

CBS News Interview with Bill Glennon, September 13, 2004

**Interviewer:** Again, this is all on tape. I'll just start by asking you to spell your name.

**Bill Glennon:** That's an easy one

**Interviewer:** Alright, just for the record [inaudible] can you say and spell your name?

**Bill Glennon:** Sure, my name is Bill Glennon, G-L-E-N-N-O-N. I have done some consulting work in the last year or so, so it's not really a big stretch to say that.

**Interviewer:** Okay. Um, Mr. Glennon, we're talking about documents that CBS reported on last week on *60 Minutes* and on the news and critics are challenging those documents saying they had to be printed on the computer because of the various type faces and other things were not available on typewriters at the time – is that your experience?

**Bill Glennon:** That is absolutely not my experience. Anybody who said that has absolutely no knowledge about typewriters or equipment back in the 70s. I worked for IBM for many years and I was field service technician, repairing these machines and on average, I would say I would do about 15 calls a day, so I've seen a lot machines. The Model D Executive absolutely could do those documents, it has proportional spacing for the letters. It also can what people are referring to as a 13-point proportional spacing from line to line – it can do that also, and it can also do superscript typing for the "th's" that were mentioned in the memo.

**Interviewer:** So, um, these features...

Producer: I am sorry to interrupt – I apologize.

**Interviewer:** That's okay.

[silence] about a one minute pause

**Bill Glennon:** [Sound picks up with Glennon in mid-sentence] Top of the "T" overlapping on the bottom, that's what they call "kerning" which is a term I've never heard before, but I'm not a typographical expert.

**Interviewer:** Are we okay?

Producer: Up to speed.

**Interviewer:** Alright, I'll ask you the same question. Critics are saying that the documents can't be authentic because, um, typewriters at the time didn't have the various features that show up in these documents. Is that correct in your experience or incorrect?

**Bill Glennon:** That is totally 100 % false. As I said the IBM model executive, D Executive or the C Executive did proportional type spacing. It also would do proportional spacing from line to line and it would also do superscript, um printing the “th,” which you could order. That wasn’t a standard feature for all IBM D Executives but if you wanted that key you could order it.

**Interviewer:** So, let’s talk for a second about the typeface – there’s some question about that also. Could you tell, could anyone tell unless they saw a first-generation document what the typeface was?

**Bill Glennon:** Quite honestly, I don’t think that you could really say for certain that it would be like a Times Roman if you did not see the original or like first and second-generation copy. There are a lot of similar typefaces out there. I know that a lot of bloggers have been blowing up the PDF’s saying “hey, this is Times New Roman.” I think it’s bogus quite honestly.

**Interviewer:** Because?

**Bill Glennon:** There are so many similar typefaces out there that have similar characteristics, um, when you’re blowing stuff up you lose perspective on how things look.

**Interviewer:** Okay – so, I guess the bottom line question is do you believe that these documents could be genuine, are genuine from what you’ve been able to see of them.

**Bill Glennon:** From my looking at them on the Internet or the PDF files, I think that they could be genuine -- um, certainly the equipment was made at the time that could produce those documents – absolutely.

**Interviewer:** And so, the argument that there’s no “th” superscript available in 1972 or whenever these were written?

**Bill Glennon:** I am pretty sure that’s, that wrong. I am 95% certain that is not the case. Just as an FYI, cause were talking about things that happened 30 years ago, I called a friend up in Vermont who used to work with me for many years and I posed the question to him, “did we have superscripts on the D Execs?” and he said I am pretty sure we did and I said well, like something like a “th” and he said I am pretty sure, yeah, that was available. So I would say, yeah, that that would be the case that type set would be, type bar would be available. Again, it’s not something that comes standard on a standard typewriter, but there are a lot of custom features that you could order on these typewriters for the client.

**Interviewer:** As a maintenance person, you saw many typewriters.

**Bill Glennon:** I dream about them everyday. I have repaired on average 10 to 15 typewriters a day, the model D Executive install based in my territory back in the early 70s, from say 72 to 76, was approximately 30%, which is a pretty hefty percentage of machines. I carried a thousand machine inventory on my day-to-day workday.

**Interviewer:** So, if this was 30-odd years ago and you were presented with a copy of this document, would you look at it and; did you look at it, what would you look at; let's start again, if this was 30-odd years ago and you were presented with a copy of this document would you immediately feel that this was something that was typed or would you be suspicious or would this be something that you had never seen before or what? Tell me what?

**Bill Glennon:** I would see it every day – quite honestly.

**Interviewer:** Let me ask you this – you would see what everyday?

**Bill Glennon:** Um, proportional space typing, um, the spacing guard from word to word, line to line which is different from what people are pretending to be ordinary line spacing, uh, the “th,” granted it was not something you'd see everyday. It's something that was seen and I've seen it and I can say that well – can I cut that?

**Interviewer:** Sure. Do you want to say it again?

**Bill Glennon:** Please.

**Interviewer:** Okay.

**Bill Glennon:** I am sorry.

**Interviewer:** If this was 1972 and I showed you this document, would you be suspicious of it or would you think it was something that was typewritten or since there were no computers then?

**Bill Glennon:** No, absolutely if I saw the document 30 years ago, I would say it was typewritten. It would be no problem in my mind, it was produced by a typewriter.

**Interviewer:** Okay. And, so you believe that these documents could be or are genuine – what would you?

**Bill Glennon:** I would like to say they are genuine, but my gut feeling says that they could be, beyond a certainty of a doubt without actually looking at, again, what is a first-generation copy just to verify the type set, I would say, “could be.”

**Interviewer:** And, I am [interrupted]

**Bill Glennon:** I also have to add, everything that's in those documents that people are saying can't be done, as you said, 32 years ago is just totally false. Not true. Like I said, proportional spacing was available, superscripts were available as a custom feature, proportional spacing between lines was available; you could order that anyway you'd like.

**Interviewer:** Okay. Did I forget to ask you anything – any point you want to make that I didn't ask you?

**Bill Glennon:** There are two points that I'd like to make. There's been a lot of talk on the Internet and blogs that this had to be done by a Selectric Composer. It's possible a Composer could do that. It's also possible that an IBM Magnetic Card Executive typewriter, which was an early word processor, could do the same documents. Not that I am saying that an Air Force Base would have a Composer or a Mag Card Exec because that is a little bit higher-priced machine, but those three machines could produce those documents.

**Interviewer:** And, would the other level machines be the kind of thing that an Air Force office would have? Not the Composer but the ...

**Bill Glennon:** I am sure, regular type R typewriter – absolutely, that's like a standard for a government office unless they had Selectric typewriters, which was also another standard. The possibility is real strong that they would have one.

**Interviewer:** So, if I were one of the bloggers and I say "these documents couldn't have been typed by a typewriter in 1970-whatever because these typefaces and other features didn't exist," you would say?

**Bill Glennon:** [laughs] You couldn't put this on television, but what I would say is that you're lying – you don't know what you're talking about. Absolutely these machines did exist at the time and that just because you don't find it on the Internet doesn't mean it's not out there.

**Interviewer:** Thank you very much.

**Bill Glennon:** Sure.

**Producer:** Can I ask one question?

**Bill Glennon:** Sure.

**Interviewer:** How would you characterize the challenges of these documents?

**Bill Glennon:** [laughs]

**Producer:** I'll interrupt for a second and you'll have a conversation with this gentleman

**Bill Glennon:** Oh, okay, I am sorry.

**Bill Glennon:** Um, Republican, dirty politics is how I would characterize this. Um, they're looking to, to make this whole thing go away because they don't want the facts of Bush's AWOL status from the Air National Guard to come out, and that would be very damning for the President.

**Interviewer:** Okay.

**[Unidentified speaker]:** Is that it?

**Interviewer:** That's fine.

**[Unidentified speaker]:** Whenever you like.

**Bill Glennon:** Oh, okay.

**[Unidentified speaker]:** So, I am going to ask you a question; you don't need to answer again – it's the same question I just asked, which is these people are saying this couldn't be done on a typewriter in 1972 are in your opinion, wrong?

**Bill Glennon:** Absolutely wrong.

**Interviewer:** Okay, okay. Thank you very much.