



Service Quality Charter 2024

1. Foreword

Law no. 273/1995 requires all public service providers to adopt their own service charters. The latest regulatory references on the subject are contained in Legislative Decree no. 150/2009 (art. 13, paragraph 6, letter f) - art. 28, CiVIT Resolution 88/2010 (Guidelines for the definition of quality standards), CiVIT Resolution 3/2012 "Semplifica Italia" (e-government, transparency and digital administration) and Law no. 33/2013 (art. 32), which obliges PAs to publish their own service charters or documents containing quality standards for public services.

This Service Quality Charter (hereinafter CQS) represents the pact that Istituto Storico Italiano Per L'Età Moderna e Contemporanea (hereinafter ISMEC) stipulates with its users. It is a document of an institutional nature that declares the commitments made by the ISMEC with regard to the services offered and the manner in which they are provided, in compliance with quality and quantity standards, represented by periodically surveyed indicators. It is an instrument of protection, verification and knowledge available to users, a document that guarantees respect for reciprocal rights and duties, with a view to transparency and participation. The objective is to guarantee quality standards in the use of the service by defining a clear and direct relationship with users.

The adoption of the CQS in the ISMEC is part of the effort to promote a broader valorisation of the cultural heritage preserved there and to adapt the organisation of activities to the expectations of users in the best possible way, in harmony with the requirements of protection and research.

Monitoring the opinion of users, who can also express their assessments through suggestions and forms of complaint, guides ISMEC towards constant improvement and innovation. Consequently, the Charter is periodically updated and checked against new objectives.

2. Principles

The drawing up of the ISMEC's CQS is inspired by the fundamental principles contained in the Directive of the President of the Giunta of Ministers of 27 January 1994 ("Principles on the provision of public services") and the indications contained in the directives of the Minister for the Civil Service of 24 March 2004 ("Quality perceived by users" and "Organisational well-being") and has complied with the Directive of the Minister for Cultural Assets and Activities of 18 October 2007 ("Adoption of the quality service charter for state institutes and cultural sites"). In carrying out its institutional activities, ISMEC is inspired by the "fundamental principles" as defined by the Directive of the President of the Giunta of Ministers of 27 January 1994 "Principles on the provision of public services" and more specifically

Transparency

Transparency is understood as the total accessibility of information. Public administrations must promote maximum transparency in their organisation and activities. Improving the quality of



services is determined by compliance with this principle. According to the most recent regulatory provisions, public administrations must ensure, among other things, that information is constantly updated, complete, integral and easy to consult.

Equality and impartiality

It is the equality of citizens, regardless of gender, religion, social status, physical condition and political opinion that determines the manner in which ISMEC's services are provided. In carrying out its service to users - within the limits of available resources - the ISMEC will endeavour to remove any inefficiencies and to implement initiatives to facilitate access to and use of the ISMEC Library and Archives for foreign citizens, people with different motor, sensory and cognitive abilities, and socially and culturally disadvantaged individuals. All the instruments and activities of information, communication, documentation, scientific assistance to research, education and didactics are in any case marked by criteria of objectivity, justice and impartiality.

Continuity

ISMEC aims to ensure continuity and regularity in the provision of its services. In the event of hindrances or difficulties, ISMEC undertakes to inform users promptly of any useful information and to take measures to minimise inconvenience and disruption.

Participation

Suggestions, reports and needs expressed by users, individually or in association, are fundamental in determining management choices. The ISMEC also undertakes to promote information on the activities carried out with regard to both scientific events and the operation and use of the Library and Archives of the ISMEC.

Efficiency and effectiveness

In the management of ISMEC - bearing in mind the limits of available resources - the continuous improvement of the efficiency and effectiveness of the service, through the adoption of technological, organisational and procedural solutions that are more functional to the purpose, constitutes a fundamental objective.

3. Structure and description

ISMEC is located in Rome, at Via Michelangelo Caetani 32, inside the Renaissance Palazzo Mattei di Giove, on the second floor. An integral part of the ISMEC are the Library and Archives. These structures fulfil the aims of research, promotion and dissemination of historiographic activity. The Library and Archives are specialised and carry out conservation and research support activities.

The Library contains approximately 21,000 volumes, a not very large collection of books



received by ISMEC over the years. There is a paper inventory and the material is shelved in the premises at Via Caetani 32; a complete SBN cataloguing of all volumes is currently being carried out, while the premises that house the Library are being restored and consolidated and where the materials will be relocated upon completion of the work. There are also the Armando Saitta Library Fund, already inventoried, and the Francesco Collotti Library Fund, still to be reordered.

The Archive consists primarily of the Institute's historical fund (minutes, documentation even prior to the establishment of the Institute itself, correspondence and administrative documentation relating to the Institute's activities), which is currently being reordered. In addition, there are the Federico Chabod Fund, which contains the historian's correspondence with Italian and foreign scholars, already reordered and inventoried, and the Saitta Fund; there is also the Maria Gabriella Cruciani Fund, to be reordered.

Founded in 1934 with RDL, the Institute was born from the pre-existing National Committee for the History of the Risorgimento, founded in 1906 and where the School of Modern and Contemporary History and the Library of the Risorgimento had been active since 1925. Presidential Decree No. 108 of 22 June 2023 redefined the procedures for the appointment of the Institute's top management - the Director and Members of the Board - which is currently composed as follows: Director, Prof. Giuseppe Parlato (appointment measure Ministerial Decree No. 64 of 22 February 2024); Members of the Board, Prof. Cinzia Cremonini, Prof. Paolo Nello, Prof. Gaetano Sabatini, Prof. Edoardo Tortarolo (Ministerial Decree No. 241 of 23 July 2024).

4. Tasks and services

ISMEC undertakes the following tasks and services:

Tasks

ISMEC has the task of publishing sources for Italian history from 1500 to the present day: begun with the publication of diplomatic sources for the history of the Risorgimento, the publishing activity has turned to the main themes of Italian political life between the 18th and 19th centuries.

The ISMEC also:

- a) maintains relations with the National Historical Council and other National Historical Institutes;
- b) carries out activities to enhance its own archival heritage and that of others;
- c) carries out initiatives to promote and support historical culture, also in relations with Associations, Historians' Councils and the media;
- d) it carries out activities for the support and promotion of historical culture in schools and advises the MUR on teaching programmes of modern and contemporary history and on other subjects brought to its attention by public institutions;
- e) it carries out research activities through its own projects or shared with other public and private institutions, animated by seminars and debates;
- f) it maintains exchange relations with universities and public research institutions in Italy and abroad, as well as with foreign cultural institutes present in Rome.

With regard to the use of the Library and Archives, ISMEC undertakes to

- a) ensure access to the Library and Archives;
- b) assist users with courtesy, correctness, availability, confidentiality, impartiality;
- c) within the limits of availability and available technology, to favour remote users by increasing the services offered via the web;



- d) provide services with reasonable continuity and regularity, taking care to minimise inconveniences due to force majeure;
- e) pursue the objective of improving the quality of the services offered, also by periodically assessing the level of user satisfaction.

Services

The services provided by ISMEC, according to the procedures on the Institute's website and according to the resources available, are as follows:

- a) reception;
- b) on-site consultation of the Library's documentary holdings
- c) on-site consultation of the Archive fonds
- d) remote consultation of digitised catalogues and fonds
- e) bibliographical information on the bibliographic and archival holdings of ISMEC at the headquarters and by correspondence, telephone and email
- f) within the limits of available technologies, reproduction service in accordance with current copyright regulations.
- g) cultural initiatives: conventions, conferences, exhibitions, seminars, training activities, etc.

5. Commitments and standards of quality

Quality Factor / Indicator	Commitments of ISMEC
Access, regularity and continuity of services	
Days and opening hours of the Institute	ISMEC guarantees public access Monday to Friday from 9 a.m. to 4.30 p.m. Ordinary closure is on Saturdays, Sundays and on civil and religious holidays (including 29 June, the feast of the Patron Saints). Closure during the summer period (generally in August) will be announced well in advance on the website.
Days and opening hours of the Library and Archives	The Library, once the reorganisation and space efficiency works are completed, and the Archives will be open to all those who, while carrying out research, wish to consult the documentary material stored in them. The Library, once reorganised and relocated to the specific ISMEC premises intended for it, will be open to users for consultation from Monday to Friday, from 10 a.m. to 4 p.m. The Archives are open to users for consultation from Monday to Friday, from 10 a.m. to 4 p.m., by making an appointment by sending an email to segreteria@iststor.it specifying the fonds to be consulted. In order to allow the reorganisation and restoration of the volumes or archival materials, as well as the efficiency of the spaces and facilities, the Library or Archive may be closed to the public for limited



	periods, which will be promptly brought to the public's attention through publication on the ISMEC website.
Fruition	
Availability of usable material and searchable documents	All inventoried and catalogued archival and library materials are currently available and usable.
Rooms open for use and accommodation capacity	A reading room with 10 seats.
Complaints	
Complaints	Complaints and reports may be submitted to the e-mail addresses below.

6. Complaints, proposals, suggestions

If users notice non-compliance with the commitments contained in the CQS, they may make complaints. ISMEC welcomes all complaints, formal or informal, positive or negative. The structure in charge of receiving complaints is the ISMEC secretariat.

Specific complaints may be submitted using the form attached below. These forms should be handed in at the headquarters to the staff present or attached to an email that can be sent to the following addresses:

segreteria@iststor.it

istitutostoriamoderna@arubapec.it

ISMEC undertakes to reply promptly and in any case within 30 days.

Users are also invited to formulate proposals and suggestions aimed at improving the organisation and provision of services. Such suggestions may be forwarded through the following addresses:

segreteria@iststor.it

istitutostoriamoderna@arubapec.it

7. Communication



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PER L'ETÀ MODERNA E CONTEMPORANEA

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1934-2024

The Service Quality Charter is published on the GCS website.

8. Review and updating

The Charter is normally updated every 5 years or whenever necessary due to changes in services.



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SUGGESTIONS AND COMPLAINTS FORM

First name: _____

Surname: _____

Address: _____

Nationality: _____

Phone: _____

E-mail: _____

Comments:

Personal data will be used exclusively for responding to this complaint and to provide information on cultural events organized by this institute (D.Lgs. 30/06/2003 n. 196)

Date:

Signature:

We will answer within 30 working days