## Visitor Experience at Holocaust Memorials and Museums

Diana I. Popescu



## **Contents**

|     | List of figures   | V11 |
|-----|---|-----|
|     | List of tables  | ix  |
|     | List of contributors  | Х   |
|     | Preface   | xii |
| Int | roduction: Visitors at Holocaust Museums and Memory Sites       | 1   |
|     | NA I. POPESCU   |     |
| PA: | RT I  |     |
| Vis | sitor Experience in Museum Spaces                               | 17  |
| 1   | Mobile Memory; Or What Visitors Saw at the United States        |     |
|     | Holocaust Memorial Museum                                       | 19  |
|     | MICHAEL BERNARD-DONALS  |     |
| 2   | Visitor Emotions, Experientiality, Holocaust, and Human Rights: |     |
|     | TripAdvisor Responses to the Topography of Terror (Berlin) and  |     |
|     | the Kazerne Dossin (Mechelen)                                   | 31  |
|     | STEPHAN JAEGER  |     |
| 3   | "Really Made You Feel for the Jews Who Went Through             |     |
|     | This Terrible Time in History": Holocaust Audience              |     |
|     | Re-Mediation and Re-Narrativization at the Florida              |     |
|     | Holocaust Museum  | 46  |
|     | CHAIM NOY   |     |
| 4   | Understanding Visitors' Bodily Engagement with Holocaust        |     |
|     | Museum Architecture: A Comparative Empirical Research           |     |
|     | at Three European Museums                                       | 61  |
|     | XENIA TSIFTSI   |     |

|     | ~        |
|-----|----------|
| 1/1 | Contents |
| V1  | Comenia  |

| 5  | Attention Please: The Tour Guide Is Here to Speak Out: The Role of the Israeli Tour Guide at Holocaust Sites in Israel YAEL SHTAUBER, YANIV PORIA, AND ZEHAVIT GROSS                        | 76  |
|--|---|-----|
| 6  | The Impact of Emotions, Empathy, and Memory in Holocaust Exhibitions: A Study of the National Holocaust Centre & Museum in Nottinghamshire, and the Jewish Museum in London SOFIA KATHARAKI | 88  |
| 7  | The Affective Entanglements of the Visitor Experience at Holocaust Sites and Museums ADELE NYE AND JENNIFER CLARK   | 103 |
| PART II Digital Engagement Inside and Outside the Museum and Memory Site |   | 117 |
| 8  | "It No Longer Is the Same Place": Exploring Realities in<br>the Memorial Falstad Centre with the "Falstad Digital<br>Reconstruction and V/AR Guide"<br>ANETTE HOMLONG STOREIDE              | 119 |
| 9  | "Ways of Seeing". Visitor Response to Holocaust<br>Photographs: At 'The Eye as Witness. Recording the<br>Holocaust' Exhibition<br>DIANA I. POPESCU AND MAIKEN UMBACH                        | 133 |
| 10   | Dachau from a Distance: The Liberation during the COVID-19 Pandemic KATE MARRISON   | 145 |
| 11   | Curating the Past: Digital Media and Visitor Experiences at the Memorial to the Murdered Jews of Europe CHRISTOPH BAREITHER   | 160 |
| 12   | Diversity, Digital Programming, and the Small Holocaust<br>Education Centre: Examining Paths and Obstacles to<br>Visitor Experience<br>LAURA B. COHEN AND CARY LANE                         | 175 |

|     |   | Contents | vii |
|-----|---|----------|-----|
|     | RT III  |          |     |
| Vis | itors at Former Camp Sites  |          | 191 |
| 13  | The Unanticipated Visitor: A Case Study of Response and Poetry at Sites of Holocaust Memory  ANNA VEPRINSKA   |          | 193 |
| 14  | "Did You Have a Good Trip?": Young People's Reflections<br>on Visiting the Auschwitz-Birkenau State Museum and the<br>Town of Oświęcim<br>ALASDAIR RICHARDSON |          | 210 |
| 15  | Rewind, Relisten, Rethink: The Value of Audience Reception for Grasping Art's Efficacy TANJA SCHULT   | n        | 224 |
| 16  | "The Value of Being There": Visitor Experiences at German<br>Holocaust Memorial Sites<br>DOREEN PASTOR  | n        | 237 |
| 17  | "Everyone Talks about the Wind": Temporality, Climate, and the More-Than-Representational Landscapes of the Mémorial Du Camp De Rivesaltes  IAN CANTONI       |          | 251 |
| 18  | Guiding or Obscuring? Visitor Engagement with Treblinka's Audio Guide and its Sonic Infrastructure KATHRYN AGNES HUETHER                                      | ;        | 266 |
|     | Index   |          | 282 |