

# Lyman Museum

. . . in association with the Smithsonian Institution

276 Haili Street ~ Hilo, Hawai'i 96720

October 3, 2011

Regional Director Pacific West Region  
National Park Service  
111 Jackson Street, Suite 700  
Oakland, CA 94607  
Attention: Concession Program Manager

Dear Concession Program Manager,

It is with pleasure and anticipation for the future that we write to support The Volcano Project (TVP) in its bid for the Volcano House concession.

The Lyman Museum is the premier general museum (history and culture) on the Big Island of Hawai'i, with both national accreditation and Smithsonian affiliation. Our mission is "To tell the story of Hawai'i, its islands and its people," and we believe that a collaborative partnership with Volcano House, as we envision jointly with TVP, will greatly assist us to fulfill that mission with Volcano House and Hawai'i Volcanoes National Park visitors. The Museum regularly provides guided interpretive tours of our cultural and natural history galleries and the adjacent Mission House, as well as periodic public workshops and off-site community tours, monthly public programming (presentations, demonstrations, and performances), and quarterly special exhibits on Hawai'i-related topics. We would be delighted to partner with Volcano House in coordinating the availability of such events and activities for visitors to the Park and Volcano House, to enrich their overall experience and understanding of Hawai'i.

We were very impressed with TVP's proposal for the Volcano House concession, both in terms of its vision for serving visitors to these Islands and its creative plans for educating young people in our community to provide a high standard of service to those visitors into the future. We strongly support TVP's commitment to cultural tourism, to the growth of educational opportunity, and to a collaborative, mutually supportive approach to other community organizations and businesses in working to ensure Park and Volcano House visitors experience the best the Big Island has to offer.

Sincerely,



Richard Henderson  
Chairman, Board of Trustees  
Interim Executive Director



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American Association  
of Museums

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