

60-6505

9 August 1960

MEMORANDUM FOR: Deputy Director/Support

SUBJECT : The Dictograph System in Administration Building

1. As a matter of principle I seldom lose my temper and "tell off" subordinates, but I believe my patience in regard to the dictograph system used by the Director and the area around the Administration Building has reached its limit inasmuch as I "told off" the dictograph repairman yesterday. You will recall that on 27 May 1959 I called to your attention the large number of times that this system had to be fixed and asked for a statement of costs, as reflected in your memorandum to me of 29 June 1959. Since that time there has been no lessening in the frequency of the repairs and yesterday when the intercom buzzed several times while I was busy, I took the occasion to get the repairman directly and advised him that I was busy; that I didn't wish to be buzzed any more; that I had not been informed he was in the building; that when the intercom buzzed I expected it to be answered on the other end; and that I didn't particularly like the way Dictograph did business.
2. I believe that all of the above is self-explanatory and I realize that there is little criticism internally except for the fact that I think it is basic on any piece of equipment as poor and insecure as a dictograph, that all individuals on it should be advised when any repairman is in the building. I would simply point out to you that numerous times I have picked up the 'phone on my intercom and heard other conversations going on; this is not unusual on this equipment.
3. I recognize that the dictograph repairmen are contracted for by GSA and consequently our contact is secondary. On the other hand I would like to be once again advised of the cost of repairs on this system, updating your memorandum cited above. I am aware that it would do little good to comment directly to the Dictograph Company but I am sure that firm, which has a high reputation, would be most concerned at the tendency of their repairmen to ignore common courtesies with senior Government officials. Further, this attitude gives me the impression that they do not care how much the Government spends in

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getting equipment repaired. They apparently mistakenly assume that no Government official cares how much is spent. I consider that the amount that we have put on this equipment to be completely out of line and certainly is a fine argument against any further use of Dictograph equipment.

SIGNED

Lyman B. Kirkpatrick
Inspector General

cc: D/Logistics
D/Security
Executive Officer ✓