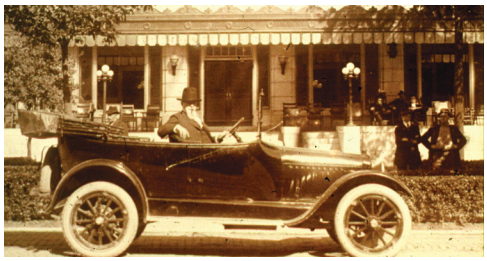
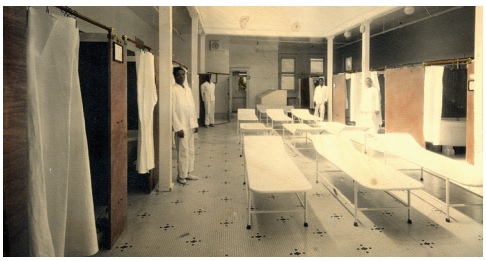
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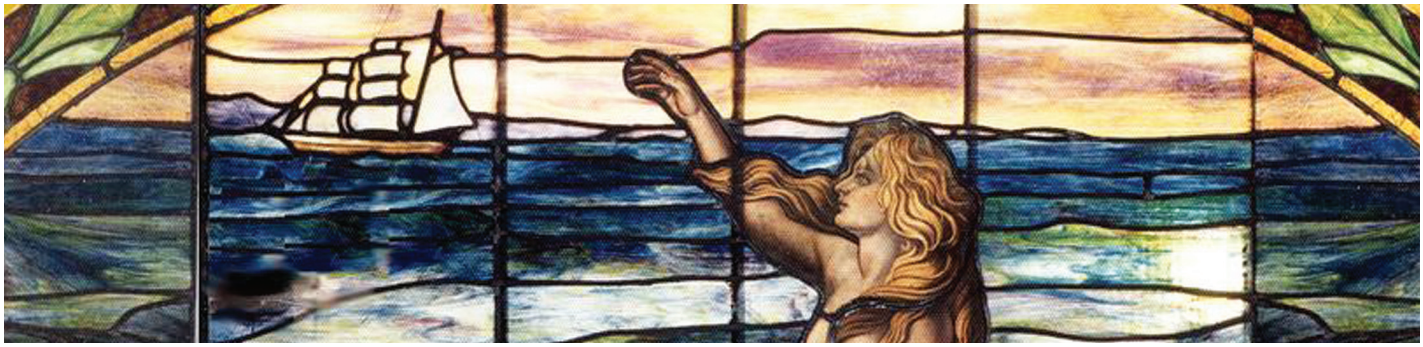
Hot Springs National Park
Long-Range Interpretive Plan













Hot Springs National Park
Long-Range Interpretive Plan

Prepared by:

U.S. Department of the Interior
National Park Service

Hot Springs National Park

Midwest Region

Harpers Ferry Center Interpretive Planning

December 2008

"... Many parks have miles of trails to be enjoyed by those who seek inspiration in the great outdoors, but this opportunity, through physical affliction, is denied to many. It would seem that our greatest responsibility at Hot Springs National Park is the privilege of helping the unfortunate so that they too may get their full measure of life."

—SUPERINTENDENT THOMAS BOLES
1946 SUPERINTENDENT'S
ANNUAL REPORT



Front cover: The Museum of Contemporary Art (MOCA) opened in the Ozark Bathhouse in 2009, as part of the historic leasing program (top). Samuel W. Fordyce parks his car in front of his new bathhouse sometime between 1915 and 1919 (center, left). Visitors and local residents fill containers with the park's spring water for later use (center). Attendants stand ready in the men's bath hall of the Imperial Bathhouse, which survived until 1937 (center, right). Stained glass from Cincinnati graced the women's bath hall and other rooms in the Maurice Bathhouse (bottom).

Inside front cover: The hot springs are the primary natural resource of the park, but they have not been preserved in their unaltered state as natural surface phenomena. They have instead been managed to conserve the production of uncontaminated hot water for public use.

Right: A park ranger conducts a living history program to demonstrate how bath patrons would have used health and fitness equipment in the Fordyce Bathhouse gymnasium.

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Visitors to Hot Springs National Park can walk on
trails through the
natural recharge areas,

stand beside a *steaming hot water cascade*
at Arlington Lawn,

or view a *thermal water fountain* at the entrance
to the park administration building.

Message from the Superintendent

Hot Springs National Park has witnessed unprecedented progress in its efforts to renovate, improve, and reopen the historic buildings in the Bathhouse Row National Historical Landmark District. In the summer of 2008, the Quapaw Bathhouse reopened its doors as Quapaw Baths and Spa and a 55-year lease was signed with a nonprofit organization to reopen the Ozark Bathhouse as a Museum of Contemporary Art.

These developments bring a renewed vitality to Hot Springs National Park and an opportunity to reexamine how we interpret our history and what are the best ways to develop the programs and activities that visitors expect when they visit us on the web or arrive at this destination.

The Long-Range Interpretive Plan is the planning document that sharpens our focus and pulls together our education and interpretation efforts. The plan will incorporate the natural and cultural history components into new interpretive themes and provide us with special opportunities to tell the story of the first area set aside by the U.S. government to protect an American natural resource for public use: the hot springs.

The Friends of the Fordyce and Hot Springs National Park Inc., along with many other community organizations and individuals, have assisted and supported us in this effort. I hope you will take time to review this plan and join us as we continue to move forward in our efforts to preserve and protect the values and resources of Hot Springs National Park.

Josie Fernandez
Superintendent





Visitors have been coming to *Hot Springs* for more than a century as seen in this photo of the historic Egg Spring.

The *comprehensive interpretive planning* process helps the park and its partners *better serve* its future visitor needs.

Comprehensive Interpretive Planning

The National Park Service (NPS) has a unified planning approach for interpretation and education. This approach combines planning for interpretive media, personal services, and education programs. The Comprehensive Interpretive Planning (CIP) process is the basic planning document for interpretation and was incorporated into NPS guidelines in 1995. Responsibility for accomplishing the CIP process lies with each park's superintendent.

WHAT IS A COMPREHENSIVE INTERPRETIVE PLAN?

The CIP process helps parks make choices, and this planning document is written to provide guidance to park staff. It helps them decide what their objectives are, who their audiences are, and what mix of media and personal services to use. Although the CIP as defined in Director's Order 6 is composed of specific elements, good planning is customized to meet an individual park's need and situations. The CIP is not a recipe; rather it is a guide to effective, goal-driven planning. While it considers past interpretive programming, it is primarily a forward-looking document that concentrates on actions needed to create or sustain a vigorous and effective interpretive program for the future. All CIPs have these three components: the Long-Range Interpretive Plan (LRIP), a series of Annual Implementation Plans (AIP) and an Interpretive Database (ID).

WHAT IS A LONG-RANGE INTERPRETIVE PLAN?

The heart of the CIP is the Long-Range Interpretive Plan. The LRIP defines the overall vision and long-term (five to seven years) interpretive goals of the park. The process that develops the LRIP defines realistic strategies and actions that work toward achievement of the interpretive goals.

THE ANNUAL IMPLEMENTATION PLAN AND INTERPRETIVE DATABASE

The completed LRIP is a critical part of the CIP, but it does not stand alone. Actions in the LRIP are divided into annual, achievable steps and reproduced in the Annual Implementation Plan, the second component of the CIP. Creating a series of these AIPs that implement the recommendations in the LRIP simplifies the park's annual planning. The third component of the CIP is the Interpretive Database (ID), an ongoing compilation of information, reports, bibliographies, plans, and inventories that document the LRIP's ongoing progress.





Photo by Helene Fischman, Artist in Residence.



Part 1: Foundations

"It is difficult to put down in cold type a description of a district so bathed in loveliness, and so rich in natural endowment, as Hot Springs, Arkansas really is."

—ELBERT HUBBARD, FOUNDER OF THE ROYCROFTERS
"A LITTLE JOURNEY TO THE MAURICE BATHS," 1913

Park Legislation and Purpose

Each unit of the National Park System is created by Congress and the President of the United States. The following pieces of legislation created Hot Springs National Park.

PARK LEGISLATION

Hot Springs National Park was authorized by an Act of Congress on April 20, 1832 (chapter 70, 4 Stat. 505), as Hot Springs Reservation and is the oldest protected area within the National Park System. This act reserved four square miles of land (2,529 acres) and all of the thermal springs contained therein.

The bill President Andrew Jackson signed into law stipulated "… the Hot Springs in said Territory [of Arkansas] together with four sections of land including said springs, as near the centre thereof as may be, shall be reserved for the future disposal of the United States, and shall not be entered, located or appropriated for any other purpose whatever." In 1876 Hot Springs Reservation was reduced to 265 acres. The reservation was dedicated to park use by an act of June 16, 1880 (21 Stat. 288).

Congress renamed the reservation Hot Springs National Park on March 4, 1921 (41 Stat. 1407), and the park has since increased in size to 5,500 acres including Bathhouse Row (designated a National Historic Landmark District in 1987), approximately 26 miles of trails, an observation tower, a campground, scenic mountain drives, natural thermal spring displays, and several thermal spring and non-thermal spring jug fountains.

A park purpose statement summarizes the reasons a park is included in the National Park System. It is derived from the legislation that created both the National Park Service and a specific park.

PARK PURPOSE

The purposes of Hot Springs National Park are to:

- Preserve the hot springs and manage the collection and distribution of hot spring water, uncontaminated, for public use and to evaluate ways to secure current and identify new recharge areas (where rainfall enters the watershed) to ensure the future health of the springs.
- Protect, preserve, and interpret the park's natural areas, the cultural landscape of Bathhouse Row, and other historic and prehistoric features of Hot Springs National Park.
- Tell the story of the American Spa, including the use of medical and restorative therapies in restoring and preserving public health, regardless of income, race or nationality, and how the park has adapted to meet recreational needs.

Preserving the park's natural areas where the rainfall enters the watershed is vital to the health of the hot springs.



Park Significance

Statements of significance describe a park's distinctive natural, cultural, and recreational resources and values that are the factual rationale for national recognition of the site.

Hot Springs National Park is nationally significant because:

- Hot Springs Reservation was the first federally controlled hot springs in the United States.
- The 1832 establishment of the Hot Springs Reservation was an early expression of the conservation movement which was the precursor to the National Park System mission to protect nationally significant resources "… for the public good."
- Hot Springs National Park was established to protect and preserve the hot springs flowing from Hot Springs Mountain for public use as a health resort.
- Bathhouse Row and the Grand Promenade were designated as the Bathhouse Row National Historic Landmark District in 1987 because of their significance as the nation's first and only federally owned thermal springs spa. They are the largest collection of architecturally distinctive bathhouses listed in the National Register of Historic Places.



Bathhouse Row is the largest collection of architecturally distinctive bathhouses listed in the National Register of Historic Places.

Park Mission and Priorities

A mission statement is a vision for the future and articulates, in broad terms, the ideas that the National Park Service strives to achieve.

NATIONAL PARK SERVICE MISSION STATEMENT

The National Park Service preserves unimpaired natural and cultural resources and values of the national park system for the enjoyment, education and inspiration of this and future generations. The NPS cooperates with partners to extend the benefits of natural and cultural resource conservation and outdoor recreation throughout this country and the world.

HOT SPRINGS NATIONAL PARK MISSION STATEMENT

The mission of Hot Springs National Park is to protect the natural thermal springs so that they can be used by the public in perpetuity for bathing and drinking, and to conserve all other natural and historic resources within the park, for the enjoyment, education and inspiration of this and future generations.

PARK PRIORITIES/CORE MANAGEMENT OBJECTIVES

From the Core Operations Evaluation (CORE OPS) Report (September 17, 2007):

- Inventory, monitor, preserve, and maintain the geothermal springs including their recharge zone.
- Protect and maintain the park's thermal water collection and distribution system to provide the water for drinking and bathing.
- Monitor and protect the park's mountain lands and their related natural and cultural resources and prevent unacceptable impacts.
- Monitor and conserve the park's cultural resources associated with the bathing industry to prevent unacceptable impacts.
- Provide basic visitor facilities, protect visitors, provide for their enjoyment of the park, and manage their activities to prevent degradation of the park's natural and cultural resources.
- Perform the critical legal, administrative, and employee support functions.

People have used the hot springs for more than 200 years to treat illnesses and to relax. Both rich and poor came for the baths, and a town built up around the Hot Springs Reservation to accommodate them.





***"Hale with Awning"* illustration by JoAnne Doshier. Named for early bathhouse owner John Hale, the present Hale Bathhouse is at least the fourth building to use this name. Hale Bathhouse is the oldest visible structure on Bathhouse Row.**

Park Mission Goals

Park mission goals articulate in broad terms the ideal conditions the park and its partners will strive to attain. The following mission goals were prepared in 2000 as part of the planning process required by the Government Performance and Results Act (GPRA). In addition to goals related to resource and visitor protection, there are some goals specifically related to interpretation and visitor services.

PARK MISSION GOALS

Mission Goal IIa1:
By September 30, 2012, 95 percent of visitors to Hot Springs National Park are satisfied with appropriate park facilities, services, and recreational opportunities.

Mission Goal IIb1:
By September 30, 2012, 79 percent of Hot Springs National Park visitors understand the significance of the park.

Accessibility

Every attempt will be made to provide full access to interpretive media and programs to ensure people with physical and mental disabilities have access to the same information necessary for safe and meaningful visits to national parks. This is in compliance with the National Park Service 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 qualities of the park experience for everyone."
—NPS Special Directive 83-3, Accessibility for Disabled Persons

All interpretation will follow general standards for accessibility as described in the Harpers Ferry Center Programmatic Accessibility Guidelines for Interpretive Media.



Accessibility is a key component of the park visitor center operations.

Park Interpretive Themes

Primary interpretive themes are those ideas or concepts about Hot Springs National Park that are key to helping visitors gain an understanding of the park's significance and resources. The themes, which are based on the park's purpose and significance, provide the foundation for interpretive programs and media in the park. The themes do not include everything that may be interpreted, but they do address the ideas that are critical to a visitor's understanding and appreciation of the park's significance. Effective interpretation is achieved when visitors are able to associate resources and their values and consequently derive something meaningful from their experiences.

The following interpretive themes were developed for Hot Springs National Park during a series of workshops held in 2005, 2007, and 2008 involving a cross-section of park staff, constituents, and partners:

THEME 1 – THE HOT SPRINGS

These hot springs emerge naturally from rocky hillside in a 4400-year cycle, and their waters are protected in perpetuity for public use.

This theme showcases water that fell as rain when Egyptian pyramids were being built, that was non-volcanically heated at depth, and that continues to flow out of Hot Springs Mountain. Complex faulting enables the process, fascinating both scientists wanting to understand and managers seeking to preserve the geological system. Unique organisms thrive in the water, which is nonetheless safe for drinking and bathing. The resource is collected and distributed for that purpose.

THEME 2 – THE AMERICAN SPA

The Hot Springs area came to be called the "American Spa" because it revolved around the federally operated Hot Springs Reservation/National Park. Government policy sought to ensure that thermal water was available to all, regardless of gender, race, ethnicity or financial standing.

This theme examines the "nation's sanatorium" in its heyday. Millions of afflicted persons arrived carrying doctors' orders for strict bathing and exercise regimens and relaxation. Conditions improved in all facilities and services, as pre-statehood frontier yielded to post-Gilded Age sophistication. Bathhouse architecture flourished, resulting in an eclectic National Historic Landmark District. The park had a role in public health, serving all classes democratically with a dedicated medical director. One group, however (African Americans), constituted most of the bathing industry's labor force. In modern times the continuum of the "American Spa" manifests in opportunities for hiking, jogging, organized exercise, wellness presentations, spa experiences and related activities.

THEME 3 – OUACHITA RANGE ECOSYSTEMS

The ancient, east-west trending Ouachita Mountains not only offer the gift of high-quality thermal water, they also nurture a remarkable diversity of flora and fauna that survives within the borders of an "island of preservation" called Hot Springs National Park.

This theme delves into the area's biological characteristics and primeval factors that made the 5550-acre park what it is: plate tectonics and uplift, seas that deposited sediment fated to become rock such as novaculite (long exploited by humans in tool-making), erosion, old growth forest and the organisms that depend on it, fire in nature, and the incidental creation of subterranean pathways that would someday link the hot springs' recharge and discharge zones.

THEME 4 – PARK AND CITY

The creation of Hot Springs Reservation/ National Park as a health resort led to the birth of a city that catered to health seekers. Thus began a symbiotic relationship that continues to evolve.



The hot springs in Hot Springs National Park emerge along a fault on the western side of Hot Springs Mountain, which borders the downtown area of the city of Hot Springs, Arkansas.

This theme addresses Reservation/Park and City ties: the 1877 Hot Springs Commission, subsequent boundary changes and land acquisitions; cooperative projects (e.g., creek arch and combined sewerage); "drumming" in Hot Springs and the federal struggle to outlaw it; promotional efforts; the Board of Registered Physicians; hospitals; pharmacies; destruction of natural spring outlets by bathhouse builders leading to federal regulation of blasting; crime in the city and its spread into the park (e.g., the 1927 murder of James Cary, first National Park Service ranger murdered while on duty); the variety of entertainment opportunities available in the city for park visitors; the 1875 local precedent for rail access to national parks; and bathhouse entrepreneurs, their political connections, and their roles in the development of town and Reservation.

THEME 5 – EARLY PEOPLES

American Indians were first and longest on the scene. European explorers and hunters also helped set the stage for the American Spa.

This theme summarizes what we know of those who came prior to the 19th century. Native history goes back at least 10,000 years in the region; the Caddo and Quapaw are the park's affiliated tribes. Hernando de Soto's expedition entered Arkansas in the 16th century, leaving a legacy of disease, then French hunters and trappers arrived in the 17th and 18th centuries. Reliable documentation for pre-1800s culture in the park vicinity is scarce to non-existent, however, except for novaculite quarries thought to have been used mostly during what archeologists call the Archaic Period.

THEME 6 – RESOURCE PROTECTION PIONEER

In 1832 the Congress and President unknowingly helped shape the national park ideal by reserving, for public use in an age of "taking the waters" for one's ailments, four square miles of Arkansas Territory containing the largest group of hot springs then under U.S. control.

This theme examines reasoning behind the considerable body of early legislation at Hot Springs, and the relation of these laws to later ones in National Park Service history (e.g., an 1820 memorial requesting that these springs be set aside and saying why), efforts to ensure fair access to water considered a boon to disease sufferers (including an 1878 provision for indigents), rulings that balanced resource conservation and appropriate public use, and even the Historic Leasing Program guiding current revitalization of Bathhouse Row.

Desired Visitor Experience

Desired visitor experiences describe what physical, intellectual, and emotional experiences should be available for visitors to Hot Springs National Park. These experiences will be available to visitors of all abilities, including those with visual, auditory, mobility, or cognitive impairments.

Visitors to Hot Springs National Park will have opportunities to:

- Feel the hot spring water as well as drink it and take some home.
- Experience a bird's eye view of Hot Springs National Park from the Tower.
- Walk along the Grand Promenade and the park trails for exercise and fitness.
- Stay overnight at the Gulpha Gorge Campground.
- Enjoy a picnic.
- Learn the distinction between the city of Hot Springs and Hot Springs National Park and understand that the park is a unit of the National Park System.
- Feel a sense of the past.
- Feel welcome and safe.
- Have access to clean restrooms and drinking water.
- Be oriented to the area and to the recreational opportunities within the park.
- Take either a self-guided or guided tour at the park visitor center in the Fordyce Bathhouse.
- Experience a thermal water spa at either a traditional bathhouse or a modern facility.
- Obtain theme-related merchandise, publications, maps, and educational materials.
- Interact with park staff and participate in park programs and activities including Junior Rangers.
- Understand, to varying degrees, all park themes and significance.
- Make tangible connections through original artifacts, historic buildings and landscapes to the people and events represented in Hot Springs National Park stories.



Hot Springs National Park with its hot springs, natural areas, and historic use of the springs for medicine and recreation can provide extensions for teachers' classroom materials.

Park Audiences

This is a broad description of park audiences and their needs—including current and potential audiences. "Audience" describes anyone who uses a site's interpretation and educational services whether in person or "virtually" through digital technologies.

Approximately 1.4 million visitors come to Hot Springs National Park annually. This figure is based on a five year average of monthly public use data taken during calendar years 2003-2007. There has been an 18 percent decrease in visitation from 2003 (1,561,311) to 2006 (1,273,456). There was a slight increase in visitation in 2007 possibly due to the 175th anniversary celebration. One third of park visitors go to the Hot Springs National Park Visitor Center, Buckstaff Bathhouse, Gulpha Gorge Campground, or the Hot Springs Mountain Tower.

Peak visitation is during the summer months of June, July and August. The shoulder seasons are March-May and September-October. Visitation during the winter months is almost 50 percent less than the summer, with the exception of heavy visitation during the Thanksgiving and Christmas holidays. Visitation data from the 2004 State of Arkansas "Overnight Leisure Visitor Profile" suggests most visitors drive to the park and are coming from within the state as well as from Texas, Missouri, Louisiana, and Oklahoma. The majority of the visitors are individuals and small family groups.

Anecdotal evidence from park staff suggests that most local visitors are using the Gulpha Gorge Picnic Area and park trails and do not necessarily come to the Hot Springs National Park Visitor Center located in the Fordyce Bathhouse.

Home school students and public/parochial school groups most often come in the spring on end-of-year field trips. During the 2004-2005 school year 700 students visited with 42 percent from the Hot Springs/Garland County area, 34 percent from other Arkansas schools, and 14 percent from out of state. The park recorded 9 percent as college student tours. During the 2006-2007 school year approximately 500 students visited with 18 percent local schools, 60 percent other Arkansas schools, and 22 percent college groups, including Arkansas and out of state. Non-formal education groups include Scouts, 4-H, and Elderhostel.

Staff members attend teacher conferences to encourage teachers to incorporate Hot Springs National Park into their classroom studies. These may include the Arkansas Curriculum Conference, the Arkansas Gifted and Talented Educators Conference, and the Arkansas Math and Science Teacher's Conference.

The park has developed a relationship with area high school - EAST (Environmental and Spatial Technology) Labs, to create new virtual technology programs.



The park has 26 miles of trails for visitors to explore. People can see wildflowers, rock formations, and beautiful scenery. Here, a park ranger leads a spring nature walk along the Grand Promenade.

Issues and Challenges Affecting Interpretation

Hot Springs National Park has many assets upon which to build an effective interpretive program, including evocative and compelling stories, outstanding cultural resources, ongoing research, a professional staff, and dedicated supporters. It also faces a number of challenges. Well-designed programs can build on interpretive strengths to help overcome the challenges.

IDENTITY:

- Literal community and park boundary lines are blurred to the public to the point of confusion. It is difficult to discern where the park ends and community begins. Interpretation can be a powerful resource in mitigating the confusion between the park and the City of Hot Springs by interpreting the history of the park's development.

- Confusion between NPS-conducted and private sector-conducted activities.

ACCESS:

- Large recreational vehicle parking in town is difficult. There are few options available so that visitors can stop and visit.

CORE OPS:

- Education has been added as a component of the interpretive program. A park education plan has been written and approved; an Education Specialist position has been approved but not yet funded.

- Marketing and leasing of six bathhouses to be used as bathhouses, museums, or other appropriate business opportunities has begun. Rehabilitation and construction activities continue on the bathhouses.



The city of Hot Springs, Arkansas, with about 39,000 people, is located immediately outside the park's boundaries. PHOTO COURTESY OF HOT SPRINGS ADVERTISING AND PROMOTION COMMISSION.

Existing Conditions

FACILITIES

Visitor Center

The visitor center is located in the Fordyce Bathhouse which is open 9 a.m. to 5 p.m. daily. There is an Eastern National bookstore and a small theater which shows the park film "Valley of Vapors." Touchable exhibits are located outside of the theater. An information desk, message board and publications are located in the lobby. The chairs and plants in the lobby replicate the historic setting of the Fordyce. Visitors may either go on a guided tour or take a self-guiding tour of the Fordyce. Visitor flow is directed either to the right for those wanting to take the tour of the museum or left for those who want to go to the bookstore and/or the theater.

Within Hot Springs, Arkansas, there are multiple visitor centers serving different functions:

- Hot Springs National Park Visitor Center is located in the Fordyce Bathhouse. This facility provides information, orientation, and interpretation focused on the national park.
- The city of Hot Springs Visitor Center provides information about lodging and local tourist attractions.
- Hot Springs Mountain Tower has a sales desk that provides limited information about the park and local tourist attractions.
- The U.S. Forest Service (USFS) in the Federal Building is open Monday through Friday. This office sells USFS merchandise and provides information about the local National Forests.

Bathhouse Row

Bathhouse Row is the focal point for visitor activities within the park. The visitor center is located within the Fordyce Bathhouse. The Buckstaff Bathhouse is a concession that offers traditional baths. The Quapaw is a leased business operating as a modern spa with pools, and the Ozark Bathhouse has been leased as a museum of contemporary art. The other bathhouses are currently closed to the public. There are multiple locations along Bathhouse Row where visitors can see the hot springs as well as feel and drink the water.

Hot Springs National Park interpretive rangers present daily guided walks during the summer months. Topics include bathhouse construction and restoration, architecture, and geology as well as history related to the hot springs. Programs are offered free of charge, and group size varies. Tour size average is six visitors. Junior Ranger programs are also offered free of charge here in the summer, on a variety of topics. There are wayside panels in front of each bathhouse and at both entrances to Bathhouse Row. Free park-produced publications about thermal water and historical topics are available at the visitor center. Special events are held throughout the year along with evening activities including receptions and art shows.

Buckstaff Bathhouse opened in 1912 and continues to provide an opportunity for the public to experience a historic, traditional bath. All new seasonal staff experience a thermal bath as part of their orientation training. There is currently good communication and a good relationship between the Buckstaff and park staff members.

Quapaw Baths and Spa opened in the summer of 2008 and offers modern spa services with pools. The Museum of Contemporary Art of Hot Springs opened in the Ozark Bathhouse in April of 2009.

Grand Promenade

Historically visitors walked the Grand Promenade as part of their health and wellness visit to Hot Springs.

Directional waysides are located along the main trail. Free trail maps are available



Above:A park ranger presents a "Leave No Trace" program at the Gulpha Gorge Amphitheater.

Right: The Grand Promenade started as part of a Public Works Administration project in the 1930s and was completed in 1957. Several park trails begin and end from the Grand Promenade. Bottom: Goat Rock Trail is one of the day-use hiking trails that visitors can explore.







***"Wild Sunflowers at the Pagoda"* by Jamie Carter, Artist in Residence.**

at the Hot Springs National Park Visitor Center, and a trail guide is being developed as a future sales item at the Eastern National bookstore.

Access to the Grand Promenade is challenging. Two of three major entrances include walking steps, and ramps are steep.

Hot Springs Mountain Tower
The tower is a park concession. Visitors pay a fee to go to the top of the tower; elevator access is available. There are two separate observation decks offering views of the park and the community. A gift shop, restrooms, and sales desk are located at the base of the tower. Park-produced free publications and non-park sales items are available. Exhibits are located on the enclosed observation deck.

Whittington Park
The park is a popular place for the community to walk and provides a restful place within the city. It is located adjacent to the entrance to West Mountain Drive. Band concerts are held biweekly in the summer.

Trails
There are approximately 26 miles of day-use hiking trails in the park including most of a circa 1914 Oertel system of graduated exercise trails designed especially for health-seekers. Walking and hiking the trails is a year-round activity for health, fitness, and recreation. Free park-produced trail guides are available at the visitor center. Waysides are located at the trailheads along the Grand Promenade but not at the backcountry trailheads.

Interpretive staff offer guided hikes about spring wildflowers and natural history. In 2008 the 8 hikes offered attracted a total of 70 visitors. There is also a litter/graffiti prevention campaign and a "Leave No Trace" program that is presented to scouts upon request.

Gulpha Gorge
Gulpha Gorge has a picnic area with more than 20 tables with pedestal grills, and the fee-based campground has 40 sites and an amphitheater. There are historical features including a cabin that is now used to house the "Artist-In-Residence." Visitors can access trails and, with a state fishing license, go fishing.

There is an orientation and information bulletin board adjacent to where the visitor pays the campground fee.

Drives/Roads
There are overlooks and vistas along the park's designated scenic drives, and these provide a view of the Zigzag Range. Many visitors driving on Hot Springs Mountain Drive are going to the Hot Springs Mountain Tower and the Pagoda. No vehicles over 30 feet in length can travel on Hot Springs Mountain Drive. Longer vehicles, including tour buses, can only go up West Mountain Road. There is limited orientation and information signage on the tour roads, and no waysides.

Interpretive opportunities to understand the park's complex geologic story are provided by the *Hot Springs National Park Geologic Excursion Tour Guide*, which is a sales item sold at the park bookstore. Interpretive staff present talks on Arlington Lawn and at scenic overlooks as special events.

NON-PERSONAL SERVICES (INTERPRETIVE MEDIA)
There is a variety of interpretive media throughout the park, including:

Website
The website is updated regularly.

Exhibits
An exhibit hall is located on the second floor of the Fordyce Bathhouse. These exhibits were produced by Harpers Ferry Center (HFC) in 1989 and provide orientation to the park's cultural and natural resources.

"African Americans and the Hot Springs Baths" is a touch-screen exhibit that includes oral history and photographs of the contributions of African Americans.

Historically Furnished Areas
Historic furnishings are on display in 24 rooms within the Fordyce Bathhouse.



Above: The park's wayside exhibit panels do not reflect the current NPS standards.

Below: A needle shower is located in the men's bath hall at the Fordyce Bathhouse.

Harpers Ferry Center produced a Historic Furnishings Report in 1987, and the exhibits opened in 1989.

Audiovisual programs

"Valley of Vapors" is a 15-minute video that was produced by HFC in 1989. The video is started automatically and is shown every 30 minutes. It provides an overall orientation to the entire park. It is shown in the 45-seat theater located in the Fordyce Bathhouse. The program does have open captioning. Assisted-listening devices are available upon request. The program is being audio-described in 2008-09.

"Taking the Baths" is a nine-minute video that was produced by HFC in 1988. The video explains the process of a traditional bath. It is shown on a kiosk in the second floor Fordyce Bathhouse exhibit area. Visitors push a button to begin the program. The program is captioned and will be audio-described in 2009.

Wayside Exhibits

All park wayside panels are fiberglass-embedded. Six panels are upright and fifteen are traditional horizontal. The Peak Trail and Open Springs panels were installed in 1993. The Open Springs and Quapaw Bathhouse panel information was updated in 2001. All other panels were installed in 1996. Harpers Ferry Center last sent replacement panels in March 2004.

Panels were created before the NPS graphic identity program was established.

The park's wayside exhibit panels do not reflect the current National Park Service standards.

Signs

Old signs are being replaced using cyclic maintenance funding.

Publications

The park's primary publication is the NPS Official Map and Guide, last revised in 2008. Numerous free publications on special topics are available at the visitor center.

Junior Rangers

Hot Springs National Park Junior Ranger Activity Books and badges are available free of charge at the visitor center. For scheduled Junior Ranger programs, a special embroidered patch is given out free of charge.





Above: The park guide and museum specialist inventory items from the park collections that have been used in a temporary exhibit.

Below: A park ranger presents a Junior Ranger program on Junior Ranger Day.

Staff members are currently developing Junior Ranger Archeologist and Geologist programs.

Park Library, Archives, and Collections

There are more than 625,000 natural and cultural resource items in the museum collections. The collections started in 1936 and have grown dramatically in the past 30 years as the bathhouses closed and were rehabilitated. Objects include archival maps, documents, photographs, antique exercise therapy machines, Art Nouveau stained glass skylights, plant and insect collections, prehistoric archeological artifacts, geology specimens, and bathhouse fixtures and furnishings. Collections are used for temporary and permanent exhibits, research, program development, and park planning. The park library is a research facility for staff and for visiting scholars by appointment.

PERSONAL SERVICES

Hot Springs National Park's Division of Interpretation and Cultural Resources offers a variety of interpretive programs, including guided tours, costumed interpretation, special topic programs and off-sites activities. Programs include geology/thermal springs tours, architectural walks, an "insider's tour" of Bathhouse Row renovations, and "ranger's choice" programs. Ranger's choice programs include spring wildflower walks, night sky programs, Fordyce museum tours, and children's Junior Ranger topics.

Costumed interpretation programs include a Fordyce patron exercising in the gymnasium in the Fordyce, a 1915 bath attendant presentation, and an early park ranger at Hot Springs National Park/Reservation talk.

Many areas of the park's interpretive themes are not adequately addressed, including the forest ecosystem, the history of segregation and the bathhouses, and the historical American Indian influence on the area. Little formal or informal interpretation is provided at Whittington Park.

The Division of Interpretation and Cultural Resources has a small staff size, which limits





A park guide, dressed as an early park ranger at Hot Springs National Park, presents a costumed interpretive program.

offering off-site programs on a regular basis. The Fordyce Bathhouse is designed to be self-guiding, but guided tours are offered for groups who call for reservations.

Volunteers give guided tours of the Fordyce Bathhouse several days each week. In Fiscal Year 2008 they delivered a total of 434 tours for 9,100 visitors. Park interpreters give bathhouse tours as time allows. The information desk is continuously staffed, and roving interpretation is performed as time allows.

Special Events

Hot Springs National Park annually observes "Constitution Week." The Akansa Chapter of the Daughters of the American Revolution distributes information about the Constitution and there is an opportunity for visitors to sign a copy of the document.

The park sponsors a "Volksmarch" each October, which is sanctioned by the American Volkssport Association.

The Dunbar-Hunter Expedition commemoration is held annually in December. "History Helpers," a local group of living history professionals, presents costumed interpretation about life and travel during the early 1800s, the time of the expedition. Visitors come to see period cooking, fire starting, firearms, and clothing, and to learn about river poling. When a black powder supervisor is available, black powder firing demonstrations are offered.

Since 2005 the park has been celebrating an "Edwardian Christmas." Costumed volunteer Marge Newburn explains Christmas during the Edwardian period in the United States. The Christmas tree in the

Fordyce lobby is decorated with ornaments, many handmade, like the type used in 1915.

In response to the National Park Service's new program *Children and Nature Plan for Action* a special Earth Day (April 22) workshop was held in 2008. Arkansas State Park representatives attended as well as U.S. Forest Service and U.S. Army Corps of Engineers representatives. The park initiated a follow-up event, an "Outdoor Expo," in the Lamar Bathhouse in the summer 2008. County-wide outdoor recreation agencies came to set up booths and distribute information. This will become an annual event.

March is "Arkansas Heritage Month," and the park offers a temporary exhibit or special program related to the theme each year. In 2008 living historian Tom Yancey portrayed Arkansas Governor and bathhouse owner Henry Rector.

The park holds special events each year during National Park Week. These often include a talk by a recent author from the area followed by a book signing. In 2008 the park held its first Junior Ranger Day on the same day as the National Junior Ranger Day and intends to continue to offer this event.

Each June the park conducts guided hikes on National Trails Day.

Staffing
Staff positions according to current park organizational chart include the following:

Chief of Interpretation and Cultural Resources	GS-025-12
Interpretive Program Assistant	GS-303-6
Park Ranger	GS-025-9
Park Ranger	GS-025-9
Park Ranger	GS-025-9
Park Guide	GS-090-5

Other Programmatic Responsibilities Managed by Interpretation and Cultural Resources Include:
- Section 106 Compliance Coordinator/ Paraprofessional Archaeologist – 20 percent of one GS-9's time.
- Volunteer Coordinator – 20 percent of one GS-9's time.
- Eastern National Bookstore Coordinator – 30 percent of one GS-9's time.
- Website and Library Duties – 20 percent of the Interpretive Program Assistant's time.

Ranger Program Topics Include:
Bathhouse Row Insider's, Discovering the Waters, Fordyce Bathhouse, and Architecture Tours; programs on Negro Leagues teams at Hot Springs, American Indians, career days, bath attendants, Spanish exploration, and the DeSoto legend. Two interpreters are certified *Leave No Trace* trainers.

Information Desk
Interpretive staff must spend approximately 25 percent of their time operating the information desk. Even if there is a volunteer working at the information desk, a permanent interpreter, who is a fee collector, must be available to issue America the Beautiful interagency passes.

CURRICULUM-BASED EDUCATION PROGRAM
The park does not have a historian or an education specialist to implement and manage an educational program as desired by the National Park Service.

Five curriculum-based lesson plans are available online. The lesson plans address the Dunbar-Hunter Expedition, thermal water, Bathhouse Row, the African American story, and a *Leave No Trace* lesson plan about litter.

An 1804-05 Dunbar-Hunter Expedition traveling trunk was developed and is available for loan. Educational materials are distributed at annual conferences. Staff members attend teacher conferences to encourage teachers to incorporate Hot Springs National Park into their classroom studies. These may include the Arkansas Curriculum Conference, the Arkansas Gifted and Talented Educators Conference, and the Arkansas Math and Science Teacher's Conference.

School groups can visit historic buildings, take water samples, and retrace the steps of



Above: "Flashy Fordyce" by JoAnne Doshier.

Opposite page: From atop Hot Springs Mountain Tower, visitors can see the forested mountains of the park and the city of Hot Springs landscape.

an explorer. Law enforcement rangers visit schools to educate children about graffiti and bike safety. No structured educational program currently exists with pre-visit and post-visit activities or ranger visits to classes. Occasionally, limited staffing prevents accommodating some school groups' requests; however, reservations for tours are scheduled as much as possible.

PARTNERSHIPS

Friends of the Fordyce and Hot Springs National Park, Inc., provided funding in 2006 for restoration of historic stained glass and for the 175th anniversary celebration.

The Friends currently raise funds for the park, sponsor the annual "Wine, Food, and Arts Extravaganza" as their primary fundraising activity, and decorate Bathhouse Row for the holiday season.

COOPERATING ASSOCIATION

The park bookstore is operated by a part-time, 24 hours per week, Eastern National employee, park interpretive staff, and volunteers. The bookstore is located in the visitor center in a room just north of the lobby. Staffing the bookstore is difficult and sometimes comes at the expense of providing interpretive programs. On the other hand, it serves a fundamental interpretive purpose by encouraging visitors to investigate park themes more deeply.

Eastern National revenue increased 35 percent in 2006 and the park received $7,500 for its Interpretive Donation account. The park spent $68,000 in Fiscal Year 2006 to manage and operate the bookstore.

Interpretive donation funds are utilized for a wide variety of interpretive projects. These include funding for living history programs, speakers for special events, refreshments for workshops and special events, and printing park publications.

VOLUNTEERS

In Fiscal Year 2006, 825 volunteers contributed 13,939 hours. Most volunteers serve in the visitor center and assist in the bookstore and at the information desk. Some volunteers lead guided walks or hikes and assist with special events.

Artist In Residence

Artists stay for up to one month and produce paintings, drawings, photography, music, video, sculpture, or writing inspired by the park's history, culture, and natural surroundings. Each artist donates a work to the park to display and use in publications.

Gulpha Gorge Campground

Volunteers-In-Parks (VIPs) clean and maintain restrooms, campsites, and picnic areas.

Students

EAST Lab students created videos, virtual tours, and mapped trails.

Recognition

The park volunteer coordinator and Superintendent work together to recognize volunteer achievements throughout the year.

Interpretive and educational activities using reproductions of items taken on expeditions such as the 1804-05 Dunbar-Hunter Expedition, captivate area students and young visitors. The Dunbar-Hunter Expedition was commissioned by President Jefferson as the first scientific expedition to the "hot springs on the Washita," the area that became Hot Springs National Park. Park rangers bring to life the significant but frequently overlooked expedition, while showing kids how Arkansas and the hot springs relate to the Louisiana Purchase.




Observation Tower
Parking





PHOTO BY CHRISTOPHER LIGHT

Part 2: Future Interpretive Program

"A Hot Springs visit and sojourn comprise a lifelong memory of renewed health and vacation pleasures. The boiling baths, the constant electrifying hot draughts at every steaming spring, fountain and faucet, the elixir ozone of the mountain pines, driving, riding or promenading, tennis, golf and ball grounds, the ostrich, alligator and kennel parks, the sky steel tower on Hot Springs peak, the fine orchestras, nightly hops, and state balls, social cards and always attractive panorama of the passing people combine to make a Hot Spring sojourn a distinct life experience."

—PERSINGER'S PICTORIAL POST BOOK BOOKLET, 1908

The Planning Process

In developing this Long-Range Interpretive Plan (LRIP) as part of the Comprehensive Interpretive Planning process, a series of workshops was conducted with park staff and partners.

A two-day workshop was held in October 2005 to review and revise the park's interpretive themes. The foundations section of the plan was drafted in June 2007 during a three-day workshop. Then in April 2008 a three-day workshop was held to determine the current state of the interpretive program and to begin making recommendations for the next five to seven years. A one-day meeting was held at the park in June 2008 to complete the recommendations section. The implementation plan was completed via conference calls and e-mail.

Once the initial draft Long-Range Interpretive Plan was completed in October 2008, it was reviewed by the core interpretive team and park management. The revised draft was then reviewed by park divisional representatives, key park partners, and planning workshop participants. This collaborative interpretive planning effort has produced a more comprehensive document to guide the park's interpretive program into the future.



Hot Springs National Park offers opportunities for families to enjoy the outdoors or explore history, museums, and the arts.

Goals for Interpretive Programming

After reviewing the contents of this LRIP's Part One, park staff identified the following areas of focus that have not been adequately addressed. In order to enhance the effectiveness of the overall interpretive programming in the park, the following goals and issues must be addressed over the next five to seven years:

IMPROVE ORIENTATION, SIGNS, AND ACCESS TO INFORMATION AND INTERPRETATION

An important goal for providing interpretive programming over the next five to seven years is to improve orientation, signs, and access to basic park information. No unified NPS sign system exists to clearly identify park buildings and major exhibits, help visitors locate parking, or provide information and clear directions to park sites. The park needs to create a Master Sign Plan to help visitors easily discover key park buildings within a crowded urban environment.

The function of a visitor center is to orient visitors to the park and its resources, services, and attractions. Another purpose of a visitor center is to interpret the park's stories and provide opportunities for personal connections to resource meanings and significance as described by interpretive themes. Visitor centers emphasize those story elements that are best told by indoor interpretive media. Visitor centers provide a human point of contact as well as special and visual identity for the park.

The Hot Springs National Park Visitor Center is currently located within the Fordyce Bathhouse. The building serves two functions: that of a museum and of a visitor center. This arrangement means that some historic rooms have been restored and opened for a museum tour, while others were adapted for use as a theater, Eastern National bookstore, exhibit rooms, conference room, and staff offices.

Having the visitor center desk located in the Fordyce lobby means that staff cannot be as responsive to visitor needs because of this dual building use. The bookstore and exhibit areas cannot be expanded to improve visitor flow and access. There is also limited opportunity to change exhibits or add new sales items to provide more thematic context to the whole park story. The participants at the 2008 workshops recommended that the visitor center be relocated to the Lamar Bathhouse if there is an opportunity to do so. This move would make space available for an education center on the first floor of the Fordyce, which is accessible and could easily be adapted. Appendix B provides specific details related to this recommendation.



The Hot Springs National Park Visitor Center is currently located within the Fordyce Bathhouse.

INCREASE NEW TECHNOLOGY OPPORTUNITIES

More visitors are using computers, cell phones, GPS units, iPods, MP3 players, and a variety of other technological systems for entertainment, information, orientation, and interpretation than ever before. In response to the growing demand for these services, the park needs to offer portable "individualized" audio and/or audiovisual opportunities. Using new technology will possibly create opportunities for a more diverse audience to experience park resources than ever before. These services will allow visitors to access more park resources and meanings at their convenience. The National Park Service is still exploring accessible equivalents to these new technologies.

Cell phones are used in many parks as an alternative message delivery system. With a cell phone system, visitors can hear brief and focused audio messages at various sites around the park. In many areas with even minimal reception, this system works far better than fixed or in-ground audio stations or rental tape players, compact discs, or audio wands. Using cell phones as the device to communicate NPS interpretive messages eliminates the administrative burden on parks compared to the staff time required to provide and rent audio tour equipment or sell packaged programs. Messages can be readily updated by park staff, and an additional level of messages could provide information on services, facilities, regulations, special events, hours, closings, and safety issues.

An ever-increasing percentage of park visitors are internet users who visit the Hot Springs National Park website (www.nps.gov/hosp) seeking information. Many of these "virtual visitors" never actually come to the park, but have their needs met solely though the website. The website should highlight the opportunities and experiences that are available to both on-site visitors and virtual visitors.

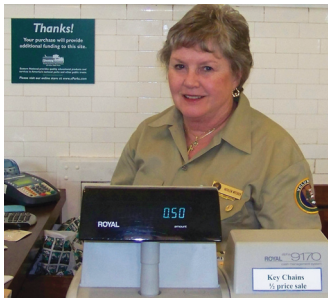
Audiovisual media are well suited to the presentation of chronological and sequential material. They can capture realism, provide emotional impact, and create a mood or atmosphere. Also they can reach many visitors at one time and may be included in exhibits or posted onto the park website, in addition to being shown in dedicated auditorium spaces. Production of a new park film will provide visitors with a broad but accurate story of the park, replacing the outdated movie currently in use and incorporating stories such as the local African American community (Theme 4) and its relationship with Bathhouse Row operations (Theme 2).

In response to Director Mary Bomar's memo of October 20, 2006, on the "Audiovisual Accessibility Initiative for Visitors with Disabilities," the interpretive staff has initiated steps to assure that the park's current and future audiovisual programs and auditorium are meeting accessibility requirements. For more information, see the website for *Programmatic Accessibility Guidelines for National Park Service Interpretive Media* at www.nps.gov/hfc/accessibility/index.htm#. Audio provides intellectual access to visually impaired visitors and can be more effective for reaching visitors whose preferred learning style is auditory rather than visual. Audio descriptions could also be used to narrate the text of a wayside exhibit and describe the graphics seen on the panels as well as describe the surrounding view that prompted the need to tell the story.

IMPLEMENT EDUCATION PLAN

An effective park education program requires adequate staff for planning, development, implementation, and assessment. The resources and themes of Hot Springs National Park offer great potential for the development of a dynamic and popular education program in partnership with Hot Springs area schools.

A well designed and effectively operated park education program generally depends on establishing a full-time Education Coordinator position. The primary role of the coordinator will be to secure resources to facilitate the development and growth of a curriculum-based program based on national and state education standards.



The park relies upon volunteers to staff the Eastern National bookstore and the visitor center information desk.

Future growth of the park education program is primarily contingent upon hiring the Education Coordinator *(see Staffing section)*. With a strong program and ties directly to local, state, and national curriculum standards, more schools will realize the value of using the park to help meet their needs. This can be accomplished by involving educators from Hot Springs area schools directly in the development of both general and specific activities and curriculum guides.

CREATE NEW WAYSIDE EXHIBIT PANELS

Wayside exhibits tell the Hot Springs National Park story on location. They "caption the landscape" and help visitors make direct connections with resources and their meanings. Wayside exhibits provide round-the-clock information and interpretation, and with appealing high-quality design, writing, and graphics, they can serve to instill and reinforce respect for important resources. In association with good graphics, waysides can show what a site looked like at different points in time. In addition, temporary waysides can be developed inexpensively to interpret construction, restoration, and preservation projects.

A parkwide wayside exhibit proposal is recommended to ensure the development of a complete, high-quality, and unified system of waysides with an NPS identity. The proposal will provide an in-depth assessment of all potential wayside exhibit sites. It includes both informational and interpretive exhibits. The document also can set priorities to guide wayside development in phases as funding allows. The proposal will describe the purpose of each wayside exhibit, identify graphics available for use, show thumbnail design concept drawings, and determine exact exhibit sizes, base styles, and locations. A detailed budget estimate would also be part of the document. The proposal would include recommendations for Bathhouse Row (Theme 2: American Spa), the Grand Promenade (Themes 1: Hot Springs and 2: American Spa), Trails (Themes 1: Hot Springs and 3: Ouachita Ecosystem), Whittington Park (Theme 4: Park and City including history, ponds, boating, lawn tennis, part of reservation, baseball fields), Gulpha Gorge (Themes 1: Hot Springs and 3: Ouachita Ecosystem), and both Mountain Roads (Themes 1: Hot Springs and 3: Ouachita Ecosystem).

PROVIDE PERSONAL SERVICES

Interpreters are the best interactive tool in enabling visitors to experience, understand, appreciate, and make personal connections with the resource. The park will continue to provide guided tours of the Fordyce Bathhouse (Theme 2); however, special emphasis should continue in the direction of providing more guided hikes on trails and at Gulpha Gorge and costumed interpretation. These programs will help to diversify the personal services and highlight the other primary interpretive themes. Seasonal roving interpreters along Bathhouse Row, at the Mountain Tower, and in other park areas will increase opportunities to help visitors make personal connections with the resources.

The diversity of the park's resources and themes presents almost limitless opportunities for both standard and innovative interpretive activities. As staffing levels permit, and in keeping within the parameters of the interpretive themes and visitor experience goals, park staff should be given a high degree of creative freedom to explore and experiment with new programs. This will help to maintain a creative edge and attract new and returning audiences. Seasonal employees funded by the Centennial Initiative should allow the park to increase the numbers of programs offered as well as diversify the programming.

Great potential exists to experiment with the development of programs related to prescribed fire, climate change, Hot Springs National Park history, and the stories of the people who came to and worked in the spas. Since personal services interpretive programs are relatively easy to change, the activities should be evaluated on a regular basis to discontinue those that are not effective, modify or improve those that require it, and validate those that are successful.

UPGRADE AND IMPROVE INTERPRETIVE MEDIA

Publications

Visitors typically use publications in two ways: for information and orientation during their visit, and for in-depth interpretation following their visit. The park's size, access issues, and number of stories to tell make publications an effective method of interpretive delivery. Publications are a means for getting information to diverse audiences through a variety of formats. All brochures, site bulletins, maps, rack cards and other publications should meet NPS graphic identity standards. It is important that park identity be addressed comprehensively because of the thematic connection between the park and the city (Theme 4).

Community Relations

Informing the Hot Springs National Park area communities about park activities and events is an opportunity to create goodwill with local residents. This can be inexpensively done through the local newspapers or community calendars. The park should continue to provide the local papers with entries for their calendars of events. It is also important that park identity be addressed comprehensively when working with the community because of the actual and thematic relationship between the park and the city (Theme 4).

Exhibits

Exhibits provide both two- and three-dimensional displays of informational and interpretive material that may include text, maps, images, models, replicas, artifacts, or interactive components. Hot Springs National Park has a spectrum of exhibits from professionally produced to in-house handmade exhibits. The exhibits are primarily located on the second floor of the Fordyce Bathhouse.

The resource orientation exhibits have been located in a large second floor room since 1989 and do not adequately interpret all major park themes. Theme 4 (Park and City) is not interpreted at all. A Project Management Information System (PMIS) project has been submitted to develop, fabricate, and install new exhibits that will address all of the major park themes; be multi-sensory; be accessible; and include elements attractive to and effective with children.

The "African Americans and the Hot Springs Baths" exhibit is located along one wall of the room where the orientation exhibits are positioned. The story is still relevant and connects to both the American Spa (Theme 1) and Park and City (Theme 4) by presenting through narrative and oral histories the story of local African American bath attendants. Because the story is still relevant and represents a little known aspect of Hot Springs history, providing universal access to the story is important. Both the audio and video components need to meet the accessibility standards.

The Zander machine exhibit is located near the gymnasium on the second floor. Text panels describe the exercise and therapeutic equipment that was used during the early part of the 20th century (Theme 2). The exhibit labels need to be replaced with text that utilizes the NPS wayside guidelines to provide interpretive context and readability. Creating a soundless video or animated video of someone using the machines would also help visitors to better understand the reasons why the equipment was important in the treatment of certain ailments, and why the people were willing to undergo intense pain and pressure during the treatment.

Historic Furnishings

The only location in the park with historic furnishings is the Fordyce Bathhouse. Historic furnishings help park visitors to see and understand what the building may have looked like to people that visited or lived there in the past. Setting the scene of the American Spa (Theme 2) includes the chairs that visitors use while resting on the Fordyce front porch. The existing porch chairs are not historically accurate. Different bathhouses used different style chairs. The Buckstaff had the Adirondack style that is now used at the Fordyce. These newer Fordyce porch chairs were a gift from

Unilever. The originals had cane bottoms and backs. Before changing to the historically accurate style, park staff will need to consider sturdiness and maintenance.

EXPAND EXISTING PARTNERSHIPS

Interpretive partnerships play a key role in the delivery of essential programs and can also provide opportunities for enhanced interpretive products and services.

The *Eastern National* bookstore/sales outlet is located on the first floor of the Fordyce Bathhouse. The area is almost filled to capacity, which prevents the park from increasing the number of items and volume of sales. Adding apparel, including T-shirts and caps, is almost impossible at this time because of the limitations of the existing sales area. The storage area is located in a former bathhouse dressing room. Sales items must be stacked in cubicles that once were used by bathhouse guests. The earlier recommendation of moving the visitor center and bookstore to the Lamar Bathhouse would relieve many of these concerns.

Sales items emphasize Theme 2: The American Spa because that is the most marketable of the themes. The Scope of Sales needs to be reviewed to ensure that all of the park's primary themes are being supported by the sales items that are being offered. The sales items should provide an in-depth continuation of park stories and themes.

The *Volunteers-In-Parks* program could be enhanced with more dedicated NPS supervision, enhanced VIP accommodations, and an increase in VIP funding. Greater outreach to those volunteers interested in this specific time in history could produce benefits in research and the availability of costumed interpretation. An effort to enhance and expand the participation of local volunteers would be beneficial as well.

A well designed and effectively operated park volunteer program generally depends on establishing a full-time Volunteer Coordinator position. The primary role of the coordinator will be to secure resources to recruit, hire, and train new volunteers as well as to work with park staff to provide opportunities for volunteers to realize the benefits of their time and effort.



The Hale Bathhouse was built in 1892-93, replacing an earlier structure. The building underwent extensive renovations that eventually changed the facade from neo-Classical Revival to Mission Style.



***"Shelter House"* by Mary Ann Blosser, Artist in Residence.**

Action Plan Over the Next Five to Seven Years

ACTIONS TO ADDRESS ORIENTATION, SIGNS, AND ACCESS TO INFORMATION

- Create a Master Sign Plan and install signs that identify the park as an NPS site and provide directions.
- Provide updated, easy-to-find orientation information on the park website.
- Update bulletin cases in Gulpha Gorge campground and picnic area to provide orientation and information.
- Maintain "don't deface" message on or near Pagoda to decrease graffiti.

ACTIONS TO ADDRESS AN INCREASE IN NEW TECHNOLOGY OPPORTUNITIES

- Establish "Guide by Cell" tour system.
- Create a virtual tour with EAST Lab partner school. (EAST is not a school name, it is the name of the nationwide program that started here in Arkansas.)
- Create and load video and audio podcasts including information and orientation to park, gymnasium program, and baths with EAST Lab partner school.
- Develop new interactive opportunities to help visitors learn about resources. Current webmaster is learning about new technologies, nurturing partnerships with EAST lab, and locating funding from grants and the friends group.
- Develop and produce a 20-minute high-definition orientation film in English and Spanish.
- Film will be captioned and audio described.
- Upgrade auditorium to increase accessibility and add high-definition equipment (PMIS 122855).
- Create an audio tour of the historic Fordyce Bathhouse, incorporating oral histories.

ACTIONS TO ADDRESS EDUCATION

- Implement December 2006 Education Plan.
- Continue implementing Children-Nature Action Plan.
- Create curriculum-based lesson plans and a traveling trunk, as well as host a teacher workshop emphasizing local archeology and American Indians (PMIS 113956).
- Establish Teacher-Ranger-Teacher program.
- Establish relationships with nearby schools including the Math/Science/Arts residential school.
- Identify connections between Physical Education and Health/Recreation themes.
- Investigate connections with upcoming NASA projects.
- Post lesson plans on Teaching with Historic Places website.
- Create e-trips and other distance learning programs using Parks as Classroom funding.
- Provide teacher workshops.
- Investigate a fee structure for longer, specialized education programs that can help cover the cost of supplies and materials. Institute a "pay as you go" system to fund educational programs.

ACTIONS TO ADDRESS PERSONAL SERVICES

- Continue costumed interpretation and make costumes more authentic.
- Provide school group hikes and expand public and group tours.
- Create recreational hikes and walks along the Grand Promenade linked to the Theme 2: American Spa sub-themes of wellness, health, and relaxation.

- Continue to increase interpretive talks and Junior Ranger programs.

- Continue to increase roving at the Hot Springs Mountain Tower and Pagoda during busy times.

- Create programs about prescribed fire and climate change, linking interpretation to the Heartland Network Inventory and Monitoring Program (Theme 3 – Ouachita Ecosystem).

- Cohost local community band concerts.

ACTIONS TO ADDRESS INTERPRETIVE MEDIA

Wayside Exhibits

- Develop a Parkwide Wayside Exhibit Proposal/plans.

- Develop and Install Wayside Exhibits for Grand Promenade (PMIS 72107).

Exhibits

- Design, Production, and Installation of Exhibits (PMIS 141191). These would be new exhibits featuring all park themes so that visitors limited only to Bathhouse Row may learn about all of the park's natural and cultural history.

- Upgrade touchscreen exhibit "African Americans and the Hot Springs Baths." Initiate evaluation of the new exhibit upon completion of upgrade (PMIS 152822).

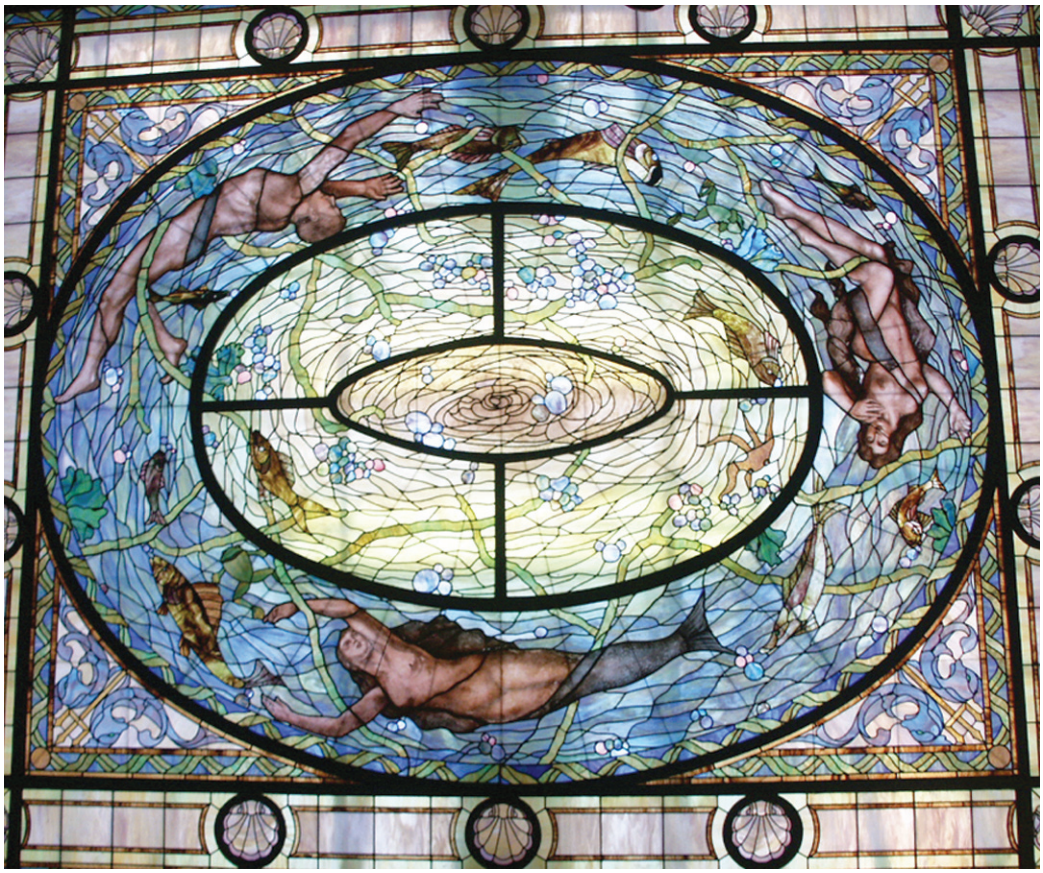
- Enhance Zander machine exhibit by upgrading exhibit panels and adding video without sound that shows the use of the machines.

- The Fordyce centennial will be celebrated in 2015, so planning for new interactive and/or three-dimensional exhibits should begin as soon as possible.

- Install exhibit cases and create exhibits with artifacts in the Buckstaff, Quapaw, and Ozark Bathhouses if the buildings are secure and funding is available.

Publications

- Develop a "What to Do Here?" publication for mail-out and the website.



Art Nouveau stained glass is found throughout the Fordyce Bathhouse.

- Develop additional rack cards.

- Develop a pre-site visit booklet for schools.

Community Relations
- Continue to publish events on local civic calendars through local cable networks.

- Continue to provide the newspaper with feature articles on topics of interest to the community. Begin this well before a significant issue or change occurs to establish rapport and credibility with residents.

- The cooperating association or Friends of the Fordyce and Hot Springs National Park, Inc., can place ads at nonprofit rates for special public events or programs.

- Post notices on local bulletin boards (e.g., at post office, library, and grocery stores).

- Participate in local civic organizations and develop relationships with the city, county, and state leaders.

- Because Hot Springs is such a tourist destination area, continue to conduct travel agent familiarization tours.

- Continue naturalization ceremonies in the park.

Museum Collections
- Make collection more accessible to public, e.g., archives—microfiche, online, for visitor's research.

- Provide access to curatorial catalog on the park website.

ACTIONS TO ADDRESS PARTNERSHIPS

Friends of the Fordyce and Hot Springs National Park, Inc.
- Provide information and updates on interpretive programs and activities for the Friends newsletter.

- Identify projects for which the Friends could provide funding.

- Utilize the non-profit status of the Friends to apply for grants.

Eastern National
- Print a new nature guide (Theme 3: Ouachita Ecosystem) publication as a sales item.

- Review and update Scope of Sales to include all park primary themes.

- Use interpretive donations for:
  - Printing publications.
  - Paid archival help.
  - Seasonal staff.
  - Audiovisual media support.

- Hire a full-time Eastern National bookstore manager, contingent upon a significant increase in sales.

Volunteers
- Provide interpretive training and site-specific training.

- Evaluate, audit, and coach volunteers.

- Provide a range of volunteer opportunities including roving, working with collections, staffing the campground, and conducting research.

- Diversify the types of recognition.

Research and Evaluation Needs

In order to fully accomplish many of the actions included in this plan, the park needs research on the following topics:

Conduct a visitor services study to find out what visitors want to do.

In order to fully accomplish the actions included in this plan, the park needs to evaluate several interpretive services and products including the following:

Participate in Servicewide junior ranger booklet evaluation.

Audit programs—use Interpretive Development Program online competency coaching and training.

Develop comment cards for education lesson plans.

Review front-end, formative, summative, and remedial evaluation information on Harpers Ferry Center website.

Conduct front-end and formative evaluations of waysides.

Evaluate circulation through exhibits and the exhibits themselves before and after new exhibits are installed.

Early visitors enjoyed touring park roads in horse drawn carriages, which automobiles have since replaced.



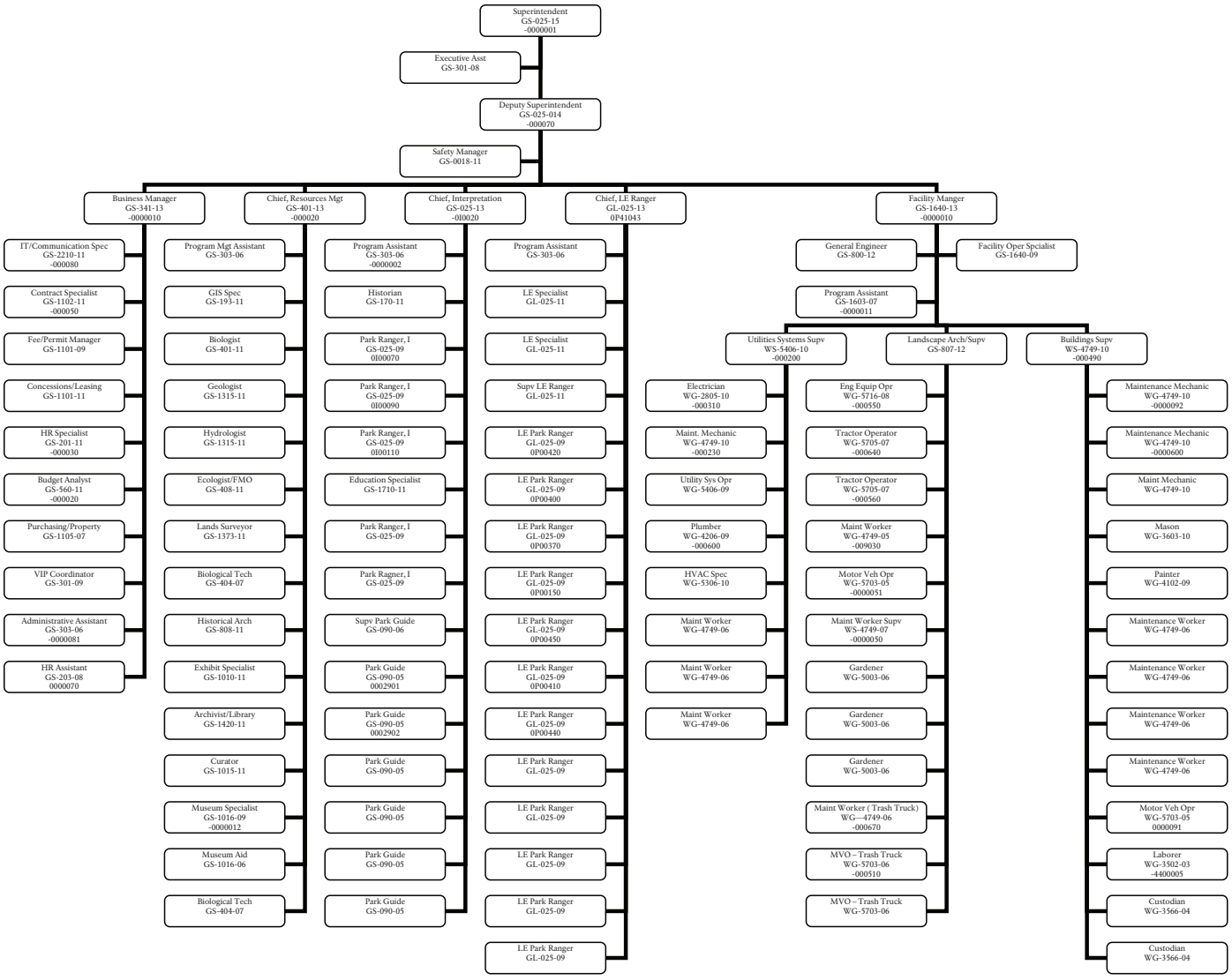
Staffing and Training Needs

Restore the Division of Interpretation and Cultural Resources to Fiscal Year 2005 staffing levels: With only four employees available, it is extremely difficult to staff the visitor center seven days a week, operate the bookstore, offer programs to the visiting public, and provide security for artifacts on display throughout the three-story building. Two permanent Park Guide positions and seasonal employees will help alleviate the situation, but a critical shortage still remains.

During the Core Operations workshop, the park proposed a new organizational chart that recommends new interpretive positions. The proposed chart includes a GS-1710-11 Education Specialist, a GS-170-11 Historian, two additional GS-025-9 Park Rangers, along with a GS-0090-6 Supervisory Park Guide and five additional GS-090-5 Park Guides.

Hire a dedicated education specialist to reach students through in-class programs, teacher workshops, and hands-on training.

Hire a historian to provide a link between cultural resources and interpretation, conduct historical research, and assist interpreters with historical programs.



Implementation Plan

ANNUALLY

- Incorporate the contributions of African Americans, Native Americans, and women into the park's programs. Multiple perspectives and points of view should be included in all programming.
- Add accessibility improvements.
- Improve park programs using personal services and modern technology.
- Provide opportunities for permanent staff to participate in local and national conferences as well as attend training opportunities as scheduling allows.
- Initiate evaluation of all exhibits and waysides upon completion of each project.
- Offer seasonal training sessions for new and returning interpreters.

FISCAL YEAR 2009

1. Increase New Technology Opportunities:

a. Develop park tour program with Guide by Cell Program. (Friends group funding for initial two years).

Topics for first year: Administration Building, Hot Springs National Park Visitor Center, Display Springs, Maurice Historic Springs Area, Hot Water Cascade, Grand Promenade, Bathhouse Row, North Mountain Overlook, Gulpha Gorge Campground and Amphitheater, First West Mountain Overlook, West Mountain Summit.

b. Begin to place podcasts on park website.

Topics for first year: Welcome by Superintendent, Bathhouse Row Architecture, Grand Promenade, Oertel Trail system, Fordyce Bathhouse, Geology, Museum Collection, Water Collection and Distribution, Friends of Fordyce and Hot Springs National Park, Inc., Pagoda.

2. Implement Education Plan

a. Initiate Teacher Ranger Teacher program. Work with Fountain Lake High School in Hot Springs, Arkansas. Each teacher selected will create a park project, such as Lesson Plan, pre-site booklet, PowerPoint, etc., to benefit the park interpretive operation. Initiate evaluation of this program with both ranger and staff members.

b. Continue the Children and Nature Plan for Action program. Add new programs with USFS Ouachita National Forest staff. Events will be held at Hot Springs National Park and local state parks, etc.

c. Work with the survey team to incorporate interpretive programs on site during work dates (second year of parkwide survey).

d. Complete printing of lesson plan on archeology. Initiate evaluation of various lesson plans and Junior Ranger programming.

3. Develop joint programs with Natural Resource Program Manager to promote Heartland Network projects. Articles to be written for website: current topics/issues at Hot Springs National Park. Also, publicize as needed any on-site natural resource surveys to be held in 2009 at park.

4. Continue to improve recruitment of Centennial seasonal employees and develop and utilize their assistance. Seasonal employees will assist in the development of the Junior Ranger program, special events, and special living history topics. (Continue this hiring program through National Park Service anniversary. Hire returning seasonal employees whenever possible and offer www.parktraining.org interpretive training sessions each summer.)

5. **Attend Arkansas Civil War Sesquicentennial planning meetings in Little Rock, Arkansas**. Continue to work with Arkansas parks.

6. **Begin replacement of missing or damaged Bathhouse Row information signs.** This is in advance of actual comprehensive sign plan document.

7. **Additional PMIS statements need to be submitted for new interactive exhibits in the Fordyce Bathhouse.** Update other PMIS statements already in system.

FISCAL YEAR 2010

1. **Increase New Technology Opportunities:**

   a. Conduct evaluation of Guide by Cell tour and add 12 additional Guide by Cell topics and/or update 2009 listings.

   b. Additional podcasts developed with EAST Lab students.

2. **Implement Education Plan**

   a. Hire Education Specialist. Begin planning lesson plans and teacher workshops. Attend teacher conferences around state. Work with teachers in TRT program to create new lesson plans and publications for website (ongoing). Work on Children and Nature Plan for Action with USFS and state parks (ongoing).

   b. Archeological site survey in third year. Continue programs for students and teachers. Initiate placement of articles on park website.

3. **Natural Resource articles written on ongoing park natural resource surveys.**

4. **Continue to attend Civil War meetings.** Locate reenactor groups or guest speakers to identify availability/costs to present the "untold stories of Hot Springs and Arkansas" through programs at Hot Springs National Park from 2011 through 2014.

5. **Develop a Comprehensive Sign Plan with sign plan specialists (PMIS 141171).**

6. **Update Fordyce Bathhouse self-guided tour into booklet format.**

7. **Create a Wayside Exhibit Proposal with Harpers Ferry Center staff**

FISCAL YEAR 2011

1. **As funded, begin and continue wayside exhibit development.**

   a. Phase I: Bathhouse Row and Grand Promenade. Accessibility addressed in waysides.

   b. Phase II: Whittington Park, mountain overlooks, Gulpha Gorge.

2. **Evaluate, then upgrade touchscreen exhibit "African Americans and the Hot Springs Baths" (PMIS 152822).** Also evaluate new exhibit upon completion of upgrade.

3. **Complete NPS Visitor Services Projects survey.**

4. **Implement Education Plan.**

   a. The park's archeological survey begins fourth year. Develop and print a Junior Ranger Archeologist booklet as part of the five-year park archeological site survey. Offer teacher field trips.

   b. Education Specialist: to oversee Teacher-Ranger-Teacher program and activities (ongoing) and Heartland Network educational programs (ongoing).

5. **Implement Sign Plan (if planning document has been approved).**

FISCAL YEAR 2012
Develop new exhibits plan for park visitor center/Bathhouse Row buildings. This plan will emphasize all six park interpretive themes; however, the central focus will be the thermal water story.

Establish Fordyce Centennial Committee and begin quarterly meetings.

Begin final year of parkwide archeological survey. Create a summary report for updating of park Junior Ranger archeologist booklet.

Develop new park movie.

Establish Fordyce Centennial commemorative items, both sale and free items, and have special sub-committee assignments.

Civil War guest speakers during National Park Week.

Establish National Park Service Centennial Committee for Hot Springs National Park (Can be held in conjunction with Fordyce Centennial Committee meetings).

FISCAL YEAR 2013
Park movie completed.

Initiate new exhibits as funding is available.

Host Arkansas Civil War traveling exhibits throughout year and guest speaker appearances.

FISCAL YEAR 2014
Complete final preparations for Fordyce Centennial (committee to meet monthly). The interpretive staff will work with Museum Specialist to develop historic park photo/postcard/artifacts centennial exhibits.

Initiate new visitor center exhibits over the next few years.

FISCAL YEAR 2015
Fordyce Centennial events (spring and summer) Host traveling exhibits for NPS Centennial.

Host guest speakers for National Park Week.

Commemorative items available.

Initiate update of Long-Range Interpretive Plan.

FISCAL YEAR 2016
NPS Centennial events.

Commemorative items available for bookstore.

National Park Week and August 25 special events.



A Guide by Cell program will allow visitors to learn about Hot Springs Mountain, where the tower is located, while parked at the West Mountain Overlook.

Planning Team

HOT SPRINGS NATIONAL PARK
Josie Fernandez, Superintendent
Lisa Garvin, Chief of Interpretation and Cultural Resources
Mardi Arce, Deputy Superintendent
Dale Moss, Assistant Superintendent (retired)
Diane East, Concessions and Leasing Specialist
Tricia Horn, Executive Assistant
Donna Ingle, Budget Specialist
Stephen Rudd, Natural Resources Program Manager
Leonard Lawson, Facility Manager
Mitch Hunter, Grounds Maintenance Supervisor
Sharon Shugart, Museum Specialist
Joe Herron, Park Guide (transferred)
Mark Blaeuer, Park Ranger
Toni McDowell, Park Ranger
Jeff Heitzman, Park Ranger
Gail Sears, Interpretive Program Assistant
Kathy Smith, Administrative Officer (retired)

HARPERS FERRY CENTER
Sam W. Vaughn, Associate Manager, Interpretive Planning
Toni Dufficy, Interpretive Planner
Katherine Brock, Interpretive Planner (transferred)

MIDWEST REGION OFFICE
Tom Richter, Chief, Interpretation and Education
Bill Harlow, Chief and Historical Architect, Midwest Regional Office-Cultural Resources Division-Cultural Landscapes Program

PARK PARTNERS
Terri Reedy, Site Manager, Eastern National
Mitch Aufderheide, architect, Taylor & Kempkes Architects
JoAnne Doshier, 2008 Artist in Residence
Bill Kincaid, Step-On Guide
Deborah Phillips-Carroll, Friends of the Fordyce and Hot Springs National Park, Inc.
Jane Jones-Schulz, Arkansas Natural Heritage Commission
Jay S. Miller, Arkansas State Parks
Kathey Roberts, Lakeside School District
Brian Monson, Arkansas School for Mathematics, Science and the Arts
Gloria King, Hot Springs School District
Audrey Beres, NPS contractor
Amanda Bryant, Greater Hot Springs Chamber of Commerce

OTHER NPS STAFF
Laura Miller, Chief of Interpretation and Cultural Resources, Little Rock Central High School NHS
Lea Baker, former Education Specialist, Little Rock Central High School NHS



***"Ozark Angles"* by JoAnne Doshier**

Appendix A: Park Theme Matrix

THEME 1 – HOT SPRINGS

Art Work (VC)
Display Springs/Fountains (GP and BHR)
Valley of Vapors (VC)
Dunbar-Hunter Expedition (EN)
Thermal Water Recharge Update (W)
Podcasts (W)
Guide by Cell
Discovering the Waters Tour (BHR)
Dunbar-Hunter Expedition
Drinking the Water (BHR)
Junior Ranger Booklet (VC)
Geologic Excursion Tour Guide (TR and EN)
Unigrid Map & Guide (VC)
Dunbar-Hunter Expedition Journals (EN)
Tufa Terrace Trail (GP)
Ral Spring (GP)
Peak Trail (GP)
Open Springs (GP)
Dead Chief Trail (GP)
Follow the Water (W)
Dunbar-Hunter Expedition (TT and W)
Dunbar-Hunter Expedition

ABBREVIATIONS

W = Website
TT = Traveling Trunk
T = Trails
VC = Visitor Center
EN = Eastern National
BHR= Bathhouse Row
GP= Grand Promenade
HST = Hot Springs Mountain Tower
GG = Gulpha Gorge
TR= Tour Road
Q= Quapaw Bathhouse
F= Fordyce Bathhouse

FONT/COLOR KEY

Art Work
Exhibits
A-V
Personal Services
Living History
Publications
Historic Furnishings
Waysides
Education Materials
Special Event

THEME 2 – AMERICAN SPA

Art Work (VC)
African Americans and the Hot Springs Baths (VC)
Touchable Exhibit (VC)
Zander Equipment (F)
Observation Deck Exhibit (HST)
2nd floor Exhibits (VC)
"Emily" (F)
Valley of Vapors (VC)
Taking the Baths (VC)
Virtual Tour of Fordyce (W)
Oral Histories (W)
Oertel System of Graduated Exercise (W)
Zander Equipment (W)
Podcasts (W)
Guide by Cell
Traditional Bath (B)
Modern Spa (Q)
Bath Attendant (F)
Physical Culture (F)
Guided Tour (F)
Insider's Tour (BHR)
Architecture Tour (BHR)
Edwardian Christmas (F)
Self-guided tour (F)
Return of the Quapaw (Q)
African Americans and the Hot Springs Baths (VC)
Bathhouse Row News (VC)
Junior Ranger Booklet (VC)
Map and Guide (VC)
Trail Guide (EN)
Fordyce Booklet (EN)
Buckstaff Booklet (EN)
Ye Hot Springs Picture Book-1892 (EN)
American Spa (EN)
Ouachita Springs Region (EN)
Hot Springs National Park Through the Years (EN)
24 rooms of furnishings (F)
Bathhouse Row (BH)
Lamar Bathhouse (BH)
Buckstaff Bathhouse (BH)
Ozark Bathhouse (BH)
Quapaw Bathhouse (BH)
Fordyce Bathhouse (BH)
Maurice Bathhouse (BH)
Hale Bathhouse (BH)
Superior Bathhouse (BH)
Grand Promenade (GP)
Bathhouses (W)
African American Bath Attendants (W)
Volksmarch (T)
Edwardian Christmas (F)
Fordyce Centennial
Buckstaff Centennial

THEME 3 – OUACHITA ECOSYSTEM

Art Work (VC)
Second-floor Exhibits (VC)
Observation Deck Exhibit (HST)
Prescribed Burn (W)
Guide by Cell
Wildflower Walk (T)
Geology Walk (GP)
Leave No Trace (GP and T)
Junior Ranger Program (GG)
Hot Springs Mountain Trails (T)
West Mountain Trails (T)
Geologic Excursion Tour Guide (TR)
Forest Community Monitoring (VC)
Amphibian Checklist (W)
Bird Checklist (W)
Moss Checklist (W)
Trail Guide (EN)
Heartland Network Research Reports (VC)
Dunbar-Hunter Expedition (TT and W)
Prescribed Burns (W)
Sun Talk (BHR)
Astronomy Talk

THEME 4 – PARK AND CITY

City of Visitors (EN)
Guide by Cell
Negro Leagues at Hot Springs (VC)
Junior Ranger Booklet (VC)
Boiling Out at the Springs (EN)
Leo and Verne (EN)
Indian Folklore Atlas (EN)

THEME 5 – EARLY PEOPLES

Second-floor Exhibits (VC)
American Indians at Hot Springs NP (W)
Guide by Cell
Junior Ranger Archeology Booklet (VC)
Didn't All the Indians Come Here? (EN)
Archeology Lesson Plan (W)

THEME 6 – RESOURCE PROTECTION PIONEERS

Guide by Cell
Precedents for the Reservation (VC)
HOSP Timeline (VC)
Constitution Week
NPS Centennial

Appendix B: Visitor Center Concept

The Lamar Bathhouse includes the Visitor Center, Eastern National bookstore, theater, and some park offices. The Fordyce Bathhouse becomes a fee-based museum, education facility, and exhibit area. Interpretive programming will be based at the Lamar. This action opens another bathhouse to the public.

Charge a fee for adults over age 16 and make the Fordyce strictly a museum and education center. The Fordyce Bathhouse then provides an experience for visitors to learn about the American Spa (Theme 2). This recommendation provides additional space for living history demonstrations and educational programs.

LAMAR BATHHOUSE

Lobby

Interpretive Elements:

- Provide thermal water in fountain so that visitors can experience the water immediately without having to seek it out.
- Install historically accurate chairs in the lobby to provide historic setting for the Lamar.
- Combining the bookstore with the information desk will free interpretive rangers to reach more visitors through guided walks and programs.
- Original murals are cultural resources that must be considered. Avoid hanging anything on the walls.
- Place orientation and information displays in side windows to provide 24/7 access.
- Install orientation devices including touch models.
- Create a tour departure point in lobby.
- Present evening programs in theater during special events.

Functional Considerations:

- All visitor center functions will remain downstairs, except for the cooperating association office and storage, which will be on the second floor.
- Improve lighting in lobby. The lobby may be divided functionally into three areas: information desk, bookstore, lobby/evening programs. Track lights are possible solutions. Sustainability guidelines (energy conservation) and cultural resource conservation (e.g., light levels on wall murals) will need to be considered.
- There is a need for additional electrical outlets, especially to serve exhibits, programs, and programming flexibility.
- Make front desk counter and front door accessible. May need to remove (and preserve) the left-hand counter section to provide wheelchair access behind counter. Need a pad on floor behind counter for information/sales staff.
- Maintain clear view of lobby from front desk. Retain the overall openness of lobby, including view in and out of windows.
- May need alterations for functionality behind counter, including a telephone line, computer, intercom connected throughout building.
- There may be noise issues in the lobby/information area. Consider installing abatement strategies such as fabric on walls or ceilings (without impairing cultural resources).
- Provide signs describing functions: Sales, tickets, bookstore, register – “Ask a Ranger” rather than information.
- Install outdoor orientation panels.
- Install a movable publications rack.

- Install single message board on post.
- Set up a Junior Ranger table.
- Install A-V throughout the building; this should include security cameras.
- Ensure multi-functional use of lobby space by putting exhibits and bookstore on wheels; keep them below the levels of murals.

Theater

- Locate on the south side of the building.
- Remove the wall recently installed.
- Install video projection from ceiling, drop down screen, sound attenuation, and lighting.
- Add additional door – cut through outside wall if needed.
- Space also should be functional for periodic lectures, evening programs, and presentations.
- Install portable seating – movable chairs.
- Make closet for A-V equipment inside door.

Exhibits

- Use four rooms on left side of the building. These are particularly well suited due to their location, arrangement, and size. One room may be used to show the "Taking the Baths" video.
- Design, Production, and Installation of Exhibits (PMIS 141191) – these would be new exhibits featuring all park themes so that visitors limited only to Bathhouse Row may learn about all of the park's natural and cultural history.
- Produce a talking touch model that includes touch-activated audio and video information about buildings.
- Create temporary exhibit area.
- More electrical service needed.
- Put big messages and graphics in halls.

Second Floor

- Set aside for park offices, conference room, Eastern National office, and storage.
- Could put Artist in Residence artwork in offices – not recommended for stairwell (not recommended for adaptive use).

Collection Storage/Work Space

- Create visible storage and curatorial space in back rooms. The collection stored and displayed is particularly valuable in revealing aspects of the park story, and is distinct from and complementary to materials visible in the Fordyce.
- Provide access for visitors to view curatorial storage/curators at work. Design space to allow tours to be conducted through this area.
- Temporary exhibit cases could be placed in the area that would permit easy changing of artifacts and labels.
- Create touchscreen exhibits of park collection.

Eastern National Bookstore

- Larger sales area located in the lobby will provide opportunities to increase and diversify the sales items offered. Scope of Sales would need to be reevaluated.
- Ensure that sales fixtures do not cover historic features including murals or interfere with circulation.
- Make bookstore fixtures portable so that they can be moved during special events.
- Eastern National cash register will be located at visitor center desk so that EN clerk and park staff will be able to share information/orientation/sales duties as well as provide coverage for breaks and lunches.

Rest Rooms

- Need to add restrooms perhaps across the hall in janitor's closet and the adjacent room; currently there are only two single toilets.

Fordyce Bathhouse

Fee Collection:

- Sell tickets at front desk; need to conduct a business analysis, including cost of fee collection and revenue projections.

Interpretive Elements:

- Create audio tours and distribute from side office.

- Use second-floor conference room for living history demonstrations, artwork displays, and temporary exhibits.

- Convert former EN/Theater space into a classroom for education programs and scout groups.

- Expand oral histories of African American attendants; or perhaps just provide minor rehab to the exhibit. Must include captions, audio description and counter (PMIS 152822).

Functional Considerations:

- Will need minor rehabilitation, including accessibility enhancements, throughout building.

The Lamar Bathhouse is at the south end of historic Bathhouse Row, next to the park Administration Building.



Water. That's what attracts people to Hot Springs. People have used the hot springs here for more than two hundred years to treat illnesses and to relax. Both rich and poor came for the baths, and a town built up around the Hot Springs Reservation to accommodate them. Together nicknamed "The American Spa," Hot Springs National Park today surrounds the north end of the city of Hot Springs, Arkansas.

—HOT SPRINGS NATIONAL PARK WEBSITE



Right: The Weir & George burned in the great fire of 1878.

Back cover: The Formal Entrance's stone pylons link the Fordyce and the Maurice on Bathhouse Row (top). Visitors gather round a "ral pot" or "ral can" at the Arsenic Spring pavilion next to the first Arlington Hotel, circa 1870s (center, left). The 1832 enabling legislation for Hot Springs Reservation marked the country's first set-aside of hot springs and of a natural resource intended for public use (center). The Fordyce Bathhouse staff poses for a photograph in the early years of the business (center, right). Visitors "quaff the elixir" in 1906 at what is today called the Maurice Historic Spring Area (bottom).

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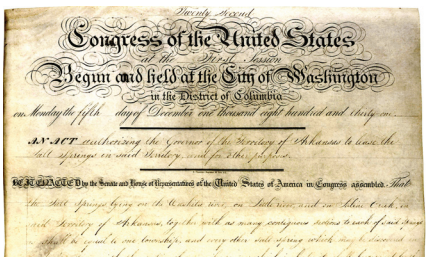


Hot Springs National Park
101 Reserve St.
Hot Springs, AR 71901-1860

501-624-2701

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