKERSON OF NEVADA.

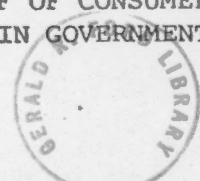
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COMMERCIALLY PURCHASED GOVERNMENT PRINTING RISES. IN FISCAL YEAR 1974 THE GOVERNMENT PRINTING OFFICE BOUGHT \$222,500,000 WORTH OF PRINTING AND BINDING FROM COMMERCIAL SOURCES. THIS COMPARES WITH \$165,700,000 SPENT FOR PRIVATELY PRODUCED PRINTING AND BINDING IN FISCAL YEAR 1973. PRIVATE PRINTERS NOW FURNISH MORE THAN 60% OF ALL WORK FOR THE GPO; THE TOTAL DOLLAR VALUE OF WORK FOR WHICH THE GPO IS RESPONSIBLE WAS IN EXCESS OF \$366 MILLION FOR 1974!

-0-

ACTION ON SOARING GOVERNMENT PUBLICATION PRICES? THE GENERAL ACCOUNTING OFFICE FINAL REPORT ON PUBLICATION PRICING HAS BEEN RECEIVED BY THE JOINT COMMITTEE ON PRINTING AND IS BEING CAREFULLY STUDIED. FINDINGS ALLEGEDLY CONFIRM PUBLIC COMPLAINTS TO CONGRESS THAT PRICING IS NEITHER CONSISTENT NOR ADEQUATELY JUSTIFIED BY RISING PRODUCTION COSTS. LAW NOW EMPOWERS PUBLIC PRINTER TO SET PRICES, AND HIS ACTION IS NOT SUBJECT TO REVIEW. WE HAVE BEEN TOLD THAT THE JCP IS CONSIDERING LEGISLATION WHICH WOULD GIVE THE COMMITTEE OVERSIGHT AUTHORITY ON ALL PUBLICATION PRICES, AS ONE ALTERNATIVE AVAILABLE TO THEM. WHATEVER IS FINALLY DECIDED, LOOK FOR CONGRESS TO ACT IN BEHALF OF CONSUMERS WHO CONTINUE TO QUESTION THE ABNORMAL PRICE INCREASES IN GOVERNMENT PUBLICATIONS AND SUBSCRIPTION SERVICES.

#



WILLIAM L. DICKINSON
2ND DISTRICT, ALABAMA

WALTER J. BAMBERG
FIELD REPRESENTATIVE

WASHINGTON OFFICE:
2436 RAYBURN HOUSE OFFICE BUILDING
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Congress of the United States
House of Representatives
Washington, D.C. 20515

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COMMITTEES:
ARMED SERVICES
HOUSE ADMINISTRATION
JOINT COMMITTEE ON PRINTING

March 3, 1975

Honorable Howard Cannon
United States Senate
Washington, D. C. 20510

Dear Senator:

As Chairman of the Joint Committee on Printing, you undoubtedly get even more complaints than I do regarding problems at the Government Printing Office. Because of the magnitude of the problem, I have concluded that some hard decisions and definite steps need to be taken by the JCP.

Morale at the Government Printing Office appears to be extremely low and, after hearing about some of the personnel practices there, it is easy to see why. For instance, my staff has had a lengthy conversation with one employee (who said he was aware of at least twelve to fifteen others in a similar situation), a GS-12, who has had no assigned duties for almost a year other than filing and other menial chores. If I divulged his name, he would probably suffer numerous recriminations and possibly lose his job.

I understand that bells are rung for lunch hour and coffee breaks -- a situation that hardly speaks well of supervisory personnel at GPO.

I feel certain you are aware of the numerous retired military personnel (mostly Navy) brought into the GPO by the previous Public Printer. Not only do I seriously question the abilities and knowledge of printing of these individuals, but I also can see that this situation can have a potentially devastating impact on the morale of career GPO personnel who rightfully aspire to be division and section heads after 20 to 30 years' service.



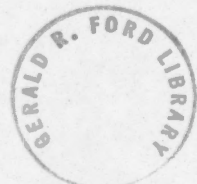
In short, I believe that those in leadership positions at the Government Printing Office are guilty of gross personnel mismanagement, and I respectfully request that the Joint Committee on Printing ask the Civil Service Commission to commence an in-depth investigation into personnel and management practices at the GPO. In addition, I also suggest that the JCP make its own in-depth investigation of GPO and hire additional staff if necessary. As you know, we already have a task force of three staff members who are looking into various GPO functions. This task force should be expanded. The Government Operations Committee of the House of Representatives has shown an interest in giving the Joint Committee on Printing support in this matter.

As you will note, I have directed this letter to your personal attention rather than through the JCP staff. I look forward to hearing from you in this connection. With kindest personal regards, I am

Sincerely yours,

WM. L. DICKINSON

WLD/orh



ITEM WITHDRAWAL SHEET
WITHDRAWAL ID 01225

Collection/Series/Folder ID	:	001900217
Reason for Withdrawal	:	DR, Donor restriction
Type of Material	:	COR, Correspondence
Creator's Name	:	Mueller, Irleen
Receiver's Name	:	Davis, Robert
Description	:	Government Printing Office
Creation Date	:	03/03/1975
Date Withdrawn	:	06/22/1988

4603 Old Branch Avenue
Temple Hills, Maryland
20031

January 16, 1975

The President
The White House
Washington, D. C. 20500

Mr. President:

It has been brought to my attention that Mr. Frank A. Guaragna, of 10416 Cleary Lane, Mitchellville, Maryland, has been in contact with your office and members of your staff, in reference to being appointed to the position of Public Printer of the United States. I also understand that you have received a number of letters of recommendation in Mr. Guaragna's behalf from members of Congress and others. I am taking the liberty of sending you this letter of recommendation and endorsement.

I recently retired from the United States Government Printing Office after thirty-two years of service. During my last ten years at the GPO I served in the positions of Deputy Superintendent of Documents and Acting Superintendent of Documents, under three Public Printers.

I am well aware of the deterioration of service from the Government Printing Office in recent years--service that the GPO should be providing to the Congress, the various departments and agencies of the federal government and the public in the areas of the sale and distribution of publications. This deterioration of service has been particularly true in the Office of the Superintendent of Documents during the past four years.



The President

- 2 -

I have known and been associated with Mr. Guaragna for approximately twenty years and I am of the opinion he can provide the new direction that is needed at the Government Printing Office. He has all of the qualifications required under Title 44 of the United States Code to be Public Printer and his experience in the field of graphic arts since 1950--both in industry and government--in my opinion, has given him the expertise to direct the operations of the Government Printing Office so that improved service can be provided to both the government and the public, while combating the spiraling inflation we are all experiencing.

Again, may I strongly recommend you consider Mr. Frank A. Guaragna for the position of Public Printer of the United States.

With best wishes,

Sincerely,

Rowland E. Darling

cc: Senator Charles McC. Mathias, Jr.
Senator J. Glenn Beall, Jr.
Representative Laurence J. Hogan
Representative Frank Edwards Evans



that there is not even the remotest resemblance between his allegations and my reply. His letter was so hypothetical as to be vague and I suggested (as you will note in my letter in the Record) that he ask specific questions and I would be "happy to reply." His report to the House (which is now in the Record) consisted of taking a few items in my letter, out of context, and then distorting them to indicate that I was saying something entirely different. A careful reading of my letter in response to his hypothetical case may well reveal that what Mr. Koch found "infuriating" was really the fact that his allegations were demonstrated to be baseless.

I suggest that you note in the attached copy of the record the points indicated in my correspondence by red letters and the corresponding statements in his report to the House.

Mr. Koch refers (as he did to me) to a supposed situation where there was diagnosis and treatment "by phone." You will note that my letter clearly indicates that there was no diagnosis by phone.

Again, Mr. Koch in the Record discusses nursing homes and says that "(doctors) do not want to treat patients in their homes or institutions . . . and would prefer to treat them by telephone"—and then he adds that I said "This is a canard." This is pure imaginative distortion. In my letter, in which I said nothing about nursing homes, I referred to a statement he made that house calls were a "rarity" and I said that this was a canard. In support of my statement, I offered to document that house calls are still being made. Please see my letter. Mr. Koch then continues on the nursing home abuses (which we all read about) but, you may note, that there was nothing in either his letter or my letter about the nursing home problem and it was less than proper to relate this to the case about which he wrote to me and our exchange of correspondence.

I am amazed that a man of Mr. Koch's level should take advantage of his position to make a personal attack, with names, distorting the facts, as my letter in response to his (as presented in the Record) will reveal. I particularly note his intemperate remarks regarding the profession as a whole which have no basis in fact.

I thought you might like a factual version and, if it were possible, it would seem fair that the Record should be corrected.

Sincerely,

LESTER J. CANDELA, M.D.,
Executive Director.

GPO'S BOOK DISPOSAL PROGRAM

(Mr. KOCH asked and was given permission to extend his remarks at this point in the Record and to include extraneous matter.)

Mr. KOCH. Mr. Speaker, the March 22 issue of *The Nation* carried an excellent article on the Government Printing Office by Frank Warner. A number of issues were raised, including policies that now make publications free for some, but at cost for others, which suggest that the Printing Office's policies should be reviewed by the Congress.

Most disturbing, however, was the report that last year the GPO destroyed 2 million pounds of books worth about \$1.2 million. It seems to me that this deserves immediate attention. The books were destroyed because they were no longer in great demand. According to the Warner report, the Government Printing Office does not utilize the usual marketing mode of increasing sales of an item whose demand has weakened: discounts. What is so distressing about the destruction

of the publications is not only their dollar value, but also the loss in information—often from Government sponsored studies—that could otherwise be distributed to schools, libraries, community centers, and even private individuals. Why can not the GPO notify the public of publications it wants to dispose of and offer discounts in its monthly mailing to subscribers? Perhaps these publications should also be made available to local libraries at no cost.

The article from *The Nation* follows:

A VERY ODD PUBLISHING HOUSE (By Frank Warner)

The U.S. Government Printing Office is the largest publishing house in the world. Every year it prints hundreds of millions of books and pamphlets under thousands of titles. An oddity of this publishing house is that it never admits to putting out a work of fiction, which is not to say that its procedures are based very firmly on facts.

Worst things first: last year the Government Printing Office (GPO) destroyed 2 million pounds of books. That's about 2 million books, worth about \$1.2 million, or \$720,000 at the normal 40 per cent publisher's discount. But the GPO does not give discounts—not to the average buyer, anyway. The Printing Office would rather destroy its books than sell them to the public at a discount.

When a government agency asks the GPO to print a document, the Superintendent of Documents orders as many additional copies as he thinks can be sold to the public. Then, at six-month intervals, each publication's record is reviewed by GPO inventory management specialists. If they find that a work's demand has significantly declined or that it has become obsolete, they order most or all of the remaining copies destroyed. The books and pamphlets are sold for \$30 a ton to paper dealers, who are to take care that the documents never reappear in their original form. Readers and researchers are given no chance to buy the publications at a reduced price.

The strangest thing about this practice is that no one at the Printing Office appears to know why it is done. The people who order the destruction think it stems from an interpretation of the law made by the GPO general counsel an undetermined number of years ago. Associate Counsel Allen Zuckerman guesses that the interpretation was based on a section of the U.S. Code which states, "A discount not to exceed 25 per cent may be allowed to book dealers and quantity purchasers." The law does not say that no one else may be allowed a discount in response to decreased demand, but the logicians at the GPO have decided that that is what it means.

Thomas F. McCormick, the Public Printer of the United States, conceded in an interview that he could, if he wanted, reinterpret the law to permit discount sales but, he said (to unbelieving ears) that it would cost too much to arrange such sales. McCormick noted that, before copies of any publication are destroyed, the agency that originally issued the publication is offered a chance to take the copies back. "We have, in effect, passed the buck."

The consequences of the GPO's failure to act on its own are recorded in files kept by its Documents Control Branch. The records show the dates when documents are received for sale and when they sold. The new file form also has a column labeled "Stock Reduction." Older forms called this "Number Destroyed," but someone at the Printing Office seems to have found this description offensive. One file form shows that, on March 20, 1969, the Superintendent of Documents received 3,000 copies of *Planning, Regulation and Compe-*

tion, an important 1,391-page case study of competition in the auto industry, to be sold for \$4.75 a copy. By November 1971, 699 copies of the publication had been sold, and demand was diminishing. At that time, the remaining 2,391 copies were sold for destruction. The GPO allowed itself no alternative.

The same thing happens to copies of public documents by the hundreds of thousands, published every year on every conceivable subject. Public Printer McCormick says he doesn't like to see low-demand documents destroyed. In fact, he claims, "We'd give them away, if we could find someone to take them." But, as one GPO inventory specialist put it, the way things are, "we're going to sell them all or we're going to dump them."

Lacking the discount option, the GPO can expect to "increase its sales only through wider publicity. But the Printing Office is doing less than ever to make government publications known. Its only real contact with the public is the monthly booklet, *Selected U.S. Government Documents*, sent to 1.5 million Americans. Not so long ago the booklet went out twice a month, and special flyers were also sent to those on the list. In addition, the Printing Office was establishing lines of communications with magazines and other media, to let them know of new government publications. Today, as part of the GPO's attempt to cut costs, these promotional measures have been dropped. The Public Printer now suggests that each government agency publicize its own publications.

Giving up so many of the open market advantages of discounting and good advertising is questionable enough, but here the GPO follies only begin. In 1968, the Congressional Joint Committee on Printing established the Federal Printing Procurement Program, whereby private printers, who are not especially interested in saving taxpayers' money, each year do more of the GPO's printing.

In 1969, the GPO's own presses handled 57 per cent of its printing jobs. By 1974, thanks to the procurement program, only 33 per cent of Printing Office work was processed on GPO presses. The other 61 per cent of the total 79,000 jobs were contracted out to commercial printers. The program, according to printing procurement manager Gil Young, is founded on "the attitude that government should get out of competition with private industry."

Unintentionally, perhaps, his remark is ironic for the Printing Office was established precisely to avoid the private printers, whose 19th-century passion for profits proved intolerable. President Lincoln wasn't concerned about "creeping socialism" when, less than a month after the GPO opened, Public Printing Superintendent John DeFries told him printing costs had been reduced by 15 per cent. And today the reluctance to pay the rates of commercial printers is so sharp that several federal agencies are adding to their own printing equipment, rather than comply with the Joint Committee's guidelines for increased commercial procurement. Editors of public documents, notably those in executive agencies, dislike sending their publications to the GPO, only to have them farmed out to private printers over whom they have no control. Some of the editors want a new executive printing office established; others simply propose an end to the emphasis on commercial procurement. A recent General Accounting Office report, supporting the latter proposal, estimated that an increase of GPO in-house printing capacity at central plants throughout the nation would save more than a million dollars annually.

It is disturbing but not surprising to find the Government Printing Office the victim of so much nonsense. The entire history of the GPO in its relations with the public has been one of mindless and legislative patchwork, best illustrated by the way it prices



documents sold to the public. Just since 1972, the cost of an average government document has doubled. *Infant Care*, the GPO's all-time bestseller, cost 20¢ in 1972 and for decades before that. Now it goes for \$1. A year's subscription to the *Congressional Record* was \$18 in 1970; it is now \$45. Even the *Constitution of the United States* costs more—150 percent more than before Watergate (up from 10¢ to 25¢). No government publication sells for less than 25¢.

The increases are not unexplained. The Printing Office has suffered price gouging at the hands of paper suppliers, and severe postage increases. These, in essence, are the reasons given, and, if the GPO were an average publisher, they would be enough to justify the new prices. But the GPO is not that and the explanation is superficial. Congress has never formulated a coherent policy for the sales and distribution of government documents, 96 per cent of which are distributed free. In 1974, only 83 million of the almost 2 billion individual copies printed by the GPO were sold. The rest were either grabbed up by citizens who knew where to get them or used internally by government agencies (or destroyed).

While the GPO sold 83 million copies last year, it also distributed free 52 million copies at the request of Congressmen or executive agencies, and it sent another 10 million free copies to depository libraries. Countless millions (or hundreds of millions) more copies were freely distributed by Congressmen and executive agencies themselves, at their offices and through the mail. Of course, most of the citizens who bought the 83 million copies didn't know that everyone else was getting the same government material free. So how fair is it to ask an uninformed minority to meet rising printing, binding and distribution costs which the rest of America assumes are covered by taxes?

Perhaps all government books and pamphlets should be free; perhaps the GPO should make a nominal charge for its publications, while avoiding abuses of their easy availability. Free or extremely inexpensive government documents would not be particularly shocking; the federal government has always paid more than 90 per cent of GPO costs. And the benefits of bringing that figure to 99 per cent can far outweigh the expense.

But the Public Printer seems honestly afraid of making government publications available to too many people. As McCormick sees it, whatever the costs would be, they'd be too much. How would he feel about selling each document at 10 per cent of cost? "It would bother the hell out of me," he says, noting, "The vast majority of our sales are made to people who can afford to pay." The poor don't buy government documents, so presumably they don't want them.

Effecting change for the better at the GPO will require some effort on the part of Congress. For 114 years, it has failed to work out a sound system for making all public documents available to all the public. Right now, members of the Joint Committee on Printing are uninterested. It is hard to get quorums for committee meetings and it never holds public hearings.

If Congressmen can find the time, it might be good for them to consider a prompt reorientation at the Government Printing Office. The needless destruction of documents, the unwise increase of commercial printing procurement, and the inconsistent policies for selling and giving away government publications testify to the need for direction. It is up to the legislators to chart a new course. Meanwhile, the public can ponder the performance of the GPO as a government agency dedicated to the democratic belief in freedom of information.

MINE SAFETY

(Mr. HECHLER of West Virginia asked and was given permission to extend his

remarks at this point in the RECORD, and to include extraneous matter.)

Mr. HECHLER of West Virginia. Mr. Speaker, I have today reintroduced, with some strengthening changes, legislation to transfer from the Interior Department to the Labor Department administration of the Federal Coal Mine Health and Safety Act of 1969 and the Federal Metal and Nonmetallic Mine Safety Act of 1966.

First. My bill preserves both laws, but makes a number of changes in them. In particular, my bill will make the 1966 act parallel the 1969 law, where appropriate.

Some have suggested a merger of these two laws. I see no health and safety advantages to this approach. Oh, I am certain that administration of one law for both industries, rather than one for each, is feasible. But I point out that both industries and their respective labor forces have for years worked under separate law. I do not think it appropriate, for example, to once again subject the coal operators and miners to what amounts to a complete revision of the health and safety law. This was done in 1969. They have experience under it, including significant administrative and judicial decisions. I see no reason to upset this situation and start all over again, particularly when such a new learning process may be detrimental to miner health and safety.

Second. My bill would abolish the Mining and Enforcement Safety Administration, MESA, and transfer all its functions to a new Mines and Mineral Health and Safety Administration in Labor. It would specifically prohibit the merger of this new agency's functions with that of the Occupational Safety and Health Administration, OSHA, and require that the current level of funding and personnel at MESA be maintained and increased.

Here let me pause to comment on the importance of this last provision. A January 14, 1975, "White Paper" prepared by the Labor Department supports this transfer, but in an accompanying task force report, the question is asked what is the best way to "organize safety and health programs" if MESA is transferred to Labor. The task force answer was:

In the beginning, it will be important to retain MESA's visibility, particularly in the enforcement and standards areas, until the constituent groups gain confidence in the Department's ability to effectively manage the program with no loss (and hopefully some gain) in effectiveness.

This overall strategy, however, permits merging of parallel activities such as training, budget, planning, etc., and creates an opportunity for resource savings, and/or some redistribution of MESA resources to OSHA general industry.

A second question asked is: Should Labor "maintain the current level of resources now devoted to mine safety or redistribute some of these resources to OSHA covered industries." The task force answer was:

Pledge maintenance of effort in key program elements (standards and enforcement) for two years but seek language in the transfer legislation to permit resource distributions in the future based on stated criteria.

Mr. Speaker, it is these very answers of the Labor Department's task force

that have led me to spell out that mine health and safety are not to be merged and become the step-child of OSHA. This cannot be. We have fought for years for meaningful laws, money, and personnel to protect miners. We are not going to sacrifice this. Without such a restriction on merger, no transfer legislation would be worth the paper it is printed on.

Third. My bill specifies that the new agency's employees will be required to observe strict conflict-of-interest requirements similar to the provisions adopted by the House a few days ago in the strip mining legislation (H.R. 25).

Fourth. My bill adds minor suit provisions to both laws and provisions for suits for damages against mine operators where the act or regulation is violated and a person is injured.

Fifth. My bill provides for the representatives of miners to participate in civil penalty proceedings, including conferences. It also does away with the de novo review of civil penalty cases in the district courts and substitutes review by the U.S. Courts of Appeals based on the record at the administrative hearings. This latter provision has been recommended by the Administrative Conference of the United States.

Sixth. It would terminate the useless and long dormant Board of Review established under the 1966 law.

Mr. Speaker, this legislation is long overdue. This transfer has the support of the Labor Department which said in the above white paper:

Transfer would eliminate mounting criticism that locating an employee safety program in an agency charged with developing mineral resources creates a conflict of missions. Pressures by mine unions and within the Congress are inherent and are not likely to abate. They are historically based, in part, on intense criticism of the long history of Interior's administration of these programs. Further, there exists among the affected unions and their supporters in Congress a conviction that administration of the mine safety programs by Interior involves a direct conflict of missions. The primary mission of the Department of Interior is to promote the development of the mining industries.

The Department of Labor finds nothing in the special character of the mining industries that requires the continued separation of the mine safety and health programs from the general industry safety and health effort.

Mine safety programs should not remain in the Interior Department just because of the historical accident that they preceded the enactment of general safety and health legislation.

The Department strongly believes that the efficiencies achievable by transfer would in no way adversely affect the nation's ability to produce coal. This is particularly important at this time due to the energy situation and the major role that coal must play, at least for the near future. (Emphasis supplied.)

I hope that there will be hearings on my bill soon after the recess and that Congress can enact it this year.

INTRODUCTION OF THE VOTING RIGHTS ACT AMENDMENTS OF 1975

(Mr. BADILLO asked and was given permission to extend his remarks at this

GOVERNMENT DOCUMENTS...

GPO FINANCIAL MISMANAGEMENT PEGGED BY GAO STUDY

A General Accounting Office study probing into the Government Printing Office's handling of its finances during fiscal 1972 and 1973 has found that the GPO had consistently violated laws regulating the use of revolving fund money by using the fund for salaries and warehouse expenses instead of for publication costs. The probe, which was initiated in order to peg actual GPO costs and expenses, will force the GPO henceforth to give a "precise accounting" of its costs and income, said one GAO spokesman, who noted that previously there was "no real way to determine GPO costs." The GPO is now facing hearings on its price increases before the Congressional committee which ordered the GAO study, and the Joint Committee on Printing is also looking into the new price schedule, which may be harder to justify now that the GAO has spotlighted misuse of funding earmarked for the publications program.

Said the GAO report, in 1972 and 1973 the GPO violated the law by failing to reimburse its revolving fund for the Public Documents Department. Also: in 1973 some \$1,371,000 in salaries and operational costs for several distribution centers were funded with revolving fund money even though funds for these purposes had been included in the 1973 GPO appropriation.

According to the GAO study, about \$2,354,000 in postage costs and \$2,960,000 in administrative expenses were taken out of the revolving account in fiscal 1972—instead of being charged against the appropriation—a violation of 44 U.S.C. 309, which specifies that the fund is not to be used for the operation and maintenance of the SUDOC (Superintendent of Documents) Office. Administrative expenses included: \$644,000 for financial management employees assigned to Public Documents Department work at central and regional distribution centers; \$1,556,000 for GPO overhead (charged to the SUDOC Office); and \$760,000 for the operation of Public Documents Department warehouses.

In fiscal year 1973, the approximately \$1,631,000 in administrative expenses improperly taken out of the revolving account included: some \$674,000 for GPO financial management employees, some \$2,663,000 for GPO overhead (charged to the Public Documents Department), and some \$1,394,000 for document warehouses (also charged to the Public Documents Department).

After the probe revealed this kind of juggling of funds, the GPO told GAO officials that the items previously funded from the revolving fund without reim-

bursement will now be funded from appropriated funds, and will be included in the fiscal year 1978 budget request. Last year, the GPO had asked Congress for additional funds to cover its losses—which totalled about \$11 million for postage alone. In an attempt to put the GPO back on a self-supporting footing, Congress told the GPO to revise its pricing schedule. One observer close to the scene told *IJ* that Congress does not plan to cut back its appropriations as at least one spokesman from the GPO had claimed, and that it is now concerned over the alarming price increases set by the GPO for its publications.

Looking for evidence of administrative inefficiency, the GAO study also compared unit costs and turnaround times at the Pueblo, Colorado, and Philadelphia distribution centers, and at the Washington central office; both costs and turnaround times at the Washington office were well above the averages for the distribution centers. GAO findings on cost per unit: at the Washington office, which handled about 2,671,000 items, it cost about \$7.60 to process each order. At Philadelphia, where some 615,000 items are processed, the cost was only \$4.09 per order; and at Pueblo, the cost per order for a total of 840,000 items ran to \$3.37. Figuring it another way at the request of the GPO, the General Accounting Office came up with these figures after excluding costs for postage and advertisements: \$4.14 for the Washington office, \$2.57 for the Philadelphia center, and \$2.25 for the one in Pueblo.

A survey of average workdays required to fill orders pegged these averages: it took the Washington office about 26.7 days to fill each order; the Philadelphia center had its orders processed within 15.4 days on the average, and it took Pueblo staffers only 5.3 days to fill an order. But Philadelphia officials told the GAO that their usual turnaround time is six to eight days, and Pueblo officials said their average is about ten days.

The GAO said that the longer turnaround time at the central office is partly due to the time required to process the many orders received on nonstandard forms. Some Washington observers, however, have pointed to "gross mismanagement" at the GPO, and a study which was conducted for the BRC Associates in Maryland by Consultant Walter Howell claims to have found personnel problems to be a major factor in GPO shortcomings. *IJ* has learned that the GPO has had a personnel problem for a number of years, partially because a large percentage of GPO jobs are filled by GS-3 and GS-4 employees, who are generally poorly motivated, and who, in some cases, barely know how to read and write. The GPO, incidentally, noticed a sub-

stantial difference in the output of central office and Pueblo employees when the distribution centers were set up several years back.

REVIEW OF GPO PRICE HIKES SET BY PRINTING COMMITTEE

Responding to complaints over spiraling prices for Government Printing Office publications, Massachusetts Representative Paul Cronin has said that the Joint Committee on Printing has decided to review the matter. Cronin said that the Public Printer, who had a legal option to do so, set the new price rates without consulting the Joint Committee, which later decided to take a closer look at the new price schedule "because of the tremendous cost increases." He predicted that "some positive action to set more reasonable prices should be forthcoming shortly."

On the question of government subsidization of GPO operations, Cronin said that Congress will continue to fulfill its responsibility because the GPO prints documents for both public and governmental consumption—presumably a reference to recent reports of plans to make the GPO pay its own way. The Public Printer "does not want to eliminate the need for Congress to pass special appropriations," but wants instead "to bring prices in line with recent increased costs for printing."

HEW TERMINATES PUBLICATIONS: MANY VITAL TO LIBRARIES

Aiming to cut its costs for 1974, the Department of Health, Education and Welfare plans to terminate hundreds of publications produced by various HEW divisions—materials which include standard reference periodicals vital to libraries as well as one-shot monographs for public dissemination and internal newsletters. Responding to an order from the HEW Secretary to cut costs across the board, the divisions have nominated scores of publications for extinction. What follows is a highly selected list of the 28 pages of titles now being evaluated for possible termination, each followed by an indication of the audience for which it is (or was) primarily intended:

Information from the *Vital Statistics* (National Institutes of Health scientific community); *NLM Staff Bulletin* (National Library of Medicine staff); *Health Service Reports* (health specialists); *Mental Health Digest* (subsidized general public); and *Information Exchange* (information specialists).

Also suggested for termination: *Crime & Delinquency Abstracts* (researchers, federal and state agency staff); *National*

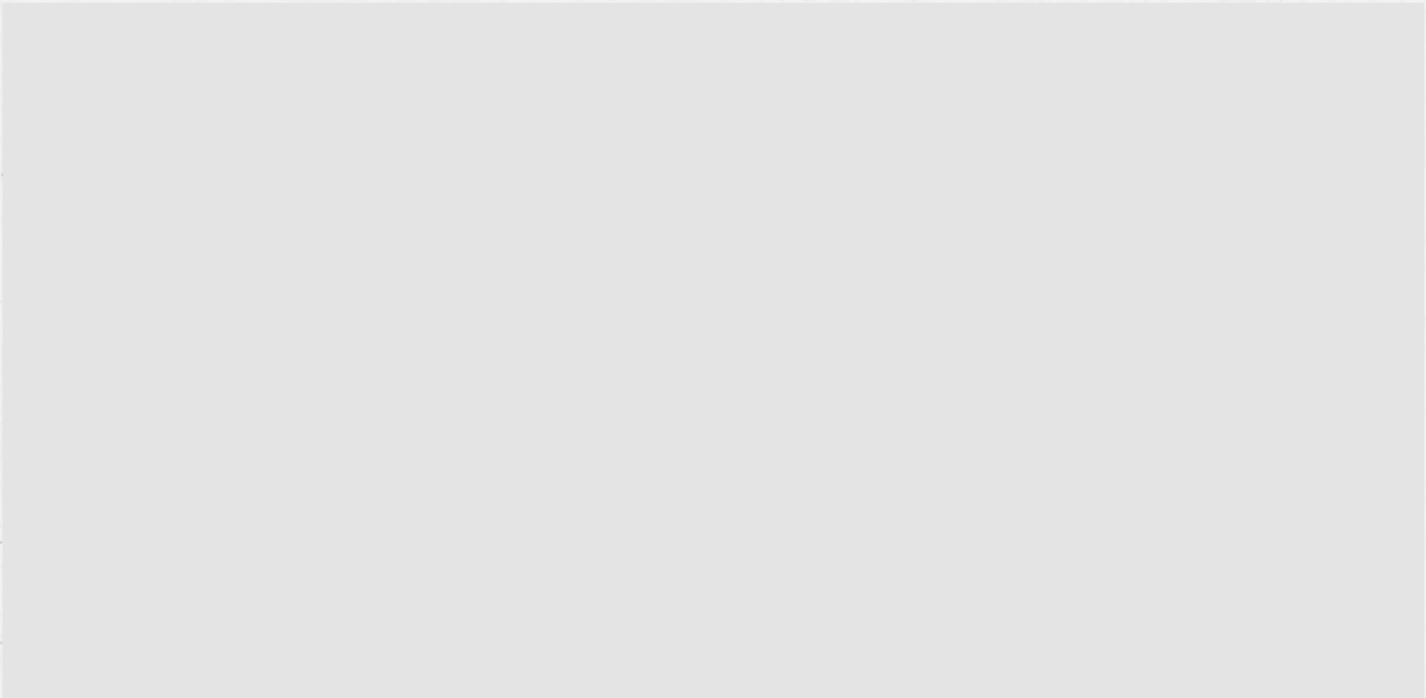
LIBRARY

Some items in this folder were not digitized because it contains copyrighted materials. Please contact the Gerald R. Ford Presidential Library for access to these materials.

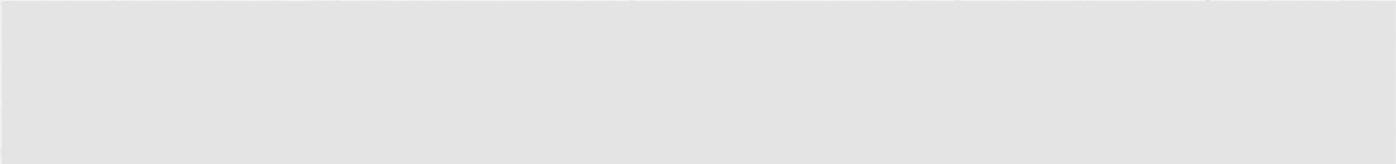
DEPOSITORY LIBRARIAN TELLS OF GPO TROUBLES: There are said to be about 1900 federal depository libraries in the U.S., of which 49 are regional depositories. The latter group is supposed to receive one copy of each document or publication produced by the U.S. Government Printing Office; the others select what they need from the GPO's publications. However, according to a federal depository librarian with whom we talked last week, the list of available publications is shrinking, services are being cut, and, in general, the system is not functioning satisfactorily.

Misshipment of documents and poor claim service on missing items were regarded as a continuing problem, and the cutting of services to save costs, without due regard to the impact on the operations of the library system, is another source of discouragement to depository librarians. A worsening problem, the librarian stated, is that government agencies are increasingly taking their printing work to suppliers, or building in-house capabilities, because of the slowness and generally poor service of the GPO.

THE "REPRODUCTION CENTER" FROM XEROX: In a release that clearly removes any residual distinction between "copying" and printing, at least with regard to speed, Xerox Corporation (Xerox Square, Rochester, New York 14603) has announced a system which automatically feeds original documents, duplicates them and collates--all at the rate of 7,200 copies an hour!



KODAK CONFIRMS PLAIN-PAPER COPIER DEVELOPMENT: Speculation gave way to substance last week as Eastman Kodak president Walter A. Fallon officially acknowledged that the company's long-rumored electro-photographic copiers are in "advanced stages of development."



* "REMOVING STAINS." FROM THE GPO: According to the Associated Press, "Inflation has caught up with the Government Printing Office." As a result, says AP, the cost of most government-produced publications have taken a steep increase (GCW, March 5, page 3). As a case in point, attention was directed to "Removing Stains from Fabrics," a big seller that has doubled its price from 20 to 40 cents.

Concerned that the increases may be too high, the Printing Office's congressional boss, the Joint Committee on Printing, has asked the General Accounting Office to take a long



IS THE MUDDLED GPO BEYOND SALVAGE? Effective with the close of business on January 5th, the Acting Public Printer, H.J. Humphrey, was supposed to have resigned. He tendered his termination just two days before it was to be effective--an event perhaps not unrelated to "the first in a series of articles on problems at the Government Printing Office" in the December issue of Government Executive magazine, which cited drinking, gambling and copulating in the offices and halls (GCW, December 26, page 2). However, the White House has prevailed upon Humphrey to postpone his retirement for four to six weeks which would seem to indicate that President Nixon will finally get



MORE MISMANAGEMENT AT THE GPO REPORTED: Buoyed by last year's arrival of a new Public Printer--Thomas F. McCormick--the problem-plagued Government Printing Office seemed to breathe a faint gasp of hope for improvement. Fighting antiquated equipment, systems and personnel, the GPO, under the ministry of McCormick, was promised a sense of "direction" (GCW, June 26, page 9). But alas, rumors increasingly indicate that things have indeed changed little within the infirmed institution.

The following account appeared in Joseph Young's Federal Spotlight column, Washington Star-News (Washington, D.C.), December 16, 1973: "Insiders at the Government Printing Office report employee morale as very poor. Stories are frequently heard of mismanagement, employees discarding thousands of orders into trash baskets, excessive

THE PUBLIC INFORMATION SECTION OF THE ADMINISTRATIVE PROCEDURE ACT

On July 4, 1966, President Johnson signed Public Law 89-487, which amends section 3, the "public information" section of the Administrative Procedure Act (the "APA").¹ The amendment, which becomes effective on July 4, 1967, provides for making information available to members of the public unless it comes within specific categories of matters which are exempt from public disclosure. Agency decisions to withhold identifiable records requested under subsection (c) of the new law are subject to judicial review.

As the legislative history of the revised section 3 shows, dissatisfaction with the former section centered on the fact that it was not a general public information law and did not provide for public access to official records generally. That section, of course, was not a "public information" statute despite its title. It permitted withholding of agency records if secrecy was required either in the public interest or for good cause found. It was an integral part of the APA, and it required disclosure only to persons properly and directly concerned with the subject matter of the inquiry.

The revised section 3, on the other hand, is clearly intended to be a "public information" statute. The overriding emphasis of its legislative history is that information maintained by the executive branch should become more available to the public. At the same time it recognizes that records which cannot be disclosed without impairing rights of privacy or important operations of the Government must be protected from disclosure.

The report of the Senate Committee on the Judiciary (S. Rept. No. 813, 89th Cong., 1st Sess., p. 3)² describes the need for delicate balancing of these competing interests as follows:

"At the same time that a broad philosophy of 'freedom of information' is enacted into law, it is necessary to protect certain equally important rights of privacy with respect to certain information in Government files, such as medical and personnel records.

¹ Public Law 89-487, 80 Stat. 250, revises 5 U.S.C. 552, formerly section 3 of the Administrative Procedure Act, 60 Stat. 237, 5 U.S.C. 1002 (1964 Ed.).

² For the sake of brevity, the following citations are hereafter used:

"S. Rept., 88th Cong." for S. Rept. 1219, 88th Cong., 2d Sess.

"S. Rept., 89th Cong." for S. Rept. 813, 89th Cong., 1st Sess.

"H. Rept." for H. Rept. 1497, 89th Cong., 2d Sess.



It is also necessary for the very operation of our Government to allow it to keep confidential certain material, such as the investigatory files of the Federal Bureau of Investigation.

"It is not an easy task to balance the opposing interests, but it is not an impossible one either. It is not necessary to conclude that to protect one of the interests, the other must, of necessity, either be abrogated or substantially subordinated. Success lies in providing a workable formula which encompasses, balances, and protects all interests, yet places emphasis on the fullest responsible disclosure."

The Congress was aware that the decision to withhold or disclose particular records cannot be controlled by any detailed classification of all official records, but has to be effected through countless ad hoc judgments of agency officials, each intimately familiar with the particular segments of official records committed to his responsibility. Those executive judgments must still be made, for Congress did not attempt to provide in the revised section a complete, self-executing verbal formula which might automatically determine all public information questions. Indeed, the staggering variety of Government records makes such a formula unattainable. The revised section, instead, establishes in subsection (e) nine general categories of records which are exempt from disclosure. These categories provide the framework within which executive judgment is to be exercised in deciding which official records must be withheld.

Upon signing Public Law 89-487 the President stated:

"I know that the sponsors of this bill recognize these important interests and intend to provide for both the need of the public for access to information and the need of Government to protect certain categories of information. Both are vital to the welfare of our people. Moreover, this bill in no way impairs the President's power under our Constitution to provide for confidentiality when the national interest so requires. There are some who have expressed concern that the language of this bill will be construed in such a way as to impair Government operations. I do not share this concern.

"I have always believed that freedom of information is so vital that only the national security, not the desire of public officials or private citizens, should determine when it must be restricted.

"I am hopeful that the needs I have mentioned can be served by a constructive approach to the wording and spirit and legislative history of this measure. I am instructing every official in this administration to cooperate to this end and to make information available to the full extent consistent with individual privacy and with the national interest."

This is the spirit in which agency officials are expected to construe and apply the limitations of subsections (a) and (b) and the nine exemptions of subsection (e). Agencies should also keep in mind that in some instances the public interest may best be served by disclosing,



January 3, 1975

Staff Meeting

Future staff meetings will be held on Thursdays at 10:00 a.m.

Inquiries Section experiencing mechanical difficulties with the ACH.
C & P checking.

Laurel warehouse has 622 line items identified and in pallet racks.

Has 1500 pallets to be identified.

HAS 80 TRAILER LOADS (1600 pallets) to be dumped. Mostly material which came out of 1111 and should have been dumped months ago and definitely before being sent to Laurel.

Eisen of the Internal Audit Staff will be at Farrington with his crew on Monday and Tuesday to audit the stock locator cards.

DIVISION CHIEFS NOT HOLDING REGULAR STAFF MEETINGS. MR. CLEMENT DESIRES THAT ALL DIVISION CHIEFS DO SO.

SUMMER INTERN REQUESTS DUE 1-3-75.

Sarah Wilson reports minor programming trouble with the PRCS terminals. Will only accept input concerning Warehouses by one warehouse at a time rather than at random.

Isacco experiencing continued difficulty with the regeneration of the microfiche file. Averaging 3-3½ weeks late.

Hardy is checking to identify why PDDC's are not receiving shipment on all items on a Selected List.

Selected List B will be arranged by the four Documents Control Sections.

Approx. 140M of the first S.L. purge mailed. Balance of 110 M will be mailed by 1-13-75. Mr. Biggs stated there would be a lapse in the planned schedule of mailing the purge due to the fact that FCV06 (500,000) expiration notices were due to be mailed shortly. MR. CLEMENT DIRECTED THAT WE SHIFT — THE BALANCE OF THE S.L. PURGE MAILING TO PUEBLO.

Mr. Clement wants to know the ratio of New Requisitions being directed to Farrington and Laurel.

Jay Young is preparing to look into the overall classification structure of the Sales Service.

Laurel will commence shipments Monday to the Ardmore facility and bypass the needless shipments to Farrington.



AGENCIES

GPO

A Most Troubled Office

The word is fast going around. Government agencies: "Stay away from the Government Printing Office," and among customers: "They take your money but you don't get what you ordered."

Tension there is high. "We need a Public Printer," said one high-level employee. "We need a complete shakeup. And I'll tell you, unless something is done and done soon, this agency is really going to be on the front pages of the papers."

This was the mildest statement heard during a five-month research (continuing to be conducted) of GPO by *Government Executive*. One printing industry source doing business with GPO under contract noted that, "The slowdown in productivity and the apparent lack of enthusiasm is becoming quite obvious." This statement was made in July and the situation has since deteriorated.

Another industry source reported that going through GPO on business (special permission is required) he inadvertently made a wrong turn and encountered a couple copulating. "I saw at least three bottles of booze on that trip," he said.

An employee, on rest room facilities: "The graffiti there would make anything you saw in a bus depot or a railroad station look amateurish. The rest rooms are filthy."

So are the working conditions. Anyone passing through the various proof-reading rooms is appalled: small wastebaskets are provided, if at all, no ash trays, and the floors wind up being trash heaps.

One source at GPO stated that some 60 IBM electric and Remington typewriters "have vanished from the building. No one knows how they got out." Periodic gambling raids have been made by the FBI at GPO over the years, the last major one conducted last February in which nine were indicted.

Union problems plague the Office and there are charges of discrimination, both in sex and race.

There was hope for GPO when Adolphus Nichols (Nick) Spence became Public Printer in April 1970 (see *Government Executive*, May 1970, page 36), a man rich in printing experience, but Spence died last January and Deputy Public Printer H. J. Humphrey was elevated to Acting Public Printer, awaiting designation of a new man by Presi-

IN THESE DAYS OF STANDARDIZATION SHARP OFFERS YOU THE MULTIPLE CHOICE.

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SHA

With the large daily orders coming in, the shipment processing is swamped.

"You know what they do?" posed another GPO employee. "Here it is July. You've ordered a publication, we've got your money and you've got the canceled check but not the publication. If you don't complain in a reasonable time, you're never going to get that publication. You know what we do with all that mail? We dump it. It's very secretly lost. And if you complain, you may get your money back or you may

He pointed out another problem: "You can never get anyone to answer the phone. It's either busy or whatever; you can't get through. When we finally do get someone there, sometimes they're pretty surly."

And he concluded: "We have had some success by our office intervening on behalf of the constituents. It seems to me that it's a big waste of time for a Senator to have to get a publication from GPO. This (unnecessary intervention) is a big drain on a Senator's

the books in the warehouse here to send out there," one employee said.

The Washington warehouse has its problems. One warehouse is at North Capitol St., closing down at the end of this year. A new warehouse in Franconia, Va., some seven miles away, is where most of the material is stored.

What's the Franconia problem? "All of the cartons are just dumped into one big room, and nobody knows where they are."

Three publications get priority atten-

contributions, however, play a significant part. The annual picnic remains the biggest fundraising event. Last year's Trip to the Races was a successful money-making event. There are several trips to the races planned for this New Year. Also in the plans are: a Dinner, a Cabaret, and possibly an evening filled with Gospel Singing. Whatever the occasion this committee chairman indulges your support and participation.

The 50-50 Club winners for the month of December were:

Doris Grimes-----	\$150
Carol Hill-----	\$ 50
James Sudberry-----	\$ 25
Thomas H. Proctor-----	\$ 15
B. S. Jackson-----	\$ 10

Let's start the New Year off by attending the monthly meeting and bringing a member or a prospective member with you. Doris Grimes, the 50-50 Club \$150 winner donated \$10 to the Legal Fund. Maureen M. Morris, a non-member donated \$5 to the Special Project. This is the type dedication and spirit that we hope will prevail in 1975. Thanks loads to Ms. Grimes and Ms. Morris.

See you at the meeting. Happy New Year!

Personnel Director Hammill

(MINORITY VIEWPOINT encourages you to comment on situations in the GPO as you observe them. The following is from an employee who "calls 'em as he sees 'em"—the Editorial Committee.)

Personnel Director Hammill, he likes patting himself on the back—since no one else will. Concerning his deed printed in Typeline, he has nothing to crow about but his pay check every other Thursday, just like many of his friends in management. The Blacks appointed in his office are allowed to be another structure of Blacks with their hands tied. They have only titles with no authority in policymaking, or in program work, or in selection of qualified people when it comes to promotion according to the Merit Promotion System.

So, Mr. Personnel Director, until you start doing your job by the Civil Service Rules and not by the ruling supervisors and foremen, you shouldn't be so quick to pat yourself on the back.

(Continued on page 6)

PERSONNEL DIRECTOR HAMMILL
(Continued from page 5)

yourself on the back. If you do your job fairly and do it well, you will be rewarded; you ought not be trying to applaud yourself. You have sat and let unqualified people be picked over well qualified people because of supervisor and foreman selections and evaluations, because of personal reasons, and because of favoritism to section chiefs. So self-praise is nothing for you to shout about. Though there are Blacks under your Division, you still call the shots.

066: is a good picture of what I'm referring to: Black

January 31, 1975
7207 Pershing Ave.
University City, MO 63130

My Congressman

My Senator

In fact--anyone who will do something about G.P.O.

RE: Deposit D53038-6; UMSL Order M28211

On November 22, 1974, the Bookstore of the University of Missouri-St. Louis ordered over 100 copies of the Report of The President's Commission on Law Enforcement and The Administration of Justice. No books have arrived yet and 135 students have not been able to do their reading assignments. This is only the last of several experiences with the Government Printing Office.

Other problems with G.P.O. include loss of orders, loss of coupons, long delays in receiving publications, etc. Most important problem is that complaints have not been taken seriously, apparently; and committees having supervisory responsibilities have taken ineffective action.

The Navy and other Pentagon officials who have retired personnel appear to have taken over G.P.O., particularly the Documents section. In 1974, the list of top level positions included twelve U.S. Navy retirees and two U.S. Air Force retirees. This does not include one Navy Yard former chief and one Navy EEO and former chauffeur for the Public Printer. There appears a dearth of professional career people from publications and printing.

Customers are not notified when a publication is out of stock. Many critical reports have been made of G.P.O. (U.S. General Accounting Office, etc.) There is alleged financial mismanagement (Comptroller General of the U.S.). Mass media (Government Executive, Graphics Communications Weekly, etc.) has reported of poor management. Qualified professionals have been recommended to head up G.P.O. but apparently no action has been taken.



Letters have been written to Senators Eagleton, Proxmire, Allen, etc. and students still have no books. Documentation of the appointment of retired Military personnel was noted, but the Civil Service Commission advised proper channels were used. G.P.O. orders sent to the Kansas City office are supposedly to give quick response as it is in Missouri. On the other hand, the Assistant Public Printer advised on July 30, 1974 that "you will get better service, particularly on legal publications, if you order directly from the Superintendent of Documents, Washington, D.C. 20402."

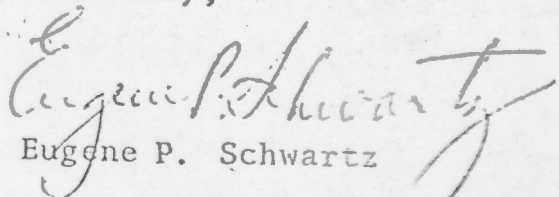
Senator James B. Allen brought the problem to the attention of Congressman Wayne L. Hayes, chairman of the Joint Committee on Printing on August 15, 1974. On September 19, Representative Hayes writes he "directed those questions to the Public Printer for his review and response, and he in turn, referred the matter (of personnel) to the Bureau of Personnel Management Evaluation, U.S. Civil Service Commission. A copy of their letter was received". Mr. Hayes adds, "In the event you believe our Joint Committee on Printing should consider taking some action with respect to the Superintendent of Documents, I will be pleased to have your suggestions."

On October 9, 1974, Senator James B. Allen wrote acknowledging Chairman Hayes's response regarding staff appointments. A note on personnel from the Military was again sent to Senator Allen on November 26, but no response.

All's well and good, except my 135 students still do not have the books ordered almost three months ago.

Please someone do something!

Sincerely,


Eugene P. Schwartz



A-2

WASHINGTON STAR-NEWS
Washington, D. C., Tuesday, February 12, 1974



By Joseph Young
Star-News Staff Writer

Young's Federal Spotlight

* * * *

THE GOVERNMENT Printing Office is having its troubles these days. There were reports of employees being fired or suspended for swiping money out of order envelopes or throwing away orders—stuffing them in garbage cans, behind desks, etc.

The GPO reportedly was receiving 2,000 complaints a day over unfilled and delayed orders.

