



MEMORABLE MEMO

GUIDELINES FOR EXPERIMENT WITH SHORT PENCILS AT THE LOCAL OFFICE(S)

1. Experiment is to last four working weeks. You decide on beginning and ending date.
2. Staff needs to be informed of experiment and their support and cooperation solicited and received.
3. If you have more than one waiting area for clients, start with one area only and then progress to the other areas.
4. Count the number of short pencils you assign to each area under experiment.
5. For every 12 short pencils used, have two long (7") pencils available in the same waiting area.
6. Ask your staff to keep a count of how many clients ask for pencils with erasures or just plain erasers.
7. Determine how many short pencils are taken each week by clients and compare this with the number of long pencils normally taken by clients.
8. At the end of the four weeks, determine how many short pencils were taken by clients during this period and what % of number of clients served asked for erasures during this experimental period.
9. Alert your staff to log complaints received because of the use of short pencils, and try to record specific comments made by clients.
10. After the four weeks experiment is concluded, please state your recommendations for either the use or non-use of the short (3 1/2") pencils. If the use of the short pencils is recommended, how many long pencils should be used with them in the same waiting area.
11. Submit your information by telephone to Jean LeFrancois by calling 919/733-3100 and provide her with the results of your experiment.
12. Be sure to thank your staff for cooperating with you in this endeavor.

How do you stop a pencil from walking out of an Employment Security Commission office? Cut it in half and chop off the eraser. As this memo indicates, that's the solution one ESC employee suggested to the problem of disappearing pencils. The only trouble with this idea is that it didn't work. It was next to impossible to get a grip on one of the tiny pencils after even a single sharpening, and kids liked to carry off the smaller pencils as much as their parents liked the big ones. But we've got our own suggestion for solving the pencil problem: The ESC could replace their pencils with pens that use disappearing ink. That way, they could use the same forms over and over again. Save a fortune. Meanwhile, we're still on the lookout for memorable memos, whether they're written with three-and-a-half inch pencils, seven-inch pencils, or even a typewriter. No disappearing ink, though, please.