By Burcak Senturk, Department of Information and Records Management, Marmara University, Istanbul, Turkey Senturk, B. (2012).Result 1: The primary element for the users is "the quality of the copy of the material that they have requested". Result 2: The secondary element for the users is "to access all the material they are looking for easily" Result 3: Another element for the users is timing as it is important to have research permission and access to the materials in a short time and flexible working hours.As service organizations, the customers of archival institutions can be defined as those who make use of the archival institutions for the purnosn of research, In this context, the term customer or er also of importance for archival institutions and thus, different strategies, methods and rechniques should be developed and ueed in archival institutions to achieve and maintain user satisfaction n. This paper aims to put strategies for archival institutions in order to provide user Methodology – In this research paper, the concept of user satisfaction in archival organizations is iscussed as follows: 60 users of the Ottoman Archives were interviewed in order to determine the satisfaction norms of the archives users.Finally, by using the satisfaction criteria, the "Satisfaction norms of archives users" were developed. Findings– The concept of user satisfaction in archival organizations is emphasized in this study; in addition "Satisfaction norms of archives users", which are essential for the satisfaction of the users, have been determined.In this context, it is important for archives institutions as service organizations to determine their users' satisfaction norms and to direct their processes according to these criteria and norms.Keywords: Archival institution, User satisfaction, Archives users, Satisfaction norms of archives users, Archives, Customer satisfaction, Organizations Paper Type: Research paper 1.At this point, providing and improving service quality is important for archival institutions as service companies and user satisfaction is a strategic element to improve service quality in archival institutions.With the answers that were provided in this survey, it was possible to determine the satisfaction criteria for the users of the Ottoman Archives.This study aims to state the important points that are strategically important for providing and improving user satisfaction in archival institutions.The concept of user satisfaction in archival institutions As indicated in the introduction, customer satisfaction is strategically important for the archives as well.Archives are non–current records of an organization, institution, or individual, which are selected for preservation because of their continuing value.The aim of the survey was to determine the satisfaction criteria of the users.Library management.2.4