Licensing Support Network Library Concerns Raised at the Licensing Support Network Advisory Review Panel Meeting

This attachment describes the concerns raised at the Licensing Support Network Advisory Review Panel meeting with Licensing Support Network (LSN) Library functionality that have now been resolved by the Atomic Safety and Licensing Board Panel (ASLBP)/Office of the Secretary(SECY)-led working group. The discussion/resolution column references the meeting transcript[*] relative to those concerns addressed by the ASLBP/SECY-led working group during the meeting as well as provides a brief description for issues addressed outside the meeting.

	LSN Library Concerns	**Discussion/Resolution**
1.	Document file view displays in text only and may not be "reliable enough" to use for document search confirmation, especially if pages have images. 2/27/18 Tr. at 133–34	The reliability of the text-only mode relates to the accuracy of the optical character recognition process used to create the document file. 2/27/18 Tr. at 145, 146
2.	Searches producing significant numbers of error messages (such as when seeking to display a hundred or more documents at a time). 2/27/18 Tr. at 128	The LSN Library was implemented using the default setting of 3000 for the maximum number of results that would be returned. The buffer size was increased to 1,000,000 items. 2/27/18 Tr. at 142
3.	The failure of document preview windows to close, requiring exiting the program. 2/27/18 Tr. at 130	A demonstration during the post-meeting training session showed that the "close" button can be viewed by pressing the "CTRL" and "+" keys. 2/27/18 Tr. at 145 and Training Session
4.	Users were unable to scroll through document types in the facet chart, which allows the viewer to see how many documents meet certain search criteria. 2/27/18 Tr. at 134	A demonstration during the post-meeting training session showed that, after search results have been narrowed, the facet chart is helpful to allow a user to see all the document properties. 2/27/18 Tr. at 143, 147 and Training Session
5.	Facet charts take up too much screen space without providing a benefit and lag behind as a display mechanism. 2/27/18 Tr. at 134–35	It was explained that the facet charts are collapsible. 2/27/18 Tr. at 143

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[*] The February 27, 2018 meeting transcript (herein cited as 2/27/18 Tr.) can be found at https://www.nrc.gov/docs/ML1806/ML18067A312.pdf.

	LSN Library Concerns	Discussion/Resolution
6.	The "time series chart" at the bottom of the search page, which displays chronologically the same information as the facet tree results, takes up too much screen space. 2/27/18 Tr. at 135.	It was explained that the time series chart is collapsible. 2/27/18 Tr. at 143, 147
7.	Some document dates and related records that were provided by the originators impacts the documents' searchability and accessibility. 2/27/18 Tr. at 136–37	With respect to document dates, by default the "Time Zone Sensitivity" feature was enabled in the system, which adjusts search parameters based on a user's location. This feature has since been disabled and the system's search dates now are based on the eastern time zone. 2/27/18 Tr. at 142, 148
8.	Certain title and other searches did not seem to generate the correct results. 2/27/18 Tr. at 137–39	By default, titles of documents are not included in content searches. This default setting was changed, and document titles now are included in content searches, 2/27/18 Tr. at. 148–49
9.	Less than optimal customer service relative to the timeliness and quality of assistance received from the LSN Library Help Desk, which is operated under the aegis of the agency's Public Document Room. 2/27/18 Tr. at 139–41	If the adjudication were to resume, the agency would establish a help desk to support the LSN Library. 2/27/18 Tr. at 144
10.	Slow display of search results when scrolling through a large number of results. 2/27/18 Tr. at 132	Resolved through the addition of more memory and processing cores to the system.
11.	Inability to scroll through more than 3000 search results, regardless of the number of results displayed per page. 2/27/18 Tr. at 132–33	Resolved by extending the system buffer to 1,000,000 items.

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12. Need to retype quotation marks in search boxes. 2/27/18 Tr. at 130	The need to retype quotation marks could be based on whether the copied quotation marks are from the keyboard (") and so can be copied, or are symbols (") that, when copied, are not treated as quotation marks.
13. The facet tree "slider" is sometimes inoperative and therefore limits the viewer's ability to see more than a certain number of facets. 2/27/18 Tr. at 135	Feature is not intended to be used for large result sets. Feature instead is intended to be used for final refinement of searches after using Advanced Search feature.
14. Facet charts are not referenced in the LSN Library Quick Guide. 2/27/18 Tr. at 134	LSN Library Quick Guide revised to include the facet chart: https://www.nrc.gov/docs/ML1811/ML18110A035.pdf