

**Year of  
the  
Visitor**

interpreters  
information  
exchange

# IN TOUCH

produced  
by and for  
nps people  
concerned with  
interpretive  
and visitor  
services

Number 29

Summer 1979



There is only one, and it is NOW.

Millions of people will visit National Park areas in the next 2½ months. Each of us will meet hundreds, perhaps thousands of them. Though many of the same folks were visiting last year, this year is different.

We are asked by Director Whalen to fuel the fires of our commitment to the process; interpretation, in this Year of the Visitor. A central part of that process, we do influence attitudes and values and consequently behaviors. Collectively NPS interpreters are in a position to influence the quality of life.

Summer '79 finds us in much the same situation; little \$, small staffs, many visitors and many similar messages and meanings to share.

The differences; some old parts of the United States are new parks, about 1/3 of us (seasonals) are new, there are some new answers to old questions (personnel ?'s) and some - burning - new questions...ENERGY ...(or is it old?... what will happen?)

It is our hope that this issue of IN TOUCH addresses the immediate. That with our added insight, visitors will find 'good' interpretation at their NPS site.

For the Interpretive Skills Team, NAR

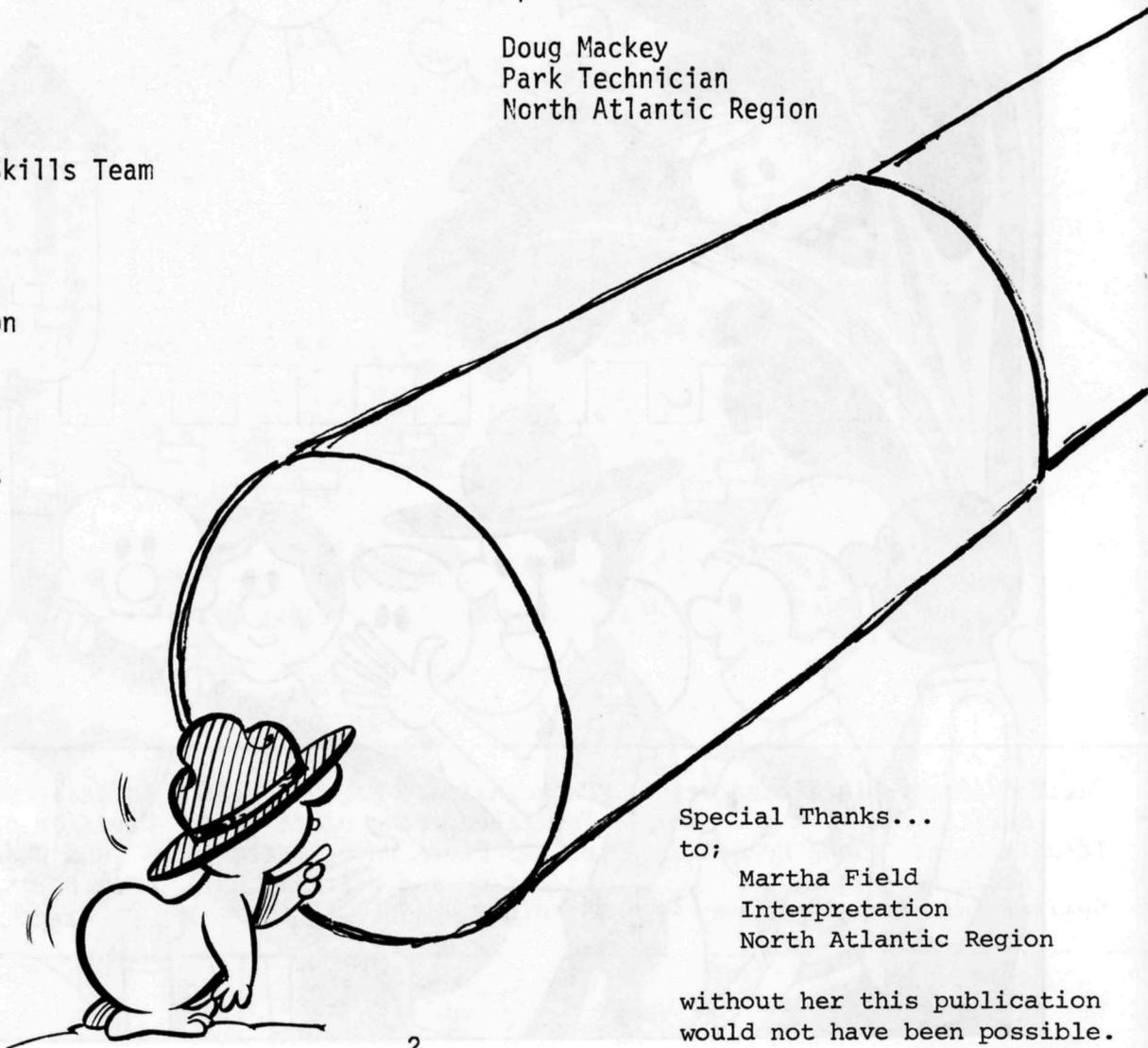
Doug Mackey  
Park Technician  
North Atlantic Region

Interpretive Skills Team

Jim Corson  
Glen Kaye  
Frances Kolb  
Cynthia Kryston  
Doug Mackey  
Bruce McHenry  
George Price

Public Affairs

Edie Adair  
Holly Bundock



Special Thanks...  
to;

Martha Field  
Interpretation  
North Atlantic Region

without her this publication  
would not have been possible.

now

William Whalen

David Dame

George Price

Barry Sullivan

Vera Spraggins

Douglas Mackey

Ray Bloomer

Cynthia Kryston

you

Barbara Hickman

Tom Folkers - Bruce Craig

The Denver Computer

with some help from

Michael Graebner

Winnie Rovis

Kathy Rhode

Lynn Guidry

Bruce McHenry

listen

Frances Kolb

Donald McTernan

Nelson Obus

Glen Kaye

Bobbie Harden-Davi

to the ... resources

A brief list of some Interpretive Resources

Guest Editors: Interpretive Skills Team, NAR  
Illustrations: John Hougland  
Keith Hoofnagle  
Design: Edie Adair, Doug Mackey

Coordinator: Roy Graybill  
Published every other month  
by NPS Division of Interpretation and Visitor Services, WASO

Address contributions to:  
Division of Interpretation  
and Visitor Services  
Washington, D.C. 20240



They are all years of the visitor.

And the last thing we need in the way of serving the people who come to national parks is another "director-ive."

So I offer this question:

Can we reaffirm our commitment to -

Develop a complete insight to our own park area, its reason for being a national park, its uniqueness, its messages and meaning to all who visit?

Discover what it is about ourselves that brings us to a park?

Share that insight and understanding with our visitors in this another Year of the Visitor?

Bill Whalen  
Director



By now you are fully immersed in your jobs. Most of the bugs have been worked out of your programs and it's time to relax a bit and enjoy the rest of the summer.

I sincerely hope you do enjoy the summer, but that you don't go into a relaxing mode.

Somewhere along the line you have heard about this being the start of our two season long "Year of the Visitor." At the same time, there's the "Year of the Child," the "urban initiative " programs for special publics, and a strong push on energy education. These special efforts are of course in addition to the regular goals and objectives of your jobs.

- to foster public understanding and appreciation of national parks and their significant cultural, natural and recreational values,

- to encourage and facilitate thoughtful, safe, minimum impact use of the park's resources,

- to promote public understanding and acceptance of the Service's policies and programs that the preservation of park's resources imposes on the use and management of these resources.

The reality of the situation is that you can't do all these "specials" in addition to your regular programs. What you can do--and what we are asking of you is to help us put all these factors together into an "effective" interpretive and visitor services program.

During the Year of the Visitor each NPS employee - permanent and seasonal - is being asked to consider how they can improve the agency's service to the public.

There are always more important contributions to be made than there is time and resource available to make them. Therefore, we have to concentrate our efforts on doing the most important things first. The first rule for the concentration of effort is to slough off the past that has ceased to be productive--we can't just keep adding new programs to the old.

Effective interpreters continually re-view their programs and ask: If we did not already do this, would we start it now? Unless the answer is an unqualified "yes", the activity should be dropped or modified drastically. This is a good first step, and badly needed. But it alone will not produce results as long as we maintain the traditional assumption that all good programs should last until they have been proven to have out-lived their effectiveness. The assumption should be that all programs out live their usefulness fast and should be scrapped unless proven both productive and necessary in light of today's needs.

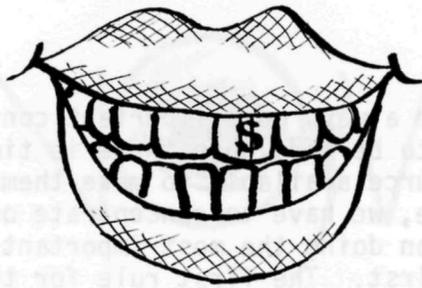
Putting all programs and activities regularly on trial for their lives and getting rid of those that cannot prove their productivity works wonders in stimulating creativity, even in the most hidebound bureaucracy.

This message is addressed especially to you seasonal interpreters instead of to the chief interpreters for two reasons: First, the chiefs have been told this a number of times and second, one of the standards in the Service's interpretive and visitor service's guidelines direct them to get your input.

As long as you're going to contribute--aim high, aim for something that, if done with excellence, will really make a difference. Let's make the Year of the Visitor a real meaningful program. The result of all our best efforts.

Vernon Dame

## THE OBJECTIONABLE OBJECTIVE



In this day and age of tight budgets and increasing pressures we are often pushed to uncomfortable limits in our personal and professional lives. The National Park Service, like the rest of the world, finds money is tight so the "How" is spent and the "What" value was gained from its investments are of great interest. After all, giving more services to more people at higher quality, with less staff and even less money, is easier to say than do.

What about the ordained few mysteriously selected to perform this wondrous task? After all, they are handed the challenge to transform less into more. Speaking of miracles, they have already performed some by: doing battle with a Denver Computer; unraveling the Seasonal Applications; charming a harried selecting supervisor; and/or figuring our Civil Service rules and regulations - much less discovering the application deadlines!

Now the pressure is on! ta-ta-da... The Visitor Season Approaches, ta-ta-da...the uniform is purchased and arrives On Time! ta-ta-da... a stimulating Regional/Park training session is attended, ta-ta-da...THE PARK RESOURCE MATERIAL IS READ!!! ta-ta-da!!! and the lucky, fortunate, grateful Interpreter Has To Be: creative, inspirational, extremely factual (we can't mislead the visitor), very clear (what?), voice projecting (Can you hear me in the back?), an eye contact keeper (peek-a-boo), Co\$t effective (\$\$\$), with measurable objectives (feet or meters?), and by all means...PRO-ACTIVE!!!

We must also relate to: Women, Minorities, Handicapped and Foreign Speaking folks, Little Old Ladies in tennis shoes and Inch Worms!!!! HUH?

Seem ludicrous? Not really, the pressure to justify programs is hitting managers from all sides. How the Government auditor who claims the worth of an interpreter can only be measured by the number of visitors he can count. Therefore, a Federally employed door-man at a busy office building naturally deserves more credit than a highly qualified and skilled historian at an historic site or a naturalist at a prime natural area! Or how often have we heard about Measurable Objectives! (Is it the Goal or the Objective which comes first?)

But emotions can't be measures, accurate facts can; inspiration can't be traced, a recognizable outline can; fun can't be timed, keeping to the schedule can; a thought to ponder can't be counted, but sales at the book counter can... Therefore folks, the pressure is really on. If we are cost effective and give presentations which are accurate with facts and outlines which produce more sales, WE WIN! Don't we? Don't they?

All I put forth is a plea that in the crush of justifying programs and deciding what sort of measurements to put on this subject we call interpretation ---which most people have a hard enough time defining much less quantifying-- we don't lost sight of the intangible objectives. These are the unspoken elements of feelings and emotions that spark life into a talk or presentation. They cannot be measured or stated or proven to be cost effective, yet their loss could be the most tragic of all.

A twinkle in an eye can't be measured, a smile on a face can't be measured when someone is treated with respect and understanding. A gut feeling of satisfaction can't be quantified when a magic moment of understanding happens between people as a new concept is explored or an old story is told. Yet in this day and age of cost effectiveness --that's where my money goes.

George Price  
Park Ranger  
Minute Man NHP

## ALL SYSTEMS ARE YOU!

When Alice went through her looking glass, she met the characters Tweedle-dee and Tweedledum speaking to her of cabbages, kings and sundry other things --apparently unrelated, disjointed subjects.

Perhaps, today we see ourselves as Alices in the same confusing situation. We see environmental education, energy, systems, the year of visitor, etc., as apparently unrelated words thrust into our management and interpretive vocabulary making us speak with muddled voices.

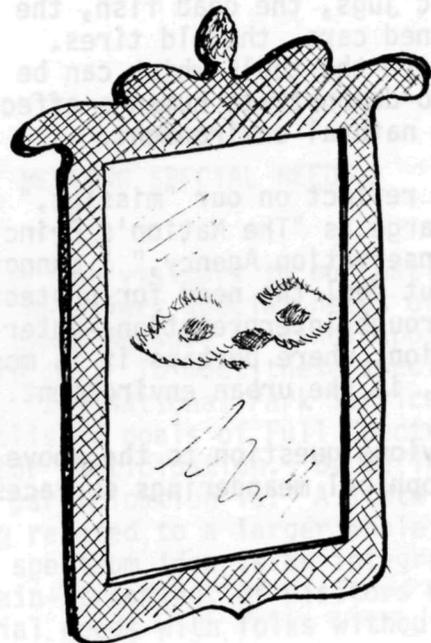
But are we really speaking different languages or stumbling over words? History, after all, happened in a "place"--the natural world. The historical environment is a part of the natural environment. Environmental quality is determined by human decisions. "Processes" and "systems" are as much a part of an historian's vocabulary as they are of a naturalist's.

Building a colonial house that happened to become an historic site was a decision about the use of natural resources just as where a modern house is built. Energy resources produce not just candles, or light bulbs, or electricity but human economic and political actions, which have made and make the history and quality of life we have today and may not have tomorrow. The universe is not our story but how our park fits into it, How the particular resource we protect illustrates the need to protect a larger natural and cultural environment is not abandoning our basic park story but, rather, shifting the kaleidoscope for new insights in our sites. It is not a message stamped on our stories but one emerging from what is already there.

Let's look at the interrelationships, the processes, the themes that legitimately support the thrusts we are asked to interpret in conjunction with, not apart from, the good interpretation already done. Let's cross parks and minds with similarities in the human, the natural, systems in which we all participate. Let's see a park in its total program of management, interpretation, maintenance, or protection not in terms of isolation in itself but in the revelation it can be to all kinds of visitors of what is valuable in our universe and why and how it should be cared for.

As Alice looked through her looking glass, let's look at our parks as mirrors of ourselves. All of the systems there are in some way you, and how well they go is you as well!

Cynthia E. Kryston  
Chief, Interpretation  
Minute Man NHP



## WHAT'S THE NPS DOING IN THE "CITY"?

### One Person's Opinion on Urban Initiatives

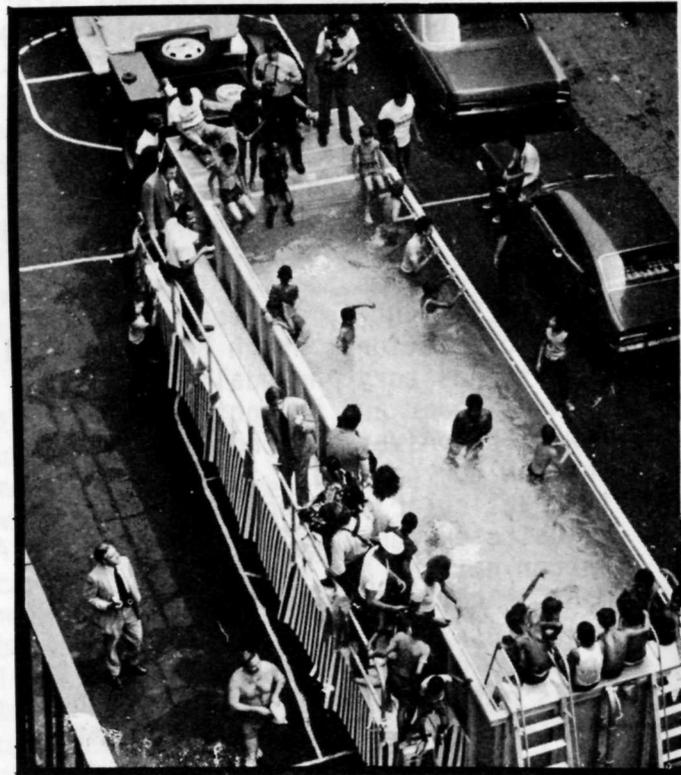
City dwelling is not a totally new concept to the NPS. Before the Gateways and the Golden Gates, the NPS had exposure to the urban environment through its historic sites. However, this was "understandable," for much of the richness of America's history stemmed from these areas. But why on earth is the NPS making an attempt at recreation and, my God, interpretation, in the "concrete jungle"? The answer to this echoes from the question itself. The "concrete jungle," or synthetic environment, does little to acclimate the "urbaneer" to the sensitivity of the natural environment. I cannot think of anywhere else where interpretation, environmental education, has a greater impact. To walk the beaches of Gateway is to recognize the need for environmental education in the city. The debris and residue from human's improperly handled wastes are evident everywhere. Here is the classroom with tremendous props: the plastic jugs, the dead fish, the abandoned cars, the old tires. These are the tools which can be used to demonstrate human's effect on the natural environment.

When I reflect on our "mission," and our charge as "The Nation's Principle Conservation Agency," I cannot help but feel the need for protection through interpretation--interpretation, where perhaps it is most needed, in the urban environment.

The obvious question to the above philosophical meanderings surfaces:

"Is he suggesting the NPS get involved in operating all city park areas?" My direct answer is "no." Yet, in today's world, where energy conservation is a must, should we expect the "urbaneer" who constitutes the majority of U.S. residents to take flight to Yellowstone in an effort to get "IN TOUCH" with the "real World"?

Barry Sullivan  
Park Ranger  
Gateway NRA



George Price  
Park Ranger  
Minute Man NHP

## GATEWAY OUTREACH

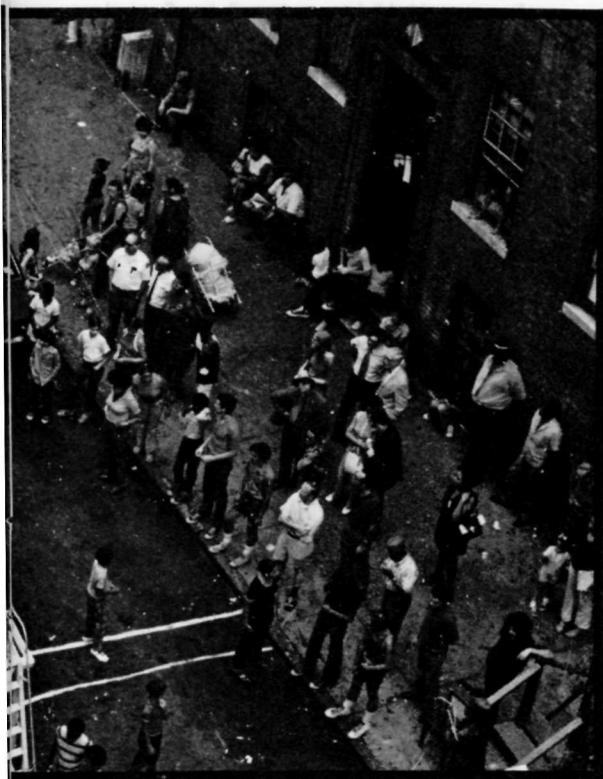
Located on the periphery of one of the largest national metropolitan regions, the four Gateway units serve a diverse regional citizenry of twenty-two million residents. In order to fulfill the Outreach mission; provide a quality recreational experience for senior citizens, youth and handicapped persons who might not be afforded the opportunity to visit a National Park, it is essential for Outreach program managers and staff to be sensitive to the varying life styles within the region. For the past two summer seasons, (1977, 1978) this application of the knowledge of the regional cultures and life styles combined with the knowledge and awareness of the recreational resources available at Gateway National Recreation Area have been the vehicles for many positive Outreach experiences.

Outreach staff directed recruitment strategies to local community agencies and organized groups. Group recruitment served a two-fold purpose; provided the mechanism to communicate Gateway recreational resources to local community residents and, enabled park staff to obtain additional information about the potential Outreach park visitors. In order for the process to be successful, Outreach staff must assess the recreational needs and interests of the local groups and identify park resources that will enhance the on-site experiences. If the park resources are not consistent with the needs and interests of the community agencies, alternative approaches are; to attempt to modify park resources, to deliver the specialized recreational services and to suggest program and policy innovations that would better service identified populations. It is hoped that if and when program adaptations and innovations serve communities they would be incorporated within the permanent program.

Vera F. Spraggins  
Sociologist  
Gateway NRA

## MEETING SPECIAL NEEDS

Many of the visitors to our national parks have very special needs of various types because of handicapping conditions. To meet these special needs, the National Park Service has established goals of Full Spectrum Visitor Participation. By definition participation is: A state of being related to a larger whole. The full spectrum idea is an integration, or main-streaming, of visitors with special needs with folks without special needs.



The goal: An equal quality experience. People who have disabilities are often called special populations. Actually, these people are not special. Only their needs are special, and they should be accomodated.

When the efforts of Full Spectrum Visitor Participation first began, the National Park Service was attempting to meet a moral obligation. Many disabled people were visiting our parks, and the National Park Service felt a responsibility to provide both services and participation in programs and activities. Now, recent legislation has made full spectrum our legal obligation. The 1973 Rehabilitation Act, as amended in 1978, now applys directly to each federal agency. The National Park Service is most directly affected by Title 5, Section 502 through 504 of the Act. In essence, these sections state that the National Park Service will provide for the equal employment of the disabled, ensure complete accessibility of structures, and that a person cannot be discriminated against in any recreation program solely because of a disability. To meet both moral and legal obligations, there are many factors to consider.

Since, when asked what is the greatest barrier, most disabled individuals reply, "People," attitude changes must come about first. Members of the National Park Service must become aware of the problems encountered by people with handicapping conditions and develop a sensitivity for their special needs. This must take place on every level of management and in every division, not just in parks, but also in all support facilities. A positive attitude towards people with disabilities must be developed. We must realize that the disabled populations share an equal interest in, and knowledge of our parks. They also share an equal willingness to actively participate in park programs and recreational facilities. Sensitivity and awareness are most important in personal contact situations. Often, an able-bodied person will direct questions or speak to a third person, not allowing

the disabled individual to make his own decisions or speak for himself. A disabled adult is often spoken to as if he were a child and unable to think as an adult. We are supposed to be progressive. How can these types of attitudes exist in 1979 when in 1940, the majority of Americans re-elected Franklin Delano Roosevelt, a wheelchair bound polio victim, for an unprecedented fourth term Franklin Roosevelt proved the capabilities of disabled people. But it was 23 years after his death before Congress passed legislation to break architectural barriers.

The 1968 Architectural Barriers Act states that any building or part of a building, built with federal funds or renovated with federal funds, must from this day forward be accessible for the disabled. The ANSI (American National Standards Institute) standards are the absolute minimum standards of accessibility acceptable. The National Park Service should be aiming toward the best possible standards and yet, since 1968, many park buildings were built without ramps, elevators, or accessible rest rooms, to point out a few obvious barriers. Accessibility should also be considered to enable the Park Service to hire disabled employees, a skilled and valuable work force.



G. Stephen

In addition to saving many lives, advanced technology has increased architectural accessibility and enabled greater mobility for the disabled. People who have been through various handicapping conditions are also experiencing improved rehabilitation, vocational and educational training which has broadened their economic status. Better equipped to take part in recreational activities more people with special needs are going to visit parks. Through proper construction, sensory exhibiting and good personal services, with sensitivity and understanding, the National Park Service will accomplish its goal of Full Spectrum Visitor Participation.

Ray Bloomer  
Special Groups Coordinator  
Boston NHP

## ENERGY INTERPRETATION

"The NPS interpreters are the largest single group (at the National level) capable of meeting people one to one on a continued basis with regard to energy issues.

"Collectively they can help to conserve 100s of billions of BTUs through their secondary messages.

"They know the energy systems in their park area ... their creative license allows them the latitude to raise the issues gently.

"Programs that deal directly with energy issues can be very successful...

"The serene recreative visit is not the time for the 'blast-them-away' type of energy conservation message, especially when some are returning to airconditioned RVs.

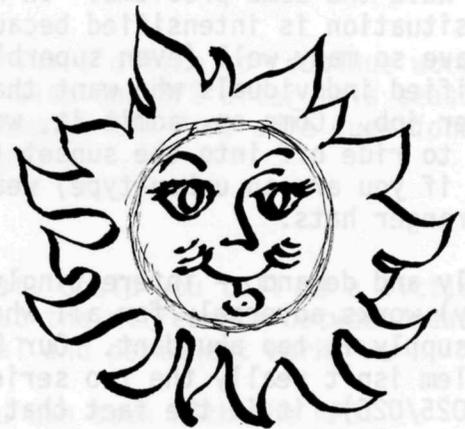
"...it may be the best time to allow values to 'stew', the rat race many return to does not permit much reflection, it is even less tolerant of behavior change.

"It may be impossible, ...the public may have heard too much and understood too little.

"Park personnel may be saying, 'Don't come next year, it'll cost you too much, and we'll be closed from --- to --- any how. (Facilities are already experiencing pressure, snow removal cutbacks, shortened picnicing and camping seasons, small staffs and shorter V.C. seasons..)

"Behaviors, especially in the USA, may already be consumptive to the point of no return. We must be the last to believe its so.

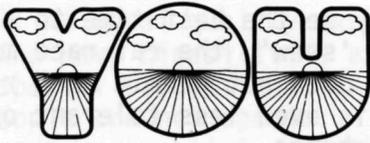
"The critical question with regard to interpretation...Can interpreters find the personal energy to infuse their program with the right messages ...?



"I hope they eat well, sleep well and interpret better than ever."

From NPS...Energy

Doug Mackey  
Park Technician  
North Atlantic Region



CONTINUING DILEMMA: CLASSIFICATION/QUALIFICATION GS-025/026

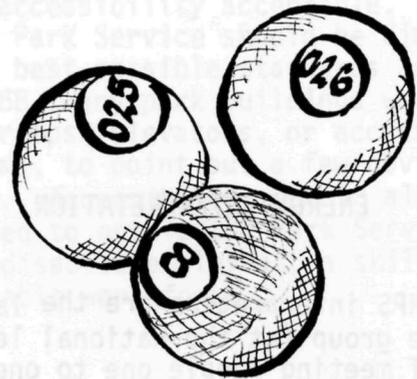
Good grief! What's a nice girl like me doing trying to write an article on this subject? No matter what I say, half of NPS will be bent out of shape. But, what the hell!

As we all know, the distinction between many jobs classified to either the GS-026 or 025 series is as clear as mud. Those at the lower levels GS-2/3 in GS-026 are clearly different from the manager/supervisory/specialist jobs classified to GS-025 at GS-11 and above. But that middle group -- for more reasons than I can name, those in grades GS-5 to 9 whether in GS-026 or 025 series often have similar (identical, you say!) or overlapping responsibilities. It doesn't help much to point out that many other occupations with companion technician/professional series have the same problems. In NPS the situation is intensified because we have so many well (even superbly) qualified individuals who want that Ranger job. Come on, admit it, we all want to ride off into the sunset (or smog if you are an urban-type) wearing our ranger hats.

Supply and demand -- interestingly (or sadly) works adversely for all when the supply is too abundant. Our basic problem isn't really the two series (GS-025/026), it is the fact that organizational structures are pyramidal. There are fewer and fewer opportunities for advancement and higher grade as you move up the career ladder.

We have approximately 2,350 employees classified (excluding summer seasonals) in the GS-026 series (grades GS-2 to 9) and 1,550 in the GS-025 series (grades GS-5 to 15). Regardless of how the occupations were structured the grade spread and pattern would remain about the same.

What is going on to try to alleviate this? Sometime in July we are going to the Office of Personnel Management to ask them to allow time in their schedule to restudy the feasibility of changing these series. The Office of Personnel Management retains the authority for establishing and abolishing classification series and initiating new classification standard projects. However, because of the press of Civil Service Reform, it may be several years before they can look at our situation.



In the meanwhile we have removed some of the self inflicted barriers in movement between the GS-026 and 025 series. This significant change was issued in NPS Personnel Management Letter No.79-9 dated February 14, 1979. Promotions are now possible into the GS-025 series based solely on Park Technician's experience, on a combination of Park Technician experience and education or solely on education. You do need to read the entire PLM to understand the context of this change. While Intake opportunities will be far and few between for some time, as opportunities at GS-5-9 arise, technicians will be able to compete for those Ranger positions.

B. L. Hickman  
Chief Personnel Officer

## WHERE YA HEADED SONNY?

Two interpreters, a permanent ranger and a perennial seasonal technician, have combined their thoughts in a dialogue designed to acquaint the unseasoned seasonal with the career opportunities of the NPS.

The setting is the office of the Chief of Interpretation, Smokey Smyth. Smokey looks up as one of the park interpreters, Sonny Daze, taps on the office door and pokes his head into the office before entering.

*Ranger  
Smokey  
Smyth*



*Seasonal  
Sonny  
Daze*

Smokey: Sonny, what can I do for you?

Sonny: I think I'd like to continue working with the NPS after this season. I thought I'd fire some questions at you.

Smokey: Fire away!

Sonny: First, could you tell me a little about the difference between seasonal and permanent work?

Smokey: Well, there are two types of employment you can seek with the NPS. Seasonal work - such as you're doing now, is attractive to many, such as teachers, college students, student interns, the perennial seasonal traveling from one park to another, and others looking for park work but not on a long term basis. Being a seasonal offers the interpreter the opportunity to work in a wide variety of settings and develop a broad background of park experience in a short time. Beyond this, the seasonal usually performs the same front line interpretive duties as does the permanent technician, leaving the more managerial responsibilities to the ranger. Along with the advantages of seasonal work come certain disadvantages too. Your career potential and possibilities for advancement are very limited. There are no fringe benefits (such as medical insurance and a retirement plan) and job security is tenuous. If a seasonal doesn't receive a "highly recommended for rehire" rating at the end of the season he must face competition for future seasonal employment with everyone else applying for the same job.

Sonny: That disturbs me! Why doesn't the Park Service take better care of seasonals? Doesn't it think they're important?

Smokey: It certainly does! Most NPS areas couldn't operate without trained seasonals, especially interpreters who deal with the public during the busy visitor season. It is important to remember that these positions weren't designed to give permanent work status or its benefits.

Sonny: Well, I think I want to get a permanent job. What kind of positions can I apply for in interpretation?

Smokey: There are the government-wide aid and technician positions (series 026) or the park ranger positions (series 025). The career potential and the mobility of aids and technicians is more limited than that of the rangers though.

Sonny: Why is that?

Smokey: The aid and technician positions are designed to provide personnel to help the ranger maintain the facility. The Park Ranger series, on the other hand, is the primary source of park service management personnel. Rangers perform a wider variety of professional duties related to management of NPS areas. In order to broaden their managerial background most rangers can expect to be assigned to several different parts of the country during their career and should be willing to work in NPS areas in rural and urban settings.

Sonny: I think I'd like to shoot for a ranger position, What's the best way to go about it?

Smokey: There are several ways. First, if you're in school you could check to see if your college or university has a cooperative education program with a nearby National Park or other NPS facility. Many colleges have such agreements. As a "coop student" you would take courses at school part of the year and work at a Park Service facility another part of the year in order to get on-the-job experience. Upon completion of all program requirements and a recommendation of your NPS supervisor, you would then be "converted" to permanent status. Dependent upon what the current NPS manpower needs are, you may be converted to the ranger series but there's no guarantee.

Sonny: Well, I've finished school! So much for the coop program! How else can I become a ranger?

Smokey: You could take the Professional Administrative Career Examination (PACE). It's given by the Office of Personnel Management (formerly the Civil Service Commission) periodically. Even then, you'd have to score extremely high to even hope getting a ranger position as a result of taking a PACE.

Sonny: Doesn't sound hopeful does it?

Smokey: No, but don't despair quite yet. There are several other ways to get in. For example, if you have a documented handicap you may be eligible for a special "schedule A" or handicapped appointment. Also, there are special hiring programs for veterans. Best talk to your park personnel officer for details on hiring practices under these and other "special hiring authorities."

Sonny: Well, I'm not a vet and I'm not handicapped -- what's left for me?

Smokey: You could follow the "technician route" and move up through the ranks. First, you would have to get a permanent park tech position. That's how I did it, using the "shot gun" method. I got a list of all Civil Service offices throughout the country and wrote a letter asking if their park tech register was open. Out of all the letters I sent out I got six responses inviting me to send a SF-171. Five Civil Service offices sent me job interest cards.

Sonny: Job interest cards? What are they?

Smokey: If a register isn't open at the time you write but will be in the near future, OPM will send you a job interest card. After you have filled it out and sent it back, it is kept on file for a certain period (usually six months) or until there is a position opening, whichever happens first. When a register opens, if your card is still on file, it is sent back to you. In response to this send back an up-to-date SF-171, or resume. Writing a good 171 is not easy. It's hard work! A lot of effort goes into the well written ones.

Sonny: Okay. Assume I manage to get a permanent tech position, how long before I become a ranger?

Smokey: That depends. Maybe six months. Maybe six years. Maybe never. Competition for ranger positions is stiff. With the current tightening of the Federal budget, jobs are even more competitive. I think if you want a permanent job with the Park Service it will most likely hinge on three things.

Sonny: What are they?

Smokey: The right qualifications, perserverance and patience -- lots of patience and luck. If you need more information about qualifications, see your park personnel office. You could get a copy of Career Outlines in the National Park Service. Your local OPM might also be of some help.

Sonny: Thanks for the information Smokey.

Smokey: I hope it has made your way a little clearer for you. See ya later Sonny.

Tom Folkers  
Park Technician

Boston NHP

Bruce Craig  
Ranger Intake

SUMMER SEASONAL STATISTICS, 1979

	Applicants (total)	Positions (maximum)
<b>ROCKY MOUNTAIN REGION</b>	<b>9884</b>	
Arches NP, UT	63	15
Badlands NM, SD	100	45
Bent's Old Fort NHS, CO	34	15
Big Hole NB, MT	18	5
Bighorn Canyon NRA, MT	61	20
Black Canyon of the Gunnison NM, CO	83	10
Bryce Canyon NP, UT	123	30
Canyonlands NP, UT	121	20
Capitol Reef NP, UT	85	25
Cedar Breaks NM, UT	21	10
Colorado NM, UT	55	10
Curecanti NRA, CO	56	15
Custer Battlefield NM, MT	25	5
Devils Tower NM, WY	20	5
Dinosaur NM, UT	142	30
Florissant Fossil Beds NM, CO	33	15
Fort Laramie NHS, WY	28	5
Fort Union Trading Post NHS, ND (See Theodore Roosevelt NMemp)	5	*
Fossil Butte NM, MT	6	5
Glacier NP, MT	1,964	70+
Glen Canyon NRA, AZ	267	65
Golden Spike NHS, UT	35	10
Grand Teton NP, WY	1,949	60+
Grant-Kohrs Ranch NHS, MT	28	5
Great Sand Dunes NM, CO	90	20
Jewel Cave NM, SD	57	20
Knife River Indian Villages NHS, ND (See Theodore Roosevelt NMemp)	3	*
Mesa Verde NP, CO	385	40+
Mount Rushmore NM, SD	154	40
Natural Bridges NM, UT	20	20
Pipe Spring NM, AZ	9	5
Rocky Mountain NP, CO	1,360	50+
Theodore Roosevelt NMemp, ND	65	35
Timpanogos Cave NM, UT	51	30
Wind Cave NP, SD	141	35
Yellowstone NP, WY	1,840	85+
Zion NP, UT	386	45

	Applicants (total)	Positions (maximum)
<b>NORTH ATLANTIC REGION</b>	<b>3,972</b>	
Acadia NP, ME	381	40
Adams NHS, MA	20	10
Boston NHP, MA	203	35+
Cape Cod NS, MA	658	45
Castle Clinton NM, NY (See Manhattan Sites, NY)	*	*
Dorchester Heights NHS, MA	*	*
Edison NHS, NJ	30	10
Federal Hall NMem, NY	*	*
Fire Island NS, NY	228	50
Fort Stanwix NM, NY	46	10
Gateway NRA, Headquarters, NY	194	20
Gateway NRA, Breezy Point, NY	517	35
Gateway NRA, Jamaica Bay, NY	404	25
Gateway NRA, Sandy Hook, NY	280	40
Gateway NRA, Staten Island, NY	254	25
General Grant NMem, NY (See Manhattan Sites, NY)	*	*
Hamilton Grange NMem, NY (See Manhattan Sites, NY)	*	*
Henry Longfellow NHS, MA (See J.F. Kennedy NHS, MA)	4	*
John F. Kennedy NHS, MA	10	5
Manhattan Sites Unit, NY	217	15
Martin Van Buren NHS, NY	20	10
Minute Man NHP, NY	41	15
Morristown NHP, NJ	81	20
Roger Williams NHS, RI	6	5
Roosevelt Campobello Int'l Park, ME	2	*
Roosevelt, Eleanor NHS, NY	10	5
Roosevelt-Vanderbilt NHS, NY	32	15
Sagamore Hill NHS, NY	17	*
St. Gaudens NHS, MA	20	10
St. Paul's Church NHS, MA	*	*
Salem Maritime NHS, MA	37	15
Saratoga NHP, NY	42	10
Saugus Iron Works NHS, MA	17	5
Springfield Armory NHS, MA	21	5
Statue of Liberty/Ellis Island NM, NY	168	45+
Theodore Roosevelt Birthplace NHS, NY	*	*
Theodore Roosevelt Inaugural NHS, NY	*	*
Touro Synagogue NHS, RI	*	*

	Applicants (total)	Positions (maximum)
<b>NATIONAL CAPITAL REGION</b>	<b>1,272</b>	
Antietam NBS, MD	24	10
Branch of Community Programs, DC	97	30+
C&O Canal NHP, MD	105	30
Catoctin Mountain Park, MD	10	*
George Washington Mem. Parkway, VA	73	45
Greenvelt Park, MD	36	15
Harpers Ferry NHP, WV	49	15
John F. Kennedy Center, DC	97	15
Manassas NBP, VA	13	10
Nat'l Capital Region East, DC	116	45
Nat'l Visitor Center, DC	40	10
NCP-Central, DC	76	15+
Park Police, DC	77	15+
Presidents Park, DC	57	15+
Prince William Forest Park, VA	20	10
Rock Creek Park, VA	19	5
White House Liason, DC	7	*
Wolf Trap Farm Park, VA	355	35+

	Applicants (total)	Positions (maximum)
<b>MID-ATLANTIC REGION</b>	<b>1,790</b>	
Allegheny Portage Railroad NHS, PA	32	5
Appomattox Court House NHP, VA	45	25
Assateague Island NS, DE	263	35+
Benjamin Franklin NMem, PA (See Independence NHP)	*	*
Booker T. Washington NM, VA	21	10
Colonial NHP, VA	79	20
Delaware Water Gap NRA, PA	188	35
Eisenhower NHS, PA (See Gettysburg NMP)	*	*
Fort McHenry NM, MD	43	15
Fort Necessity NB, PA	34	30
Fredericksburg & Spotsylvania NMP, VA	50	15
George Washington Birthplace NM, VA	20	10
Gettysburg NMP, PA	95	10
Gloria Dei (Old Swedes) Church NHS, PA (See Independence NHP)	*	*
Hampton NHS, MD (See Fort McHenry NM)	*	*
Hopewell Villiage NHS, PA	113	15
Independence NHP, PA	171	25+
Jamestown NHS, VA (See Colonial NHP)	*	*
Johnstown Flood NM, PA (See Allegheny Portage Railroad NHS)	*	*
Petersburg NBS, VA	60	30
Richmond NBP, VA	24	25
Shenandoah NP, VA	269	45
Thaddeus Kosciuszko NM, PA (See Independence NHP)	*	*
Valley Forge NHP, PA	283	35+
Yorktown Nat'l Cemetary, PA (See Colonial NHP)	*	*

	Applicants (total)	Positions (maximum)
<b>SOUTHWEST REGION</b>	<b>1,127</b>	
Alibates Flint Quarries NM, TX	7	5
Amistad NRA, TX	42	25
Arkansas Post NM, AR	10	5
Axtec Ruins NM, NM	4	*
Bandelier NM, NM	147	25
Big Bend NP, TX	34	5
Big Thicket Nat'l Preserve, TX	54	25
Buffalo NSR, AR	95	30
Canyon De Chelly N, AZ	55	20
Capulin Mountain NM, NM	16	5
Carlsbad Caverns NP, NM	93	30+
Chaco Canyon NM, NM	19	5
Chaco Center NM	*	*
Chalmette NHP, LA	5	5
Chamizal NM, TX	2	*
Chicksaw NRA, OK	72	25+
El Morrow NM, NM	11	5
Fort Davis NHS, TX	3	5
Fort Smith NHS, AR	5	10
Fort Union NM, NM	8	10
Gila Cliff Dwellings NM, NM	6	*
Gran Quivira NM, NM	13	5
Guadalupe Mountains NP, TX	34	10
Hot Springs NP, AR	68	20
Hubbell Trading Post NHS, AZ	22	15
Lake Meredith NRA, TX	29	20
Lyndon B. Johnson NHS, TX	38	15
Navajo NM, AZ	33	5
Padre Island NS, TX	58	20
Pea Ridge NMP, AR	15	10
Pecos NM, NM	30	10
San Jose Mission NHS, TX	*	*
Sunset Crater NM, AZ	39	15
White Sands NM, NM	35	25
Wupatki NM, AZ	25	10

SOUTHEAST REGION 2,663

Abraham Lincoln Birthplace NHS, KY	49	15
Andersonville NHS, GA	17	5
Andrew Johnson NHS, TN	1	*
Big Cypress National Preserve, FL	8	5
Big South Fork NRRRA, TN	10	20
Biscayne NM, FL	18	5
Blue Ridge Parkway, NC	533	80+
Brices Cross Roads NBS, MS (See Natchez Trace Parkway)	*	*
Buck Island Reef NM, VI (See Christiansted NHS)	1	*
Canaveral NS, FL	50	40
Cape Hatteras NS, NC	452	55+
Cape Lookout NS, NC	55	30
Carl Sandburg Home NHS, NC	27	20
Castillo De San Marcos/Port NM, FL	36	35
Chickamauga-Chattanooga NMP, GA	75	35
Christiansted NHS, VI	22	15
Congaree Swamp NM, SC	2	*
Cowpens NB, SC	19	20
Cumberland Island NS, KY	14	15
Cumberland Gap NHP, KY	50	20
De Soto Nat'l Memorial, FL	8	5
Everglades NP, FL	106	45
Fort Carolina Nat'l Memorial, FL	3	5
Fort Donelson NMP, TN	12	*
Fort Frederica NM, GA	15	10
Fort Jefferson NM, FL	2	*
Fort Matanzas NM, FL (See Castillo De San Marcos NM)	4	*
Fort Pulaski NM, GA	25	15
Fort Raleigh NHS, NC (See Cpe Hatteras NS)	5	*
Fort Sumter NM, SC	22	5
Great Smoky Mountains NP, TN	390	40
Guilford Courthouse NMP, NC	18	15
Gulf Islands NS, Florida Dist., FL	158	60
Gulf Islands NS, Mississippi Dist., MI	*	*
Horseshoe Bend NMP, AL	4	5
Kennesaw Mountain NBP, AL	28	10
Kings Mountain NMP, SC	19	10
Mammoth Cave NP, KY	200	45+
Mar-A-Lago NHS, FL	1	*
Moore's Creek NMP, FL	2	5
Natchez Trace Parkway, MS	*	*
Ninety Six NHS, SC	4	5
Obed Wild and Scenic River	3	*
Ocmulgee NM, GA	17	10
Russell Cave NM, AL	5	*
San Juan NHS, PR	10	5
Shiloh NMP, TN	18	10
Stones River NB, TN	19	10
Tupelo NB, MS (See Natchez Trace Parkway)	*	*
Tuskegee Institute NHS, AL	26	10
Uplands Field Research Laboratory, TN	2	*
Vicksburg NMP, MS	16	15
Virgin Islands NP, VI	76	10
Wright Brothers NMem, NC (See Cape Hatteras NS)	4	*

MIDWEST REGION 2,076

Agate Fossil Beds NM, NE	5	5
Apostle Islands NL, WI	145	25
Cuyahoga Valley NRA, OH	174	25
Effigy Mounds NM, IA	22	10
Fort Larned NHS, KS	20	5
George Rogers Clark NHP, IN	14	5
George Washington Carver NM, MO	14	10
Grand Portage NM, MN	45	15
Herbert Hoover NHS, IA	13	10
Homestead NM, NE	20	10
Indiana Dunes NL, IN	250	60+
Isle Royale NP, MI	222	15
Jefferson Nat'l Expansion Mem. NHS, MO	102	35+
Lincoln Boyhood NM, IN	10	5
Lincoln Home NHS, IL	28	10
Mound City Group NM, OH	17	10
Ozark NSR, MO	309	65+
Perrys Victory/Int'l Peace Mem., OH	54	20
Pictured Rocks NL, MI	142	20
Pipestone NM, MN	14	10
St. Croix NSR, WI	74	15
Scotts Bluff NM, NE	19	5
Sleeping Bear Dunes NL, MI	214	40
Voyageurs NP, MN	107	10
William Howard Taft NHS, OH	14	15
Wilson's Creek NB, MO (See George Washington Carver NM)	26	20

WESTERN REGION 6,596

Cabrillo NM, CA	40	10
Casa Grande Ruins NM, AZ	11	10
Channel Islands NM, CA	66	10
Chiricahua NM, AZ	41	15
City of Refuge NHP, HI	7	*
Coronado NM, AZ	8	5
Death Valley NM, CA	18	10
Devils Postpile NM, CA (See Sequoia NP)	15	*
Fort Bowie NHS, AZ	6	10
Fort Point NHS, CA	5	*
Golden Gate NRA, CA	410	65+
Grand Canyon NP, AZ	1,100	95+
Haleakala NP, HI	30	*
Hawaii Volcanoes NP, HI	142	10
Hohokam Pima NM, AZ (See Sequoia NP)	1	10
John Muir NHS, CA	22	5
Joshua Tree NM, CA	24	5
Kings Canyon NP, CA (See Sequoia NP)	*	*
Lake Mead NRA, NV	190	60+
Lassen Volcanic NP, CA	483	35
Lava Beds NM, CA	104	15
Lehman Caves NM, NV	29	10
Los Angeles Field Office, CA	15	5
Montezuma Castle NM, AZ	26	10
Muir Woods NM, CA	18	*
Organ Pipe Cactus NM, AZ	12	10
Petrified Forest NP, AZ	99	30
Pinnacles NM, CA	4	*
Point Reyes NS, CA	266	30
Puukohola Heiau NHS, HI	3	*
Redwood NP, CA	351	35
Saguaro NM, AZ	68	20
Sequoia NP, CA	1,513	85+
Tonto NM, AZ	7	5
Tumacacori NM, AZ	1	*
Tuzigoot NM, AZ	2	*
Walnut Canyon NM, AZ	64	10
Western Regional Office, CA	13	5
Whiskeytown NRA, CA	166	20+
Yosemite NP, CA	1,215	75+

PACIFIC NORTHWEST REGION 5,239

Alaska Area Office, AK	76	25
Coulee Dam NRA, WA	181	30
Craters of the Moon NM, ID	43	10
Craters Lake NP, OR	487	50
Division of Interpretation Visitors Services (PNRO)	10	5
Fort Clatsop NM, OR	15	5
Fort Vancouver NHS, WA	51	10
Glacier Bay NM, AK	239	25
John Day Fossil Beds NM, OR	14	*
Katmai NM, AK	188	20
Klondike Gold Rush NHP, AK	237	40
Klondike Gold Rush NHP (See Seattle Unit)	19	5
Mount McKinley NP, AK	421	20
Mount Ranier NP, WA	1,508	70+
Nez Perce NHP, ID	26	25
Olympic NP, WA	1,070	60
North Cascades NP, WA (See Sitka/Stehekin)	100	*
Oregon Caves NM, OR	62	15
San Juan Island NHP, WA	47	10
Sitka NHP, AK (NCP)	82	30
Skagit District, AK (NCP)	101	30
Stehekin District, WA	251	35
Whitman Mission NHS, WA	9	15

KEY

Applicants: include Aid, Tech., and a few Ranger positions in Resource Management & Visitor Protection, Visitor Services and Interpretation. The figures do not include any Laborer applicants, or positions. (If an applicant filed two applications for employment at two parks, both are represented in these figures.)

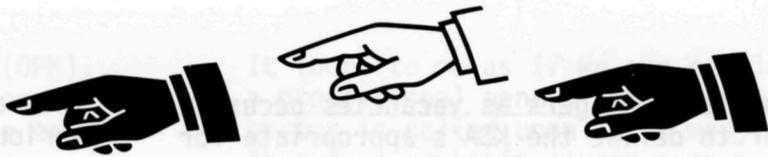
Positions: from the GREEN BOOKLET provided in the Summer Season Employment Package. Remember, A=5, B=10, C=10+. The park hires less than this number, unless...

+ ...for each C, 15 positions are included in the total. There may have been more (or less) actually hired.

\* ...information unavailable; applicants column...the number is represented in another Park's figure. position column... hiring done thru another park, or little or no summer seasonal work exists, (perhaps filled by CO-OPs, SCAs...)



## POINTS FROM PERSONNEL



The employment trend in the NPS has changed so rapidly in the past few years that it has personnelists' heads spinning! It used to be so much easier to become an NPS employee, simply because there were fewer people interested in the great outdoors. Now they're beating our doors down! "The NPS needs me!" And which avenue is the best way to direct these people? That depends on the local labor market.

Most regions seem to have a shortage of clerical help. It's an area worth exploring if someone's interested in finding a career conditional position with the Park Service. Once an applicant has taken a "CC" position with any federal agency that person becomes eligible to apply for vacancies which the person may be qualified for after 90 days in the CC position...provided the vacancy announcement indicates that outside applicants may be considered.

It has also become very difficult to obtain seasonal employment. In 1978 there were approximately 50,000 seasonal employment applications and only about 3,000 new hires placed from the lists generated by the seasonal employment unit in Denver.

It is only natural that the larger park areas make the most placements; therefore these areas receive the largest number of applicants, making competition for these positions quite keen.

Seasonals might want to avoid such places as Yellowstone, Great Smokeys, Grant Tetons, Glacier, Acadia, Yosemite...I can remember one year when there were 5,600 applications for Yosemite - this was before the system was computerized -and only 80 selections were made. While on the

other hand, there were only 10 applications for the 6 vacancies at Petrified Forest. So, applicants would stand a far better chance for selection if they indicated a smaller, less-known park area as one, if not both, of their choices for seasonal employment.

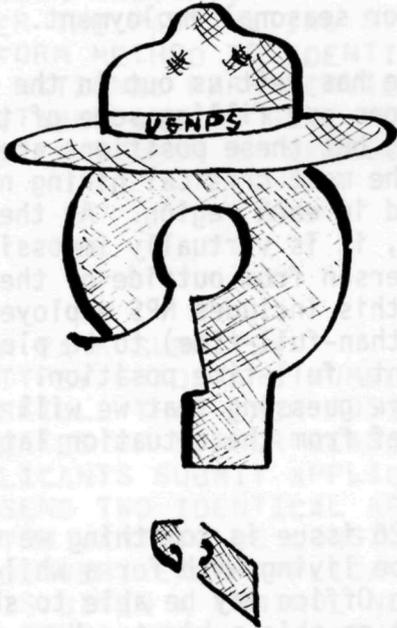
The freeze has left us out in the cold. Most regions are filling some of their positions, but these positions are limited to the most critical hiring needs identified in each region. At the present time, it is virtually impossible for any person from outside of the Service (this includes NPS employees who are less-than-full-time) to be placed in a permanent, full-time position. Speculators are guessing that we will have some relief from the situation late this year.

The 025/026 issue is something we will probably be living with for a while. The Washington Office may be able to shed some light on this subject. Now, the Intake program is all that is left for in-Service placement. The program has been delegated to the Regional Offices, so check it out with them.

The newsiest personnel-related item these days is the revision of the Service-wide Merit Promotion Plan. The Skills Inventory System (BEES) will no longer be used to fill positions throughout the Service. Each region will be responsible for issuing vacancy announcements to fill their vacant positions. Qualified applicants will be evaluated based on their education, experience, supervisory appraisal, training, awards, and outside activities as applied to the duties of the position being filled. This method of evaluating candidates based upon their knowledge, skill, and abilities (KSA'S) will insure that only the best qualified applicants are referred for selection. Personnel offices will be working closely

with field managers as vacancies occur in order to define the KSA's appropriate for the position to be filled.

Lynn Guidry  
Personnel Specialist  
Western Region



## THE PROFESSIONALS

The Personnel Office has just sent up another discouraged person seeking a career in interpretation. It was an all too familiar story. She had graduated two years ago with a degree in park and recreation management, with a concentration in environmental interpretation. She wanted a career in one of the government agencies. So far she had only been able to get part-time and temporary work; much of it outside her field. She was angry with our lackadaisical attitude toward employment. She didn't understand why she, a graduate professional interpreter, was not selected over people with a degree in urbanology, sociology or ornithology. She did not understand the system.

This example illustrates one of our serious questions; are interpreters generalists or specialists? On the one hand the agencies are seeking to hire interpreters with the greatest number of skills, generalists. Conversely the universities tend to turn out specialists, i.e., ornithologist, sociologist, urbanologist.

The skills inventory forms which agencies use in hiring reflect this trend toward hiring generalists. The process is not unlike roulette. If you cover more squares you increase your odds to win. That is if you can show training or experience in several skills areas you have a better chance to be selected. Many of these skills, however, are not taught in the colleges. It becomes necessary to have work experience. This work experience is usually gained through seasonal employment of one kind or another. Skills such as first aid, canoeing, scuba diving, fire fighting, rock climbing, public speaking, leading guided walks and hikes are generally learned on the job. They rarely are part of the college curriculum. It is hard to get even a temporary job without a good bank of skills.

The problem is further complicated by the great variety of academic programs which are presently offered in the schools and universities. The choice of major studies is often not well related to career goals. Some programs do offer a generalist training. Some of the university faculty in the field of interpretation have expressed a wish to "standardize" some of the requirements for interpreters. This could be the first step toward recognizing the "profession."

Professional organizations such as Association of Interpretive Naturalists (AIN) and Western Interpreters Association (WIA) have the opportunity to help universities set standards and build a recognized "profession". A look at engineers, architects, geologists, etc. will show that each specialization is supported by professional organizations and university curriculae. Why not interpretation?

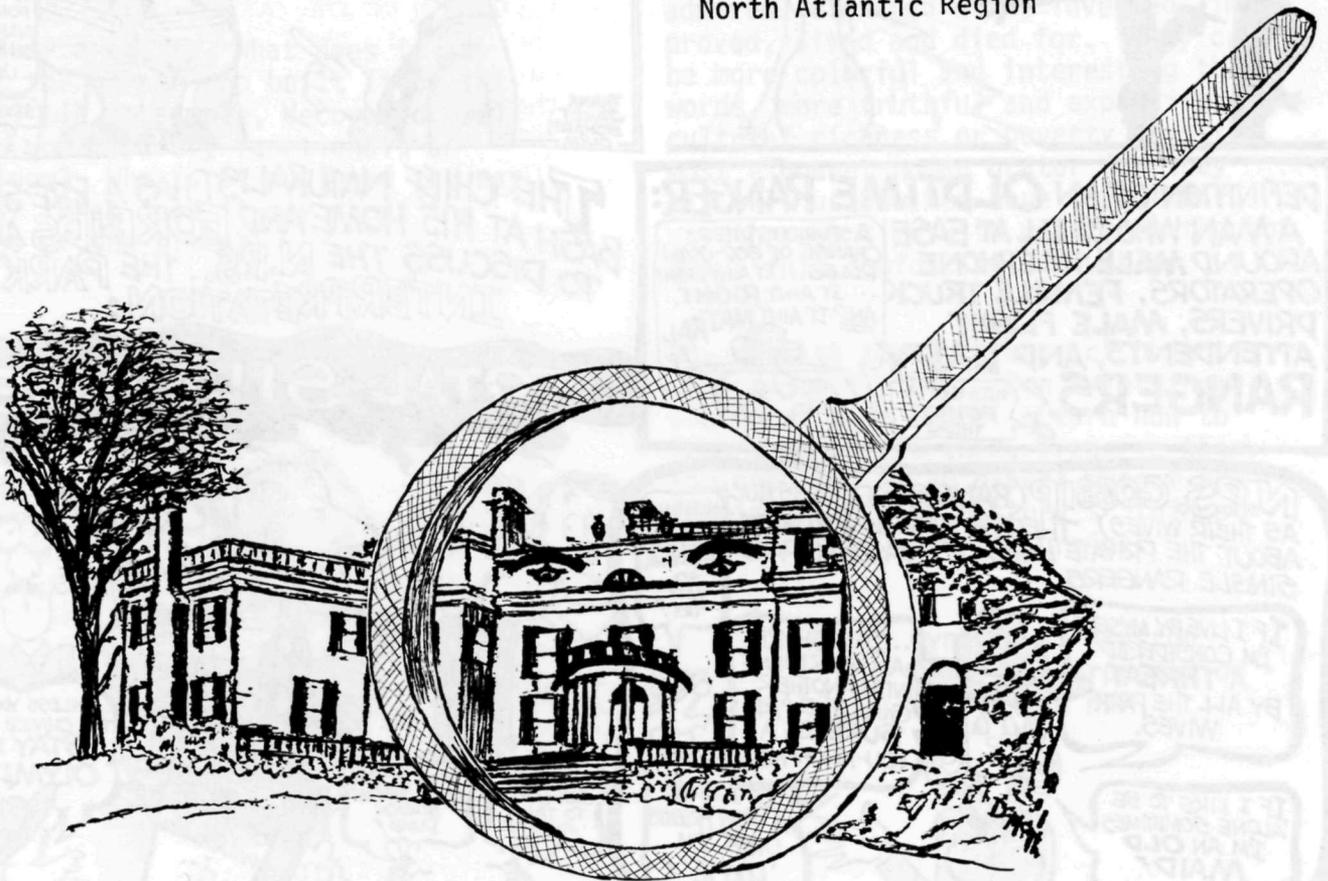
The Office of Personnel Management (OPM), formerly the Civil Service Commission, comes to the agency for descriptions to use the X118 standards and for KSA's (Knowledge, Skills and Abilities). We in the agencies almost always use the generalist description for interpretation. We look for many skills over a wide range, usually an emphasis but not a specialization.

This picture is clouded further when each agency uses different occupational codes for similar generalist-interpretation positions. The Park Service and Army Corps of Engineers use the Park Ranger series 025. The same interpreter over in Fish and Wildlife is listed as 023, Outdoor Recreation Planner. It is listed as Information Specialist by the Forest Service. Recently at the Minneapolis AIN Meeting a group of professional interpreters from these three agencies and Canada sat down to develop some plan for consolidating the OPM series into one professional group. The results were inconclusive, but it was a start.

It looks to me as if we are developing a professional generalist. An interpreter is called upon to do many things in a days work; in a year even more. As time goes on the professional qualities and experience of the individual interpreter make him more valuable and more to cope with many situations and many subjects.

As I look back at my Dad's career of 30 years ago he was always more the interpreter than the naturalist. That is even more true of my job now. The danger is that you become a generalist at the expense of your speciality. As I see it, interpretation is a profession for the competent generalist. How can we reach from a concentrated speciality to all the grand diversity of visitors today? If true professions grow from human and social needs, then it seems to me that professional interpretation is indeed an idea whose time has come.

Douglas Bruce McHenry  
Interpreter (Naturalist)  
North Atlantic Region



# SUMMER 79

# ARE YOU READY?

1979  
YEAR  
OF  
THE  
VISITOR

I THOUGHT IT WAS  
THE INTERNATIONAL  
YEAR OF THE  
CHILD!

IT IS!  
AND IT'S ALSO  
THE YEAR  
OF THE  
RAM!

JUNE IS  
NATIONAL  
RAGWEED  
CONTROL  
MONTH!

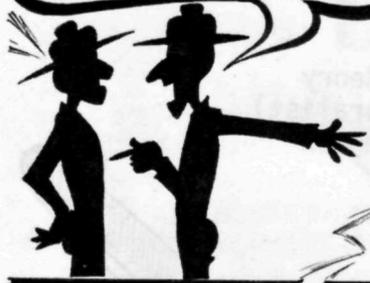
...AND  
JULY  
IS  
BLUEBERRIES  
MONTH!

AUGUST  
1-7  
IS NATIONAL  
CLOWN  
WEEK!?

SEPT 4  
IS  
BE LATE  
FOR  
SOMETHING  
DAY!



I KNOW ITS BEEN A BUSY  
DAY AND YOU WERE ANXIOUS  
TO CLOSE THE V.C. ON TIME,  
BUT PLEASE CHECK THE REST  
ROOMS BEFORE YOU LOCK THEM!  
THIS IS THE YEAR OF THE  
VISITOR, NOT LOCK A LADY IN  
THE LAVATORY DAY!



BUT, ESMERALDA, THERE  
ARE EIGHT SYLLABLES IN  
YOUR LAST NAME ALONE  
... THERE WAS NO WAY WE  
COULD FIT IT ALL ON ONE  
NAME TAG!



THERE'S  
NO DEARTH  
OF SPACE  
FOR TWO  
NAME TAGS  
ON HER... ER  
... UNIFORM!  
SEXIST!

THANK  
JANET  
SCHARF  
OLYM.

DEFINITION OF AN **OLDTIME RANGER:**  
A MAN WHO IS ILL AT EASE  
AROUND MALE TELEPHONE  
OPERATORS, FEMALE TRUCK  
DRIVERS, MALE FLIGHT  
ATTENDENTS, AND LADY  
RANGERS.

A SPURIOUS INTER-  
CHANGE OF GOD-GIVEN  
ROLES... IT AINT RIGHT  
... IT AINT RIGHT,  
AND IT AINT NATRAL!

HE'S GOT A  
POINT  
THERE!



THE CHIEF NATURALIST HAS A PRE-SEASON  
BASH AT HIS HOME AND FORBIDS ANYONE  
TO DISCUSS THE N.P.S., THE PARK, OR  
INTERPRETATION:

# TOTAL SILENCE

N.P.S. GOSSIP (RANGERS DO IT AS MUCH  
AS THEIR WIVES) THERE'S NOTHING PRIVATE  
ABOUT THE PRIVATE LIVES OF SEASONALS AND  
SINGLE RANGERS:

IF I LIVE BY MYSELF  
I'M CONSIDERED  
A THREAT  
BY ALL THE PARK  
WIVES.

...IF I SHARE  
AN APARTMENT  
WITH ANOTHER  
GIRL, THEY'RE  
SURE I'M A  
YOU-KNOW-WHAT!

IF I HAVE  
A FEW FRIENDS  
OVER I'M  
'LOOSE'!

IF I LIKE TO BE  
ALONE SOMETIMES  
I'M AN OLD  
MAID!

NOTHING  
YOU DO  
CAN PLEASE  
EVERYONE,  
SO WHY  
TRY?



N.P.S. FOLKS  
JUST LOVE  
TO TALK  
SHOP!

...AND IF THEY  
CANT THEY'RE  
STRUCK  
DUMB!

ALL  
THINGS  
EQUAL  
I'D REALLY  
RATHER BE  
IN  
PHILADELPHIA

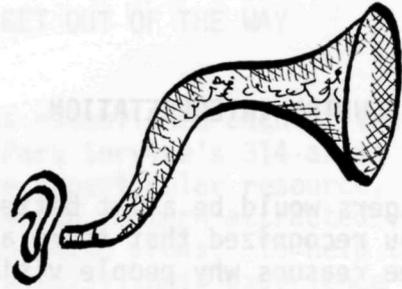
...UNLESS YOU HAVE  
THE CHANCE TO  
STAY IN  
OLYMPIC!

hoofnagle  
OLYMPIC

SO LONG, JIM COLEMAN!

THANK : T.N.

# Listen...

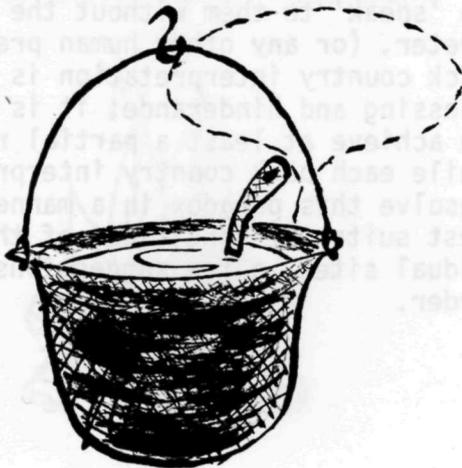


## OR HOW TO COMMUNICATE WITH AN HISTORIC OBJECT

Historic objects can chatter away with you quite pleasantly about their history if only you let them. Not in so many words, mind you, but certainly in announcing information about their pasts.

Take an old iron pot, for example. Can you imagine what it was like to cook a meal in it? A housewife would almost have to be an engineer to gauge temperature changes, build a fire correctly, time her food. Did it allow for a wide variety of diet or elaborate cooking?

Or study a chair. What does it say about the person who built it or sat in it? Is it simple, decorated, well made, worn, purely functional, an heirloom? Why is it designed the way it is? What does it say about the tastes of the times?



Even this piece of paper you're reading is talking to you, and not just through the printed words it contains. It speaks about modern technology, the progress of printing, how far paper production has come. Compare this with parchment, or an 18th century book, or early 19th century writing paper. Would they feel the same, look the same? Why?

In many ways historic objects are messengers of people no longer with us--things they cherished, abused, disliked, admired, tinkered with, invented, improved, lived and died for. They can be more colorful and interesting than words, more truthful and expansive of cultural richness or poverty than the most eloquent human orator for they all tell us how men have made their way through time with what they thought beautiful, comforting, valuable.

So, cherish those "historic" objects your community has. Don't let them disappear from abuse. Learn how to find them, treat them, preserve them. You need not be an expert museum professional to give history's "things" the care they need to survive.

Cynthia E. Kryston  
Chief, Interpretation  
Minute Man NHP

## BACK COUNTRY INTERPRETATION

"You managers would be a lot better off if you recognized that there are only three reasons why people visit the back country - to be alone, to make love, to get high". (From a letter to the editor of the mountaineering journal 'Appalachia' in response to an article affirming the need for back country recreation management).

Back country, undeveloped land greater than 1,000 acres, one-half mile or more from maintained roads, with only buildings, built for recreationing is where we go to escape from the strains of a complex civilization and search for peace and freedom. Interpretation in the back country is a paradox. Managers readily recognize how interpretation can further their goals. However, if overdone it can detract significantly from the experience that draws people to the back country in the first place. Perhaps in no other environment is it so important to run a well conceived program.

The need for back country interpretation? There are a series of crucial, not-so-obvious messages that interpreters must communicate to users. Safety may be the most important. In a short period warm and tranquil weather can be replaced by a blizzard or a torrential rainstorm. If someone falls and hurts themselves, help may be hours away.

Back country is vulnerable to human impact, much of it caused by well meaning recreationists. In order to protect the back country, interpreters must get certain concepts across. For example, hikers may believe that alpine vegetation, thriving in extremely harsh weather is 'tough as nails.' The sad fact is that one misplaced boot can destroy decades of growth.

Finally, the interpreter can convey information which can significantly increase the sense of wonder which is often the initial motivation for a back country visit. A case in point is the Zealand Valley in the White Mountains of New Hampshire. Seventy-five years ago the area was a smoking mound of charcoal, as a result of an intense fire caused by unwise logging practices. The ensuing public uproar led to passage of the Weeks Act and the creation of Eastern National Forests. Today the valley has recovered to become one of the lush and ecologically diverse areas in the White Mountains. Without the interpreter this powerful story of human excess and resolve and the regenerative power of nature is lost for the visitor.

While the need for interpretation in the back country is more than justified we must look at the other side of the issue. The truth is that interpretation carried out with too much zeal and too little thought detracts from visitor enjoyment. People come to the back country to escape from the clatter and chaos of man-dominated environments, or in the words of the pundit whose quote began the article, to be alone, to make love, to get high. Perhaps more than other recreationists, back country visitors want the resource - its winds, waters, wildlife and vistas to 'speak' to them without the interpreter, (or any other human presence). Back country interpretation is both blessing and hinderance; it is up to us to achieve at least a partial resolution. While each back country interpreter will resolve this paradox in a manner which best suits the conditions of their individual sites, a few suggestions may be in order.

I feel back country is best interpreted before visitors leave the trail head. Presentations in visitor centers, outreach to identified user groups (e.g., schools, church groups, boy scouts) and equipment store programs seem the best way of getting our messages across. Until the day a visitor center is built at every trail head the interpreter will have to reach visitors in their hometowns. This is often not that easy a task.

Once the visitor actually enters the back country, interpretation should be down played. Preaching or assault by billboard like messages don't go over very well. Passive interpretive vehicles like brochures, posters and signs are best confined to cabin or shelter facilities. Active programs should be informal and optional. (Sunset walks and the like seem to have the greatest success). For back country interpreters the conflict between keeping quiet and speaking out is a fact of life. When safety or human impact considerations arise, we must be ready to step into the limelight. Otherwise, it seems more appropriate to "walk quietly through the woods" blending in with recreationists and allowing our magnificent back country resources to speak for themselves.

Nelson Obus  
Interpretation  
Massachusetts Department  
of Environmental Management



## GET OUT OF THE WAY

Congress established each of the National Park Service's 314 areas to preserve a particular resource, an effort which in turn attracted visitors to these areas. To help these visitors enjoy their experience the Park Service has developed sophisticated and generally attractive interpretive exhibits and programs. At first glance this seems a natural and desirable progression. If pushed too far, however, interpretive development can disturb the balance between the visitor and the resource.

Apparently, interpretive overdevelopment results from two unconscious attitudes on the part of the park interpreter. The first of these combines a "more is better" philosophy and a tendency to forget that visitors come to see the resource and not to provide an audience for us. Once these two myths appear, our programs and exhibits can become increasingly obtrusive and eventually discourage firsthand experience with the resource.

Our second misconception is perhaps even more damaging. This is the notion that only we, really understand our park story; and that, furthermore, unless we explain the facts our visitor cannot appreciate our park. This unfortunate outlook both prevents us from learning from our visitors and also leads us to feel that every time and place someone interacts he or she should find an interpreter or at least a device on duty.

Obviously, some of our parks have extremely complex stories, others

have subtle resources that may not be readily understandable, and some of our visitors do need a great deal of assistance to benefit from their visit. However, even in these cases we must remember that our goal is to unite the visitor and our resource in a manner which is helpful to each: we are catalysts and should not remain standing between the two when our job is done.

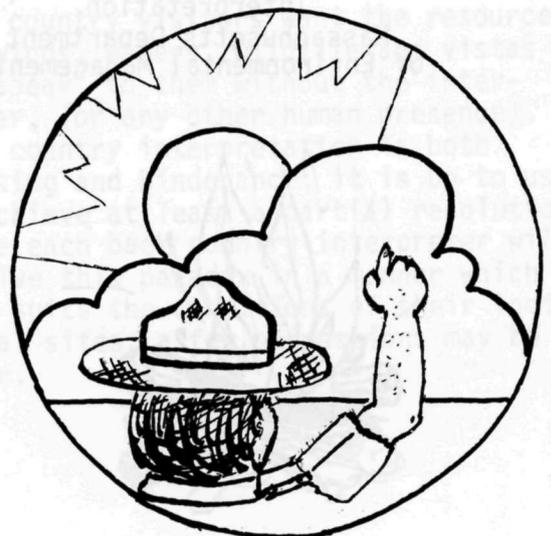
To accomplish this we should look at every interpretive device critically. Is this movie, exhibit or program enticing people to experience our resource first hand? Or is it replacing the resource, giving the appearance of completeness in itself. This can be a particular problem in visitor centers. Since by their nature, visitor centers should be placed so as not to intrude on the resource, programs and exhibits presented in them can easily prevent visitors from reaching their actual destination. Any time a visitor emerges from one of our theaters and says, "We won't have time to see the battlefield now," we have failed them. All visitor center activities and programs should be designed to raise questions and to lure people into a personal experience.

Programs presented in or near a resource avoid some of the pitfalls of visitor centers, but can develop problems of their own. Most often these relate to our refusal to leave our visitors alone with the resource. Does our nature walk have to originate at the most breathtaking overlook in the park? Is the conducted tour really the only way to interpret our historic house? Do the visitors touring our battlefield need an audio unit at every stop? Care should be taken that opportunities ex-

ist for a person to experience the park and its resources in an individual way. Occasionally, because of the fragility of the resource this experience must take place during an organized activity. Even then, however, with creativity an element of personalized interaction can be retained.

Getting out from between the visitor and the resource does not lessen the interpreter's role nor make it any easier. In fact, it makes for a more difficult assignment. To gently lead a visitor to the point where he can fully appreciate and enjoy on his own, to attempt to provide a unique and personal experience in the midst of a structured house tour, and above all, to feel enough confidence in our visitors and in ourselves to relinquish the spotlight takes sensitivity and commitment, and is a never ending challenge.

Frances Kolb  
Interpretive Specialist  
Boston NHP



## THE HAGGARD HOMESTEAD

How would you like to have about 300,000 guests visit your home this year? Sounds incredible, doesn't it? Well, that's exactly what is happening this year, and pretty much what has occurred at the Home of Franklin D. Roosevelt since it opened to the public in April, 1946. If a building could speak - verbally that is - just imagine the ouches, groans, and screams that would fill the historic Hyde Park air! This house wasn't built to accommodate so many visitors and structurally, the strain is showing. Old houses rarely die of natural causes, they are usually murdered or worn to death. Just think of the legions of feet marching across fabled floors and the multitude of hands touching irreplaceable heirlooms; every foot and hand an unwitting instrument of deterioration.

As stewards of our nation's cultural heritage, we are responsible to posterity for the integrity of material culture kept in public trust. What is material culture, you ask? Material culture comprises all objects (artifacts) made by humans. These objects are three dimensional manifestations of ideas and are, therefore, expressive of a culture at a given point in time. A building is an artifact just as a table or a pot; only it is much more complex.

In his provocative book, Images of American Living, Alan Gowans has this to say about material culture:

"WHAT IS A TRADITION in architecture or furniture?"

Essentially, like most human creations, it is made up of two elements - form and spirit. By form, I mean that buildings, tables, chairs, etc. within a tradition will show certain distinctive combinations of shapes, materials, proportions, and ornament which can be recognized as characteristic of them as a group and not of others. By spirit, I mean that men working within it will share certain inner beliefs about the nature of beauty, and what art is - indeed, what life is - that make them prefer some particular forms over others, consistently, over years and generations. It is through outward forms that we recognize a given tradition, but we understand it only as we know its spirit. Just as a sacrament by definition is the outward and visible symbol of an inward and spiritual grace, so the outward forms of architecture or furniture have lasting significance only when we understand them as expressions of cultural spirit, of forces intangibly shaping history."

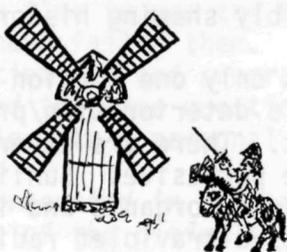
People-wear is only one portion of a historic site's deterioration/preservation contest. There are other factors which are more pervasive. Sunlight fades and bleaches organic and inorganic materials. Its ultraviolet radiation literally breaks down the composition of materials such as textiles and paper. Fluctuations in temperature and humidity cause materials to expand and contract, doing structural damage. Dryness causes wood to crack and glue to give out, while excessive moisture invites rust, mold-growth, and insect infestation. Fossil fuel fumes and soot combine with air-borne moisture to form a mild acid which slowly - but surely - etches the surfaces

of artifacts. The foregoing are the chief causes of object deterioration. There are others, but for the sake of brevity they won't be described here.

The Home of Franklin D. Roosevelt Historic Site might not exist were it not for the enjoyable and edifying experience it offers to the many people who visit each year. Certainly, controlled use of this multifaceted resource partially justifies on-going maintenance and protection for its historic grounds, features, buildings and object collections.

The old Homestead though haggard from human hands and heels, and nature's vicissitudes, must be preserved. It tells us to be careful and asks if we'll be wise.

Don McTernan  
Chief Curator  
Roosevelt-Vanderbilt NHS



#### DON QUIXOTE TALES

"Good afternoon, ladies and gentlemen. On behalf of the National Park Service, the Director, the Regional Director, the Superintendent, the Chief Naturalist, the North District Interpreter, the lead Park Technician, and myself, welcome to Superneat National Park."

"This morning's bird walk will be a four hour, two mile walk across moor and marsh. So if you are all prepared, let's begin."

"Did you see that? It was a yellow-flamed thrasher. First one this year for me."

"Look at that. Three green heron. Pretty common here, so just put it on your checklist and let's move on."

"Ranger, I don't remember pitch pines growing in the bearberry years ago. Why are they here now?"

"Please, Ma'am, this is a bird walk. We can't expend time on distracting topics."

"Ranger, I remember as a little girl there used to be lots of wood duck and eastern bluebirds here. Where are they now?"

"Ma'am, control yourself. We're only concerned with the ones we find. Our goal is to find as many as we can."

"Ranger, there's a bald eagle! Aren't they rare?"

"Yes, Ma'am, they are. Now note the primary feathers in the juvenile plumage. That's not something you see every day. And notice how the nictitating membrane keeps the eye moist."

"But isn't there something we can do to help these birds survive?"

"Ma'am, that's not our concern. We are here to point out birds. We're not social reformers."

"Look! Isn't that a heath hen?"

"Good for you, Ma'am. Now add it to your checklist. That's it. Now you've got the idea."

Glen Kaye  
Chief, Interpretation  
Cape Cod NS

## IT'S ALL OF US



No matter what our title is, public relations is a vital part of our job. The National Park Service holds us responsible for much of the public relations work in our parks. The job can be as simple as a smile, giving assistance amicably, and listening.

Visitors and the community(s) generally comprise a park's public. They differ in that visitors have seasons and the community is forever present.

The residents who live near or on park property have interests and concerns with park policy, programs and practices on a daily basis. We must provide for them as visitors, as well as neighbors. Urban parks have a particular interest in the everyday life of our communities.

Boston National Historical Park has created numerous programs to fulfill our community outreach needs. Our most ambitious project is with school groups.

A brochure that is versatile enough for any age group to adapt, is available at the seven park sites. It was prepared for students and teachers who do not have a structured plan for their visit to Boston. It provides five themes that inspire students and teachers to look in new perspectives at Boston history. For example, HERSTORY takes a woman's role and how it varied in sites as diverse as Old North Church and the Charlestown Navy Yard.

We have independent site programs that share a general theme established for all sites. A reservation is required. In the classroom an interpreter will introduce the materials, and the teacher's lessons will prepare the students for study at the chosen site.

HISTORICAL AND URBAN ENVIRONMENTAL STUDIES (HUES) is a live-in program at the Charlestown Navy Yard. This

format provides students with an intense examination of the environment and history. Boston NHP co-sponsors HUES with Boston University.

Every year Boston NHP, the Bostonian Society, and the Old South Association sponsor a symposium. The forum provided here allows the community to air their views about historic and contemporary issues. It is frequently noted by the media and special interest groups that can further Boston NHP's cause.

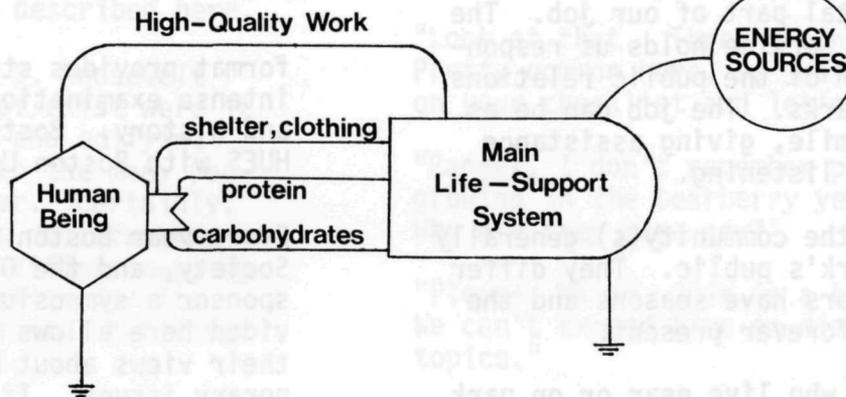
For schools, local organizations and our visitors, we have discovered that the Broadside, our quarterly publication, is a valuable outreach tool. The articles are a useful source of historical information, and keep people in the surrounding areas up-to-date with our programs and activities.

An unusual outreach project has been initiated by the protection staff. They are visiting elementary school children in the communities where Boston NHP sites are located. Protecting and appreciating the resource is their message in hopes of preventing vandalism; the plague of urban parks.

In our everyday life we relate most closely with the park in which we are employed. Developing and keeping a good image for your park is of utmost importance. Increasing public awareness of the resource, the reason for its national importance, and why it is being preserved, are all wrapped into our public relations role. Public relations is everyone's job.

Bobbie Hardin-Davi  
Public Information Specialist  
Boston NHP

# INTERPRETIVE RESOURCES

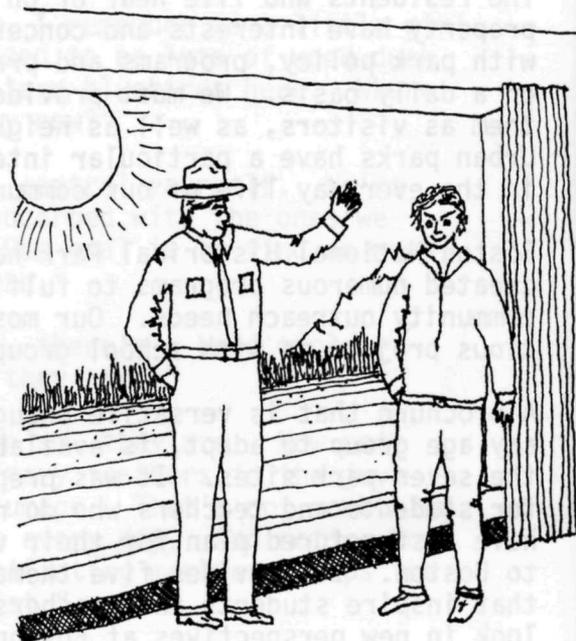


**YOU**  
are it,  
for the  
people  
you meet

**OTHER PEOPLE ...**  
around you are some  
of the best resources

**VISITORS – OTHER INTERPRETERS**

**THE ENVIRONMENT ITSELF :** it is.  
it speaks for itself !  
are we listening ?



## *Written Works*

William Anderson and  
Merrilyn O'Connell ... historic places  
Vandel Chamberlain ... stars  
Donald Field ... visitor use  
Russell Grater ... basics of ..  
John Hanna ... communications  
Ralph Lewis ... museum manual  
William Lewis ... communications

Gary Machlis and  
Maureen McDonough ... children  
Frederick Rath and  
Merrilyn O'Connell ... historical places  
Grant Sharpe ... overview of ...  
Marcella Sherfy ... preservation  
Freeman Tilden ... philosophy  
J. Alan Wagar ... visitor use

...Some Starting Points, someone near,  
knows where to go  
from here!

Park and Public Libraries (much too much to print)

- |                  |                  |                 |                  |
|------------------|------------------|-----------------|------------------|
| Henry Beston     | Fraizer Darling  | Aldo Leopold    | Howard Odum      |
| William E. Brown | Loren Eisley     | George P. Marsh | Elizabeth Odum   |
| John Burroughs   | Ralph W. Emerson | Enos Mills      | E.T. Seaton      |
| Robert Cahn      | Paul Erlich      | John Muir       | Henry D. Thoreau |
| Rachel Carson    | Hans Huth        | Roderick Nash   | Alvin Toffler    |

Audio Visual Materials

films

- My Job
- For All To Enjoy
- Attitudes
- Why Man Creates

tapes

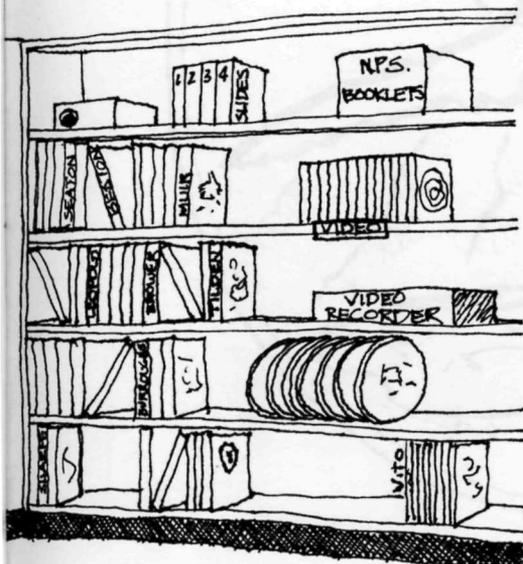
- Personal Training Package
- Bill Lewis Tapes (4)
- Diekman Tapes (3)

Audio Tapes

- Several Training Tips
- Tips for Interpreters

Slide Services

WASO Can be very helpful



Other Associations

- AIN – Association of Interpretive Naturalists  
(encompassing social history these days)
- WIA – Western Interpreters Association
- IC – Interpretation Central (see newsletter)  
(providing planning, training and information systems)
- AASLH – American Association of State and Local History  
many training materials available;  
also, many, how to's, in print

See also

- National Recreation & Park Association
- Forest Service
- Fish & Wildlife

Periodicals

- Journal of Environmental Ed.
- Conservation News (N.W.F.)

no time to read ?!

GOÖD ☺



Where's Hoofy?

(try page 22.)