



**MINISTERO per i BENI e  
le ATTIVITA' CULTURALI**

**State Records Office of Reggio Emilia**

# Quality of Services Charter

updated in  
**2019**

## I. Introduction

### WHAT IS THE QUALITY OF SERVICE CHARTER?

The Quality of Services Charter establishes principles and regulations in the relationship between administrations that provide services and the citizens who make use of them.

It constitutes a "pact" with all users – a tool of communication and information allowing users to find out about the services offered, the methods used to provide them and the standards that are promised, to verify that the commitments undertaken have been met and to express their evaluation even by means of lodging complaints.

The adoption of the Charter of Services by the Ministry for Cultural Assets and Activities and its institutions is part of a series of initiatives aimed at promoting a greater appreciation of its cultural heritage and, as far as possible, at adapting the organisation of activities to user expectations in accord with the requirements of protection and research.

The Charter will be updated from time to time to consolidate the level of quality attained and to record positive changes by carrying out projects for improvement which may also arise from the periodic monitoring of user opinions.

### THE PRINCIPLES

In carrying out its institutional activities the Archivio di Stato di Reggio Emilia (State Records Office of Reggio Emilia) has taken its cue from the "fundamental principles" in the Prime Minister's Directive of January 27, 1994:

- *equality and impartiality*

Services are provided on the basis of the principle of equality by ensuring equal treatment of all citizens, without distinction of nationality, sex, language, religion or political persuasion. The Records Office will strive to remove any inefficiencies and promote initiatives to facilitate access and use by foreign citizens, persons with physical, sensory, and cognitive disabilities and individuals who are socially and culturally disadvantaged.

The tools and activities of information, communication, documentation, support for scientific research, education and teaching are based on the principles of objectivity, fairness and impartiality.

- *continuity*

The Records Office guarantees the continuity and regularity of services. In case of difficulties or impediments, it undertakes to notify users in a timely manner, and to take all necessary steps to minimize the inconvenience.

- *participation*

The Institute provides information regarding its activities and, in making its management decisions, takes into account the needs and the suggestions made by users, whether individually or as a collective group.

- *efficiency and efficacy*

The goal of the Records Office Director and staff is to continuously improve the efficiency and efficacy of its services making use of technological, organisational and procedural means that are best able to meet this aim.

## II. Description of the Records Office

### THE OFFICES

The main Records Offices are located on the site of the old S. Spirito monastery which was almost entirely changed in the 18<sup>th</sup> century to host what was to become the headquarters of the Governor, but which, through various circumstances, in the mid-nineteenth century became the "majestic and vast" household of the Jewish noble family of Carmi.

The secondary site used only for storing materials is located on the grounds of the ancient Corpus Domini convent which was merged with the S. Tommaso convent in 1783 which in turn was closed in 1796. In the 20<sup>th</sup> century the building was completely transformed and made into a prison.

### THE HISTORY

A provincial Reggio Emilia Records Office was founded in 1887 and was then made into a State Records Office by a Royal Decree dated 29 March, 1892.

In accordance with the current legislation, the institutional role of the State Records Office is to preserve the historical records generated by State institutions, the registered offices of which lie within the province of Reggio Emilia. Additionally, the State Records Office preserves the documentation produced by other departments and public bodies that existed or still exist in Reggio Emilia and its territory, both before and after the period of national unity. Archives that do not belong to the State and are not public are also kept.

The oldest records are made up from the historical town archives, which preserve some series of records dating back to the period of independent communes. Apart from the richness of its content, another main feature of the Records is its noteworthy continuity: almost all of the records date back to the 13<sup>th</sup>-14<sup>th</sup> century. The records on foreign policy date back to 882 and one of the most prized is the *Liber Grossus Antiquus* or *Pax Constantiae* (12<sup>th</sup> century-1352 including copies of documents from 962).

The Napoleonic period is represented primarily by the many state records from administrative offices (Prefecture of the Department of Crostolo, Guastalla Vice-prefecture, National Finance Body) as well as judicial offices.

These are of considerable importance as they provide ample documentation of the activities of the courts: documents from the Curiae of the City and Duchy, the judiciary of the lesser areas of the Reggiano area, the records of the abolished Magistrate's Courts, all dating from the 14<sup>th</sup> century to the present day.

Of course the archives generated by the offices representing the central government - both of Reggio and of Italy - are also preserved here: Prefectures, Public Safety Offices, etc.

The materials that document the financial offices are of no less note (cadastral surveys and land registers in the Reggio Emilia region 1704-1985): the documents of the notaries (from 1383), archives of charities, hospitals and welfare institutions (beginning in the 12<sup>th</sup> century). Just as noteworthy are the records of the numerous monasteries and brotherhoods, including the monastery of St. Peter and Prospero (806-1788), and St. Thomas (943-1783).

Records of non-state origins should also be mentioned: among others are those of the municipalities of Scandiano (1429-1893), Brescello (1503-1902), Carpineti (1807-20<sup>th</sup> century).

The complex records pertaining to people and families are of interest because of the volume of records and how far back they go.

The institutional goal of the State Records Office is to preserve the region's documentary heritage, and make it accessible to an increasing number of people by putting into place various services (details of which can be found in the *Duties and Services* section). Moreover, in recent decades the principle adopted by the most recent regulations has been affirmed, whereby alongside the conservation and fruition of the documentary heritage, the enhancement through exhibitions, conferences and relations with other organizations and institutions also plays a pivotal role.

The objectives of the Records Office are placed in this context, although the immediate specific intent is to increase the usability of documents through the use of IT tools. To this end, the Records Office already has an Internet site, which is continuously updated with new inventories and useful indications about the archived material, and also has forms that can be download or filled out online.

## ORGANISATION STRUCTURE

### **Reggio Emilia Archivio di Stato (State Records Office)**

A branch of the Ministry for Cultural Assets and Activities and Tourism

Main Office: Corso Cairoli, No. 6 - 42121 Reggio Emilia

Branch Office: ex-prison of S. Tommaso, Via delle Carceri, No. 2

Tel: 0522-451328

Fax: 0522-454610

E-mail: [as-re@beniculturali.it](mailto:as-re@beniculturali.it)

Pec (Certified e-mail address): [mbac-as-re@mailcert.beniculturali.it](mailto:mbac-as-re@mailcert.beniculturali.it)

Web site: [www.archiviodistatoreggioemilia.beniculturali.it](http://www.archiviodistatoreggioemilia.beniculturali.it),

(or: [asre.beniculturali.it](http://asre.beniculturali.it))

Director: Paola Meschini

Deputy Director:

### **Study Room**

Person in Charge: Stella Leprai

### **Office for Relations with the Public (URP)**

For the needs of the Study Room users: Stella Leprai

For administrative procedures: Paola Meschini

For cultural activities: Paola Meschini

For photocopies: (please ask a member of staff)

### **Offices and Services**

Publication authorisation: Stella Leprai

Library: Mario Daniele Parodi

Supervising Commissions: Paola Meschini, Stella Leprai, Mario Daniele Parodi

Services computerization: Paola Meschini

Web site: Paola Meschini

Educational visits: Paola Meschini

## DUTIES AND SERVICES

### **Study room with adjoining Library**

This is where the archival material, with the exception of reserved items, can be consulted freely by anyone over the age of 18 whether for study purposes or for any legal and administrative proceedings.

On entering the room, one must sign the register, indicating their nationality.

Bags or other containers may not be brought into the study room and lockers for storing personal belongings are available.

To gain access to the room one must produce an identity document and fill out an admission form. The personal data provided in the admission form will be used solely for statistical purposes as per Italian Legislative Decree 196/2003 (Privacy Regulation).

The Study room is equipped with synthetic or analytic tools kits (General Guide of the Italian State Archives, specific inventories, lists of safekeeping, directories, files, etc..) to guide users in carrying out their research. However a pivotal role is still played by an archivist who provides assistance at various levels depending on the users' need.

The Library service is an ancillary to that of researching documents. The Records Office does not lend material outside.

## Educational visits

Guided tours for students, groups and associations are available to be booked.

## Promotional activities

Exhibitions, conferences, seminars, musical events and publications - whether independently, in collaboration with other agencies or privately to promote the heritage of the preserved records.

- Targeted campaigns to promote initiatives
- Publication on the institutional web site "Records Events"  
[archiviodistatoreggioemilia.beniculturali.it/index.php?it/22/archivio-eventi](http://archiviodistatoreggioemilia.beniculturali.it/index.php?it/22/archivio-eventi)

## III. Commitments and quality standards

### ACCESS

#### *Regularity and continuity of the service*

Opening hours

35 hours a week  
The Study Room is open to the public  
MONDAY–FRIDAY from 8.00am-3pm

Days open

Every day except the following:

- Scheduled closures: Saturday, Sunday, public and religious holidays (including November 24, local patron saint's day).
- Unscheduled closures: Some days during the summer, over Christmas & Easter – as informed well in advance in the study room and on the Institute's web site.

Unscheduled closures due to strikes, staff meetings etc. – with due notice given in the Study Room and on the web site as soon as the dates are known by the Institute.

### RECEPTION

#### *Information and orientation:*

- Information point: Located on the second floor in the Study Room
- Free information materials  
The Study Room staff distributes the Study Room Regulations, the Service Charter and all types of forms.
- On-line available information regarding services  
[www.archiviodistatoreggioemilia.beniculturali.it](http://www.archiviodistatoreggioemilia.beniculturali.it)
- Wheelchair access  
All public rooms, areas and services are accessible with the help of the institute's staff.

## FRUITION

### Scope

- Communications Regarding series & materials not available to be consulted

All materials can be consulted except the following:

- confidential information pertaining to international or State politics which becomes available after 50 years;
- documents containing data that is sensitive or related to measures of a criminal nature that can be consulted after 40 years or after 70 years if the data is of the type that will reveal the state of health, sex life or private family information. Such types of documentation can be consulted in advance if permission is obtained from the Interior Ministry (Art. 122 L.D 22.1.2004 No. 42 Cultural Heritage and Landscape Code). The consultation of documents containing personal data must comply with the "[Code of good practice and conduct when processing personal data for historical purposes](#)", attached to the *Code regarding the protection of personal data*.

#### MATERIALS TEMPORARILY UNAVAILABLE FOR CONSULTATION

The Management of the Records can temporarily withhold from consultation and/or photocopying those documents which are being reorganised or that are not yet properly fitted out, or those materials where it is advisable to withhold them given their state of preservation.

Notice is give in the Study Room of the materials and documents that are not available for consultation.

- Capacity

12 consultation posts of which 4 have power sockets for laptops.

- Distribution

A maximum of 4 items divided into 2 lots (2 items per lot). Bibliographic materials are distributed in the same manner. The hours listed below do not apply for DVD replacement materials which are distributed immediately.

#### **REQUEST TIMES**

- 1<sup>st</sup> Lot: must be requested before 9.15am
- 2<sup>nd</sup> Lot: must be requested before 12.00am

- Booking service

Those coming from out of town may book archive materials over the phone, by mail or by e-mail before the two distribution times.

- Waiting time

Maximum 45 minutes.

Materials stored in the secondary office is only distributed once a month on the first working day of each month.

- Monitoring of the rooms and public places

Rooms open to the public are systematically monitored and controlled.

## EFFECTIVENESS OF MEDIATION

- Qualified research staff availability

Available:  
Monday-Friday 8am-3pm

- Availability of tools and aids See "Archive materials" list on the web site [archiviodistatoreggioemilia.beniculturali.it/index.php?it/103/fondi-archivistici](http://archiviodistatoreggioemilia.beniculturali.it/index.php?it/103/fondi-archivistici)
- Archive materials/series with analytical tools Analytical finding aids are available (inventories, directories, hand-written or printed catalogues) corresponding to 65% of the preserved documentation.
- Fonds/series with non-analytical tools In addition to the General Guide to the State Records there are lists of safekeeping and of quantity for 75% of the preserved documentation.

## Reproduction service

### REGULARITY AND CONTINUITY

- Request times Unrestricted reproductions and reproduction requests can be made during the Study Room opening hours. It is permitted to photograph documents using your own resources or through a trusted photographer according to the procedures stipulated in Archives General Management circular no. 33/2017.  
The reproduction of books and magazines is permitted with due regard for copyright legislation.  
Our recording room can be used at a cost of €10.00/hr.
- Rates Where owed, users must pay for reproduction service via transfer to postal account No. 3434 payable to the *Tesoreria provinciale dello Stato – sezione di Reggio Emilia* and giving as the description of the payment *reproduction expenses* to be paid to *capo 29 cap 2584 Art. 3. Proof of payment* must be given to this State Records office.  
The cost for the reproduction, to be borne by the user, is €3.00 for each item.  
Payments can also be made via a home-banking service (for details see <http://www.archiviodistatoreggioemilia.beniculturali.it/index.php?it/109/riproduzioni>)
- Digital copies Digital copies of images from our database are recordable on CD or DVD.
- Rates The cost for copying onto CD or DVD **for profit** is € 3.00 for images up to 2 Mb - € 9.00 for images from 2 to 6 Mb - € 12.00 for images larger than 6 Mb. For images in .tiff format the cost is double.  
The payment methods are the same as those for photographs (see above).

### SCOPE

- Equipment The Study Room has a station equipped with a stand for users who wish to use their own cameras (please ask a member of staff).

## Long-distance archive research

### SCOPE

- Qualified information Information can be requested about the fonds and their contents by mail by writing to the Director of the Archivio di Stato (Corso Cairoli, n. 6, 42121 Reggio Emilia), or via e-mail ([as-re@beniculturali.it](mailto:as-re@beniculturali.it)).
- Finding aids On-line list of fonds and inventories (<http://www.archiviodistatoreggioemilia.beniculturali.it/index.php?it/103/fondi-archivistici>)
- Contact for Study Room services Stella Leprai (Person in charge of the Study Room)
- Response time Within 30 days from receipt of the request.

## IV. Protection and Participation

### COMPLAINTS, PROPOSALS AND SUGGESTIONS

Should users to find there is non-compliance with the commitments contained in the Quality of services Charter, they can file a complaint in a **timely** manner to be submitted in one of the following ways:

- *using the forms available in the Study room and give them to the consulting officer*
- *filling and sending the form available online (<http://www.archiviodistatoreggioemilia.beniculturali.it/index.php?it/119/reclami>)*
- *by sending an e-mail to: [as-re@beniculturali.it](mailto:as-re@beniculturali.it).*

The Records Office regularly monitors complaints and undertakes to respond within 30 days. Users can also submit proposals and make suggestions for improving the organisation and delivery of services, which will be the considered carefully.

### COMMUNICATIONS

The Quality of Service Charter is available in the Study Room and from our web site

### REVISIONS AND UPDATES

The Charter is updated periodically.



**MINISTERO PER I BENI E LE ATTIVITA' CULTURALI  
E DEL TURISMO**

**Archivio di Stato di Reggio Emilia**

Corso Cairoli, n. 6  
Tel: 0522-451328 e-mail: [as-re@beniculturali.it](mailto:as-re@beniculturali.it)  
pec: [mbac-as-re@mailcert.beniculturali.it](mailto:mbac-as-re@mailcert.beniculturali.it)

**COMPLAINT FORM**

*(PLEASE PRINT)*

**COMPLAINT SUBMITTED BY**

**SURNAME** \_\_\_\_\_  
**FIRST NAME** \_\_\_\_\_  
**BORN IN** \_\_\_\_\_ **REGION** \_\_\_\_\_ **ON** \_\_\_\_\_  
**RESIDING IN** \_\_\_\_\_ **REGION** \_\_\_\_\_  
**STREET** \_\_\_\_\_  
**POSTAL CODE** \_\_\_\_\_ **TELEPHONE** \_\_\_\_\_ **FAX** \_\_\_\_\_

**SUBJECT OF THE COMPLAINT**

\_\_\_\_\_  
\_\_\_\_\_

**REASON FOR THE COMPLAINT**

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**REQUEST FOR SERVICE IMPROVEMENT**

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Please note that pursuant to Art. 13 of Italian Legislative Decree No. 196 of 30/06/2003, personal data will be processed and used solely for the purpose of responding to this complaint and to provide information about cultural events organised by this Institute.

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

**A response to this complaint will be issued within 30 days**