

GIUNTA STORICA NAZIONALE

Service 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 Giunta Storica Nazionale (hereinafter GSN) stipulates with its users. It is a document of an institutional nature that declares the commitments made by the GSN 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 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 GSN 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 GSN towards constant improvement and innovation. Consequently, the Charter is periodically updated and checked against new objectives.

2. PRINCIPLES

The drawing up of the GSN'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, GSN 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

a) 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.

a) 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 GSN's services are provided.

In carrying out its service to users - within the limits of available resources - the GSN will endeavour to remove any inefficiencies and to implement initiatives to facilitate access to and use of the GSN 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.

b) Continuity

Although GSN has no staff of its own, it aims to ensure continuity and regularity in the provision of its services. In the event of hindrances or difficulties, GSN undertakes to inform users promptly of any useful information and to take measures to minimise inconvenience and disruption.

c) Participation

Suggestions, reports and needs expressed by users, individually or in association, are fundamental in determining management choices. The GSN 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 GSN.

d) Efficiency and effectiveness

In the management of GSN - 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 DESCRIPTION

a) Headquarters and facilities

GSN's headquarters are located in Rome, at Via Michelangelo Caetani 32, temporarily in the premises of the Institute of Modern and Contemporary History (on the 2nd floor), pending the completion of work on the adaptation of its own special premises, located on the 3rd floor of the same building.

An integral part of the GSN are the Library and Archives. These structures fulfil 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 a not very large collection of books received by GSN over the years. There is a paper inventory and the material is shelved in the premises at Via Caetani 32, waiting to be reordered in the new premises that will be made available soon.

The Archive contains a collection of documentation on scientific activity, the GSN's relations with the National Historical Institutes, with the Deputations and Societies of National History, with the Comité international des sciences historiques and papers concerning Italian participation in the International Congresses of Historical Sciences. It also contains minutes of meetings, documentation of relations with the supervising Ministries, administrative papers of various kinds, and the historical archives of the National Committee of Historical Sciences, whose functions the GSN assumed in 1935. It is divided into eight sections: 1) Institutional Activities; 2) Competent Ministries and Members; 3) Administration; 4) Personnel; 5) Scientific Activities; 6) International Committee of Historical Sciences (Cish); 7) National Historical Institutes; 8) Deputations and Homeland History Societies. The fonds of the Archives are available on the Web through the Aquarius Project, co-financed by the Bank of Italy. With this project, GSN intends to work for cultural and scientific promotion, also making available, in addition to its own, the archival fonds of the National Historical Institutes and the Deputazioni e Società di storia patria. The project envisages the possibility of linking all of the GSN's archival documents with those held by the National Historical Institutes and the Deputations and Societies of Homeland History, so that a single virtual environment can be reconstructed to allow Italian and foreign scholars to carry out research and also obtain documents in digital version, where possible. Thus, a single database was created in which all the records in the individual archives of the network are brought together.

The GSN website also contains regulations governing the functions, organisation and relations with users of the Archives.

b) History

The Giunta - with the name of Giunta centrale per gli studi storici - was established by Royal Decree Law No. 1226 of 20 July 1934, as part of a reorganisation of the already existing institutions for historical studies (created between 1883 and 1933). The task of the Giunta, as stated in art. 6. is to coordinate the activities of the Royal Deputations and Societies of Homeland History. But, in fact, the institution of the Giunta responds to an overall need for coordination between the various Institutes, which finds expression in its composition: in addition to the President and four government-appointed members, the Giunta has as members by right the Directors of the then existing Institutes (the Royal Italian Historical Institute for the Middle Ages, the Royal Italian Historical Institute for the Modern and Contemporary Ages, the National Society for the History of the Risorgimento).

With the subsequent Royal Decrees Laws 107 and 109 of 25 February 1935 (the first of which instituted the Royal Italian Institute for Ancient History) the Giunta's power of control was increased, going beyond the mere coordinating task of the institutive measure: the Institutes were

classified as organs of the Giunta and all the institutions operating in the field of research and historical studies became dependent on it. The Giunta is also assigned Italian representation on the International Committee of Historical Sciences, thus superseding the special Committee established by Royal Decree 3218 of 15 November 1928. In addition to President De Vecchi, Gioacchino Volpe, Annibale Alberti, Francesco Salata and Emilio Re are members of the first Giunta.

The work of regimentation of the sector passed through two measures: the Regulations for the Deputations (which were standardised as peripheral bodies of the Giunta, losing all specific autonomy and characterisation) and the reorganisation provided for by RDL 770 of 29 April 1937. With it, Francesco Ercole was appointed Vice-President and the composition of the Giunta was enlarged to include Giuseppe Cardinali, Pericle Ducati, Pietro Fedele, Carlo Galassi Paluzzi, Alberto M. Ghisalberti, Roberto Paribeni and Raffaello Morghen, who from 1942 was appointed Secretary General.

The activities in the period leading up to the Second World War essentially involved the realisation of the National Historical Bibliography project, the first volume of which was published in 1939, and relations with the International Committee of Historical Sciences, both with regard to participation in congresses and the *International Bibliography of Historical Sciences*. Between 1935 and 1942, the Giunta also edited the *Rivista storica italiana* under the direction of Gioacchino Volpe.

During the war years, the Board reduced its activities practically to the drafting of the National Historical Bibliography (BSN) and the function of distributing resources to the Deputations. With the collapse of the fascist regime, the centralist approach to the organisation of historical studies was abandoned, although there were, in fact, elements of continuity. As in other cases, the institution of Commissariamento was used, entrusted in this sector to Gaetano De Sanctis (28 September 1944), who carried out the task for seven years, appointing an advisory committee for each historical institute. In this period, in addition to the publication of the BSN, the resumption of activities was marked by the reorganisation of relations with the Deputations, to which DLCPS 245 of 24 January 1947 restored autonomy, and by the mending of relations with the International Committee, which led to participation in the Ninth Congress (Paris 1950) during which it was decided that the Tenth would be held in Rome in 1955.

At the end of the commissarial administration (October 1951), the Giunta was reconstituted with Aldo Ferrabino as president and Cardinali, Chabod, Raffaele Ciasca, Ermini, Ghisalberti, Walter Maturi, Morghen, Raffaele Pettazzoni, and Ernesto Pontieri as members, who were also joined by Guido Arcamone, the Director General of the Academies and Libraries. The main task in the early years was the preparation of the 10th International Congress, entrusted primarily to Chabod, Vice President of the Giunta and member of the Cish Bureau. More than 1,600 scholars attended the Congress, including those from Eastern Europe, and its success also contributed to Chabod's election as President of the International Committee.

The Eighth International Congress on the History of Religions, also organised in Rome in 1955, was similarly successful. For the centenary celebration, the Giunta organised, together with the Deputations, the historical conference *The Unitarian Movement in the Regions of Italy*. After the death of Chabod and Maturi, Paolo Brezzi and Sestan joined the Giunta. In addition to the scientific work during this period, the Giunta also worked to draw up a reform text for the sector with the formation of a specific Commission that functioned between 1964 and 1965 and then again between 1966 and 1967. This work was also influenced by a dialectical, sometimes conflictual relationship with the newly founded Society of Italian Historians. However, a fruitful collaboration also developed between the two bodies for the organisation of a conference on Italian historiography in the two post-war decades, the results of which were presented at the 1970 Moscow International Congress. They also co-promoted the Second national congress of historical sciences in 1972. In that year, Ermini was appointed president following Ferrabino's death, Pontieri took over as vice-president and Armando Saitta, who became president of the

Institute for Modern and Contemporary History, joined the board. Domenico Demarco and Giovanni Spadolini also completed the body. The decade also saw the development of bilateral activities with the historiographical representations of various countries, resulting in conferences with the USSR, Poland and France. In 1980 Demarco was appointed vice-president of the Cish. In that same year, the Giunta was included in the table for contributions to cultural institutions established by Law 123. Also in 1980, Pontieri died, so Spadolini became vice-president and Giovanni Vitucci became a member. The composition changed again after Ermini's death: Spadolini was appointed president, Sestan vice-president and Girolamo Arnaldi took over from Morghen, In 1982 a national meeting was held on the reorganisation of the historical institutes sector promoted by the Giunta together with the National Historical Institutes, the Deputations and Societies of Homeland History, and the most important museums and cultural institutes. Following the death of A.M. Ghisalberti, Emilia Morelli joined the Giunta. Between 1988 and 1989, three conferences on the *State and Society* were organised between 1988 and 1989, also to strengthen cooperation with the bodies of homeland history, divided into the medieval age (with the Ferrara Deputation), the modern age (with the Sardinian Deputation) and the contemporary age with the Salerno Society. The last decade of the century saw, after Spadolini's presidency, the presidency of Renzo De Felice (1994-1996) and then that of Rosario Villari, during which, for the first time, the assembly of the Comité International des Sciences Historiques was held in Italy (Spoleto 30-31 August 1997) dedicated in particular to the preparation of the International Congress in Oslo (7-13 August 2000).

The new century opened with a new composition of the Board, which sought to complete the institutional renewal and activities. This second task included the digitisation of the BSN and its *online* publication, the resumption of collaborative relations with the network of Deputations, and the proposal for continued collaboration with the associations and Giuntas of Italian historians. While this produced concrete and significant results, the presidency of Paolo Prodi (2001-2012, vice-president Pietro Pastorelli, members Giuseppe Talamo, Luigi Lotti, Massimo Miglio, Andrea Giardina, Pietro Scoppola, Giovanni Miccoli, Gabriele De Rosa, Franco Bolgiani, and Brunello Vigezzi) did not succeed in seeing the legislative process that was supposed to lead to a new definition of the sector completed.

The process of reforming the regulation has a long gestation period. The origin can be traced back to Law 419/1999, and the related regulations, which provided for a reorganisation of the system of national public bodies. The Giunta formulated its own proposal for a regulation that was submitted to the Ministry in July 2001. Since then there have been various versions of the text up to the one approved at the proposal of Urbani, then Minister of Cultural Heritage and Activities, by the Giunta of Ministers no. 167 of 3 August 2004. Finally, the structural unification of the Central Giunta for Historical Studies and the Historical Institutes was regulated in November 2005 with the issuing of a specific decree (Presidential Decree no. 255 of 11 November 2005, which changed the name of the body to National Historical Giunta). All the members of the Giunta, including the presidents of the institutes connected to it and some members of their Giuntas, appealed to the administrative justice system against this measure. The Giunta of State, in an Order of 14 February 2006, upheld this appeal, thus suspending the regulation as potentially damaging to the autonomy of scientific research. The previous bodies in office were therefore reinstated.

On 28 October 2009, the Presidency of the Giunta of Ministers approved the draft presidential decree for the reorganisation of the Central Giunta for Historical Studies and the Historical Institutes. Since then, the situation has only been unblocked in terms of the composition of the bodies (in October 2012, following the resignation of Paolo Prodi, the President of the Giunta of Ministers appointed Prof. Andrea Giardina as the new president of the Giunta and then Prof. Giorgio Chittolini, Prof. Raffaella Gherardi and Prof. Maria Antonietta Visceglia as members). In the meantime, however, the activities did not stop and also led to a new international recognition with the appointment of Andrea Giardina to the Cish Bureau.

Presidential Decree No. 108 of 22 June 2023 redefined the appointment procedures for the members of the Board, which is currently composed as follows: President, Prof. Francesco Perfetti (Ministerial Decree 19.10.2023, no. 326); Professors Ester Capuzzo, Massimo de Leonardis, Stefano De Luca, Andrea Zorzi (Ministerial Decree 19.01.2024, no. 14); Prof. Alessandro Campi, Director of the Institute for the History of the Italian Risorgimento (Ministerial Decree 22.02.2024, no. 62); Prof. Giuseppe Parlato, Director of the Italian Historical Institute for the Modern and Contemporary Age (Ministerial Decree 22.02.2024, no. 64); Prof. Umberto Roberto, Director of the Italian Institute for Ancient History (DM 27.03.2024, no. 130); Prof. Renata Cantilena, Director of the Italian Institute of Numismatics (DM 26.03.2024, no. 128); Prof. Paolo Maria Mancarella, President of the Domus Mazziniana (DM 16.10.2017, no. 450).

c) Tasks and services

While reiterating that GSN does not have any permanent staff or personnel at the moment, and bearing in mind the budgetary resources available, the Giunta is committed to the following tasks and services:

Tasks

The GSN coordinates the activities and management of the Institutes for Ancient History, the Middle Ages, Modern and Contemporary Ages, the Risorgimento, Numismatics and the Domus Mazziniana. The Giunta adopts decisions that affect issues of common interest to the Institutes in the network and in particular:

- a) contributes to the activities of the Societies and Deputations of Homeland History
- b) maintains relations with national historical institutes
- c) carries out activities to valorise its own archival heritage, that of the National Historical Institutes and of the Deputations and Societies of National History through the 'Aquarius' network project
- d) implements initiatives for the promotion and support of historical culture, also in relations with Associations, Historians' Giuntas and the media
- e) represents Italy in the Comité International des Sciences Historiques (Cish) and takes care of Italian participation in international congresses organised every five years. The Giunta also promotes, in agreement with the Bureau of the Cish (composed of 11 historians from 4 continents), scientific events that focus on the internationalisation of historical research
- f) edits the National Historical Bibliography, which is an annual census of historiographic production published in Italy, also in foreign languages. This census includes works in volumes (monographs and conference proceedings), and articles contained in more than 300 specialist journals covering the entire chronological spectrum from prehistory to contemporary history.
- g) carries out activities to support and promote historical culture in schools and advises the Ministry of Education on history teaching programmes and other subjects brought to its attention by public institutions. During 2016, a memorandum of understanding was signed between the Junta and Miur (renewed in 2019), called *History as an educational experience*, under which intensive work is carried out, covering the most varied aspects of teaching history in schools
- h) carries out research activities through its own projects or shared with other public and private institutions, animated by seminars and debates
- i) maintains exchange relations with foreign cultural institutes resident in Rome

As far as the use of the Library and Archives is concerned, GSN - as soon as premises reserved

for its activities become available - undertakes to

- ensure access to the Archive both online (through the Aquarius project) and at the headquarters, in the manner provided for in the appropriate Regulation (<https://www.gcss.it/archivio-storico/regolamento/>);
- ensuring access to the library, once the materials have been rearranged and placed in the new spaces made available for the GSN;
- assist users as far as possible with courtesy, fairness, availability, confidentiality, impartiality;
- within the limits of availability and available technologies, remote users by increasing the services offered via the web;
- even in the absence of permanent staff, provide services with reasonable continuity and regularity, while minimising disruptions due to force majeure;
- pursue the objective of improving the quality of the services offered, also by periodically assessing the level of user satisfaction.

Services

Once the premises specifically reserved for GSN have been made available, the following services will be provided in the manner prescribed in the regulations published on the website and bearing in mind GSN's availability and resources:

- Reception
- On-site consultation of the library's documentary holdings
- On-site consultation of archive fonds
- Remote consultation of digitised catalogues and fonds
 - Bibliographical information on GSN's bibliographic and archival holdings at headquarters and by mail, telephone and e-mail.
 - Within the limits of the technologies available in GSN, reproduction service according to current copyright law.
 - Cultural initiatives: conventions, conferences, exhibitions, seminars, training activities, etc.

4. COMMITMENTS AND QUALITY STANDARDS

Quality Factor / Indicator	GSN commitments
Access	
Regularity and continuity	
Opening hours	<p style="text-align: center;">Library</p> <p>The Library, once reorganised and placed in specific premises of the GSN, will be open to users from Monday to Friday, from 10 a.m. to 3 p.m.</p> <p>The archive will be open for consultation on Wednesdays and Thursdays from 10 a.m. to 4 p.m., by appointment with the Secretariat (segreteria@gcss.it)</p>
	<p style="text-align: center;">Archive</p> <p>The Archives are open for consultation on Tuesdays from 9 a.m. to 3 p.m.; Thursdays from 1 p.m. to 7 p.m., by appointment at archivio@gcss.it</p>
Reception	

<p>Opening days</p>	<p>The Library will be open to the public on weekdays according to the established timetable. 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.</p> <p>In order to allow for the revision, rearrangement or restoration of volumes, as well as the efficiency of spaces and facilities, the archive may be closed to the public for limited periods, which will be promptly brought to the public's attention. The archive is open for consultation at the appointed times by making an appointment with the secretariat (segreteria@gcss.it).</p> <p>Information on any access restriction will be published on the GSN website</p>
	<p>The Archive is accessible at the headquarters on designated days.</p> <p>The archival fonds can be consulted online, thanks to the Aquarius project, at the following link: https://aquarius.gcss.it/</p>

Access modes	The Library, once the work of reorganising and making the spaces more efficient has been completed, will be open to all those , while carrying out research, wish to consult the documentary material stored there. The methods of access are indicated in the respective regulations on the GSB website. Access will be regulated by a subscription authorising the reader to the consultation and services provided. The Giunta may refuse registration if the request is not substantiated by real research and study needs. Registration is carried out by filling out a special form. Registration entitles the holder to access the reading rooms and to use all the bibliographic services available in the library.
Fruition	
Width	
Receptive capacity	It will be determined after the acquisition of premises specifically dedicated to GSN
Availability of usable material and searchable documents	In the process of being determined
Halls open for use	Two usable reading rooms are planned.
COMPLAINTS	
Complaints	Complaints and reports may be forwarded to the e-mail addresses indicated below

PROTECTION AND PARTICIPATION

Complaints, proposals, suggestions

If users encounter non-compliance with the commitments contained in the CQS, they may file complaints. The GSN accepts all complaints, formal or informal, positive or negative. The structure in charge of receiving complaints is the GSN 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 address:

segreteria@gcss.it

GSN undertakes to respond promptly, but within 30 days.

Users are also invited to make proposals and suggestions aimed at improving the organisation and delivery of services. These suggestions may be forwarded via the following e-mail address:

segreteria@gcss.it

Communication

The Service Quality Charter is published on the GCS website.

Revision and updating

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

NATIONAL HISTORICAL GIUNTA
Via Michelangelo Caetani, 32 - 00186 Rome - tel. +39 0668210170

COMPLAINT FORM

(Please complete in block letters)

Complaint lodged by:

Surname: _____

First name: _____

Born in: _____ Prov. _____ on: _____

Resident in: _____ Prov. _____

street: _____ Postal Code _____

Telephone _____ e-mail: _____

Subject of the complaint:

Reason for complaint:

Requests for improved services:

Pursuant Article 13 of Legislative Decree no. 196 of 30/06/2003, we hereby inform you that your personal data will be processed and used exclusively for the purpose of responding to this complaint and to provide information on cultural events organised by this institution.

Date:

Signature:

This complaint will be answered within 30 working days

