

**From:** Bowman, Randal  
**To:** [Hoy, Mark](#)  
**Subject:** Re: 2 issues  
**Date:** Monday, July 24, 2017 12:27:09 PM

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OK, thanks. The reason I asked was the end result - a search generating items not in the quotation marks - is the same as the original problem.

On Mon, Jul 24, 2017 at 9:35 AM, Hoy, Mark <[mark@texifter.com](mailto:mark@texifter.com)> wrote:

Randal -

No - "standard" quotes should appear straight - like this:

"X"

The system will automatically reformat (internally) curly quotes (as you have them in your last email) to straight quotes...

I don't believe however the issue you seem to be having is due to the curly vs. straight quotes however. I'm still investigating.

- Mark

On Mon, Jul 24, 2017 at 8:50 AM, Bowman, Randal <[randal\\_bowman@ios.doi.gov](mailto:randal_bowman@ios.doi.gov)> wrote:

Something just occurred to me in rereading your initial message - by "standard" do you mean the "curley" quotation marks that now seem to be used on new keyboards? Here is a blow-up of the quotation marks on my keyboard:

“X”

On Fri, Jul 21, 2017 at 3:47 PM, Hoy, Mark <[mark@texifter.com](mailto:mark@texifter.com)> wrote:

Randal -

The fix for the curly quotes only entailed changing the quote marks themselves to standard (") quotation marks. What was the exact query that is not working for you?

- Mark

On Thu, Jul 20, 2017 at 3:00 PM, Shulman, Stu <[stu@texifter.com](mailto:stu@texifter.com)> wrote:

Randy,

Mark will reply on the curly quotes. Nothing Ester did was ever wiped out. She just

forgot how to login. I sent her the username and login link and her account was never deleted or degraded.

Stu

On Thu, Jul 20, 2017 at 2:37 PM, Bowman, Randal <[randal\\_bowman@ios.doi.gov](mailto:randal_bowman@ios.doi.gov)> wrote:

Easy one - Ester McCullough, one of our coders, moved offices and had a computer mishap that wiped out all of her bookmarks. Could you please resend her the information to sign on to DiscoverText - McCullough, Ester <[emccullo@blm.gov](mailto:emccullo@blm.gov)>

Second - the curley quotation mark issue does not seem to be fully resolved. I spent yesterday afternoon searching for terms that might let me do more group coding to lower the workload for the coding team on the items that had to be redone on the Bears Ears and June 13 comment sets.

Late in the afternoon I noticed there were many variations of the phrase "keep the XXX monument as is", and so searched for the term "monument as is", with the term in quotation marks as here, and "uncoded items" as the filter. I generated over 10,000 hits in both the Bears Ears and June 13 comment sets. However, after coding many of these, I saw an individual comment that caught my attention, and in reading it saw that there was no "monument as is" in the comment. I then checked others, and most did not have that phrase. I was in the Bears Ears project at the time, and put all of the uncoded comments that remained from the "monument as is" search into a bucket with that name.

Did Mark only change the recognition of the curley marks as quotation marks for data going forward from the time he made the change? If not, could you please have him look at this and see what the problem is. I had something else come up after I moved the comments to the bucket, and have been out of the office all morning, so just now have a chance to send this,

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