

Well, that is interesting. Pardon me, Mr. Administrator.

Mr. KNOTT. As I indicated earlier, Mr. Chairman, we have made some progress in the acceptability of the level of service that GSA is performing and the range of services. Some of them, of course, are required by the statute. Others are a matter of service that GSA has to offer and has generally offered those services where no one else was meeting that need.

This, I think, is basically the function of government anyway, and this is where GSA is filling the need where other agencies are not meeting the needs.

This has been true of functions such as printing and duplicating facilities in Federal buildings around the country. We have attempted to consolidate those instead of having a multiplicity of them. We have attempted to consolidate them and we have also been willing, where other agencies were predominantly interested—be it Navy or the Corps of Engineers or other agencies—to allow them to operate them if they were in a position, or felt they were in a better position, to render the service than GSA.

So we have been willing to give and take in this area.

Mr. BROOKS. They are pretty expensive machines, some of them.

Mr. KNOTT. Yes.

Mr. BROOKS. And the maintenance is expensive.

Mr. KNOTT. Very expensive.

Mr. BROOKS. Teaching people to run them is expensive, too, and the staff wastes enough paper in the first month—

Mr. KNOTT. That's right. Well, then, the use of space indiscriminantly throughout the building, in order to have it in close proximity to the agency often involves the use of space that should be used for office purposes rather than space in basement areas which could be productively utilized, where it could be consolidated into a single operation.

We've found that our self-service stores have been a great factor in increasing the use of GSA as its source of supply where we provided these stores in major centers of concentration of Federal employees, so that by and large we have tried to be innovative and imaginative about the kinds of services that could be rendered where service need existed, and by working with the agencies we found them ready to accept this kind of service.

The National Archives and Records Service, of course, has a splendid record in this regard, and agencies have for years sent testimonials as to the actual cost savings that have resulted from the studies that our records people have made of the records system within the agencies. Now, this is over and above the records retirement program that GSA handles. As you know, it handles or manages some 10 million cubic feet of records in its record centers and provides those records on a 24-hour referral basis as nearly as possible. Effective the first of July, we are actually taking over more records from the Internal Revenue Service that will bring to our record centers records that are only a year old, business and corporate returns that are only about a year old.

This is a new high in the early turnover of records, and these are records that would otherwise aggravate the situation that has developed in these computer centers, many of which are already too slow