

**LONG-RANGE INTERPRETIVE PLAN**

**PIPE SPRING  
NATIONAL MONUMENT**

**MARCH 2000**



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**LONG-RANGE INTERPRETIVE PLAN**

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**PIPE SPRING  
NATIONAL MONUMENT**

**MARCH 2000**

**prepared by**

**Department of the Interior  
National Park Service**

**Pipe Spring National Monument**

**Harpers Ferry Center  
Interpretive Planning**

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# INTRODUCTION

## PURPOSE AND CONTEXT OF THE PLAN

This long-range interpretive plan (LRIP) for Pipe Spring National Monument is a component of the park's comprehensive interpretive plan, (CIP), as outlined in the 1996 amendment to the National Park Service Interpretive Guidelines (NPS-6). Using the park's statements of mission, purpose, resource significance, plus the primary interpretive themes and visitor experience goals, this plan articulates visions for the park's interpretive future, and recommends the media and programs best suited for meeting visitor needs, achieving management goals, and telling the park stories. The themes and visitor experience goals were developed during this planning process. The mission, purpose, and significance statements come directly from the park's Strategic Plan.

The last interpretive plan for Pipe Spring, completed in 1977, was prepared by the Rocky Mountain Regional Office and was titled an "Interim Interpretive Plan." Since that plan was completed, many changes have occurred in park facilities, resource knowledge, interpretive media, programs, and in management philosophy.

One of the key motivations for this planning effort was the desire to broaden the interpretive program to include recognition of the historic and prehistoric Indian presence, the culture and history of the Southern Paiutes (especially the Kaibab Paiute), interactions between the Southern Paiute peoples and Euro-American pioneers, and the continued presence of the Kaibab Paiutes on the surrounding reservation. These topics have never been adequately portrayed at Pipe Spring, and this planning team included representatives from the Kaibab Paiute Band.

During the May 1998 interpretive planning workshop, the team learned of the tribe's plans to convert the former casino building into a tribal museum/cultural center. Further discussions led to the idea of perhaps utilizing the existing Pipe Spring National Monument visitor center as a joint visitor center/cultural center, and moving park offices to the former casino building. As this plan is being written, this joint facility option is being pursued further. If this option becomes a reality, some revisions to the structural, media, and program recommendations in this document regarding the visitor center may be necessary.

## BACKGROUND

Pipe Spring National Monument was established by President Warren G. Harding's proclamation No. 1663 (43 Stat. 1913) of May 31, 1923. The park is a 40-acre historic site situated in the northeast part of Mohave County, Arizona. It lies 10 miles south of the Arizona-Utah border, and is entirely surrounded by the Kaibab Paiute Indian Reservation. Primary access is provided by Arizona State Highway 389.

## INTRODUCTION

The geologic processes, which produced these desert springs, have made the site a focal point for area wildlife, and these waters have supported human habitation for millennia. The springs were well known by ancestral puebloan people and bands of Southern Paiutes long before the arrival of Mormon missionaries in 1858. Following the ill-fated homesteading efforts of James Whitmore, in 1870 the Church of Jesus Christ of Latter-Day Saints (Mormon Church) established a tithing ranch and constructed a fort (Winsor Castle) as a residence and for protection from the Indians.

As part of a tithing ranch system for the Mormon Church, the Pipe Spring ranch supplied meat, hides, and cheese to St. George, Utah. Besides the business of ranching, Pipe Spring became an outpost for another church venture—the Deseret Telegraph. A spur line was established through Pipe Spring in 1871, creating the first telegraph station in the Arizona Territory. It continued to operate between Rockville and Kanab, Utah until the late 1880's.

In 1907, the Kaibab Paiute Indian Reservation was established. The reservation surrounded Pipe Spring, but the ranch buildings, the springs, and the grounds immediately around them remained in private ownership until their transfer to the National Park Service in 1923.



# MISSION

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The mission of Pipe Spring National Monument is to:

- Protect the natural and cultural resources of the monument in an unimpaired state for the enjoyment of the public,
- Increase knowledge and understanding of, and convey the compelling stories of pioneer and American Indian culture, history, and relationships to the natural environment, and,
- Protect the water of the springs to the greatest degree possible, yet allowing use as entitled by law.

# PURPOSE

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The purpose of Pipe Spring National Monument is to:

- Serve as a memorial of Western pioneer life, Kaibab Paiute culture, and interactions between Euro-American and Indian cultures,
- Preserve and protect the springs and associated natural environment,
- Preserve, protect, and develop a better understanding of the cultural significance and resources present at the site, and,
- Provide opportunities for visitors to experience, understand, and enjoy the site.

# RESOURCE SIGNIFICANCE

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Pipe Spring National Monument provides opportunities to understand the Mormon colonial expansion into Southern Utah and Arizona and its complex interchange with the resident American Indians. The monument contains historic stone buildings and artifacts related to early pioneer settlement and cattle ranching, including a fortified ranch house known as "Winsor Castle," and the first telegraph station in Arizona.

The presence of readily available water has provided for a sequence of cultural occupation and use at the site from prehistoric times to the present. The importance of the water source to ancestral puebloans, Kaibab Paiutes, Mormon pioneers, and others presents a special opportunity for understanding these cultures and interactions among them.

The springs at Pipe Spring National Monument form a unique natural oasis and riparian area in a large desert region, providing water for use by animals and humans since prehistoric times.

This setting on the Arizona Strip provides visitors with a sense of isolation and serenity due to the vast and spectacular expanse reminiscent of prehistoric and pioneer eras.

# PRIMARY INTERPRETIVE THEMES

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Primary interpretive themes are those ideas/concepts about Pipe Spring National Monument that ideally every visitor should understand. These themes, which are based on the park mission statement, purpose, and significance of the resources, provide the foundation for all interpretive programs and media developed in the park. The themes do not include everything that may be interpreted, but they do address those ideas that are critical to understanding and appreciating the park's importance. All interpretive efforts (through both media and personal services) should relate to one or more of the themes, and each theme should be addressed by some part of the overall interpretive program.

The following theme statements will provide the basis for interpretation at Pipe Spring National Monument:

**1. The waters of Pipe Spring have always attracted and supported life in this desert environment.**

Elements of this theme include:

Geologic processes involved in the formation of the Sevier Fault resulted in the formation of the springs.

The water at Pipe Spring has been important to the human presence here for over 1,000 years.

The springs have attracted a succession of cultures, each utilizing the desert environment to various degrees.

The springs have provided a home and an important way station for humans and wildlife in their travels and migrations across the western Colorado Plateau.

This land and the springs were a sacred traditional homeland for American Indian people for thousands of years.

Differing ideas and actions regarding the use, possession, access to, or ownership, of water sometimes brought cultures into conflict.

The water led to settlement and cattle ranching, which in turn led to changes in vegetation. These changes had adverse effects on the survival of native species and American Indian life ways, which sometimes led to cultural conflict.

**2. The history of Pipe Spring is a saga of relationships among different ethnic, political, and religious cultures.**

Elements of this theme include:

Differences in language, customs, and value systems produced complex and sometimes confrontational relationships between Southern Paiute, and neighboring Navajo and Ute tribes.

Differences in language, customs, and value systems also produced complex and sometimes confrontational relationships among the resident Southern Paiute bands, the Euro-American explorers, and Mormon settlers.

Mormon settlers made efforts to convert Indians to their religion.

Throughout Pipe Springs' historic period, U.S. Government saw the Southern Paiutes as inconsequential, indicative in part of the government's tendency to treat Indians generically and without appreciation for cultural differences.

The fort stands as physical evidence of the tensions between the Mormon settlers, the Navajo and Paiute tribes, and potential Federal threats.

The relations of different peoples to the Pipe Spring environment affected their relationships with each other.

Pipe Spring played an important role as a refuge in the conflict between the Mormons and the U.S. Government over the practice of polygamy, in the context of Mormon relations with the Federal Government and the path to Utah's statehood.

Today, Pipe Spring offers opportunities for Americans and people from all over the world to understand and appreciate cultural differences and similarities.

### **3. Pipe Spring provides an opportunity to understand the expression of religious freedom in 19th century America.**

Elements of this theme include:

In the migration from Salt Lake, Pipe Spring is an example of Mormon plans for colonization and the development of a church-based state within a state.

The Mormon Church and its organization stand as symbols of success in the second awakening of religion in America during the 19th century, and Pipe Spring and its relation to the Mormon Church exemplifies this success.

The Mormon migration to Salt Lake and the subsequent colonization efforts resulted partially from the reactions of "traditional" religions to the concept of new revelations and utopian societies.

Mormon populations had, and continue to have a strong influence on local, regional, and state politics.

Tithing ranches, such as the one at Pipe Spring, were examples of the complex socio-economic organization of the Mormon "state."

The practice of polygamy was important to early Mormon religion, and Pipe Spring came to play a role in protecting polygamist families from Federal authorities.

### **4. Pipe Spring is a small, but significant part of a much larger landscape.**

Elements of this theme include:

Various peoples residing or passing through the area viewed the larger landscape, its origins, and their place in it in different ways, and derived different

meanings and interpretations from the land.

The desert landscape and the oases in it determined routes of travel and the locations of way stations.

Life cycles and life ways of people and most wildlife depend on resources well beyond the boundaries of the present-day park.

Historically, the activities of all people who have lived in the area have impacted the natural resources of Pipe Spring and its environs, but none more than ranching activities.

Although long distances and geographic barriers created an isolation factor in living here, people cultivated far-reaching avenues of communication. The Desert Telegraph serves as an important example of communication links in the expanse of the West.

**5. Pipe Spring stands as a symbol of persistence in the face of pressures to change.**

Elements of this theme include:

The Kaibab Paiute have maintained their cultural identity and a continued presence here despite obstacles such as disease, cultural differences, politics, adverse government policies, and changes in the natural environment.

Mormon families and a continued reliance on ranching have persisted in the area.

Elements of fundamentalist Mormon culture continue to find refuge in the region.

The isolation and desert climate have helped preserve many physical structures and resources of Pipe Spring's rich history.

Although much has remained unchanged, many aspects of the historic natural setting have vanished, forcing new adaptations and changes in life ways.

# VISITOR EXPERIENCE GOALS

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The following is a list of visitor experience goals that the implementation of this long-range interpretive plan would help to achieve. Gaining an understanding and appreciation of the interpretive themes from the previous section should be regarded as cognitive visitor experience goals. The goal statements below describe future conditions that would exist, rather than specific actions to achieve these goals.

Visitors to Pipe Spring National Monument will have opportunities to:

Get accurate and up-to-date information about the park

Learn about the primary themes of the park through a variety of media and personal services.

Learn about the site and the surrounding area before, or even without visiting the park

Realize that the Kaibab Paiute Reservation surrounds the park

Feel welcome to both a NPS site and to the Kaibab Paiute Reservation

Get a visual introduction to the site

Get information about other theme-related sites in the area, and about other regional tourist destinations and attractions

Have access to a comprehensive array of sales and reference literature directly related to the site and its themes

View the interiors of the existing structures

See genuine objects related to pioneer and Indian life at Pipe Spring

Witness demonstrations of aspects of pioneer and Indian life in the area

Experience the isolation and wide open spaces

Experience some of the many sensory elements of the site

Feel comfortable about inquiring into elements of Kaibab Paiute and Mormon cultures

Participate in a variety of structured group educational and interpretive programs, activities, and special events related to the site.

# EXISTING VISITOR EXPERIENCE AND CONDITIONS

The following is a summary description of the visitor experiences and conditions as they existed at the onset of this long-range interpretive planning process. This section provides a baseline to help justify many of the plans's proposed actions.

## **Information and Orientation**

General and trip planning information regarding Pipe Spring is available on the park's web site, which addresses the standard 17 informational topics. Visitor centers in the area, and regional tourism publications also carry articles and information about the park. The park also responds to numerous phone and mail requests with packets of park and regional information.

As travelers approach the park entrance, signs on Arizona State Highway 389 ask people to tune their car radios to the Travelers Information Station (TIS). This low-watt radio station broadcasts information about visiting Pipe Spring, including hours of operation, fees, facilities, and suggested time commitments.

In the breezeway of the visitor center, a large sign provides fee information and hours of operation. A sign in the window near the visitor center entrance lists the top ten questions (with answers) regarding a visit to Pipe Spring. As visitors approach the building, they enter a breezeway where they can turn left into the cooperating association bookstore, or right into the visitor center. Sometimes visitors miss the sign for the restrooms which sit to the left of the bookstore adjacent to the cafe.

A staffed information desk is located in the visitor center. Here visitors can get additional literature, pay the entrance fee, learn about guided tours and other interpretive programs, and talk with a park ranger. The official park folder, which has not changed much in over 20 years, is currently being revised to reflect the new interpretive directions reflected in the primary themes and visitor experience goals. Two sofas and a television monitor create an audiovisual corner where visitors can view a short introductory video about the history of Pipe Spring.

In addition to its primary function in serving the park, the visitor center also serves as a major information center for the Arizona Strip, including the Toroweap unit of Grand Canyon National Park. Pipe Spring staff also helps issue backcountry camping permits for the north rim of the Grand Canyon.

## **Interpretation**

In addition to the information desk and the audiovisual program, the small room devoted to the park visitor center also contains several exhibits on theme-related topics. Park staff has produced most of the exhibits over the years. They are somewhat dated and present a variety of design styles. Several theme-related contemporary quilts are displayed on the walls, and a large quilt frame holds

a quilt currently in production. All this media completely fills the small space, which can feel very crowded when ten or more people are in the room.

The Zion Natural History Association operates the cooperating association sales outlet. The store has plenty of space and is well stocked. There are, however, a very limited variety of items directly related to Pipe Spring or to the Kaibab and Southern Paiute peoples.

When people leave the visitor center, they take the short walk to the historic district. After crossing the footbridge, modern elements are kept to a minimum to give visitors the feeling that they are walking back in time. The paved walkway and interpretive wayside exhibits are the only obvious modern features in this landscape.

Visitors can use the official park folder as a self-guiding tour publication. The low-profile wayside exhibits (some with audio stations) supplement the brief interpretive messages in the park folder, and call special attention to important features in the landscape. Some of the wayside exhibits are outdated.

A living history demonstration area is located east of Winsor Castle and near the garden. The corrals, garden, chuck wagon, cook stove, etc. are used for a variety of historic period activities to give visitors a feel for elements of 19th century ranch life on the Arizona Strip. Southern Paiute demonstrations are also provided. Log seats blend with the historic ambiance, although the modern picnic tables do not.

Visitor access to Winsor Castle is by guided tour only. Load restrictions on the historic structure limit each tour to a maximum of 15 people. Tours are offered every half-hour. In an attempt to show how people lived here in the late 19th century, historic furnishings have been placed in each room. Many of the furnishings have been donated from families who have close ties to the site. A collection of touchable objects is displayed in the courtyard. The park has never had the benefit of a professionally conducted historic furnishing study.

The East Cabin has undergone recent restoration work and archeological investigation. One of the two rooms formerly held a collection of blacksmith tools and ranching equipment. These items were removed for the restoration work, but a number of objects also were suffering from rodent damage. The park does not plan to reinstall this particular display, as the structure was only briefly used as a blacksmith shop.

The West Cabin contains some minimal furnishings to depict the building's use as a ranch bunkhouse. A waist-high heavy wire mesh is used as a visitor barrier.

The ½-mile Rim Trail leads visitors over the low ridge behind the fort. Wayside exhibits mark the trailhead, and interpret many of the key features along the route. The trailhead exhibit is difficult to find, and as a result, few visitors take advantage of this special resource. Some of the wayside exhibits contain content errors, and others contain exhibit design flaws. The park's total

*EXISTING VISITOR EXPERIENCE AND CONDITIONS*

wayside exhibit program would benefit from a renewed study, especially in light of the new interpretive directions reflected in the primary themes, visitor experience goals, and the potential for a joint visitor facility with the tribe.

## VISITATION & VISITOR USE

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The following information regarding park visitors and visitation is derived from data maintained by the NPS Socio-Economic Services Division (WASO) in Denver, and from discussions with park staff. No special visitor use studies have been conducted for Pipe Spring National Monument.

Pipe Spring is not considered a destination park for most visitors. Many of the people who stop are passing through on their way to Grand Canyon or Lake Powell. People are often attracted by the signs along the highway or by the TIS broadcast. Many of these people come out of curiosity, not realizing the site's significance.

However, for some people from other Mormon areas, especially in Utah, Idaho, and Arizona, the park is a destination. Many of these people have local and/or historic connections to the site. People from nearby communities also visit frequently, often bringing friends and relatives.

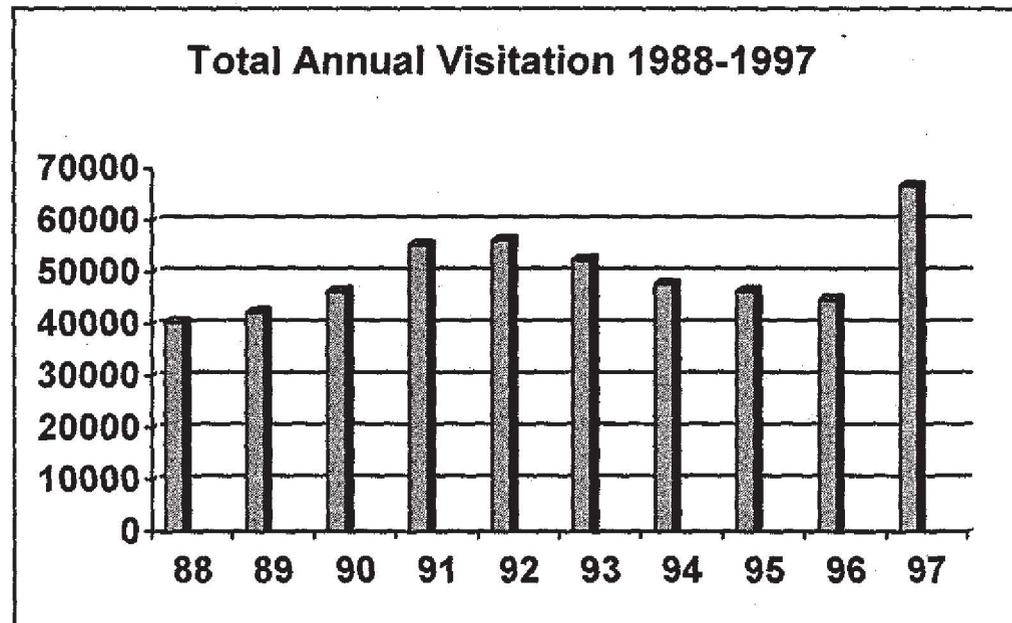
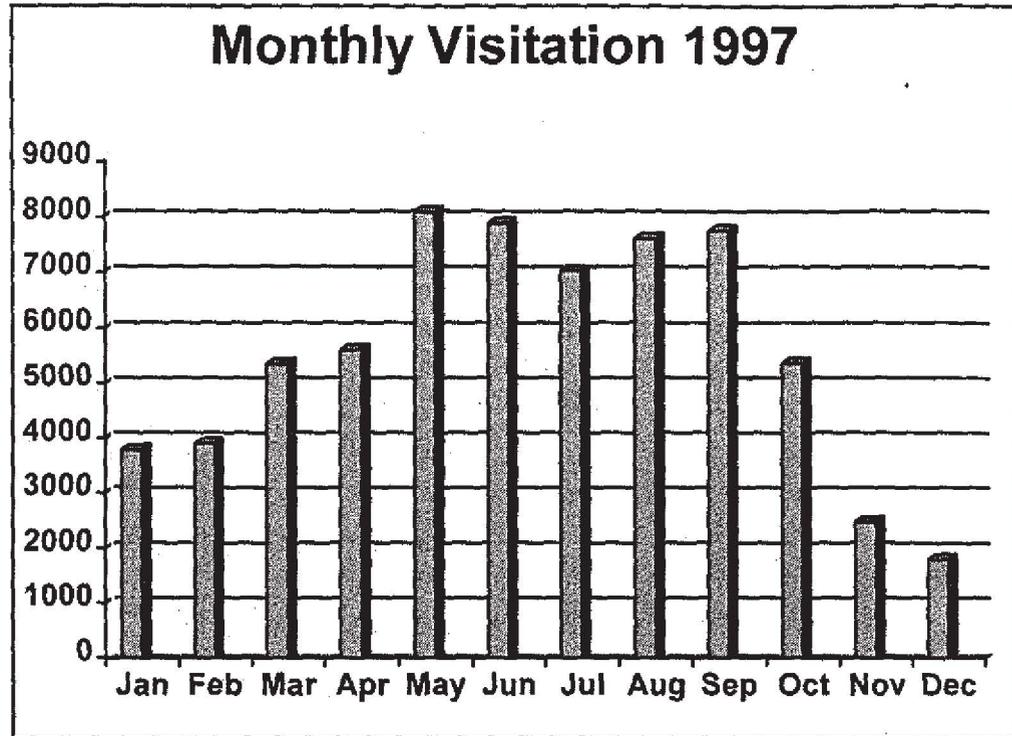
While Route 389 is a major corridor for recreational vehicles from Las Vegas to Lake Powell, most people specifically headed to Lake Powell for recreation do not stop.

On peak days visitation can reach 300, with 8-12 people in the visitor center at one time. Peak visitation is directly tied to the opening and closing of the north rim of Grand Canyon National Park. The average stay at Pipe Spring is about one hour.

The park receives few commercial bus tours. School groups do visit, the farthest coming from St. George, Page, and Cedar City.

Most foreign visitors are Germans, followed by French and Italians.

The following charts show monthly visitation figures for 1997 and total annual visitation for a ten-year period from 1988-1997:



# **IMPLEMENTATION STRATEGIES**

The following is a description of programs and media recommendations designed to further define, support, and achieve the mission, goals, themes, and objectives of the interpretive program for Pipe Spring National Monument. The discussion of each program or media proposal identifies its purpose, special considerations, and sometimes suggests means of presentation. It is important to remember that the latter are only suggestions, and should not in any way limit the essential creativity during the media or program design processes. On the other hand, most proposals will be specific enough to define parameters in which these creative energies can flow.

Many of the following recommendations are predicated on whether the proposed Kaibab Paiute museum/cultural center becomes a physical part of the NPS visitor center, and whether any structural alterations are to be made in the current building. Appendix A illustrates some alternative building design modifications for the current visitor center building. Some structural modifications could proceed even if the cultural center and visitor center were to remain in separate facilities.

Since the possibility of combining the two facilities did not surface until well into this planning process, the team did not have an opportunity to fully discuss media and program possibilities for the cultural center and how they would integrate with the NPS site. If the joint operation becomes a reality, a separate facility and media planning/design effort will be needed to address these and other issues.

# INFORMATION AND ORIENTATION

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## Pre-Arrival

General and trip planning information regarding Pipe Spring will continue to be provided through traditional means by answering regular mail and telephone requests. All mailed information should include the park's web site address and the addresses of any closely related site (i.e., the Kaibab Paiute Reservation and eventually, the cultural center/museum).

Basic information, including addresses, phone numbers, etc. for trip planning, also would continue to be available from the web page. Other on-line information would include descriptions of visitor services, special events, interpretive activities, a strong link to the Kaibab Paiute web sites, and links to other related sites. Additional visuals would give people a better understanding of what they will see when they visit the park. Something regarding the various time zones in the region also would help prospective visitors schedule their activities.

On a regional scale, information about Pipe Spring would be available at area visitor centers, related attractions, and lodging and camping facilities. While distribution of the official park folder to all of these places would be cost prohibitive, rack cards or site bulletins, perhaps developed in partnership with the tribe, cooperating association, or local communities could help meet this need. Specific target facilities would include the Navajo Bridge Visitor Center, St. George Interagency Visitor Center, neighboring NPS areas (Zion, Glen Canyon, Grand Canyon, Bryce, etc.), and other regional information centers. It is especially important that the neighboring NPS units work cooperatively in encouraging people to visit multiple parks and in making thematic links among the sites.

The park, in partnership with the tribe, other NPS units, and local entities, also should explore the potential of developing television and radio public service spots to be shown in local and regional motels. These short programs would focus on what to see and do in the area.

Park staff also is assisting the BLM, the state of Arizona, and several local communities in implementing the development of 17 wayside exhibits along the Arizona Strip. Each wayside exhibit will interpret a key site and include a map showing where the site is located on the Strip. One of these wayside exhibits will be only a few miles from Pipe Spring and will mention the monument as something to see in the area. A brochure, a future component of the project, will further identify Pipe Spring as a destination and area information station.

## On-Arrival

The highway signs along Arizona State Highway 389 for Pipe Spring are adequate; however, consideration should be given to further identifying the site as a historic cattle ranch and as a unit of the National Park Service. Future design also should illustrate the close affiliation between the park and the Kaibab Paiute Reservation and cultural center.

The TIS broadcast, which needs to remain short, would continue to provide basic arrival information, but also could mention the close liaison with the tribe. Signs also should denote the Coyote's Den restaurant--one of the few places to eat along the highway.

The sign at the main entrance to the facility should be more elaborate--again reinforcing the close ties between the park and the tribe and the fact that visitors are now on reservation lands. Design and placement of the sign should take into consideration the fact that many visitors will want to take photographs, possibly with friends and family members in the frame.

It is proposed that a fee information sign remain outside the visitor center building. Site design, landscaping, and appropriate directional signs would easily guide people where they need to go (see Appendix A). An informational wayside exhibit that would contain several panels and a bulletin case for changeable information would replace other exterior signs. Different panels would introduce: (1) the Kaibab Paiutes, and the fact that you are in the middle of the reservation--perhaps with a map showing the boundary; (2) Pipe Spring, its significance and history; and, (3) regional information. The bulletin case would include hours of operation, the ten most-asked questions, interpretive program schedules, etc

The information desk inside the visitor center will continue to serve visitors in a personal manner. Here, visitors can pay the entrance fee, talk directly with a park employee, and get specific information and literature on topics of interest. A collection of the available free publications (such as site bulletins) could be displayed with text stating that individual copies are available on request. This would allow visitors to see all of the available literature, but not indiscriminately gather a copy of everything.

Since visitors may first enter the bookstore or the cafe before going into the visitor center, cooperating association and Coyote's Den employees will often be approached for information. These employees should be included in any formal or informal training to ensure that everyone provides accurate and up-to-date information to visitors.

The development of an interactive touch-screen monitor could assist in providing area information, and could be accomplished through a partnership effort with the Arizona Department of Transportation. This type of exhibit also could have potential in issuing backcountry camping permits for the north rim of Grand Canyon. Room may not be available for such an exhibit in the existing space; however, it would be feasible under the proposed expansion options.

# INTERPRETATION

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## Visitor Center

As stated earlier, several redesign and expansion options were explored for increasing and better utilizing the public use spaces in visitor center building and for possibly incorporating the proposed Kaibab Paiute museum/cultural center. These options are briefly described below. See Appendix A for graphic representations of some of these alternatives.

1. Utilize the existing space (~700 sq. ft.). Move the information desk closer to the front door and create a vestibule at the entrance. This would free up more space for exhibits while retaining the audiovisual corner.
2. Utilize the multi-purpose/library room (~300 sq. ft.). Moving the library and multi-purpose functions elsewhere would create additional space for exhibits or for a separate audiovisual room. If a longer film were developed (longer than the current 5-minute program), a separate "theater" would be necessary.
3. Enclose the breezeway (~575 sq. ft.). A glass-enclosed breezeway would create a new and central space for the information/orientation function, and would open into the exhibit and bookstore areas. This would better integrate all of the building functions and provide a strong transition from the parking lot to the historic setting.
4. Building addition (~900 sq. ft.). An addition to the north or west side of the building would create still more space for exhibits and/or a separate audiovisual room.
5. Utilize all of the remaining office space (~1,300 sq. ft.). This option, coupled with all or any combination of the above, would probably create sufficient room for a combined NPS/Kaibab Paiute visitor center and museum. It is proposed that the park offices, and perhaps the library/multi-purpose functions, would relocate to the former casino building, located about ¼-mile away. The casino building, with proper security and climate controls, also may have sufficient space for relocating the park museum collection. A joint museum collection storage facility with the tribe also could be explored. Another alternative would be to utilize one of the park housing units for some of these functions.

Common to all of the above redesign options is the need to improve the entry experience from the parking lot to the building. The creation of an entry plaza would allow visitors to better sort out their options. Better signing, including the proposed informational wayside exhibit, would become an integral part of this plaza experience. Additional seating, and even the placement of temporary, seasonal shade structures would make this a more comfortable, welcoming, and better utilized space.

Six general exhibit concepts are proposed for the visitor center. Depending on the future of the Kaibab Paiute museum, these concepts could be greatly expanded and others added.

1. Introduction: Elements of this welcoming and "context" exhibit would include an introduction to Pipe Spring, what the site commemorates, why it is here, and show how the park is surrounded by the Kaibab Paiute Reservation.

2. Geology of Pipe Spring: A video-based exhibit on the geological evolution of area and the importance of water to survival in the region could be included. The video component might consist of a computer animation segment emphasizing the geologic origins of the springs.

3. Indian Life: The scope and magnitude of this/these exhibit(s) will depend on the results of efforts to create a combined NPS visitor center and a Kaibab Paiute museum. At a minimum, interpretive media would inform visitors that native peoples were living in the Pipe Spring long before any European explorers or Euro-American settlers arrived. An illustration of what one of the ancestral pueblos looked like could be created without leading visitors to the actual sites.

Visitors also should gain some understanding of how the Paiute lived, and continue to live in this environment. Farming, gathering, ethno-botany, crafts, belief systems, family life, etc. could be among the topics presented, along with the fact that some cultural elements are sensitive or private, and are not shared with others. Where possible, the exhibits should evoke how Kaibab Paiute people view aspects of their world, and possibly challenge visitors to examine elements of their own culture in different ways.

Regardless of the outcome of developing a joint center, the tribe would assume a key role in the planning, design, and production of these exhibits and other theme-related media in the park.

4. Construction of Winsor Castle: The park has a very good collection of items used in building the fort. These can be used in an exhibit to show how the stone was quarried and moved to the building site, and how the fort was constructed. The fact that much of the lumber came from mills some distance away also could be illustrated. In addition, this exhibit could present some of the craftsmen, and explain why a fortified structure was deemed necessary in the beginning.

5. Ranching: Most aspects of the ranching story would be told through interpretive media and personal services interpretive programs and demonstrations in the historic district. Some of the artifacts currently on display in the visitor center may be more effectively exhibited in the fort or in one of the other historic structures. This exhibit would give visitors an introduction to some of the ranching practices, the size of the operation, and interpret the concept of a tithing ranch and their importance to the Mormon Church.

6. Changing exhibit: The park's museum collection contains a wealth of objects that graphic materials and text blocks could emphasize. These include special events, recent discoveries, or specific theme-related topics. The changeable exhibit format also would allow for the periodic display of smaller objects donated by area families. This exhibit system would be flexible, and contain materials and instructions for producing professional quality labels, text blocks, and graphics.

With an interactive computer program, perhaps as an element of the changeable exhibit system, visitors could access photographs of additional objects in the museum collection. Another, simpler option for would be to create 3-ring binders to show photos of objects in the collection.

How people have felt, and continue to feel, about this land is a concept that could be incorporated into several of the exhibit proposals. The effective use of quotes, or perhaps audio components, could add a human and emotional dimension to some of the exhibits.

A new audiovisual program is proposed for the visitor center. The actual length and specific content of the program will again depend on the future expansion and use of the building. If a separate room is created for an audiovisual program, then a longer program could be produced. If the building will be used jointly by the NPS and the tribe, then specific content elements and emphases may change. However, regardless of these alternatives, the general scope of the new program would be to create a mood, as opposed to relating a factual story.

The proposed new program would reinforce one of the exhibit goals of relating how people relate to this land. The program would capitalize on the people who were and still are a part of this area. Using voices (including the Paiute language), images, and perhaps some recreated scenes, visitors would see Pipe Spring through the eyes and experiences of those who call it home. Audiovisual media also has the ability to create scenes that no longer exist. For example, images of life in the former pueblo community, or Whitmore's and McIntyre's life in the dugout can be recreated on film, although the actual structures no longer stand.

In addition to the human context, the new audiovisual program would depict the larger physical context of the site. To understand life at Pipe Spring, it is necessary to visualize the vastness of the landscape and the isolation it imposes.

Besides showing the program in the visitor center, it also could be shown to commercial bus groups in the parking lot (or possibly while enroute), using the bus as a theater. The program also could be available in different languages, and offered for sale in the bookstore.

An outdoor exhibit component could be a valuable addition to the visitor experience. If the Kaibab Paiute museum/cultural center becomes part of the experience at the visitor center building, an outdoor exhibit area, perhaps coupled with an ethno-botany trail, would provide a place where various talks and

demonstrations could be conducted. Story telling, music, language, crafts, food gathering and preparation, etc., would be examples of some of the activities that might be conducted in this outdoor setting.

The cafe offers additional potential for conveying interpretive messages. The walls are mostly bare, and the addition of graphic materials could enhance the ambiance and reinforce some of the themes. One example would be to display "then and now" photographs to illustrate the many and extensive preservation efforts at the site over time. Another alternative would be to focus on food-related topics, perhaps depicting historic or traditional Indian and Mormon pioneer foods.

### **Winsor Castle**

Winsor Castle has never had a historic furnishings report, and one is scheduled for FY 99. A furnishings report will help the site focus on a more specific period for interpretation. It also will help the park decide on objects that should remain on exhibit, objects that should be stored, and additional objects that should be acquired to help make the site appear more lived in, and it will assist the park in interpreting room use. The historic furnishings report also will further consolidate information on the material culture of southern Utah when the practice of polygamy was actively practiced.

Focusing on a specific time period of interpretation helps integrate themes. While it is usually impossible to completely freeze any place in time, a site often speaks more clearly to one period. Generally, Winsor Castle and the surrounding buildings and landscape reflect a time period on, or before 1885. The year 1885 is a watershed for the fort. In 1885, Flora Wooley removed the fort walls and cut doors and windows through formerly solid stone gates.

Once a period of interpretation is agreed on, a furnishings curator can look for contemporary documentation for a furnishings report. Contemporary documentation includes photographs, diary descriptions, inventories, wills, newspaper accounts, trade catalogs, and other materials from the period of interpretation. With an approved furnishings report, a furnishings curator can recommend the site remove objects that postdate the period of interpretation or are otherwise inappropriate to interpreting the site.

In the case of donated items, most would fit the chosen historic period, or be close enough to remain on display. A list, by room, of all the donated objects would be of interest to some visitors, and a help to park interpreters.

Research may indicate that room uses should be revised. For example, operating a tithing ranch required a desk and a place for a foreman to meet with ranch hands. Presently, desks are located only in the parlor room of the north building and the upper middle room of the south building. These rooms are ill-suited for carrying on a ranching business. If the ranch operation followed a more common arrangement among other farms, an exterior door opened directly to an office. This opening permitted ranch hands to enter a stand-alone office, conduct business, then leave through the door they entered. By using an office

with a separate entrance, ranch hands and others did not have to walk through the living quarters to receive instructions or conduct business. The obvious location for an office is the room at the southeast corner of the fort.

Other interpretive elements that would enhance the visitor experience in the fort include the addition of sounds. Ambient sounds, such as the clicking of a telegraph or organ music would add another sensory dimension to the fort, and create additional opportunities for personal services interpretation. For similar reasons, the touch table in the courtyard also should remain.

### **East and West Cabins**

The East and West Cabins also would be interpreted primarily through the use of historic furnishings. The self-guiding tour aspect of the official park folder and perhaps wayside exhibits would provide additional interpretive messages regarding these structures.

The East Cabin is the oldest surviving Anglo structure in the park. It is in fact two small cabins separated by a nine-foot court, connected by a common roof. The southern section of the East Cabin was built in 1868 for the Utah militia. Whether the militia ever used the building is not known; this section principally lodged workers building the fort, including the ranch manager, Anson Winsor and his family. The northern section of the East Cabin housed Joseph W. Young, nephew of Brigham Young and primary designer of the fort.

Although at one time the West Cabin may have housed John Wesley Powell and members of his survey crew, the building was generally used as a bunkhouse.

It is important that the historic period chosen for the furnishings in Winsor Castle generally be compatible with the furnishings in the adjacent buildings and in the landscape. In this regard, the recommendation is to furnish the West Cabin and the eastern portion of the East Cabin as bunkhouses. While an exhibit of ranch hand furnishings in both cabins may appear redundant, displaying the furnishings of many ranch hands helps emphasize how many people were needed to operate the ranch. If research warrants, the east portion of the East Cabin alternatively can exhibit the domestic interior of a family such as the Winsor's or Young's.

The western portion of the East Cabin could exhibit the furnishings of the Utah militia.

The East and West Cabins will remain unstaffed. There are several options for these buildings. They could be closed and viewed principally through the windows. Full transparent barriers also could be designed to cover the doorways, or a neutral barrier could be placed inside the doorway to allow all visitors to step inside. To the degree possible, the building should be sealed or otherwise protected from vermin infestation. The furnishings should be reproductions that will not attract infestation and that can be cleaned easily. Clothing, for example, can be made of polyester, a fabric that cleans easily and does not

attract insects and vermin. In low light, and when viewed through a window or doorway, polyester is an acceptable fabric. The use of other synthetic or inert materials also would be explored to substitute for leather items, etc.

As with Winsor Castle, the use of ambient sounds would engage other senses and enhances the visitor experience.

### **Trails and Grounds**

The visitor experience of walking from the visitor center to the fort would continue to be managed as a walk back in time. While no specific time period would be represented, modern intrusions would be minimal. The demonstration area near the springs, along with the garden and corral, also would continue to be used for a variety of interpretive activities. The park would continually review all programs and activities, focusing on those which help visitors better understand important elements of life on this tithing ranch.

A second outdoor area is proposed near the visitor center for demonstrations of aspects of Kaibab Paiute culture. This area, along with the addition of ethnobotany information on the existing trail, were discussed in the visitor center section.

In addition to the corrals, garden, orchard, chicken coop, etc., the historic furnishings plans for Winsor Castle, and the East and West Cabins would include recommendations for exterior furnishings that would add to the historic setting. Some features would be interpreted through low profile wayside exhibits, some perhaps with audio components; others would rely on the use of the official park folder as a self-guiding tour publication. The audio components could utilize the actual words, or in some cases the actual voices, of people associated with Pipe Spring's history. Site bulletins could further supplement the interpretation, but too many publications could become cumbersome to visitors. A long-range alternative is to eventually develop an audio tour of the park. These programs can be developed in a variety of formats, and while they require some maintenance, they can be minimally intrusive on historic settings.

A park-wide wayside exhibit proposal and plan is recommended for Pipe Spring. The plan would assess all existing wayside exhibits and address the need for new ones. Specific areas would include information and orientation at the visitor center/cultural center, the trail from the center to the fort, the historic grounds around the fort, the Rim Trail and trailhead, and the incorporation of ethno-botany interpretation.

Potential wayside exhibit topics would include a good mix of the following:

- Park-wide orientation and welcome
- Arizona Strip regional orientation
- Rim Trail and trailhead
- Vermillion Cliffs and the panorama
- Vanished grasslands
- Water from the rock

The springs  
Kaibab Paiute Reservation  
The larger landscape of the Kaibab  
Traveling on the bench  
Powell and the Paiutes  
Desert Telegraph  
The Whitmore/McIntyre dugout  
Maggie Heaton  
Building with stone  
Livestock and ranch hands  
A tithing ranch  
Pinyon-Juniper forest and/or various ethno-botany topics

The Pipe Spring stories cannot be told without connecting this small locale to the broader landscape. The springs figure as a crucial nexus for Paiute, Mormon, and National Park Service world views. Wayside exhibits can play an important role in building a thematic bridge from the site's proximal realities to a larger context. The Rim Trail offers an excellent vista platform to address these intangible links.

Low profile wayside exhibits also can augment the visitor experience by adding images that can no longer be seen in the landscape. Although visitors can see a pair of longhorn cattle, the historic reality was hundreds or thousands of cattle. Although sheep were part of the tithing ranch operation, none are seen today. Although some visitors may see a ranch hand, Indian, or domestic demonstration, many visitors do not. Putting people into the landscape is a classic wayside exhibit technique, helping visitors bridge the gap between then and now.

Active and on-going archeology and architectural restoration projects at the park create additional opportunities for interpreting what's happening. Temporary and inexpensive wayside exhibits set on portable lightweight bases can inform visitors about the nature of the project, address some of the most common inquiries, display some of the artifacts recovered or techniques being used, and encourage folks to ask questions.

### **Publications**

At the onset of this planning process, a major revision to the official park folder was underway. The new folder, which will be printed in color, will reflect the efforts to strengthen the interpretation of the Kaibab Paiutes and their connections to Pipe Spring. Because some visitors will use the folder to prepare for a visit to the park; some to read for context as they walk around; and some to deepen their understanding of the subject after their visit, the text must provide a good general introduction. The folder also must function well as a self-guiding tour publication for the site, and help draw attention to the Rim Trail.

Recommendations regarding improvements and additions to the park web site were discussed in earlier sections. It should be remembered that the web site is actually a publication in electronic form. It can be accessed and printed for worldwide audiences. This media also can be a low cost method to distribute various materials like education programs, studies, reports, newsletters, site bulletins, etc., to many audiences.

Site bulletin topics could include geology, prehistory, archeology, restoration projects, bird/plant checklists, and information of a seasonal nature. These park-produced publications could be available electronically and at the information desk. Samples of all free literature could be displayed with a notice that copies are available on request.

The cooperating association bookstore should be viewed as another interpretive exhibit--pieces of which people can buy and take home with them. With the combining of the NPS visitor center and the Kaibab Paiute cultural center, the bookstore will need to reexamine its inventory, and perhaps its operation, to adequately address all pertinent themes and visitor experience emphases.

The store's primary focus should be on items directly related to the primary interpretive themes and to the site. These should be the first items visitor encounter when they enter the store, and there should be a good selection that covers multiple price ranges, interest levels, and age groups. Tools exist that can help the association evaluate its inventory with regard to themes, age groups, price ranges, interest levels, and other criteria.

The park does need additional general and subject-specific publications directly associated with the interpretive themes, including a more comprehensive history of the Southern Paiute. In addition to encouraging or facilitating the production of new publications, the association also should explore the potential sale of additional in-print, theme-related items. One suggestion is to sell copies of the CD recently produced by the tribe. Another recommendation is to work with the tribe to update and/or reprint the Richard Stoffle publication: Kaibab Paiute History: The Early Years. The association also could encourage, and perhaps provide incentives for the production and sale of locally produced Indian and pioneer crafts.

### **Education Programs**

The park will continue to work with area schools in Arizona and Utah to develop curriculum-based education programs that integrate elements of the interpretive themes and stories. Most programs would target the fourth and seventh grades in Utah and the eighth grade in Arizona. These are the grades which focus on state and regional history. Programs developed in concert with teachers better ensure their utilization and make field trips to the park, or park visits to the school, important parts of the educational process.

Offering some of the educational programs on-line can reach many other educational audiences, including many home-schooled children. Such programs may encourage schools from greater distances to visit the park, and provide

some meaningful exercises for those who may never have the opportunity to visit.

The park and the cultural center also should explore the potential to develop joint programs for elder hostel groups.

### **Partnerships**

Perhaps the most significant development resulting from this interpretive planning process is the recommendation to combine the NPS visitor center and the proposed Kaibab Paiute cultural center in the same facility. Moving park offices and other functions to the former casino building, and redesigning the current headquarters/visitor center structure, would create sufficient space to combine these operations. If successful, this effort would signify a pioneering achievement in NPS partnership agreements, and result in a unique experience for visitors.

Many of the proposed partnership endeavors related to the joint visitor/cultural center, outdoor demonstration area, and an ethno-botany trail have been presented in other sections of this document. Other partnership opportunities could be explored in the areas of fee collection, sales items, guided tours, museum collection storage, accessibility, etc.

The park would continue its partnership with the Bureau of Land Management in developing a series of wayside exhibits along the Arizona Strip and expand its involvement and media presence at the Interagency Visitor Center in St. George. The park also would seek an interpretive/informational presence at the Navajo Bridge Visitor Center and at the visitor center/office associated with the Grand Staircase/Escalante National Monument.

The joint visitor/cultural center will necessitate a new look at the role of the Zion Natural History Association as the park's cooperating association and sales outlet. The association will need to be an active partner as the plans evolve for the new joint facility.

Finally, in the area of historic furnishings acquisition, partnership opportunities also should be explored with the Mormon Church.

# SUMMARIES

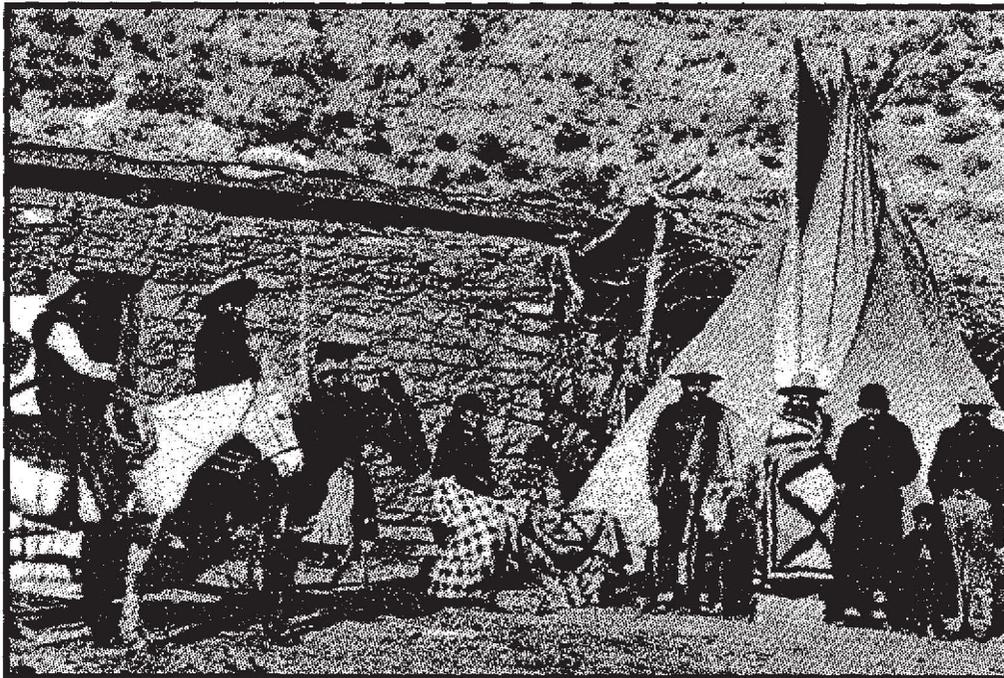
## Special Populations

Provisions will be made to accommodate the needs of special populations who visit Pipe Spring National Monument. Special populations are identified as those with sight, hearing, learning, and mobility impairments; visitors who do not speak English; and, the elderly and young children.

Accommodations will be made for access to the sites as well as to most of the interpretive media. Guidelines and regulations are available to assist staff and media/facility designers. Generally, these accommodations will benefit all visitors.

Public Law 90-480, the Architectural Barriers Act, and the Americans With Disabilities Act of 1990 establish standards for physical access. Any new facilities constructed, as a matter of course, will be designed for accessibility for physically disabled visitors and employees.

All new interpretive media will conform to National Park Service, June 1996 Programmatic Accessibility Guidelines for Interpretive Media (see Appendix B). For example, programmatic access to the upstairs rooms of Winsor Castle, some of the vistas and resources along the Rim Trail, and objects in the museum collection could be provided through interpretive photo albums at the visitor center, or by an audiovisual program. An audiovisual solution (perhaps in CD-Rom format) could become a component of the interactive workstation proposed earlier. This "virtual tour" also could be developed as a potential sales item.



### Staffing and Training

Year-round current staffing levels allow for the visitor center desk to be continually staffed, as well as for guided tours of Winsor Castle every half hour. During the winter months (November to March), both of these functions are staffed 50% of the time by volunteers. During the summer months (April to October), additional interpretive staff allow for occasional "double tours" of Winsor Castle, as well as 1-3 ranger talks/walks and 1-2 demonstrations per day, 4-7 days per week. Current seasonal staffing levels are adequate and will probably remain so, even with the expansion of the visitor center. Additional permanent staff in the form of one assistant to the Chief of I&RM (GS-5/7/9 Park Ranger), two additional GS-05 park guides, two additional GS-04 park guides, and one tribal liaison are needed.

The following tables summarize existing interpretive staff levels and additional staffing requirements needed to fully implement the recommendations of this long-range interpretive plan:

<b>Current Interpretive Staff</b>	<b>Number of Positions</b>
Chief of Interpretation & Resource Mgt., GS-11	1
Subject-to-Furlough Park Guide, GS-5	2
Term Park Guide, GS-5	2
Seasonal Park Ranger, GS-4 and GS-5	4
Winter Volunteers	2-4
<b>TOTAL</b>	<b>11-13</b>
<b>Additional (Needed) Interpretive Staff</b>	<b>Number of Positions</b>
Permanent Park Ranger, GS-5/7/9	1
Subject-to-Furlough Park Guide, GS-5 (to replace two Term Park Guides)	2
Subject-to-Furlough Tribal Liaison, GS-5	1
Subject-to-Furlough Park Guide, GS-4	2
<b>TOTAL</b>	<b>6</b>

Training in interpretive skills and basic knowledge of the resources needs to be ongoing. Park interpreters, and others who deal with the visiting public need to keep abreast of past and present research and restoration efforts, both in the park and on the reservation.

The park also should explore opportunities to share interpretive skills and resource training with non-NPS folks who engage in interpretive activities. Training could be offered through scheduled courses and workshops. Potential trainees could include tribe members, cooperating association employees, interagency staff, and others in the region and local communities who offer interpretive or informational services.

### **Program Support Resources and Facilities**

Adequate space for various interpretive program support functions sometimes gets overlooked in building designs and from determinations of space requirements. Since this plan proposes a number of space reallocations, the following will serve as a partial checklist for interpretive support needs:

- Storage for park folder and other free publications
- Storage for cooperating association supplies and sales stock
- Storage for audiovisual equipment and backup supplies
- Storage for interpretive demonstration materials
- Storage for educational program materials
- Park library
- Museum collection storage (with security and climate controls)
- Project workspace
- Meeting room(s)
- Staff offices (including cooperating association)

### **Summary of Interpretive Media**

The following is a summary list of new interpretive media and/or facilities that will contain such media at Pipe Spring National Monument. While the list does



identify new or redesigned structures and media, it does not include things like mechanical systems, security systems, rest rooms, workrooms, parking lots, and highway signing. These items, plus all new/restored structures and furnishings (e.g. seating, information/sales desks, and sales displays) should be included in Denver Service Center, Regional Office, cooperating association, or contractor specifications.

- Redesigned/expanded visitor center building
- New official park folder
- New rack cards or site bulletins for regional distribution

SUMMARIES

Upgraded web site and links  
New television/radio public service messages  
Completed interagency wayside exhibit project on Arizona Strip  
New highway and entrance signs  
Parkwide wayside exhibit proposal/plan  
New exhibits for visitor/cultural center (some with audiovisual components)  
New introductory audiovisual program  
New computerized geology program  
New outdoor exhibit/demonstration area at visitor/cultural center  
New graphic displays at Coyote's Den cafe  
Historic furnishings report/plan for Winsor Castle  
Historic furnishings report/plan for East and West Cabins  
Ambient sound recordings for historic structures  
New audio tour of historic district  
New sales publications program (and evaluation)

# PLANNING TEAM AND CONSULTANTS

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## **Pipe Spring National Monument**

John Hiscock, Superintendent

Andrea Bornemeier, Chief of Interpretation and Resource Management

Debra Judd, Park Guide, Interpretation

Cecilia Mitchell, Park Ranger

Benjamin Pikyavit, Park Guide

Steve Floray, Museum Curator (duty stationed at Zion National Park)

## **Kaibab Band of Paiute Indians**

Carmen M. Bradley, Tribal Chairperson

Angelita S. Bullets, Tribal Administrator

## **Intermountain Support Office**

David Ruppert, Cultural Anthropologist

Carol Kruse, Interpretive Specialist (Flagstaff Areas)

## **Denver Service Center**

Ron Treants, Architect

## **Harpers Ferry Center**

Paul Lee, Interpretive Planner

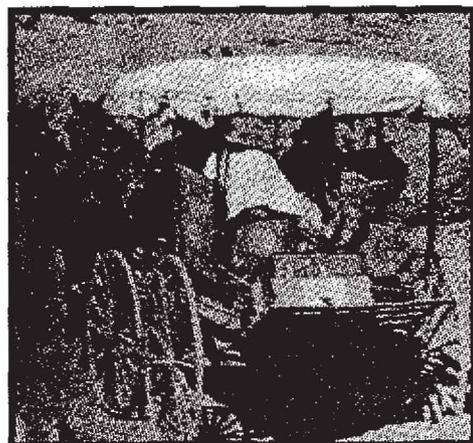
John Demer, Staff Curator, Historic Furnishings

Michael Paskowsky, Producer/Director, Audiovisual Arts

Mark Johnson, Planner, Wayside Exhibits

J. Scott Harmon, Planner, Exhibits

William Gordon, Writer/Editor, Publications

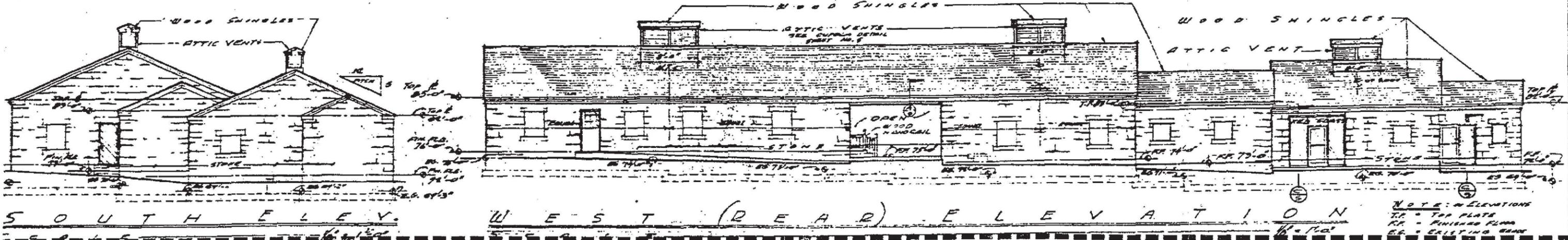
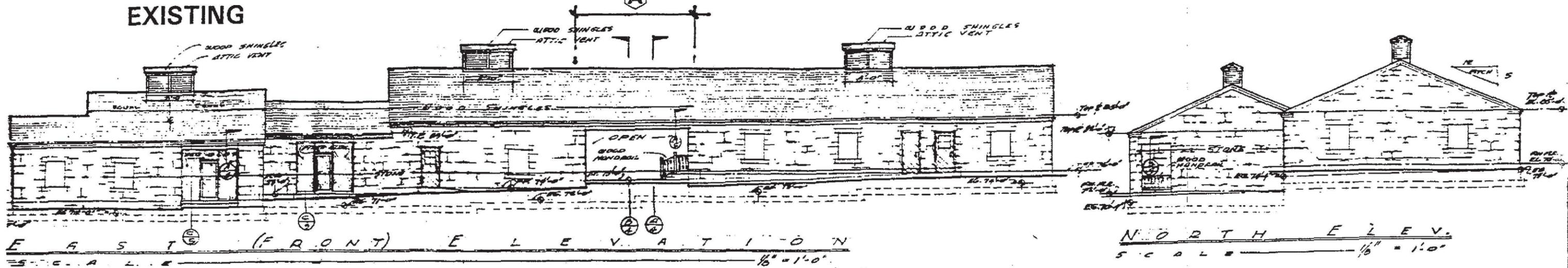


# APPENDIX A

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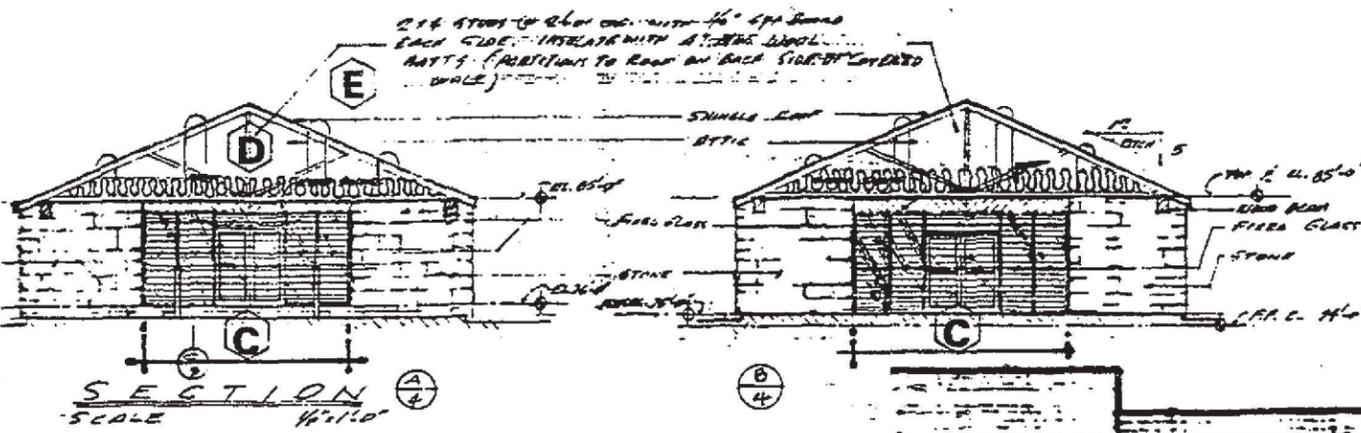
## Visitor Center Design Concepts

**EXISTING**

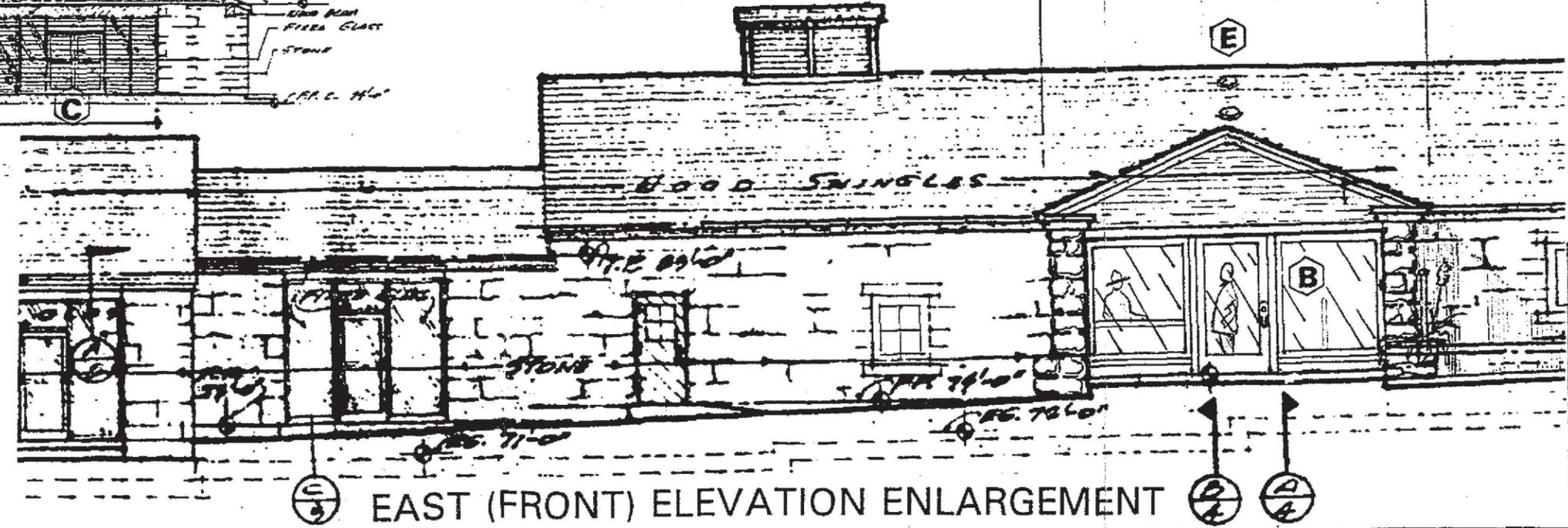


**PIPE SPRING NATIONAL MONUMENT  
PREFERRED ALTERNATIVE - IMPROVEMENTS**

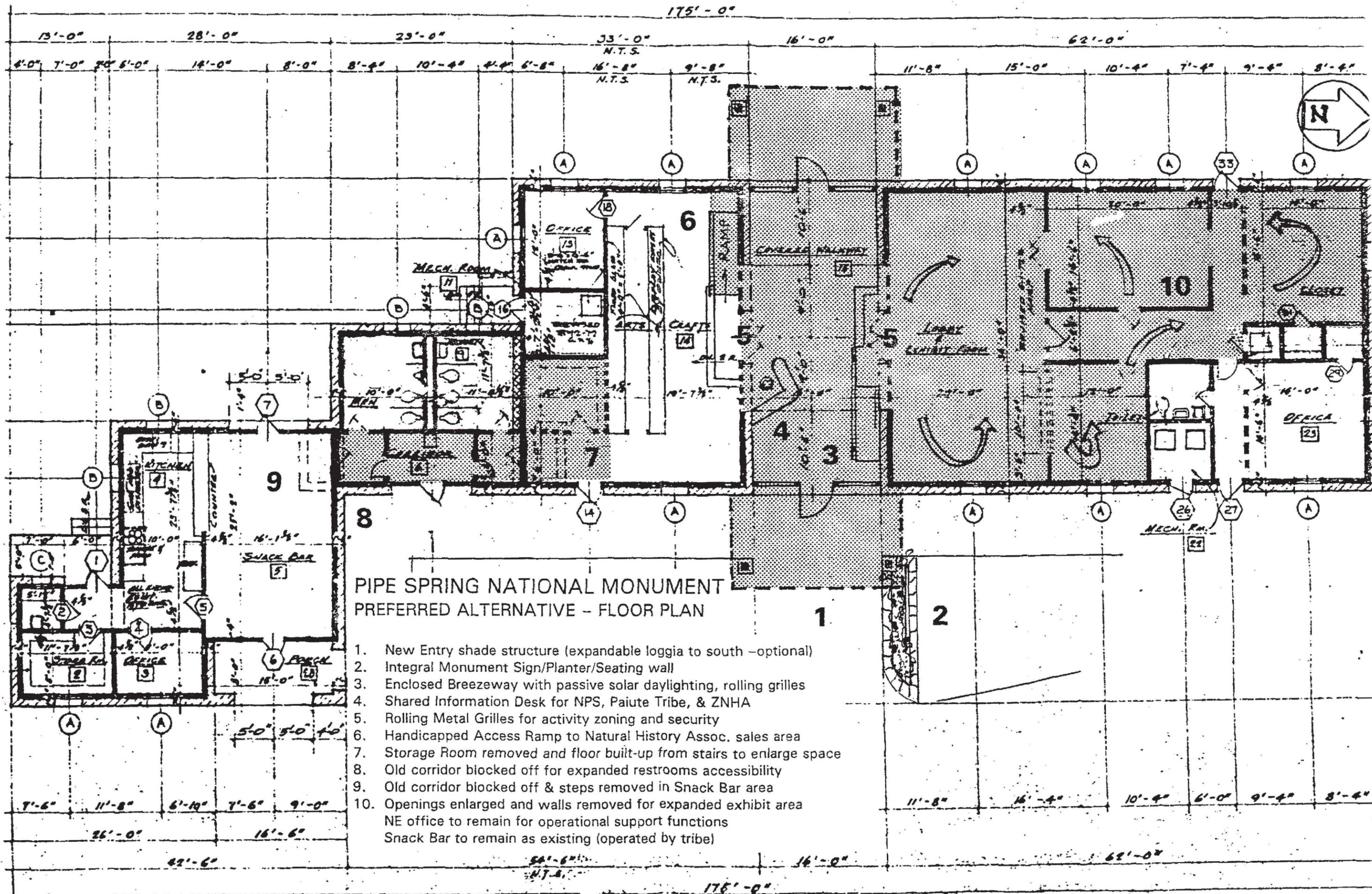
- A. New Entry Canopy with integral Monument Sign/Planter
- B. Enclosed breezeway, expanded exhibit area w/ suntubes
- C. Rolling metal grilles to replace glass "store front" enclosures
- D. Ceiling insulation over enclosed area
- E. Suntube passive solar pipe-wells for daylighting



**NEW ENTRY**



ORIENTATION	
DRAWN BY	NALP
REVISED	
DATE	INITIAL
REGION	
PCP NO.	
SHT. 4 OF 10	
DRAWING NO.	KAI-AZ
	WD-24
DATE	5/2/24



PIPE SPRING NATIONAL MONUMENT  
PREFERRED ALTERNATIVE - FLOOR PLAN

1. New Entry shade structure (expandable loggia to south - optional)
2. Integral Monument Sign/Planter/Seating wall
3. Enclosed Breezeway with passive solar daylighting, rolling grilles
4. Shared Information Desk for NPS, Paiute Tribe, & ZNHA
5. Rolling Metal Grilles for activity zoning and security
6. Handicapped Access Ramp to Natural History Assoc. sales area
7. Storage Room removed and floor built-up from stairs to enlarge space
8. Old corridor blocked off for expanded restrooms accessibility
9. Old corridor blocked off & steps removed in Snack Bar area
10. Openings enlarged and walls removed for expanded exhibit area  
NE office to remain for operational support functions  
Snack Bar to remain as existing (operated by tribe)

# **APPENDIX B**

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**Special Populations:  
Programmatic Accessibility  
Guidelines for Interpretive Media**

**National Park Service  
Harpers Ferry Center**

**June 1996**

**Prepared by  
Harpers Ferry Center  
Accessibility Task Force**

**Contents  
Statement of Purpose  
Audiovisual Programs  
Exhibits  
Historic Furnishings  
Publications  
Wayside Exhibits**

### Statement of Purpose

This document is a guide for promoting full access to interpretive media to ensure that people with physical and mental disabilities have access to the same information necessary for safe and meaningful visits to National Parks. Just as the needs and abilities of individuals cannot be reduced to simple statements, it is impossible to construct guidelines for interpretive media that can apply to every situation in the National Park System.

These guidelines define a high level of programmatic access which can be met in most situations. They articulate key areas of concern and note generally accepted solutions.

Due to the diversity of park resources and the variety of interpretive situations, flexibility and versatility are important.

Each interpretive medium contributes to the total park program. All media have inherent strengths and weaknesses, and it is our intent to capitalize on their strengths and provide alternatives where they are deficient. It should also be understood that any interpretive medium is just one component of the overall park experience. In some instances, especially with regard to learning disabilities, personal services, that is one-on-one interaction, may be the most appropriate and versatile interpretive approach.

In the final analysis, interpretive design is subjective, and dependent on both aesthetic considerations as well as the particular characteristics and resources available for a specific program. Success or failure should be evaluated by examining all interpretive offerings of a park. Due to the unique characteristics of each situation, parks should be evaluated on a case by case basis. Nonetheless, the goal is to fully comply with NPS policy:

**"...To provide the highest level of accessibility possible and feasible for persons with visual, hearing, mobility, and mental impairments, consistent with the obligation to conserve park resources and preserve the quality of the park experience for everyone."**

NPS Special Directive 83-3, Accessibility for Disabled Persons

### Audiovisual Programs

Audiovisual programs include motion pictures, sound/slide programs, video programs, and oral history programs. As a matter of policy, all audiovisual programs produced by the Harpers Ferry Center will include some method of captioning. The Approach used will vary according to the conditions of the installation area and the media format used, and will be selected in consultation with the parks and regions.

The captioning method will be identified as early as possible in the planning process and will be presented in an integrated setting where possible. To the extent possible, visitors will be offered a choice in viewing captioned or uncap-

tioned versions, but in situations where a choice is not possible or feasible, a captioned version of all programs will be made available. Park management will decide on the most appropriate operational approach for the particular site.

### **Guidelines Affecting Mobility Impaired Visitors**

1. The theater, auditorium, or viewing area should be accessible and free of architectural barriers, or alternative accommodations will be provided. UFAS 4.1.

2. Wheelchair locations will be provided according to ratios outlined in UFAS 4.1.2(18a).

3. Viewing heights and angles will be favorable for those in designated wheelchair locations.

4. In designing video or interactive components, control mechanisms will be placed in accessible location, usually between 9" and 48" from the ground and no more than 24" deep.

### **Guidelines Affecting Visually Impaired Visitors**

1. Simultaneous audio description will be considered for installations where the equipment can be properly installed and maintained.

### **Guidelines Affecting Hearing Impaired Visitors**

1. All audiovisual programs will be produced with appropriate captions.

2. Copies of scripts will be provided to the parks as a standard procedure.

3. Audio amplification and listening systems will be provided in accordance with UFAS 4.1.2(18b).

### **Guidelines Affecting Learning Impaired Visitors**

1. Unnecessarily complex and confusing concepts will be avoided.

2. Graphic elements will be chosen to communicate without reliance on the verbal component.

3. Narration will be concise and free of unnecessary jargon and technical information.

### **Exhibits**

Numerous factors affect the design of exhibits, reflecting the unique circumstances of the specific space and the nature of the materials to be interpreted. It is clear that thoughtful, sensitive design can go a long way in producing exhibits that can be enjoyed by a broad range of people. Yet, due to the diversity of situations encountered, it is impossible to articulate guidelines that can be applied universally.

In some situations, the exhibit designer has little or no control over the space. Often exhibits are placed in areas ill suited for that purpose, they may incorporate large or unyielding specimens, may incorporate sensitive artifacts

which require special environmental controls, and room decor or architectural features may dictate certain solutions. All in all, exhibit design is an art which defies simple description. However, one central concern is to communicate the message to the largest audience possible. Every reasonable effort will be made to eliminate any factors limiting communication through physical modification or by providing an alternate means of communication.

### **Guidelines Affecting Mobility Impaired Visitors**

1. Exhibit space will be free of physical barriers or a method of alternate accommodation shall be provided.
2. All pathways, aisles, and clearances will meet standards set forth in UFAS 4.3. *Generally a minimum width of 36" will be provided.*
3. Ramps will be as gradual as possible and will not exceed a slope of 1" rise in 12" run, and otherwise conform with UFAS 4.8.
4. Important artifacts, labels, and graphics, will be placed at a comfortable viewing level relative to their size. Important text will be viewable to all visitors. Display cases will allow short or seated people to view the contents and the labels. Video monitors associated with exhibits will be positioned to be comfortably viewed by all visitors.
5. Lighting will be designed to reduce glare or reflections, especially when viewed from a wheelchair.
6. Ground and floor surfaces near the exhibit area will be stable, level, firm, and slip-resistant. (UFAS 4.5).
7. Operating controls or objects to be handled by visitors will be located in an area between 9" and 48" from the ground and no more than 24" deep. (UFAS 4.3)
8. *Horizontal exhibits (e.g. terrain model) will be located at a comfortable viewing height.*
9. Information desks and sales counters will be designed for use by visitors and employees using wheelchairs, and will include a section with a desk height no greater than 32 to 34 inches, with at least a 30 inch clearance underneath. The width should be a minimum of 32 inches vertical, with additional space provided for cash registers or other equipment, as applicable.
10. Accessibility information about the specific park should be available at the information desk and the international symbol of access will be displayed where access information is disseminated.
11. Railings and barriers will be positioned in such a way as to provide unobstructed viewing by persons in wheelchairs.

### **Guidelines Affecting Visually Impaired Visitors**

1. Exhibit typography will be selected with readability and legibility in mind.
2. Characters and symbols shall contrast with their backgrounds, either light characters on a dark background or dark characters on a light background. (UFAS 4.30.3)
3. Tactile and participatory elements will be included where possible.
4. Audio description will be provided where applicable.
5. Signage will be provided to indicate accessible rest rooms, telephones, and rest rooms elevators. (UFAS 4.30)

### **Guidelines Affecting Hearing Impaired Visitors**

1. Information presented via audio formats will be duplicated in a visual medium, either in the exhibit copy or by printed material.
2. Amplification systems and volume controls will be incorporated to make programs accessible to the hard of hearing.
3. Written text of all audio narrations will be provided.
4. All narrated AV programs will be captioned.
5. Allowance for Telecommunication Devices for the Deaf (TDD) will be included into information desk designs.

### **Guidelines Affecting Learning Impaired Visitors**

1. Exhibits will avoid unnecessarily complex and confusing topics.
2. Graphic elements will be developed to communicate non-verbally.
3. Unfamiliar expressions and technical terms will be avoided and pronunciation aids will be provided where appropriate.
4. To the extent possible, information will be provided in a manner suitable to a diversity of abilities and interests.
5. Where possible, exhibits will be multi-sensory. Techniques to maximize the number of senses utilized in an exhibit will be encouraged.
6. Exhibit design will be cognizant of directional handicaps and will utilize color and other creative approaches to facilitate comprehension of maps.

### **Historic Furnishings**

Historically refurnished rooms offer the public a unique interpretive experience by placing visitors within historic spaces. Surrounded by historic artifacts visitors can feel the spaces "come alive" and relate more directly to the historic events or personalities commemorated by the park.

Accessibility is problematical in many NPS furnished sites because of the very nature of historic architecture. Buildings were erected with a functional point

of view that is many times at odds with our modern views of accessibility.

The approach used to convey the experience of historically furnished spaces will vary from site to site. The goals, however, will remain the same, to give the public as rich an interpretive experience as possible given the nature of the structure.

#### **Guidelines Affecting Mobility Impaired Visitors**

1. The exhibit space should be free of architectural barriers or a method of alternate accommodation should be provided, such as slide programs, videotaped tours, visual aids, dioramas, etc.
2. All pathways, aisles, and clearances shall (when possible) meet standards set forth in UFAS 4.3 to provide adequate clearance for wheelchair routes.
3. Ramps shall be as gradual as possible and not exceed a 1" rise in 12" run, and conform with UFAS 4.8.
4. Railings and room barriers will be constructed in such a way as to provide unobstructed viewing by persons in wheelchairs.
5. In the planning and design process, furnishing inaccessible areas, such as upper floors of historic buildings, will be discouraged unless essential for interpretation.
6. Lighting will be designed to reduce glare or reflections when viewed from a wheelchair.
7. Alternative methods of interpretation, such as audiovisual programs, audio description, photo albums, and personal services will be used in areas which present difficulty for the physically impaired.

#### **Guidelines Affecting Visually Impaired Visitors**

1. Exhibit typefaces will be selected for readability and legibility, and conform with good industry practice.
2. Audio description will be used to describe furnished rooms, where appropriate.
3. Windows will be treated with film to provide balanced light levels and minimize glare.
4. Where appropriate, visitor-controlled rheostat-type lighting will be provided to augment general room lighting.
5. Where appropriate and when proper clearance has been approved, surplus artifacts or reproductions will be utilized as "hands-on" tactile interpretive devices.

#### **Guidelines Affecting Hearing Impaired Visitors**

1. Information about room interiors will be presented in a visual medium such as exhibit copy, text, pamphlets, etc.

2. Captions will be provided for all AV programs relating to historic furnishings.

### **Guidelines Affecting the Learning Impaired**

1. Where appropriate, hands-on participatory elements geared to the level of visitor capabilities will be used.

2. Living history activities and demonstrations which utilize the physical space as a method of providing multi-sensory experiences will be encouraged.

### **Publications**

A variety of publications are offered to visitors, ranging from park folders which provide an overview and orientation to a park to more comprehensive handbooks. Each park folder should give a brief description of services available to the disabled, list significant barriers, and note the existence of TDD phone numbers, if available.

In addition, informal site bulletins are often produced to provide more specialized information about a specific site or topic. It is recommended that each park produce an easily updatable "Accessibility Site Bulletin" which could include detailed information about the specific programs, services, and opportunities available for the disabled and to describe barriers which are present in the park. These bulletins should be in reasonably large type, 18 points or larger.

### **Guidelines Affecting Mobility Impaired Visitors**

1. Park folders, site bulletins, and sales literature will be distributed from accessible locations and heights.

2. Park folders and Accessibility Site Bulletins should endeavor to carry information on the accessibility of buildings, trails, and programs by the disabled.

### **Guidelines Affecting Visually Impaired Visitors**

1. Publications will be designed with the largest type size appropriate for the format.

2. Special publications designed for use by the visually impaired should be printed in 18 point type.

3. The information contained in the park folder should also be available on audio cassette. Handbooks, accessibility guides, and other publications should be similarly recorded where possible.

### **Guidelines Affecting Hearing Impaired Visitors**

1. Park site bulletins will note the availability of such special services as sign language interpretation and captioned programs.

### **Guidelines Affecting Learning Impaired Visitors**

1. The park site bulletin should list any special services available to this group.

#### **Wayside Exhibits**

Wayside exhibits, which include outdoor interpretive exhibits and signs, orientation shelter exhibits, trailhead exhibits, and bulletin boards, offer special advantages to disabled visitors. The liberal use of photographs, artwork, diagrams, and maps, combined with highly readable type, make wayside exhibits an excellent medium for visitors with hearing and learning impairments. For visitors with sight impairments, waysides offer large type and high legibility.

Although a limited number of NPS wayside exhibits will always be inaccessible to visitors with mobility impairments, the great majority are placed at accessible pullouts, viewpoints, parking areas, and trailheads.

The NPS accessibility guidelines for wayside exhibits help insure a standard of quality that will be appreciated by all visitors. Nearly everyone benefits from high quality graphics, readable type, comfortable base designs, accessible locations, hard-surfaced exhibit pads, and well-landscaped exhibit sites.

While waysides are valuable on-site "interpreters," it should be remembered that the park resources themselves are the primary things visitors come to experience. Good waysides focus attention on the features they interpret, and not on themselves. A wayside exhibit is only one of the many interpretive tools which visitors can use to enhance their appreciation of a park.

#### **Guidelines Affecting Mobility Impaired Visitors**

1. Wayside exhibits will be installed at accessible locations whenever possible.
2. Wayside exhibits will be installed at heights and angles favorable for viewing by most visitors including those in wheelchairs. For standard NPS low-profile units the recommended height is 30 inches from the bottom edge of the exhibit panel to the finished grade; for vertical exhibits the height of 6-28 inches.
3. Trailhead exhibits will include an accessibility advisory.
4. Wayside exhibits sites will have level, hard surfaced exhibit pads.
5. Exhibit sites will offer clear, unrestricted views of park features described in exhibits.

#### **Guidelines Affecting Visually Impaired Visitors**

1. Exhibit type will be as legible and readable as possible.
2. Panel colors will be selected to reduce eye strain and glare, and to provide excellent readability under field conditions. White should not be used as a background color.

3. Selected wayside exhibits may incorporate audio stations or tactile elements such as models, texture blocks, and relief maps.

4. For all major features interpreted by wayside exhibits, the park should offer non-visual interpretation covering the same subject matter. Examples include cassette tape tours, radio messages, and ranger talks.

5. Appropriate tactile cues should be provided to help visually impaired visitors locate exhibits.

#### **Guidelines Affecting Hearing Impaired Visitors**

1. Wayside exhibits will communicate visually, and will rely heavily on graphics to interpret park resources.

2. Essential information included in audio station messages will be duplicated in written form, either as part of the exhibit text or with printed material.

#### **Guidelines Affecting Learning Impaired Visitors**

1. Topics for wayside exhibits will be specific and of general interest. Unnecessary complexity will be avoided.

2. Whenever possible, easy to understand graphics will be used to convey ideas, rather than text alone.

3. Unfamiliar expressions, technical terms, and jargon will be avoided. Pronunciation aids and definitions will be provided where needed.

4. Text will be concise and free of long paragraphs and wordy language.