

Participation process & master plan to expand the Gusen Memorial

Phase 1 (Analysis phase)

Part 2 – Data evaluation in detail



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Methodology & Evaluation

The core statements from the 13 interviews with stakeholders as well as from the four workshops with over 60 representatives of regional, national and international interest groups and the local population are considered in the evaluation. The key results are summarised in this document and grouped by topic. These form the basis for the conception of the content of the consolidation phase and are incorporated into the drawing up of the master plan.

Central research evaluation question:

"What expectations do the interviewees and workshop participants express with regard to the expansion of the Gusen Memorial?"

Objective of the evaluations

- Recording of the expectations of the interviewees and workshop participants in relation to the expansion of the Gusen Memorial and their substantive and thematic structuring and grouping

Material

- 13 transcripts of audio recordings of 13 stakeholder interviews
- 4 workshop protocols (taking into account the attachments provided) with a summary of the results from various working groups

Evaluation methodology

1. Stakeholder interview evaluation method

Analysis

- Qualitative evaluation of interview transcripts according to Philipp Mayring (computer-aided using the QCAmap software)
- The analysis is based on the interview transcripts
- Form of content analysis: summary content analysis
 - inductive categorisation from the material
 - summary of all categories resulting from the text in six main categories (see the results on p. 9)
 - paraphrasing of the text passages conveying content

Presentation of results

- Summary of the results and their relation to the research question
- Overview of results by category and keyword

Excursus: Mayring qualitative content analysis

The German psychologist Philipp Mayring has developed a general qualitative content analysis sequence model. The aim thereof is to use a data set to formulate new theoretical considerations in the field of a research question. The direction of the analysis decides **who** or **what** the objective of the analysis is. Overall, Mayring proposes **three different forms of analysis** of the data material: summarising, explanatory and structured. The **summary content analysis** chosen here reduces the examined material to a manageable short text and its essential contents. The interpretation of the results depends on the form of content analysis, but is always based on one **category system**, in which the material is classified and according to which the **quality criteria of qualitative research** are examined: *transparency* of the procedure, *scope*, *reproducibility* of the analysis and *intersubjectivity* of the evaluation.

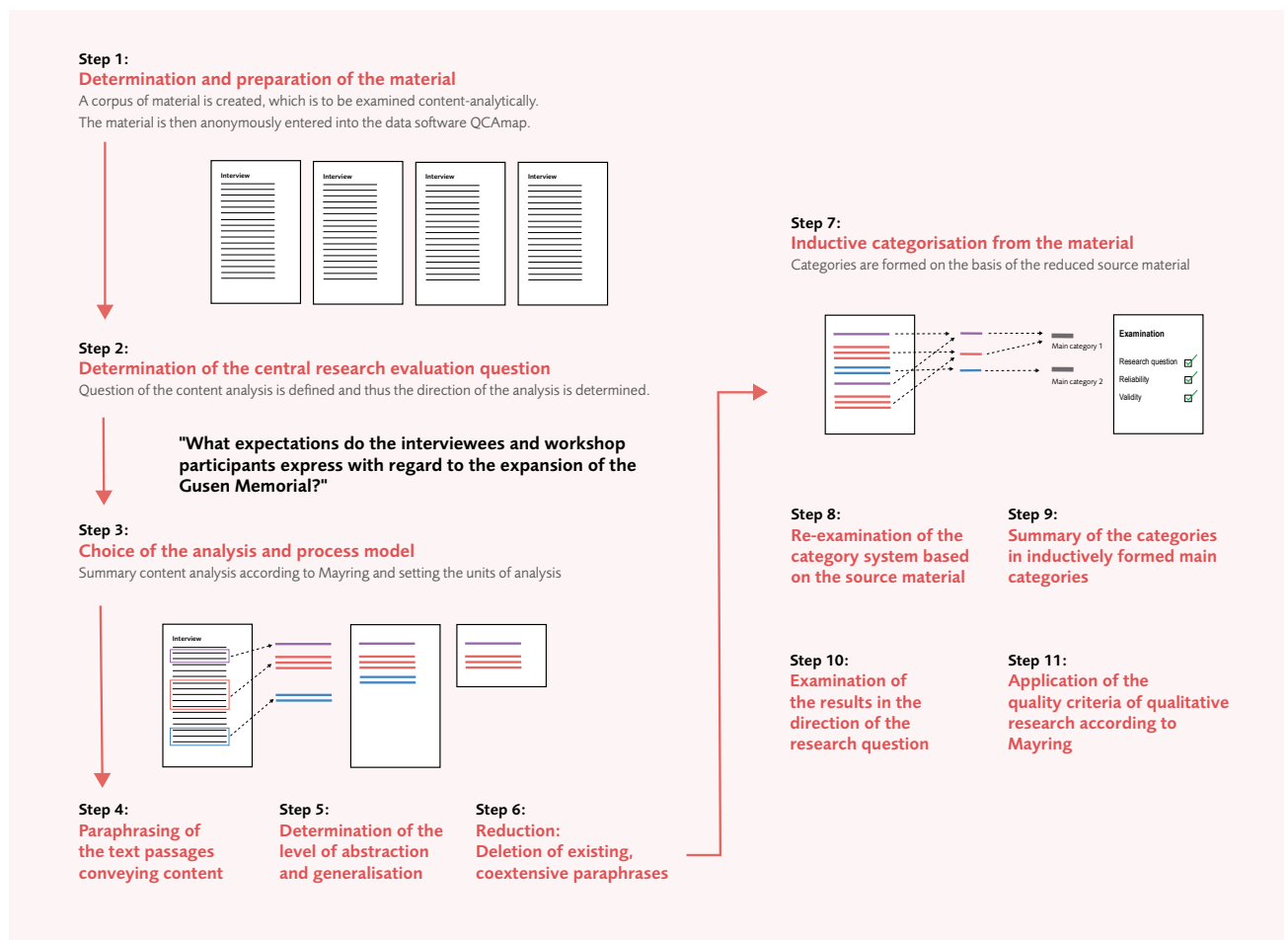


Fig. 1: Flowchart summary content analysis

Main category	Category code	Sub-category	Highlighted text	Paraphrasing	Generalisation	Reduction	Presentation of results
Encounters & networking	RQ1-14	Regional Initiatives	In addition, I also consider that these needs must be a part of the whole concept and that resources also have to be considered.	Consideration of sufficient resources	Sufficient resources	Resources	Setting sufficient resources aside
Encounters & networking	RQ1-14	Regional Initiatives	We owe the fact that we are there to the local commemoration initiatives – of course, there is no question at all that also by having joined forces with many other embassies that have supported the commemoration initiatives, victims' organisations – however, the foundation has been laid by commemoration initiatives. In this respect, they are very important in the planning, in the implementation and also, afterwards, for bringing together professionalism, volunteerism, region, memorial and awareness region. There has to be a clear division of roles.	The merit of local commemoration initiatives and the need for connecting them with one another and dividing roles among them	Connecting local commemoration initiatives and dividing roles among them	Connecting, dividing of roles among commemoration initiatives	A clearer division of roles between the various initiatives

Fig. 2: Example of the paraphrasing and result presentation process

2. Stakeholder and participation workshop evaluation method

Throughout the three stakeholder workshops and the participation workshop, various discussion formats were carried out with all participants (see the detailed description below). The results were documented photographically and in writing. The results of Format 1 ("Common Values & Principles") and Format 2 ("World Café") were included in the qualitative evaluation. In addition, Format 3 ("Changing the Perspective") was carried out as part of the three stakeholder workshops to consolidate the target group analysis, which served to formulate individual fictitious "personas" and is also included in the qualitative content analysis.

Format 1: Common Values & Principles

In light of the research question, this format discussed the development of common values and principles with regard to the development of the memorial. To this end, three questions were asked at the beginning of the discussion format, which should then be expounded on in subgroups:

- Which value do I consider the most important in the participation process?
- Which three main values should the future concentration camp memorial be based on?
- Which values might be important to other stakeholders that are not my priority?

Analysis

- Summary of workshop results in the form of workshop protocols
- Mayring qualitative content analysis of the workshop protocols
- The analysis is based on workshop protocols
- Form of content analysis: summary content analysis
 - collection of individual values and principles based on the statements of workshop participants
 - paraphrasing of the text passages conveying content

Presentation of results

- Summary of results
- Advanced Word Cloud visualisation by number of mentions per workshop

Format 2: World Café

This discussion format dealt with the development of concrete expectations regarding the development of the memorial as a memorial site, museum, a meeting and educational site. Four 10-minute moderated discussions between the participants were initiated at different tables around these topics, which were also frequently mentioned in the previous stakeholder interviews. The results were recorded in writing. Switching between the tables enabled all participants to discuss all four questions. At the end, a final plenary round was held, during which the results of the tables were presented by their respective moderators. The following topics were discussed:

- Possible functions and uses of the extended Gusen Memorial (memorial site, museum, meeting site, educational site)
- Qualities and locations of the newly purchased properties

Analysis

- Qualitative content analysis of the workshop protocol according to Philipp Mayring
- The analysis is based on workshop protocols
- Form of content analysis: summary content analysis
 - inductive categorisation from the material
 - summary of all categories resulting from the text in six main categories (see the results on p. 28)
 - paraphrasing of the text passages conveying content

Presentation of results

- Summary of the results and grouping subject to the question posed
- Overview of results by category and keyword

Format 3: Change of Perspective

As part of the last discussion format, the "Change of Perspective", the participants were to change their perspective of the future concentration camp memorial and put themselves in the role of different target groups - each represented by a fictitious so-called persona - often mentioned during the stakeholder interviews. For this purpose, the participants were divided into small groups and each assigned to a persona. The groups discussed the specific expectations of a visit to the future concentration camp memorial from the perspective of each persona. These were then presented and discussed during the plenary session.

Predefined personas

- 18-year-old person who visits the Gusen Memorial together with an international youth group
- Relative of a victim with restricted mobility
- Teacher who visits the Gusen Memorial with a school class
- Visitor from the region who is interested in history
- Cyclist on the Danube Cycling Trail who spontaneously visits the Gusen Memorial

Analysis

- Qualitative content analysis of the workshop protocol according to Philipp Mayring
- The analysis is based on workshop protocols
- Form of content analysis: summary content analysis
 - allocation to the main categories formulated inductively in formats 1 and 2 (see the results on p. 28)
 - paraphrasing of the text passages conveying content

Presentation of results

- Summary of the results and grouping subject to the question posed
- Overview of results by category and keyword

Detailed evaluation Stakeholder interviews

**"The memory of the prisoners
should live on, but in a different
form, (...) as a natural result of
storytelling and visiting this place."**

Stanisław Zalewski, Gusen concentration camp survivor
(interview as part of the participation process for the expansion
of the Gusen Memorial in December 2022)

Detailed evaluation of stakeholder interviews

13 semi-structured stakeholder interviews were conducted with the listed representatives of the identified interest groups. The interviews were then transcribed and evaluated according to the methodology explained on page 3.

Interviewees

- Survivor Dušan Stefančič
- Survivor Stanisław Zalewski
- Female descendant of a survivor - 2nd generation
- Mayor of the Municipality of Langenstein
- Mayor of the Municipality of St. Georgen an der Gusen
- Representation of the Comité International de Mauthausen
- Representation of the Austrian Mauthausen Committee
- Representation of the Gusen Memorial Committee
- Representation of the Johann Gruber Platform Association
- Representation of the Scientific Board of the Mauthausen Memorial
- Representation of the Mauthausen-Gusen-St. Georgen Awareness Region
- Representation of the Papa Gruber Circle
- Representation of the Grupo de Trabajo "Triángulo Azul"

Evaluation categories

Using the method described on p. 4, the following main and subcategories were derived from the interview transcripts. The results of the stakeholder interviews are allocated to these categories in the summary below.

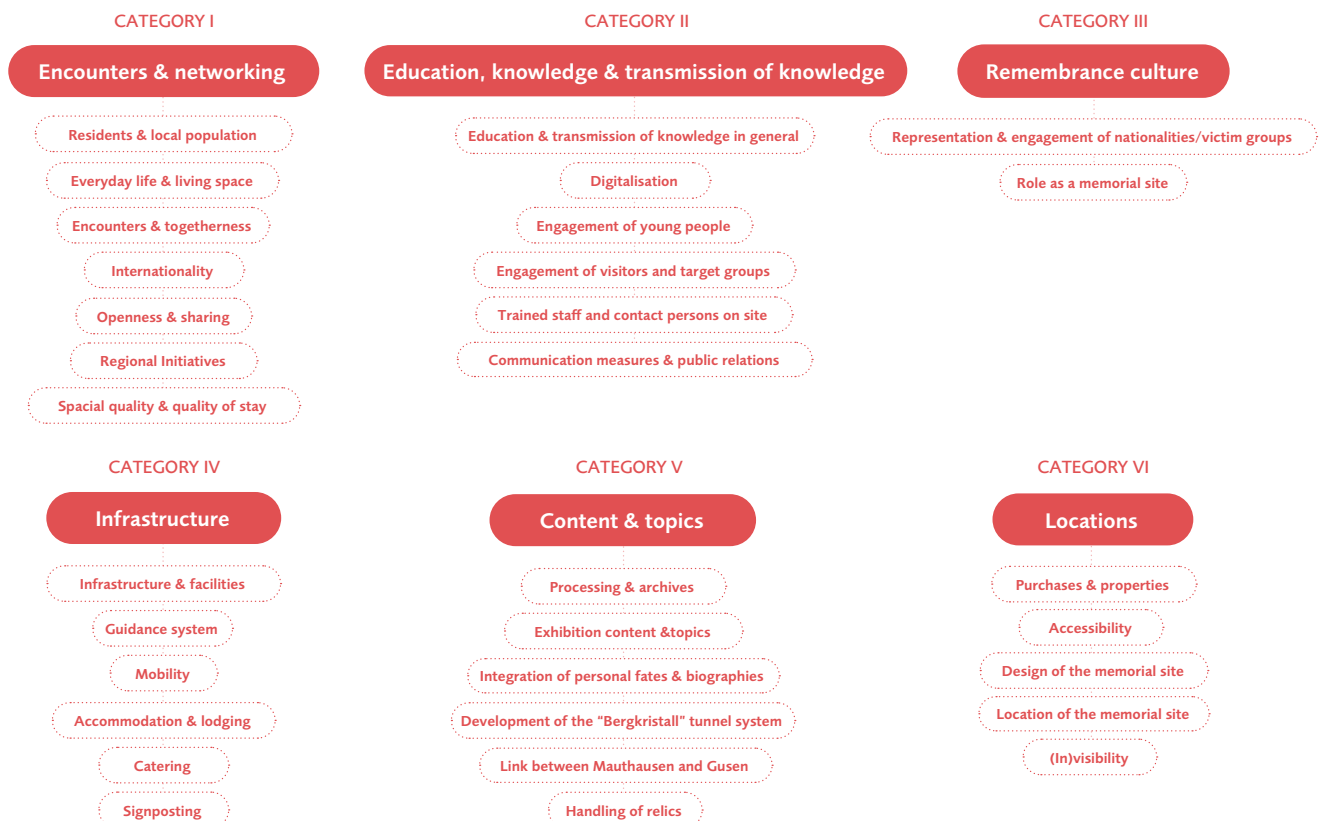


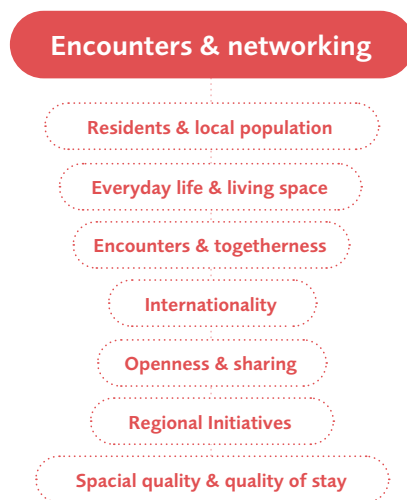
Fig. 3: Main and subcategories formulated from the interview transcripts

Presentation of results

The results of the stakeholder interviews are presented by category and summarised by keyword below.

CATEGORY I: ENCOUNTERS & NETWORKING

The following inductive subcategories preceded the category "Encounters & Networking", which were then summarised in the main category and are presented in the form of bullet points below:



Residents & local population

Interests of the local population

- Consider the local population as a target group
- Take into account the desire for local recreation and accessibility of the memorial by the local population
- Do not make the local population feel that they have to defend themselves and their families
- Achieve a positive impact and added value for the local population

Improved education and engagement of the local population

- Information transparency, better education and transmission of knowledge to avoid misunderstandings and unfounded fears
- Take away the fear of many visitors of the local population
- Better communication of what happened to younger generations
- Find a different approach to commemoration work in cooperation with the local population
- Deliberately involve the local population in official commemorations

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CATEGORY VI

Networking between the local population, memorial and visitors

- Improved accessibility to bring visitors and the local population together
- Increased cooperation between the memorial and committed representatives of the local population
- Bring international visitors and local people together
- Create places of exchange for the population and guests (e.g. café, meeting site)

Everyday life & living space

- Understand the place as a living space and enable life next to a memorial
- Harmonise everyday life and the memorial
- Promote a good rapport and coexistence
- Use the cooperation between the memorial, the communities and associations as an opportunity to transmit knowledge and network

Encounters & togetherness

Encounters through exchange

- Define contact persons on site to promote exchange
- Create places to linger and pause to promote togetherness and exchange between visitors

Promote togetherness

- Promote mutual respect and openness towards all those involved
- Preserve common values
- More togetherness across all generations
- Joint site design with the local population to promote identification
- See, appreciate and support each other's work

Meeting sites

- Create a meeting site
- An inclusive, diverse site that is at the same time self-critical and creates a questioning-enabling space
- Use the "House of Remembrance" as a meeting site
- Seminar room with a café

- Create more space for life around the memorial area, where you can let yourself go and exchange ideas
- It is important to create a meeting site and to promote togetherness

Link the history of the past with today

- Show and convey not only the history of the past, but also the peaceful coexistence of today
- Facilitate encounters with the past and with today's population
- A place of horror can also become a place of togetherness

Internationality

- The aim should be for an international exchange to take place, for international and local population groups to meet and share their experiences at the memorial
- Internationality should be at the forefront, the interpretation of the memorial from a purely Austrian perspective should be avoided
- The aim is to create an as open and dynamic concept as possible, which also allows international groups to live out their culture of remembrance
- Increase international visibility
- International orientation of the meeting site for young people
- Respond to international groups of victims to a greater extent and to thus attract more school groups
- International research of Gusen should be promoted to a greater extent
- Scientific networking in an academic context and organisation of an international conference on Gusen

Openness & sharing

Openness of the memorial

- Create clear structures and openness
- Allow for more sharing and opportunities to pose questions
- Open places to the public
- Extension of opening hours

- Creation of a lively site where education, encounters and exchange take place
- Create a welcome area with info screens in different languages, a virtual guide to guide you through the area
- Infrastructure that can be used openly and dynamically, e.g. to hold lectures or to present material of different nations
- Promote an open process and also engage young people
- Develop an as open concept as possible, in which the different nations can find themselves, both in terms of language (in the form of foreign-language formats) and in terms of the forms of commemoration

Regional Initiatives

Role of individual initiatives

- Use the Awareness Region as a transmitter of knowledge and for regional networking
- The Gusen Memorial Committee does indispensable work related to the research and commemoration of Gusen and "Bergkristall" and should therefore play a central role in the development
- Networking role of the Johann Gruber Platform
- The Papa Gruber Circle as a link between regional and state commemoration work
- Consider the role of the St. Georgen Heimatverein (Heritage Society) in exhibiting religious relics (devotional objects).

Cooperation and relevance of the initiatives

- Several regional initiatives supporting the commemoration work: The Johann Gruber Platform, Gusen Memorial Committee, Awareness Region, Papa Gruber Circle
- A regular exchange between the initiatives and sponsors would be useful, e.g. in the form of a closed conference
- Consideration of the relevance of local associations and committed figures via the Mauthausen Committee
- Cooperation instead of competition between local initiatives
- A clearer division of roles between the various initiatives
- Networking and documentation of local knowledge from various initiatives
- If possible, appoint representatives of regional commemoration initiatives to leading roles

- Set up a committee consisting of regional initiatives, municipalities and corporations to watch over the memorial and provide an impetus for the design of the content
- Recognise the strategic importance of local initiatives (e.g. in the performance of regional knowledge transmission work)
- Create space for the actors to exchange ideas (e.g. for evening events, regional and educational formats)
- Setting sufficient resources aside

Role of the Republic of Austria

- Desire for more national commitment by the Republic of Austria with regard to commemoration work
- Express the difficulty of the historical development of the memorial
- Gusen is thought of more as a local than as a national memorial

Spacial quality & quality of stay

Create a meeting site with quality of stay

- A site of encounters, of education, of exchange, where people like to go and for which sufficient resources are set aside
- Establishment of a small park with seating as a place of exchange for visitors and the local population
- Development of a park that serves the population equally as a calm local recreation and memorial area and that integrates the relics of the memorial into landscape planning

A place of silence, inner reflection and processing

- A place of inner reflection
- Set up places of suffering as "places of silence".
- Establish the former roll call square, stone crusher and crematorium as "places of silence" and lingering
- Set up places of remembrance and inner reflection
- A place to linger, where you can let the impressions of the surrounding communities and memorial sites have an effect on you

CATEGORY II: EDUCATION, KNOWLEDGE & TRANSMISSION OF KNOWLEDGE

The following inductive subcategories preceded the category "Education, Knowledge & Transmission of Knowledge", which were then summarised in the main category and are presented in the form of bullet points below:

Education, knowledge & transmission of knowledge

Education & transmission of knowledge in general

Digitalisation

Engagement of young people

Engagement of visitors and target groups

Trained staff and contact persons on site

Communication measures & public relations

Education & transmission of knowledge in general

Enable structured tours

- More structure in the audio tours thanks to a multilingual guidance system
- Explain different time layers and connections (e.g. using street signs) and correctly classify the site with regard to its function as a concentration camp

Raising awareness during a visit to the memorial

- "Empathy concept", whereby the visitors can empathise with the experiences of those involved at the time and develop an interest in history
- Find a balance between information and awareness value
- Offer in-depth information based not only on facts but also emotionally easy-to-understand
- A visit should be a harrowing, ambivalent experience that also encourages you to draw conclusions from the experience and moves you to examine the past
- The memorial should make visitors think, offer added value and carry the history of the place into the world
- The role of the site as an extermination camp and place of death, survived by only a few people, should be conveyed in a sustainable manner and not avoided

- Artefacts or places that touch you emotionally are needed
- The tour should not be a mere stroll

Development of tours, audio guide & information offers on site

- Maintain tours and offer them to both young and old people
- A general improvement of the tour program
- Extend the audio guide to the newly purchased properties
- Provide visitors with advance information upon arrival
- Easily and quickly accessible information about the memorial (what, how & why)
- Give preference to group tours with subsequent reflection of what happened through self-exploration
- Avoidance of an excessive information load at exhibitions (e.g. as in Dachau)

Eliminate ignorance and prejudice

- Clean up prejudices
- Find more measures to reduce ignorance in the population
- Create more transparency to reduce uncertainty in the local population

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- More knowledge transmission offers and transparent communication via various channels

Role as a learning and commemoration site

- Understand the site as a place to meet and learn at the same time
- Relating to authenticity and being able to question things
- Dissect and differentiate between the interwoven history and the different layers of time
- Recognise opportunities in fragments – the fact that only parts are accessible creates a special form of examination
- Multi-generational place of transmission of knowledge, where you can find the space and time to examine history
- The memorial should be a site where conflicts can be negotiated and discussed
- Give visitors the opportunity to explore, participate and discover the site by themselves
- Multi-day formats for longer-term engagement with the history of the site

Create space for interaction & discussion about what happened

- Create a meeting and educational site at the same time
- Space to discuss what happened
- Regular use of the memorial for various events ("programme d'animation" - animation programme)
- It needs premises where you can stay and exchange ideas, materials and a place for interaction, e.g. a chalkboard to write on
- Educational offer and work rooms
- Create infrastructure for colder, rainy days, on which you can also convey what happened using visual materials

Interdisciplinary processing

- Include people with different experiences, e.g. also psychologists, artists, educators, visionaries of the future as well as representatives of various areas in the preparation of memorial surfaces

Digitalisation

- Create digital offers with Gusen content
- Use social media as a knowledge transmission tool
- Make events visible through audiovisual media (audio trail, VR glasses, etc.).

- Consciously use modern means of communication to also address young people
- In addition to making the existing relics visible, they must also be explained using various formats, e.g. by using QR codes, a virtual guide for memorial objects or similar
- Consciously use opportunities and (digital) possibilities of the 21st century
- Create virtual opportunities to use old photos to project the buildings of that time into the site during tours ("Virtual Buildings")
- Find a long-term concept for modern technical solutions that also work with newer technology
- Find a compromise between the modern demands of younger and older people regarding the presentation of remembrance work

Engagement of young people

Transmission of knowledge to young people

- Bring the reality of the past into the present
- A remembrance culture 2.0 is needed that is tailored to the period of time and also appeals to young people
- Young people need to feel that the site is authentic
- Create a place for young people to socialise where they can let go and meet
- Young people should be able to come on a voluntary basis
- Involve JUFA (Youth and Family Hotels) as the operator of a youth hostel
- Engage younger generations in ideas for memorial sites
- Convey the individual fates of young prisoners
- Offer special (commemoration) celebrations for students
- Coordinate educational trips of youth groups from different countries
- Promote exchange between young people and let them make their own experiences
- Offer a program for children to come to terms with history
- Young people from different nations should be mixed during their visits and given the opportunity to exchange ideas with each other without adults
- Create a site where young people can process what they have experienced
- Young people should be given the right tools to share the story with each other and to be engaged early in the planning and evaluation stages of the process
- The aim should be for young people to feel the need to share their experiences from the memorial with others
- Find solutions to the invisibility of the memorial in order to

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be able to convey this story to schoolchildren

- Use new modern means of communication and a contemporary, young language for young people
- Preparation and follow-up of the visit of school classes in schools

Engagement of visitors and target groups

- Survivors
- Relatives
- Commemoration initiatives
- School classes
- Study groups
- Young people
- Create a site for everyone and open up to a wide audience
- Random visitors
- Cyclists from the Danube Cycling Trail
- Visitors of Mauthausen
- International victim groups
- People who come because of TV documentaries
- People who have never visited a concentration camp before
- People who are attracted by myths about the site
- Local population from the neighbouring municipalities
- People from local institutions such as the Awareness Region, the "House of Remembrance" and the Papa Gruber Circle
- Keep other interested parties as a target group in mind
- Consciously consider people who have been accused of Nazi ideas and relics as a target group and confront them with history
- Respond to international groups of victims to a greater extent and to thus attract more school groups
- Give all groups of visitors the same opportunities and exclude no one
- Keep affected families from all over the world as a target group in mind
- Groups of different levels of education, historical education, concern and interests as a target group and in dealing with topics
- Develop specific formats for certain groups, e.g. for students or older people who want to deal with their own history
- Avoid moderate increases in visitor numbers and commercial tourism

Trained staff and contact persons on site

- Employ professional, historically and pedagogically trained contact persons on site allowing you to feel welcome and well looked after
- Mutual learning regarding the educational work of the staff
- Adequate on-site support
- Clearer opening hours and a greater presence at the memorial

Communication measures & public relations

- Promote the memorial's advertising and public relations work
- Create information offers in at least six relevant languages (German, English, Polish, Russian, Italian, Spanish)
- Clear and transparent communication on the development of the memorial
- Use social media as a knowledge transmission tool
- Greater use of modern means of communication
- Use communication tools of local initiatives more actively
- Appreciative communication
- Include Gusen as a stopping point in international cycling trail books
- Present Mauthausen and Gusen as an overall system in public relations
- Promotion of publications and audiovisual projects

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CATEGORY III: REMEMBRANCE CULTURE

The following inductive subcategories preceded the category "Culture of Remembrance", which were then summarised in the main category and are presented in the form of bullet points below:



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- There is a need for commemoration areas where acts of commemoration, remembrance and mourning are possible
- There is a need for space for different forms of remembrance, commemoration and related activities
- The concept should be as open and dynamic as possible, which also allows international groups to live out their culture of remembrance
- The heterogeneity of the visitor groups and the diversity of their commemoration practices should be taken into account
- Being able to rethink a memorial site today opens up a wide range of possibilities and technical, educational, architectural resources that need to be used
- It should be a place that also arouses emotions and allows you to get involved in history
- The memorial site is to be conceived as part of a nationwide memorial landscape and to increase the international awareness of the site

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CATEGORY IV: INFRASTRUCTURE

The following inductive subcategories preceded the category "Infrastructure", which were then summarised in the main category and are presented in the form of bullet points below:



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Functional requirements

- Memorial site, exhibition site/museum and place of learning and transmission of knowledge

Infrastructure in general

- Sufficient infrastructure should be available for visitors in the form of catering, sanitary facilities and lodging
- Parking lots

Purpose of the infrastructure

- More infrastructure for a longer stay is useful for the learning process and for dealing with history
- The creation of comfortable rooms and the use of modern media promote the learning process in youth groups
- There should be no feeling of a neglected place
- The welcome area should be dynamically usable in order to be able to integrate the various nations
- A reference library in the welcome area so visitors can attune themselves to the site

- Counteract the fear of the residents of high visitor numbers by expanding the infrastructure
- Promote the regional economy and the exchange among each other through commercial lodging opportunities

Create a high quality of stay

- There should be sufficient seating/benches, resting places and places to rest
- Welcome area where one can prepare for the forthcoming confrontation with history

Places for groups & community activities

- The existing structure of the "House of Remembrance" would lend itself as a place for groups
- Creating activity through a knowledge transmission area
- Room for multiple use (seminars, workshops, evening events, book presentations, room for the Papa Gruber Circle, etc.)

Guidance system

- Signage to be redesigned both indoors and outdoors to spatially identify and clarify the relationship between the locations of St. Georgen-Gusen-Mauthausen
- Put up signs on the Danube Cycling Trail
- Make it clear for visitors what was located where or took place

Mobility

- Improve public accessibility
- Make the place more accessible for users of different means of transport
- Create a sufficient parking area for buses

Accommodation & lodging

- The option to stay overnight for stays of several days would promote a deeper examination of history
- Affordable and locally based accommodation for groups

Accommodation

- A multi-day, stress-free stay for different groups in connection with the Mauthausen Memorial without an oversized centre
- Create places to meet and stay in order to promote exchange

Infrastructure for young people

- Create infrastructure for multi-day formats especially for schoolchildren
- International orientation of the meeting site for young people
- Create an accommodation option in the form of a youth hostel for students to extend their stay

Use the remains

- Use the remains of the former SS administration building and include them in the infrastructure of the concept

Signposting

- Integration of hiking trails and a walkable terrain with lots of nature
- A good, safe and intact signposting through the entire area
- Establish a connection between the former roll call square and the former Jourhaus

Catering

- Create an interface with the population via a regional hospitality offer and promote exchange
- A place where people can gather to eat is required

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CATEGORY V: CONTENT & TOPICS

The following inductive subcategories preceded the category "Contents & Topics", which were then summarised in the main category and are presented in the form of bullet points below:



Processing & archives

Research

- (International) research of Gusen should be promoted to a greater extent
- All available information, documentation, works, and artefacts should be catalogued and made available for research upon request
- The actual number of prisoners is disputed and should be researched further
- Conduct archaeological surveys of the soil at the former roll call square and in the "Bergkristall" tunnel system

Fates

- The fates of the people in the camps should be discussed to a greater extent
- The search for traces and relics of prisoners should be pursued more intensively
- Due to the few artefacts available, the focus should be on "telling" the story

Localisation

- Connections to Mauthausen such as historical transport routes or railway lines could be addressed and integrated into the overall spatial and content-related concept

- The network of extermination sites should be conceived as a commemoration landscape on a larger scale beyond Gusen
- The suffering of the victims should be clearly stated and marked in certain locations

Exhibition content & topics

Key substantive topics

- A holistic approach is to be pursued, which includes the former Gusen concentration camp as a central functional element of the Mauthausen-Gusen-St. Georgen concentration camp complex which should also be contextualised as such
- The diversity of aspects of the concentration camp history and post-war history in Gusen can be found only in a few other locations; Gusen can be used to deal with a large number of functions and topics linked to the history of concentration camps in Europe (e.g. political suppression, work in the quarry, changed function of the concentration camps in the middle of the war, the industrial aspect, the underground relocation in 1943)

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- The topics of industry and forced industrial labour can be discussed very well in Gusen using the tunnel system and the stone crusher
- Create references to the present and deal with topics that can be linked to the present in order to generate relevance for young people (e.g. discrimination, exclusion, language, populism in the 21st century)
- Integrate the connection between society and violence as a central knowledge transmission topic
- Depiction of prisoner fates
- In Gusen, we are faced with the task of passing on topics such as human rights and moral courage
- A continuous educational and commemoration process along the different sites
- Positive stations should also be included
- Address the connection between Gusen and Hartheim Castle
- Heed the request of the survivors: to make what happened there known to the following generations without hatred and resentment, so that something like this never happens again
- Communicate the value and necessity of sustainable memorial work

Focus on post-war history

- The missing or highly one-sided culture of remembrance in Austria, which has denied its responsibility for a long time, is to be dealt with
- Austria can prove to the world at this site that it is able to see things holistically and break away from the old tradition of silence
- Discuss the history of the development of the settlement in the area of the former concentration camp
- Discuss the history of the construction of the visitor centre
- Show that something else and a "togetherness" can emerge from a place of horror
- Allow controversies
- Local and pan-European classification of post-war history

Perpetrator history

- Discuss the different roles of the perpetrators
- Focus on the history of the perpetrators and the connection to the civilian population (the camp as a place of employment, Gusen as a place of work and residence)
- Entertainment sites such as the camp cinema or the SS bowling alley are to be archaeologically explored and handled
- The "French Garden" area can be used to tell the story of how properties were used for propaganda purposes to demonstrate culture and beauty to the population

Victim groups

- Forgotten groups of victims, such as women used as forced prostitutes or homosexual victims of persecution, who have been little discussed so far, should also be represented in the future
- Victim groups should by no means be divided into national groups, people and identities whose erasure was sought should be at the forefront

Properties & buildings

- The purchase of the former Jourhaus (as a symbolic site) should continue to be sought
- The ground of the former roll call square hides an enormous amount of things whose history should be made accessible
- Elucidate the stone crusher as a site and symbol of extermination
- The boiler room (central heating for the SS barracks) that can still be found in the southern former SS barracks is to be integrated
- The air-raid shelter could be used to convey in terms of topics and functions that Gusen was a huge, heavily threatened SS industrial park

Information & education

- Clear up the myths circulating around Gusen
- Allow uncomfortable topics and questions
- Understand the site not only as a site to be honoured, but also as a site of learning about contemporary history
- Gusen should stand for the quality of information and processing and be aimed at people who are interested in the specific history of the site

Integration of personal fates & biographies

Representation of victim groups

- Forgotten groups of victims, such as women used as forced prostitutes, female or homosexual victims of persecution, who have been little discussed so far, should also be represented in the future
- Equal treatment and equal representation of different victim groups should be taken into account
- Information on different groups of victims should be shown in the museum, as well as background information on everyday life in the camp and personal stories of those affected

CATEGORY I

CATEGORY II

CATEGORY III

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CATEGORY VI

Integration of biographies & individual fates

- The few survivors left should be engaged in the process
- From a history-educational point of view, a place where one can work with biographies and individual fates that are directly related to the place (e.g. Johann Gruber) should also be given room, thus allowing for establishing proper reconciliation
- The stories of survivors should be "preserved" and told over and over again, as such accounts are better remembered

Development of the "Bergkristall" tunnel system

Accessibility of the tunnel system

- The "Bergkristall" tunnel system should be opened more frequently and made accessible to the public. If possible, at least part of the tunnel system should be made (permanently) accessible
- In the current situation, the dimensions of the tunnel system are not tangible. Since the place has changed a lot and no longer corresponds to the condition of the camp at the time of its existence, the history of the site is difficult to convey today
- It's not so much about seeing as it is more about experiencing and perceiving the site in order to understand what happened here
- Greater accessibility and more frequent opening times would counteract the making of myths about the history of the tunnel system
- A schematic representation or model of the tunnel system outdoors for people who cannot or do not want to walk in the tunnel system
- A change of course by the Austrian government in relation to handling the tunnel system is long overdue and would be appropriate

Research & Information

- Research of the "Bergkristall" tunnel system should be promoted to a greater extent
- More information is needed to raise public awareness of this site
- Information about the tunnel system should also be available at the other locations of memorial and in the "House of Remembrance"
- Art projects, such as sound installations, should be considered for the design of the tunnel system (there are existing projects that have been developed in previous invitations to tender but that have not been implemented)

Development of the property

- The property near the "Bergkristall" tunnel system should become a meeting site - a site where you can linger and internally reflect
- In order to give future generations a design opportunity, the overall concept could provide for certain parts of the area to be developed later

Link between Mauthausen and Gusen

Holistic approach

- A holistic approach is to be pursued, which includes the former Gusen concentration camp as a central functional element of the Mauthausen-Gusen-St. Georgen concentration camp complex which should also be contextualized as such
- The current representation and accessibility of the former Gusen concentration camp complex does not correspond to its historical importance and dimensions
- With the development of the Gusen Memorial, Mauthausen and St. Georgen should also be considered; a site on a larger scale should be conceived, where people want to linger longer
- Mauthausen and Gusen should no longer exist side by side, but be perceived as a whole
- A modern, holistic approach must address and convey the interaction between Mauthausen and Gusen and the parallelism of the development history as well as their different post-war history
- Link both places in a meaningful way in the museum design
- Find new ways and concepts to present the entire Mauthausen Gusen system in an adequate form (e.g. audio guide)
- The historical specificities of Gusen must be worked out strongly
- Elucidate the difference to other concentration camps, e.g. that, in Gusen, work was based on economic criteria and the extermination of people was carried out through work
- Using the industrial aspect, explain why the Gusen concentration camp was established
- Discuss the fact that the property in Gusen was acquired in 1938 and that this is when the history of the concentration camp (from a historical point of view) began
- Highlight the shift from the stone industry to the arms industry with references to aircraft and industrial production
- Explain that Gusen was part of a concentration camp system across national borders and had the same camp regulations and administrative structures as other camps

CATEGORY I

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- Raise awareness of how affected the entire region was during the Nazi era
- Joint public relations work aiming at having the Mauthausen-Gusen-St. Georgen complex perceived as an overall system
- To elucidate the desired "togetherness" on a symbolic level, a name change to the Mauthausen-Gusen Memorial should be considered
- The aim is to create an overall content-related and spatial concept as an integrated whole

Use of synergies

- Synergies should be used (e.g. joint public relations work and joint control system of the two memorials)
- It should be thought, planned and networked holistically beyond municipality boundaries
- Duplication of functions and content should be avoided

Mutual complementarity

- Gusen can become a site that makes Mauthausen readable and vice versa, as the distinct ways in which the two sites were dealt with after 1945 refer strongly to each other.
- Both memorials need to be cross-referenced to each other
- In addition to Mauthausen, Gusen has the potential to become a site for longer stays and a comprehensive examination of history
- The difference between Mauthausen and Gusen makes it clear that the development of such a site is not self-evident
- From a knowledge transmission point of view, the differences between the locations should be clearly worked out and the visits designed in a synthesising way (Mauthausen concentration camp history and Gusen post-war history, processing through regional initiatives)
- The fact that there are more historical relics in Mauthausen than in Gusen can help illustrate the different course of history
- The housing estate that was created in Gusen raises very specific questions for visitors that only arise at this site
- The former camps also differ in the fact that Gusen was an industrial centre

- Discuss the fact that the property in Gusen was acquired in 1938 and that this is when the history of the concentration camp (from a historical point of view) began
- Gusen and Mauthausen cannot replace each other, both sites have their own justification and added value (no competition)

Relevance of St. Georgen in the overall system

- The place of remembrance at the "Bergkristall" tunnel system should not become an isolated site, but should be included in the overall view of the former camp complex
- The relevance of St. Georgen should become clearer
- The local groups made a significant contribution to the historical processing and gained international experience that can be drawn from

Handling of relics

- Counteract the disappearance of relics
- Preserve built structures and remains the way they are
- No structures of the concentration camp are to be rebuilt
- Largely preserve the monumentality and condition of the former roll call square
- Make the tracks of the siding at the site of the "Bergkristall" tunnel system visible
- A clear separation between former prisoner and SS area
- Present British and American aerial photographs to make the dimensions apparent
- Reconstruction of buildings that no longer exist (e.g. the former watchtower)
- Substantively integrate the role of the former Jourhaus, even if it does not belong to the area
- The purchase of the former Jourhaus (as a symbolic site) should continue to be sought
- The different layers of time and interventions of the site should remain visible and preserved
- It is not adequate to reconstruct the time layer of the concentration camp

CATEGORY I

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CATEGORY VI: LOCATIONS

The following inductive subcategories preceded the category "Locations", which were then summarised in the main category and are presented in the form of bullet points below:



Purchases & properties

Purchase of additional properties

- Continue to seek the purchase of the former Jourhouse and to take it into account in the overall concept
- The purchase of additional properties should also be sought and taken into account in the overall concept (e.g. the stonewalled former prisoner quarters)

Potential of the newly purchased properties

- The dimensions of the former camp can be made more visible through the newly purchased properties

Content-related matters

- The former SS area and prisoner quarters should be separated
- From a historical point of view, the former Jourhaus, which was not purchased, is seen as fascinating (for the post-war history of Austria)

Handling the properties

- Respectful handling of the properties; the newly purchased properties are historically burdened sites and these references must be established, they should not be used as parking lots
- Use the former roll call square for events

Accessibility

Provide for more accessibility & sharing

- An open, accessible memorial site is to be established
- Making the former Gusen camp complex accessible does not correspond to its historical significance; the purchase of the properties is an opportunity for more accessibility and sharing
- Clear structures, clearly communicated opening times and more information are needed

- Contact persons, clear responsibilities, cooperation and interaction are needed on site
- Well thought-out infrastructure such as a guidance system, parking facilities and good public transport connections are required for better accessibility
- Safety, barrier-free and good signposting
- (Partial) accessibility of the area should be guaranteed

Ensure accessibility of certain sites

- The "Bergkristall" tunnel system should be accessible more frequently
- The stone crusher should be made accessible if possible

Design of the memorial site

- The memorial site needs a clear profile
- Set up an impressive monument
- The former Jourhaus should also become an impressive monument
- The site should not be sterile
- The buildings should be designed in a timeless style
- Traces of the former camp should be made visible in an appealing way
- Acoustic media should be used at a suitable location
- Engage artists or artistic interventions in the design
- The overall concept should reflect the "roughness" of the site in the sense of its post-war transformation
- Areas where the camp was located must clearly show that something sad and painful happened there in order to do justice to the site as a memorial
- Integration of an impressive museum
- The memorial site should be understood as a European site
- Instead of the Mauthausen Memorial and the Republic of Austria, the planning should have been handed over to the architect and former prisoner Lodovico Barbiano di Belgiojoso

Location of the memorial site

The spatial connection of Mauthausen, Gusen and St. Georgen

- A spatial axis from Mauthausen to St. Georgen should be envisaged

- Historical, spatial references should be taken up (e.g. the historical railway connection)
- The spatial potentials of the different locations should be taken into account
- Clearly indicate the relationship between the sites, e.g. via drone videos from a bird's eye view or a hot air balloon sightseeing flight

The "Bergkristall" tunnel system

- The "Bergkristall" is not intended to become an isolated site, but to be included in the overall view of the former camp complex
- The tunnel system should be restored and made accessible as much as possible
- The development of the property in front of the tunnel system should be thought of in connection with the "House of Remembrance"
- A sensitive, respectful handling of the property (a "feel-good park" could seem inappropriate)

The stone crusher

- If possible, from a safety point of view, the stone crusher should be made vertically accessible in order to make the scale of the former camp visible from a vantage point
- The stone crusher should remain essentially unchanged, any possible interventions should only aim at restoring its former size
- The basement foundation of the gravel breaker should also be made accessible to indicate its large cubature

Property in front of the memorial

- Integrate the memorial and visitor centre into the overall concept
- If the property in front of the memorial is developed, the visibility of the memorial should be preserved
- Design measures can make the traces of the former camp visible in an appealing way (e.g. through planting)

The former roll call square

- The area of the former roll call square should be used for commemoration events and the erection of monuments
- Use and integrate the all-around visibility of the roll call square
- Symbolic reference to the floodlight masts of the roll call square, as these were also used for executions

The integration of existing buildings & relics

- Give consideration to the use of the former SS barracks, e.g. as exhibition rooms, part of a youth meeting site, administration or seminar rooms
- The large terrace wall could be given the function of a site of remembrance and commemoration
- The boiler room (central heating for the SS barracks) that can still be found in the southern former SS barracks should be integrated (e.g. used as an exhibition area)
- If the archaeological assessment of the former "French garden" reveals traces of its design, these should be preserved and made visible
- Make visible, uncover and address the former SS officers' mass, in which the camp cinema was housed, visited not only by the SS, but also by certain groups of prisoners and people from the population
- The topics of timber construction and fire protection could be integrated on the basis of the existing fire station building
- The air-raid shelter could be used to convey in terms of topics and functions that Gusen was a huge, heavily threatened SS industrial park
- At the siding, a reference to the existence of a connection with the "Bergkristall" tunnel system is needed
- Make the railway station structures of the Gusen railhead visible, e.g. through recesses in the floor
- Information on the role of the buildings used today as commercial properties
- Plan the signposting by considering the historical paths of the prisoners

(In)visibility

Visibility of traces and relics

- Existing relics are to be archaeologically examined, sustainably secured and made visible (e.g. the decorative walls of the former "French garden")
- Recognizable traces are needed to allow for the visitors to get in touch with the site and gain experience
- Design measures can make the traces of the former camp visible in an appealing way (e.g. through planting)
- Archaeological measures should make the "windows of time" visible and legible
- The overall concept should reflect the "roughness" of the site in the sense of its post-war transformation
- Mark the area of the former guard block as it has an immense historical importance

Make the dimensions visible

- Making the dimensions of the former concentration camp visible is considered important
- The vertical development of the stone crusher has a great potential for making the scale of the former concentration camp visible

Use digitalisation

- The "invisibility" poses a great challenge for the on-site knowledge transmission work, the use of digital tools has a lot of potential in dealing with these existing gaps

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Detailed evaluation Stakeholder workshops & Participation workshop

Detailed evaluation of the stakeholder workshops & the participation workshop

Throughout the three stakeholder workshops and the participation workshop, various discussion formats were carried out with all participants and the results documented in photographs and in writing. The documentation of the workshop formats was then evaluated according to the methodology explained on page 5.

1. Stakeholder workshop, 9 November 2022, 10 a.m. to 6 p.m., Langenstein Municipal Office

Interest groups of victims of the Gusen concentration camp at national level, founding members of the Austrian Mauthausen Committee and regional commemoration initiatives

Represented organisations:

- The Mauthausen-Gusen-St. Georgen Awareness Region
- The Federal Association of Austrian Antifascists, Resistance Fighters and Victims of Fascism
- The Gusen Memorial Committee
- Jehovah's Witnesses in Austria
- The Cultural Association of Austrian Roma
- The Austrian Bishops' Conference
- The ÖVP Comradeship of the Politically Persecuted and their Allies for Austria
- The Papa Gruber Circle
- The Johann Gruber Platform Association

Authorised absence of:

- The Union of Social Democratic Freedom Fighters, Victims of Fascism and Active Antifascists
- The Vienna Homosexual Initiative
- The Austrian Lagergemeinschaft Mauthausen
- The Austrian Trade Union Federation

2. Stakeholder workshop, 23 November 2022, 10 a.m. to 6 p.m., Langenstein Municipal Office

Diplomatic representations of the countries represented in the International Advisory Board Mauthausen whose nationals were victims of the crimes committed in the Gusen concentration camp

Represented countries:

- Embassy of the Federal Republic of Germany
- Embassy of the French Republic
- Embassy of the Italian Republic
- Embassy of the Republic of Poland
- Embassy of the Republic of Slovenia
- Embassy of the Slovak Republic
- Embassy of the Czech Republic
- Embassy of Ukraine
- Embassy of the United States of America
- Embassy of the Kingdom of Belgium
- Embassy of the Kingdom of the Netherlands
- Embassy of the Kingdom of Spain
- Embassy of the State of Israel
- Embassy of Hungary

Authorised absence of:

- Embassy of the Hellenic Republic
- Embassy of the Republic of Bulgaria
- Embassy of the Grand Duchy of Luxembourg
- Embassy of Great Britain

3. Participation workshop, 26 November 2022, 9:15 a.m. to 4:00 p.m., Langenstein Municipal Office

Population of the municipalities of Langenstein and St. Georgen an der Gusen

- 13 participants from Langenstein and St. Georgen an der Gusen

4. Stakeholder workshop, 30 November 2022, 10 a.m. to 6 p.m., Langenstein Municipal Office

Comité International de Mauthausen, the Jewish Community of Vienna, Austrian Mauthausen Committee

Represented organisations:

- Comité International de Mauthausen
- The Jewish Community of Vienna
- The Austrian Mauthausen Committee

Evaluation categories

Using the method described on p. 5, the following main and subcategories were formulated from the workshop minutes. The results of the stakeholder workshops are allocated to these categories in the summary below.

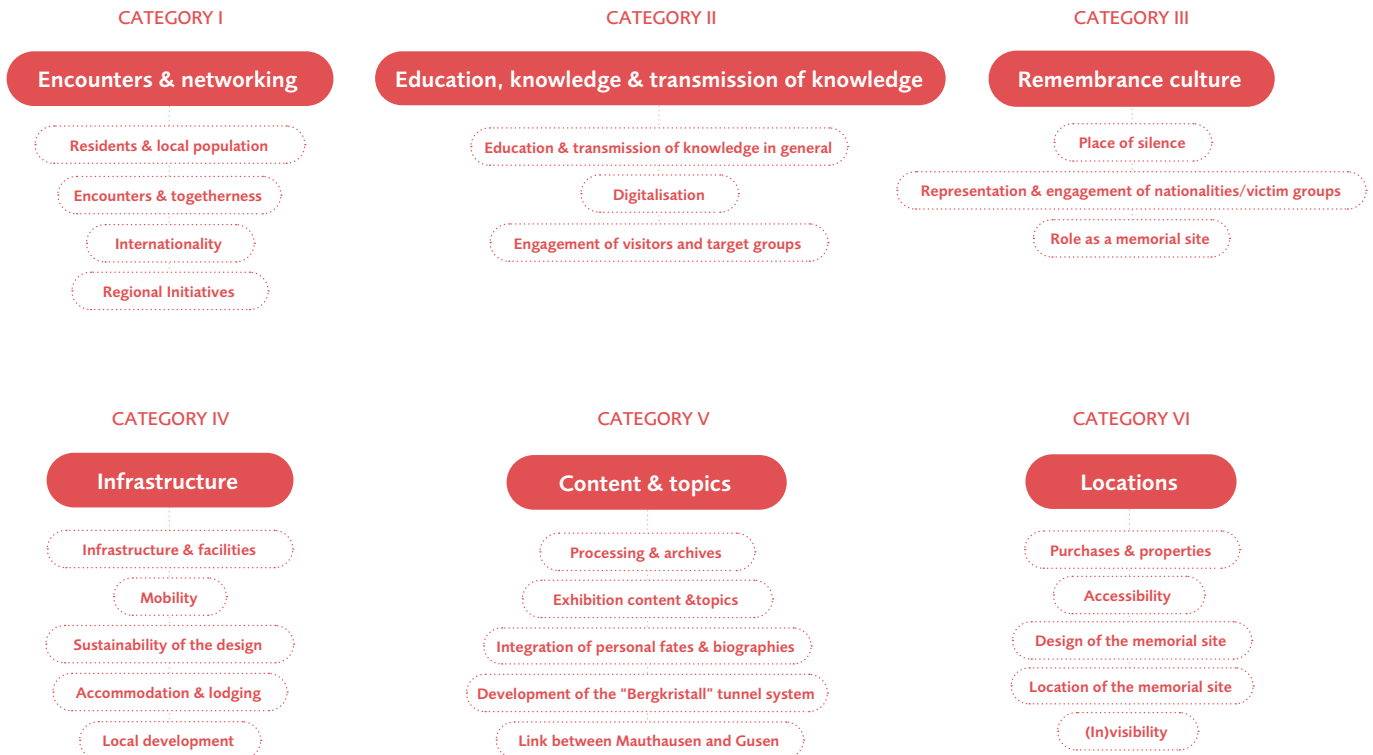
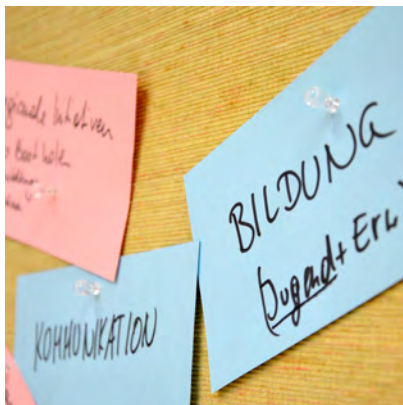


Fig. 4: Main and sub-categories formulated from the workshop minutes



Impressions of the workshops

At the three stakeholder workshops and the participation workshop, expectations regarding the expansion of the Gusen Memorial were discussed in different formats.

Presentation of results

In light of the research question, the first workshop format discussed "**Common Values and Principles**" related to the development of common values with regard to the development of the memorial site. Hereinafter, the results of the discussion format from the stakeholder workshops and the participation workshop are presented and summarised by keyword.



Fig. 5: Values recorded in the stakeholder workshops weighted according to frequency of mentions

Respect

- For the individual fates of the victims and their relatives
- For the opinions and concerns of the immediate neighbourhood
- Respect for the living space created in Gusen and the residents
- Avoid hurtful symbols and language
- Integrate the positions of all participants despite language barriers

Education

- Openness of offers
- Engagement of different groups (especially young people)
- Raising awareness as an important objective

Inclusiveness

- Inclusiveness in the participation and master plan process
- Intensive cooperation of all stakeholders

Cooperation

- Gusen should be made visible as a place of suffering for all groups of victims
- Enable the identification of victim groups
- Sharing and cooperation in the substantive design of the site
- Cooperation in the participation and master plan process
- Strengthen international cooperation
- Promote participation beyond this process

Openness

- Towards the fears in the regional population
- Openness in the design of premises via interest groups or initiatives

Orientation towards the future

- In relation to the design and transmission of knowledge of the memorial
- Apply modern, up-to-date technologies
- Attractiveness for young people

Democracy

- Live human rights and democracy
- Promote education and awareness-raising
- Take a stand against nationalism
- A reminder to humanity and against exclusion
- Stand up for justice

Internationality

- Give room to the diversity of the different cultures of remembrance
- Include the internationality of all municipalities involved
- Represent the diversity of the nations involved
- Set up personal commemoration and ritual areas

Communication

- Adopt different perspectives
- Relate to different public
- Create narratives that appeal to different interest and target groups
- Open communication, transparency and easy access to information

Sustainability

- Sustainability in the technical and ecological planning of the memorial site
- Biodiversity and conservation of the natural habitat, especially in less frequented areas
- Minimal development and conservation of green areas
- Sensible subsequent use of existing buildings
- Innovative, environment-friendly solutions for mobility and traffic concepts

Transparency

- Transparency in the participation process and in the implementation phase
- Transparent information flow about all facts and steps in the participation process
- Clarity and transparency in relation to decisions
- No compromises

Feasibility

- Financial feasibility to ensure implementation
- Implementation efficiency
- Sustainable and long-term planning
- Goal-oriented, functional architecture

Responsibility

- Show that responsibility for the crimes is assumed
- Deal responsibly with the concerns of the local population

Sincerity

- Pursue historical accuracy not only as a principle but also as a challenge
- Counteract the lack of historical relics
- Promote the search for relics
- Give room for the emotional side of commemoration

Dignity

- Fact-based exhibitions that tell the story of the victims
- Truthfully represent the identities of victim groups

Authenticity

- The site should be preserved and maintained in an authentic manner

Encounters

- Gusen should become a site of exchange and international encounters, as it has been for many interest groups and initiatives for many years

Persistence

- A solid foundation that can also withstand future political influences

Humanity

- The message of humanity should cast rays over everything that is created here in Gusen

Participation

- Decisions should be based on participation

Quality assurance

- Ensure continuous participation throughout the entire process and generate dynamic feedback

Visibility

- Make the diversity of the victim groups visible and keep the religious dimension of Gusen alive

Tolerance

- Tolerate the diversity of the cultures engaged in terms of language, religion, nationality and sexual orientation

Universality

- Set up a memorial site that stands for universality and is not based on nationalist thought
- Include an artistic intervention that conveys a universal message

Diversity

- Make the diversity of nationalities of prisoners visible

Appreciation

- Appreciation of the commemoration work already being done in the region

Accessibility

- Free accessibility to the site as a permanent and constant meeting site

Presentation of results

Hereinafter, the results of the second discussion format "**World Café**" from the stakeholder workshops and the participation workshop are presented by category and summarised by keyword.

CATEGORY I: ENCOUNTERS & NETWORKING

The following inductive subcategories preceded the category "Encounters & Networking", which were then summarised in the main category and are presented in the form of bullet points below:



CATEGORY I

CATEGORY II

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CATEGORY VI

- Promote international networking through partnerships with schools and institutions
- Setting up an international youth meeting site
- Internationality also in the transmission of knowledge (e.g. through different languages)
- Promote international scientific cooperation

Regional Initiatives

- Complementary cooperative collaboration between the Mauthausen Memorial and regional partners
- Strengthen cooperation and networking of local initiatives

- Important relationship work, which was done in the past with victims and relatives, should be strengthened through further development
- A stronger role of the Awareness Region should already be considered in the overall concept (e.g. in the field of international coordination and networking)

CATEGORY I

CATEGORY II

CATEGORY III

CATEGORY IV

CATEGORY V

CATEGORY VI

CATEGORY II: EDUCATION, KNOWLEDGE & TRANSMISSION OF KNOWLEDGE

The following inductive subcategories preceded the category "Education, Knowledge & Transmission of Knowledge", which were then summarised in the main category and are presented in the form of bullet points below:

Education, knowledge & transmission of knowledge

Education & transmission of knowledge in general

Digitalisation

Engagement of visitors and target groups

Education & transmission of knowledge in general

Learning

- Education should not only take place from the top down, but also from the bottom up
- Setting up an international youth meeting site and the necessary infrastructure (space for encounters, educational activities, but also logistics and accommodation options)

Knowledge transmission offers & methods

- Useful integration of the existing knowledge transmission offers (e.g. the audio guide, "House of Remembrance")
- Promote autonomous, open learning and many different learning processes
- Internationality also in the transmission of knowledge (e.g. through different languages)
- Provide for more target group engagement and target group specific materials

CATEGORY I

CATEGORY II

CATEGORY III

CATEGORY IV

CATEGORY V

CATEGORY VI

- Texts should also be easy to read for older people
- Participation of children and young people in the development of educational programs
- Create offers and information for spontaneous visitors (e.g. with a library)
- Open access to information for the general public and certain professional groups
- Consider artistic interventions (e.g. light installations in the "Bergkristall" tunnel system)
- Experience the immaterial materiality of the story with all your senses through invisible means (e.g. through music, concerts)
- An emotional approach should be pursued
- High quality care of visitors
- Eyewitness reports and biographies should be visible
- Create a variety of methods in the knowledge transmission offers and content
- Absolutely avoid "shock pedagogy"
- Consider accessibility and offer texts in simple language
- Modern, interdisciplinary approach and interactive design of the museum
- Use of modern means of communication (plan their use sustainably and in the long term)
- Make Gusen a multi-sensory experience ("hands-on history")

Networking

- Exchange with other museums (on the research, marketing and method levels)

Digitalisation

- Balance between modern technology and the presentation of historical artefacts
- A dynamic, adaptable museum
- Create digital offers, which, however, should not and cannot replace an on-site visit
- Create digital offers and research opportunities
- The site should enable an encounter with the memory of survivors and history (e.g. through the use of virtual representations such as holography)
- Use digital tools such as apps or virtual reality glasses (e.g. to look at the original buildings)
- Use and involve social media allowing for the active participation of young people
- Create regular virtual encounter opportunities as a supplement to on-site visits
- Use video games for educational purposes
- Engage voices of young people from the region to network the community here as well

Engagement of visitors and target groups

- A moderate increase in visitor numbers
- Inform teachers across Austria that Gusen exists
- A desire for multi-day, longer-term further training and education offers for educators

CATEGORY I

CATEGORY II

CATEGORY III

CATEGORY IV

CATEGORY V

CATEGORY VI

CATEGORY III: REMEMBRANCE CULTURE

The following inductive subcategories preceded the category "Remembrance Culture", which were then summarised in the main category and are presented in the form of bullet points below:



Place of silence

- A place of silence, inner reflection and contemplation is needed
- Gusen's religious legacy and interreligious references are to be localised
- Keep alive the religious dimension of the place because spirituality was practiced at the camp
- It is intended as a quiet site for meditation, for thinking and reflecting on what you have learned at the museum
- An inter-denominational site also for people who do not feel they belong to any religion (e.g. the "House of Silence" at the Bergen-Belsen Memorial)
- Such a site must also be designed in an artistically sophisticated way and requires high-quality architectural measures (e.g. the "Room of Silence" at the Belzec Memorial)
- It should be a safe haven
- Associate what you have learned with emotions, maybe also with rituals

Representation & engagement of nationalities/victim groups

- It has to be an international site
- Sensitive handling of nationalities and their representation
- The nationality of the victims should not be emphasized in the commemoration
- Engagement and honouring of local initiatives in commemoration work
- In addition to those who suffered there, this site should also represent present marginalised groups and include them in the decision-making process

- There should be a moral and symbolic responsibility to consider the demands of ex-prisoners and their countries of origin to the greatest possible extent

Role as a memorial site

- A memorial site for all countries, cultures and religions should be set up
- This refers not only to encounters between people, but also the encounter with remembrance (immaterial memories)
- Critically review the history of the memorial and national narratives
- A site that the population can be proud of should be set up
- The place should also be interesting for children and young people
- The victims should have a face and be the focus of the memorial, but people who lived and worked here should also be represented
- An intercultural and interreligious meeting site
- A site for rituals
- It should be not only a simple, but also a unique and innovative site
- Visually appealing to arouse emotions
- Ensure the high artistic quality of the location by holding a competition
- In addition to remembrance rooms, there is also a need for research rooms

CATEGORY I

CATEGORY II

CATEGORY III

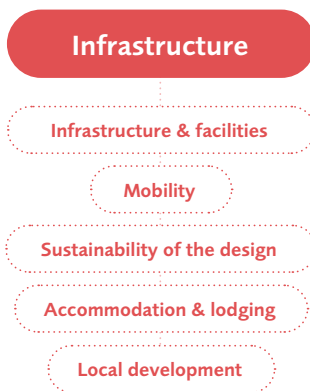
CATEGORY IV

CATEGORY V

CATEGORY VI

CATEGORY IV: INFRASTRUCTURE

The following inductive subcategories preceded the category "Infrastructure", which were then summarised in the main category and are presented in the form of bullet points below:



Infrastructure & facilities

- Set up an open meeting site
- Space for education for all ages
- Space for exhibitions
- Consider and include the existing visitor centre
- Set up research rooms
- A site for social exchange (e.g. gastronomy)
- Ensure accessibility
- Create seating and opportunities for inner contemplation
- Set up canopies and shaded areas
- An open venue, e.g. for culture, taking into account the special situation (sensitive choice of events)

Mobility

- Use of the very good transport connections
- Ensure good accessibility of the individual memorial sites
- Offer a shuttle between the sites
- Solve the parking situation, because accessibility should not be a point of conflict (e.g. parking lot at the Gusen sports field)
- Take cycling trail connections into account in the mobility concept
- Improved mobility throughout the region as an added value for the population

Sustainability of the design

- Consider sustainability as a central criterion in all development steps
- Minimal rebuilding and sustainable use of existing buildings
- Realistic planning of costs and maintenance costs
- Generate economic value for the community
- Creation of jobs
- Counteract the brain drain

Accommodation & lodging

- A place to stay, especially for youth groups and cycling tourism should be taken into account in the overall concept
- Infrastructure for stays lasting several days is needed

Local development

- Positive impact on the townscape (e.g. in the area of the former SS barracks)

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CATEGORY V: CONTENT & TOPICS

The following inductive subcategories preceded the category "Content & Topics", which were then summarised in the main category and are presented in the form of bullet points below:



Processing & archives

- Critically review the history of the memorial and national narratives
- Create research infrastructure and areas
- Establish access to the archive on site
- International sources are to be included to a greater extent
- Engage artists as part of an artist residency to engage with history and the archive
- An international call for the collection of historical documents and artefacts from the former Gusen concentration camp ("Social Collection") and inclusion of the collections obtained in the exhibition of the new memorial site
- International scientific cooperation should already be promoted in order to be able to include the results of this research on a large scale in a future exhibition

Exhibition content & topics

Role of a museum

- The museum should tell many stories (museum as a "site of communication")
- Build a bridge between the past and the future
- A good balance between temporary and permanent exhibitions

- In terms of values, it should be a site of empowerment and inspiration
- Critical questioning of the term "museum" in relation to the people from the region
- Replacing the term "museum" with "interpretation centre"

Key substantive topics

- The main function of the Gusen memorial is to describe the history of the camp itself, the life and fate of the prisoners, the importance of slave labour for the SS (DESt) and the war industry of the "Third Reich" and the post-war period, i.e. the history of the (absent) commemoration of Gusen
- An educational and information site for Austrian post-war history and focus on the development of the settlement in Gusen
- Explain and describe the causes and consequences of the suppression of the history of the Gusen concentration camp from the memory of the local community and the erasure of the traces of the existence of the camp
- Illustrate the shift in the politics of memory in the Republic of Austria after World War II
- Historical-political education with a focus on post-war history and a strong reference to the present
- A large, fact-oriented exhibition that comprehensively and credibly presents the history of the place, the perpetrators,

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- the victim groups and the history of not remembering
- National exhibitions are to be presented in order to provide the national groups of victims with an appropriate space
 - Not only the fate of the war and the losses of individual groups of prisoners are to be presented, but also the fate of the survivors and their commitment to keeping the memory of Gusen alive
 - Address the emergence of the ideology of fascism and racism
 - Provide programs on moral courage, human rights and training for youth
 - Generate references to the present in order to generate relevance for young people
 - Include the role of perpetrators from the region
 - Tell what happened to the survivors after the liberation

Integration of personal fates & biographies

- Tell as many stories as possible about the imprisoned groups, both about their suffering in the camp and about life afterwards
- Include the thoughts and stories of people who grew up in the Gusen settlement
- Include stories and biographies of people from the local community who were considered helpers

Development of the "Bergkristall" tunnel system

- Enable regular accessibility and integrate it into the overall concept of the memorial landscape
- Take measures that render it possible to permanently visit the accessible part of the tunnel system
- Establish space for permanent art interventions
- Incorporate existing infrastructure such as the "House of Remembrance"

Link between Mauthausen and Gusen

- All three sites, Mauthausen-Gusen-St. Georgen, must be regarded as a single unit
- After decades of separation, the new Gusen memorial is to be combined as part of a larger whole with Mauthausen, Gusen and the "Bergkristall" tunnel system to form a coherent whole
- The intertwined history of the entire complex must be made visible
- A clear definition of exhibition, educational and other functions allowing for the narratives to complement each other and to avoid redundancies
- A name change to "Mauthausen-Gusen Memorial" (German: "Gedenkstätte Mauthausen-Gusen") would be desirable to set an example on the semantic level against forgetting and in favour of commemorating the prisoners

CATEGORY I

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CATEGORY III

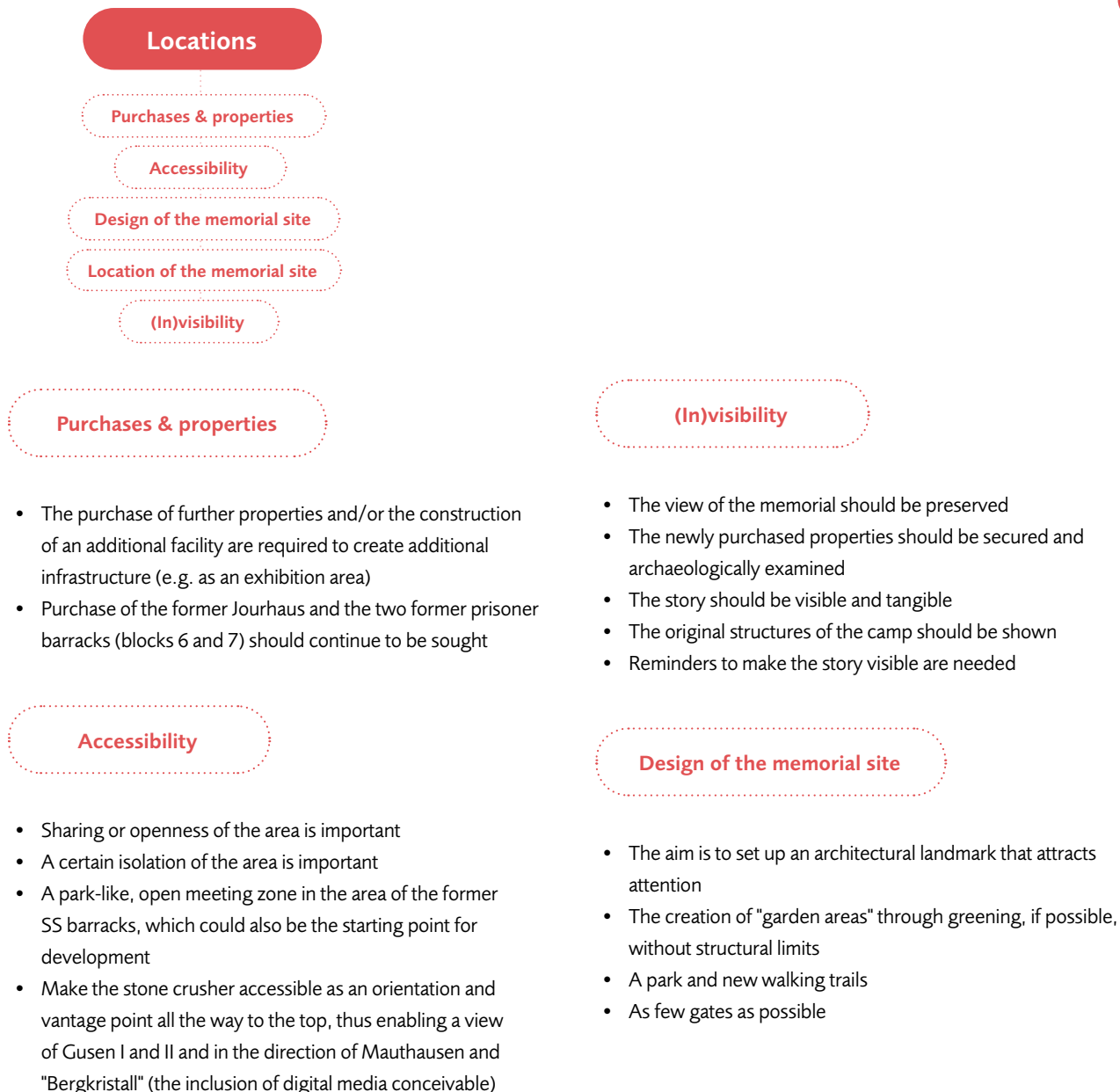
CATEGORY IV

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CATEGORY VI

CATEGORY VI: LOCATIONS

The following inductive subcategories preceded the category "Locations", which were then summarised in the main category and are presented in the form of bullet points below:



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Location of the memorial site

- All three sites, Mauthausen-Gusen-St. Georgen, must be regarded as a single unit
- The location of Gusen in the middle of the town constitutes a special situation in terms of development, so there needs to be a good balance between opening up and protecting the different areas
- A museum landscape can emerge in which the entire region is considered
- Topic-specific stations extending over the entire area (e.g. an open-air museum) should be thought out
- Integrate structural visibilities
- Support through modern tools and a good guidance system
- Expand the accessibility of the "Bergkristall" tunnel system in St. Georgen
- Introverted zones such as the former roll call square should remain free and undeveloped
- The former roll call square should become an important site for reflection, inner contemplation, silent prayer and the laying of wreaths

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Presentation of results

Hereinafter, the results of the **"Change of Perspective"** discussion format from the stakeholder workshops are presented and summarised by keyword. As part of this format, the participants were to change their perspective of the future concentration camp memorial and put themselves in the role of different target groups - each represented by a fictitious so-called persona - often mentioned during the stakeholder interviews. For this purpose, the participants were divided into small groups and each assigned to a persona. The groups discussed the specific expectations of a visit to the future concentration camp memorial from the perspective of each persona. These were then presented and discussed during the plenary session.

The requirements derived from this for a visit to the future memorial site were then allocated to the main categories, formulated using formats 1 and 2.

PERSONA 1: 18-YEAR-OLD PERSON WHO VISITS THE GUSEN MEMORIAL TOGETHER WITH AN INTERNATIONAL YOUTH GROUP

Education, knowledge & transmission of knowledge

- Enable multi-day stays, in the context of which the knowledge of the entire complex is transmitted
- Use of digital offers and active integration of apps
- Tell the story of those affected across several stations
- Create tailor-made offers for different visitors
- Promotion via the local commemoration initiatives
- Promotion via influencers could be appealing to the young target group

Remembrance Culture

- Arouse a strong emotional impression
- Encourage reflection on what you have seen

Design

- Architecture should make an interesting, visual impression and attract attention

Infrastructure

- An environment-friendly arrival should be made possible
- Infrastructure for the social exchange of youth groups is needed

Values

- Humanity, solidarity, moral courage, encounters, raising awareness

PERSONA 2: RELATIVE OF A VICTIM WITH RESTRICTED MOBILITY

Education, knowledge & transmission of knowledge

- Create barrier-free knowledge transmission offers (e.g. for deaf or visually impaired people)
- Offer guided tours in simple language
- Assistance from contact persons on site

Infrastructure

- Enable a barrier-free arrival
- Barrier-free infrastructure and exhibition rooms
- Offer a low-floor shuttle bus between the memorial sites

Content & topics

- Family histories and biographies should be made accessible and illustrated
- Establish research opportunities on site
- An emotional experience of the site is important

Values

- Respect, dignity, human rights

PERSONA 3: TEACHER WHO VISITS THE GUSEN MEMORIAL WITH A SCHOOL CLASS

Education, knowledge & transmission of knowledge

- The memorial should be advertised in schools and perceived as a place of learning
- Offer materials to be used to prepare for and follow-up a visit
- Promote annual, recurring school visits
- Define contact persons and offer a short introduction

Infrastructure

- Ensure very good accessibility by public transport
- Enable a clear guidance system and good orientation

Content & topics

- Pedagogical work with biographies
- Sufficient time for reflection and exchange
- Generate present references to the present and to the reality of life of the students
- Raise awareness of democratic values
- Discuss post-war history
- Identify opportunities for an in-depth discussion (e.g. for writing pre-scientific papers)
- Moving experiences are remembered

Values

- Peace, solidarity, democracy

PERSONA 4: VISITOR FROM THE REGION WHO IS INTERESTED IN HISTORY

Education, knowledge & transmission of knowledge

- Increase awareness of the history of the site and the region
- Offer guided tours in simple language
- Establish opportunities to deepen existing knowledge about the origins of the camp
- Tell the biographies and fates of people from the region
- Increase sensitivity and promote awareness
- Promote the use of innovative, digital media and thus attract attention

Infrastructure

- Information point with a contact person
- Offer e-charging stations
- Cycling infrastructure

PERSONA 5: CYCLIST ON THE DANUBE CYCLING TRAIL WHO SPONTANEOUSLY VISITS THE GUSEN MEMORIAL

Education, knowledge & transmission of knowledge

- Include digital devices
- Offer basic information for people who happen to come to the site
- The experience should also inspire them to visit the other sites
- Make the visits moving and informative
- Open a digital archive for further research

Infrastructure

- Information point with a contact person
- Cycling infrastructure and an e-bike charging station
- A gastronomic offer is required
- A good guidance system that shows the distances and duration of the tours

Design

- The design of the memorial site should be attractive and impressive
- Use the visibility of architecture
- The attractiveness of the architecture can encourage random visitors to visit the site

Imprint

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Bernhard Mühleder, Julius Sevcik

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