

# Licensing Support Network Advisory Review Panel Meeting

## State of Nevada ADAMS LSN Problem List



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# *General Concerns – 1*

- Too many significant error messages are encountered for a database that is so advanced in development.
- LSN DR D-2.1: “Sites must be provisioned to be able to satisfy not less than 500 web page requests per minute.” Does the ADAMS LSN have this capability?
- Has it been taken into consideration that there may be >200 users on ADAMS LSN at the same time and for an extended period of time during any hearing?

## *General Concerns – 2*

- Nevada asked several different people to conduct specific test searches on ADAMS LSN and the same problems became evident to all searchers at the same time.
- Quotation marks must be freshly typed in search boxes as those copied and pasted are disregarded.
- The ADAMS LSN feels very “clunky” to the end-user compared to other NRC and .gov websites, and litigation databases.

## *General Concerns – 3*

- Document preview windows do not always contain a “close” button to allow users to close the preview window.
- The computer problems experienced during the second ADAMS LSN webinar were reflective of user experience.
- NRC documents occasionally download with a default number that is not the LSN Number or the Participant Accession Number (NRC000012598, ML012060483, downloaded as 012060483).

# *Speed*

- Slow speed is an issue with ADAMS LSN, but not Web Based ADAMS.
- LSN DR D-2.2: “Sites must be provisioned to be able to deliver a web page or image page on average in not more than five seconds to a web browser located on the same LAN (Local Area Network) segment.”
- Most basic searches took 1 to 4+ minutes to return results.
- It took >2 minutes to narrow the results of a basic search.
- Default setting was used for number of entries displayed.
- Searches were generally fastest with LSN#.
- Our searches are more basic (broad) in order to discover what is on the LSN versus simply locating a particular document.

# *Printing search results*

- There is no one-click printing of search results.
- This is a major database software error.
- One-click printing of search results was available on the LSN.net.
- LSN IT said they “will explore it as a future option.”
- Printouts are used to memorialize search results and to make decisions on downloading or printing documents.
- Printouts are also used as exhibits and evidence by attorneys in a deposition, pleading, or at the licensing proceeding to illustrate the number of documents returned in a particular LSN search.

## *Users cannot cancel a request in progress*

- Applies to search requests, page scrolling, and refining searches.
- This is an issue because of the ADAMS LSN's slow speed; most basic searches and some advanced searches take 1 to 4+ minutes to perform.
- Web Based ADAMS has the ability to cancel a search in progress and it works well.

# *Scrolling through pages of search results*

- It took >10 minutes to scroll through 1,124 search results at 100 results per page.
- Scrolling through large search results stops at document 3,000 and the remaining pages display as “Results 0-0 of 11,342” with a blank page of search results; it matters not whether 25, 50, or 100 hits per page are displayed.
- All too often, an attempt to scroll results in repeated error messages.
- There is no ability to “page jump” through search results by typing in a desired page number to view.



# *Document preview*

- Documents could be previewed on LSN.net by clicking on the document title.
- There is no preview of the PDF document and no option to “view the PDF” in the “Action” dropdown. Clicking on the document title is most likely to download the document than to view it.
- Ability to preview a PDF listed in the search results has varied by user, not the internet browser used.
- The “File8” view of the document is text-only and not reliable enough to use when confirming a document search.

# *Facet Chart*

## **Facet Chart:**

- Has the same information as the Facet Tree.
- Merely “visualizes” search results shown in the Facet Tree.
- Does not allow scrolling down to see the entire listing for a given property.
- Facet Chart is not even mentioned in the LSN Quick Guide.
- LSN User Guide says “the facet chart allows you to visualize how many documents are available as meeting a certain criterion.”
- Facet Chart takes up too much real estate on the screen without providing any benefit.
- The Facet Chart often lags behind the current search, displaying the results from a previous search if the new search returns zero hits.

# *Facet Tree and Time Series*

## **Facet Tree:**

- “More Facets” displays for >15 facet results; smaller screen does not display all search results and slider does not fully operate past a certain point.
- LSN #s and Participant Accession #s listed in the Facet Tree are not in the same order as displayed in the list of document search results.

## **Time Series:**

- Has the same information as the Facet Tree.
- Merely “visualizes” search results shown in the Facet Tree.
- Time Series takes up too much real estate on the screen without providing any benefit.

# *Advanced search*

- The Advanced Search feature takes up most of the screen and does not retreat from the screen once “enter” is pressed, as in most search software.
- Users must manually click on “Hide Advanced” after every search or modification in order to see more than one line of the search results.
- When changing the “Field Query” property, the previous search term should disappear, but instead must be manually deleted each time.

## *Document dates – 1*

- Users should be aware that the original LSN database contained many document date errors that propagated to ADAMS LSN and cannot be changed.
- An advanced search for documents dated 01/01/1900-12/31/1901 returns 35,322 documents dated between 1899 and 1902.
- 11 of those documents are dated 12/31/1899.
- >3,000 of those documents are dated 12/31/1900 – I was unable to scroll past the 3,000th result due to database error.

## *Document dates – 2*

- A search for documents dated 12/31/1900 returns zero documents.
- DN2001470545, ALH.20040511.1644 displays as having a date of 12/31/1900 in the header, but the time series bar on the bottom of the screen shows a date of 01/01/1901.
- 3 documents are returned by searching for dates between 01/01/1902 and 12/31/1902; two of these documents are dated 12/31/1901 (HQZ.19870302.0500, ALK.20040511.7733); one is dated 09/01/1902 (HQZ.19870227.2511).

## *Related records are listed in document properties but are not accessible*

- DN2002041330, ALH.20040617.5604 is a letter to the NRC SECY transmitting DOE's comments on a proposed rulemaking and has one listed related record, **ALG.20040617.8674**. The cover letter references Enclosure 1, "Comments on Proposed Revisions to the 10 CFR Part 2 Rule." Searches for the Participant Accession Number lists only one document: DN2002041330. Search on the title of the enclosure returned zero results.
- ALA.20070712.1698 has one related record, ALA.20070712.1697, which in turn has one related record, **ALA.20070712.1696**. Able to locate and download the first two records, but search results for the third record shows zero hits. A search using the document date of the first two documents yields 469 hits, none of which is the document. How should I search to locate the third related record if the Participant Accession Number is all I have? Does this mean the LSN Library is incomplete?
- DN2002468468, ALA.20070829.0827 has 9 related records, ALA.20070829.0828 through ALA.20070829.0836. Able to locate, verify and download 8 of the 9 with **ALA.20070829.0829** the lone holdout.

# *Document title searches*

- Basic Search for presentation entitled “LA Development Approach” (ALC.20040610.8938) yielded six documents, none of which was the correct document; the document’s LSN title is: “LA DEVELOPMENT APPROACH; LA Approach 0606b.ppt” so why did this not pop up during the initial search?
- Search for “Technical Guidance for License Application Planning (Plan B: Compliance-Focused Program)” got zero results. Next search for “Plan B: Compliance-Focused Program” got zero results. Third search for “Technical Guidance for License Application Planning” got 58 results, including 13 direct hits.



# *Searches – 1*

- If a document is not being returned in a search by Participant Accession Number, and that is the only information one has, then how is that document to be found?
- Advanced Search for known DOE document CCU.20071009.0009 (DN2002493055) by Participant Accession Number returned one result, which is the correct document (CCU.20071009.0009, DN2002493055); Basic Search on the PA# in quotes returned 8 documents, one is the correct document, and another has the PA# searched on listed as a “document number.”
- Basic Search by title of a known CNWRA paper “Supplemental Evaluation of Geophysical Information Used to Detect and Characterize Buried Volcanic Features in the Yucca Mountain Region” yielded seven results, three of which are the correct NRC documents (ML072290569, ML072290572, and ML072290575); the other four listings do not have any words highlighted in the search results and would have to be downloaded and searched to determine if they are relevant.

# Searches – 2

- Advanced search for a DOE document with title containing the words “TDMS\_Master\_3-28-07” (which was the entire title on the old LSN.net) returned one document (DN2002388002, ALA.20070530.0734) which is now entitled “CONCEPT OF OPERATIONS FOR THE YUCCA MOUNTAIN PROJECT TECHNICAL DATA MANAGEMENT SYSTEM VERSION 1.0 MARCH 31, 2007; TDMS\_Master\_3-28-07”; the abbreviated title on the LSN.net was used as an exhibit in 2007; the document profile does not indicate the document title was changed from the original LSN.net entry.
- Advanced Search for MOL.20070829.0046 by “Participant Accession Number” returned one hit; a Basic Search for MOL.20070829.0046 returned two hits and took 4+ minutes to perform; Advanced Search for MOL.20070829.0046 by “The exact phrase” returned two hits – and took 4+ minutes to perform. If one is attempting to perform a thorough search (as for all versions of a document to include those with marginalia) is there a more efficient way to perform this search?

# *Help Desk*

- Will there be a Help Desk for the LSN in a restarted proceeding that is similar to the DDMS/ EHD/ EIE Help Desk that existed during the original proceeding? That Help Desk was responsive and helpful.
- If there are no plans to include a robust Help Desk, then during a hearing at the Las Vegas facility in a restarted proceeding, users there would not have access to “live” IT assistance beginning at 1:00 p.m. local time.
- At present, the only way to report LSN errors is by going to the PDR Librarian, who then relays the information to the LSN IT technician. Response times are not usually same-day, and if the issue is one in which additional information has been requested from the user, there is no feedback unless the user specifically follows up to request it.

# *Help Desk Experiences – 1*

- After conducting a number of searches on the ADAMS LSN, I received a notice that my session had expired, and then a login screen was displayed. All functions were blocked and the only remedy was to exit the browser and start again; error reported; a few hours later, I was advised that the problem was cleared.
- On another occasion, I was caught in a loop between “preparing desktop” and the “Welcome to ADAMS Public LSN Search” page; error reported; two hours later, I was told to retry access.
- After conducting a search for documents, I discovered that I could not print the search results using normal methods and requested assistance. One week later requested follow up; the LSN IT response: “will explore it as a future option.” A cut-and-paste work around was provided two weeks later to the public via updated LSN FAQs, and then the following day was provided to me via email. Work around is not satisfactory.

## *Help Desk Experiences – 2*

- Received an error message when attempting to display 100 search results per page in a large number of search results; LSN IT confirmed they were able to replicate the error, were “actively looking into the cause of the error message” and suggested that I “narrow [my] search results by filtering on information source” because “the additional filtering criteria enables the search engine to more efficiently manage the search results, thus reducing the likelihood of generating the error message you received.”
- Received an error message when attempting to narrow the results by year, and received another error message when reporting to PDR via email form; PDR advised they were experiencing intermittent outages; two weeks after my report, the LSN IT technician responded that they were not able to recreate the error, and that the NRC network was not experiencing any network connectivity issues at the time of my report.
- The prior three reports were submitted on different dates but the responses from the LSN IT were all sent to me on the same day; are responses to users sent in batches, and/or is the LSN IT only on duty every other Friday?