

help in their operation, but in your ultimate disposal and the permanent availability of such records?

Dr. RHOADS. That's right. The suitability of a given file system, of course, varies from agency to agency, depending on the nature of the program. But we have found that in the years since we have had an active program of records management assistance to agencies, that the quality and the accessibility of information in the files that are transferred to us, either for preservation or for eventual disposal, are much improved.

Mr. BROOKS. The quality of information, or the system by which it is filed?

Dr. RHOADS. Both.

Mr. BROOKS. Have you made any recommendations to any of the agencies as to how they might improve their file systems?

Dr. RHOADS. Yes; we make recommendations of this kind to agencies all the time.

Mr. BROOKS. It seems like a very fruitful area since you are looking at the files of most of the agencies. You might reach some conclusions as to how they could be improved that would be of mutual benefit to all.

Dr. RHOADS. That is certainly true. We frequently find that an improvement that is helpful in one agency is also adaptable to another.

Mr. BROOKS. Well, you have a good staff. Your people down there know how to do that; and I would think it would be a fruitful field without creating a great problem.

Dr. RHOADS. We try to get along with them and try to help them make some savings. And I might say that in most of the surveys that we make of agency filing practices, we include on our survey teams members of the agency's management staff as well as our own records management analysts; and that the agencies are very happy to report the savings that we help them make.

Mr. BROOKS. I want to thank you very much, Doctor; and congratulations on your new appointment. You are digging into a pretty challenging area.

Mr. Moody, we deeply appreciate you and your staff coming down for this hearing, and for your continued efforts at improving the efficiency and economy with which the GSA operates.

I think it is a significant area that cuts across the board, and is a good example for every agency. I am particularly pleased that the communications section has not had a complaint in 6 months. I remember when we passed that bill, they said they wouldn't be able to get anybody, they wouldn't be able to pick up the phone. You never heard so many reasons why it couldn't be done. And they dragged their feet, kicking and screaming into this century. This is true in many fields, and you deal with these folks all the time. And, I will say, with considerable tact and grace and charm; though they don't always love you.

Thank you very much for coming down.

Mr. MOODY. Mr. Chairman, thank you very much.

Mr. BROOKS. The subcommittee is adjourned.

(Whereupon, at 12:30 p.m., the subcommittee was adjourned, subject to the call of the Chair.)