How User Feedback Can Help to Improve Current Finding Aids and Archival Description: An Examination of Three Participatory Archival Strategies

**CONCLUSIONS:**

1) No one size fits all perfect system for updating archival description/finding aids based on user feedback; the participatory system an archive chooses will depend upon their mission and resources.

2) Of the three strategies examined, in-person focus groups may provide the richest feedback and therefore benefit archives the most.

3) A worthwhile investment of staff time since it will:
   - Update finding aids’ language and content
   - Provide a liaison between the archive and the general public, which can build goodwill
   - Eliminate extra work for other archive staff who juggle their own workload with additional task of reviewing user feedback and updating finding aids

4) Incorporating user feedback will enrich archival description, make finding aids easier to use/navigate, and make collections more accessible.

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