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Assistant Deputy Director (Administration)
(Special)
Advisor for Management

25 April 1951

Complaint of Office of Policy Coordination re Commercial Procurement of Documents.

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1. This above-cited complaint was discussed with the Chief of the Library and Chief of the Book Branch, Library, Office of Collection and Dissemination. They expressed surprise at the complaint and exhibited a highly-complimentary letter of commendation on their service to the Office of Policy Coordination, dated 14 March 1951, which was signed by Mr. [REDACTED], the originator of the complaint memorandum. The only instance on which the Office of Policy Coordination had expressed any discontent was the small group of orders for books (less than ten per cent) which were not available in Washington bookstores and required out-of-town purchase. Also, the Office of Policy Coordination had infrequently submitted a request at 1600 hours in the afternoon for delivery by 1700 hours the same day which could not be satisfied.

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2. It was gratifying to observe the sound efficiency with which the Office of Collection and Dissemination's operation is being executed. The many improvements effected can be illustrated by action taken to speed up procurement of items ordinarily obtained through State Department overseas facilities. Seven alternative private channels [REDACTED] have been opened. To further speed up action, arrangements have been effected with the [REDACTED] Office of Operations, for teletype communication with [REDACTED] on orders placed through 25X1A6d dealers in that city. It is doubtful if it would be possible and economical for the Office of Policy Coordination to duplicate this activity.

3. In an effort to render even better service to the Office of Policy Coordination, it is being proposed that a full-time clerk be added to the Office of Collection and Dissemination table of organization to permit special pick-up and delivery of materials to the Office of Policy Coordination at all hours of the working day.

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cc: Subject File ✓

Document No. [REDACTED] 6
NO CHANGE in Class.
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Class. CHANGED TO [REDACTED] S C
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