## APPENDIX A ACKNOWLEDGEMENTS

This study has come to fruition because many people offered friendship, support, and understanding when it was most needed. It would have been impossible without them.

Special thanks to Mary Keenan for her keen wit, and for her administrative and secretarial help. Diana Byer, having no knowledge of adult literacy, served as a reader on numerous occasions to test the report's readability and clarity. Wilma McCarley and Betsy Feist generously contributed their editorial and proofing services, and they were a source of many good ideas. Bess Heitner gave invaluable help with telephone interviewing. Harold McGraw, Jr., and Dan Lacy were unwavering in their trust, loyalty, and words of encouragement. They were also responsible for arranging the funding for this study.

John Cole of the Center for the Book must have wondered at times why it was all taking so long, but he and his staff showed unfailing good humor, patience, and flexibility from start to finish. Peggy Barber and staff of the ALA were prompt, thoughtful, and good natured about providing information.

Friendship, advice, and support also came from other sources, especially from McGraw-Hill. Sue Wallman's enthusiasm and helpfulness were a source of inspiration. Many McGraw-Hill staff were involved in maintaining telephone, mail, and copy services to go along with the space the company gave as a home for the project. Some of them were surprised to find strangers in their midst but they rose graciously to the occasion.