



NATIONAL HISTORICAL COUNCIL

Palazzo Mattei di Giove
Via Michelangelo Caetani, 32, 00186 Rome
Email amministrazione@giuntastorica.it
Tel. +39 0668805209
Tax Code 80199430580

2026 Service Quality Charter

1. INTRODUCTION

Law No. 273/1995 requires all providers of public services to adopt their own Service Charters. The most recent regulatory references on this subject are contained in Legislative Decree 150/2009 (Article 13, paragraph 6, letter f) – Article 28, the CiVIT Resolution 88/2010 (Guidelines for the definition of quality standards), the CiVIT Resolution 3/2012 'Semplifica Italia' (e-government, transparency and digital administration) and in Law No. 33/2013 (Article 32), which requires public administrations to publish their own service charter or a document setting out the quality standards for public services.

This Service Quality Charter (hereinafter referred to as the SQC) represents the agreement that the National Historical Council (hereinafter referred to as the NHC) enters into with its users. It is an institutional document setting out the commitments undertaken by the Council regarding the services offered and the manner in which they are provided, in accordance with standards of quality and quantity, as reflected in indicators that are regularly monitored. It is a tool for protection, verification and information available to users, a document that guarantees respect for mutual rights and duties, with a view to transparency and participation. The aim is to ensure quality standards in the provision of the service by establishing a clear and direct relationship with users.

The adoption of the CQS within the GSN forms part of an effort to promote a broader appreciation of the cultural heritage it preserves and to align the organisation of activities as closely as possible with users' expectations, whilst respecting the requirements of conservation and research.

Monitoring user feedback, which users can provide through suggestions and complaints, guides the GSN towards continuous improvement and innovation. Consequently, the Charter is periodically updated and reviewed in light of new objectives.



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2. PRINCIPLES

The drafting of the GSN's CQS is inspired by the fundamental principles contained in the Directive of the President of the Council of Ministers of 27 January 1994 ("Principles on the provision of public services") and the guidelines contained in the directives of the Minister for the Civil Service of 24 March 2004 ("Quality as perceived by users' and 'Organisational well-being') and has complied with the Directive of the Minister for Cultural Heritage and Activities of 18 October 2007 ('Adoption of the service quality charter for state cultural institutions and venues'). In carrying out its institutional activities, the GSN is guided by the aforementioned principles and, more specifically:

a) *Transparency*

Transparency refers to full access to information. Public administrations must promote the highest level of transparency within their organisation and in their activities. Improving the quality of services depends on adherence to this principle. In accordance with the latest regulatory provisions, public administrations must ensure, amongst other things, that information is kept up to date, is complete, is accurate, and is easy to access.

b) *Equality and impartiality*

It is the equality of citizens, without distinction of sex, religion, social status, physical condition or political opinion, that determines the manner in which GSN services are provided.

In providing its services to the public – within the limits of available resources – the GSN will endeavour to eliminate any inefficiencies and to implement measures to facilitate access to and use of the GSN Library and Archive by foreign nationals, people with physical, sensory or cognitive disabilities, and individuals who are socially and culturally disadvantaged. All tools and activities relating to information, communication, documentation, scientific research support, education and teaching are in all cases guided by criteria of objectivity, fairness and impartiality.

c) *Continuity*

Although it does not have its own staff, GSN aims to ensure continuity and regularity in the provision of its services. In the event of any hindrances or difficulties, GSN undertakes to promptly provide users with all relevant information and to take measures to minimise disruption and inconvenience.

d) *Participation*



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Suggestions, feedback and requests from users, whether individual or collective, are fundamental in determining management decisions. GSN is also committed to promoting information on its activities, both regarding scientific events and concerning the operation and use of the Council's Library and Archive.

e) *Efficiency and effectiveness*

In the management of the GSN – whilst taking into account the constraints of available resources – a key objective is the continuous improvement of the efficiency and effectiveness of the service, through the adoption of technological, organisational and procedural solutions best suited to this purpose.



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3. DESCRIPTION OF THE ORGANISATION

a) Headquarters and facilities

The GSN's headquarters are located in Rome, at Via Michelangelo Caetani 32; for the time being, it is housed in the premises of the Institute of Ancient History at Via Milano 76, pending the completion of refurbishment work on its own dedicated premises.

The Library and the Archive form an integral part of the GSN. These facilities serve the purposes of research, promotion and dissemination of historiographical activity. The Library and the Archive are specialist in nature and carry out activities relating to conservation and research support.

The library holds a modest collection, comprising books received by the GSN over the years. A printed catalogue is available, and the materials are currently on the shelves at the premises at 32 Via M. Caetani, awaiting reorganisation in the new premises as soon as they become available.

The Archive contains a collection of documents relating to scientific activities, reports on the Executive Committee's dealings with national historical institutes, provincial councils and local historical societies, and the Comité international des sciences historiques, as well as papers concerning Italy's participation in international congresses of historical sciences. It also contains the minutes of meetings, documentation on relations with the supervising ministries, administrative papers of various kinds, and the historical archive of the National Committee for Historical Sciences, whose functions were taken over by the Council in 1935. It is divided into eight sections: 1) Institutional activities; 2) Relevant ministries and members; 3) Administration; 4) Staff; 5) Scientific activities; 6) International Committee of Historical Sciences (CISH); 7) National historical institutes; 8) Provincial councils and local history societies.

The Archive's collections are available online via the Aquarius Project, co-funded by the Bank of Italy. Through this project, the GSN aims to promote culture and science, making available not only its own collections but also those of the national historical institutes and the provincial councils and local history societies. The project provides for the possibility of linking all the archival documents of the Council with those held by national historical institutes and local historical societies, so as to reconstruct a single virtual environment that allows Italian and foreign scholars to carry out research and also obtain the documents in digital format, where possible. A single database has thus been created, bringing together all the information contained in the individual archives of the network.

The GSN website also contains the Regulations governing the functions, structure and relations with users of the Archive.



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b) History

The Council – known as the Central Council for Historical Studies – was established by Royal Decree-Law No. 1226 of 20 July 1934, as part of a reorganisation of existing institutions for historical studies (established between 1883 and 1933). The Council's task, as set out in Article 6, is to coordinate the activities of the Royal Deputations and Societies of National History. However, in practice, the Council's establishment responds to an overarching need for coordination between the various institutes, which is reflected in its composition: in addition to the President and four members appointed by the government, the Council includes, as ex officio members, the Directors of the Institutes then in existence (the Royal Italian Historical Institute for the Middle Ages, the Royal Italian Historical Institute for the Modern and Contemporary Ages, and the National Society for the History of the Risorgimento).

The subsequent Royal Decree-Laws 107 and 109 of 25 February 1935 (the first of which established the Royal Italian Institute for Ancient History) expanded the Council's powers of oversight, going beyond the mere coordination role set out in the founding decree: the Institutes were classified as bodies of the Council, and all institutions operating in the field of historical research and studies became subordinate to it. The Council was also assigned the role of representing Italy on the International Committee of Historical Sciences, thereby superseding the specific Committee established by Royal Decree 3218 of 15 November 1928. In addition to President De Vecchi, the first Council comprised Gioacchino Volpe, Annibale Alberti, Francesco Salata and Emilio Re.

The process of bringing the sector under state control involved two measures: the Regulations for the Deputations (which were standardised as peripheral bodies of the Council, thereby losing all specific autonomy and distinctiveness) and the reorganisation provided for by Royal Decree-Law No. 770 of 29 April 1937. This saw Francesco Ercole appointed Vice-President and the composition of the Executive Committee expanded to include Giuseppe Cardinali, Pericle Ducati, Pietro Fedele, Carlo Galassi Paluzzi, Alberto M. Ghisalberti, Roberto Paribeni and Raffaello Morghen, who from 1942 served as Secretary-General.

Activities in the period leading up to the Second World War centred primarily on the development of the National Historical Bibliography project, the first volume of which was published in 1939, and on relations with the International Committee of Historical Sciences, both in terms of participation in congresses and the *International Bibliography of Historical Sciences*. Between 1935 and 1942, under the direction of Gioacchino Volpe, the Council also oversaw the publication of *the Rivista storica italiana*.

During the war years, the Council reduced its activities almost exclusively to the compilation of the National Historical Bibliography (BSN) and the allocation of resources to the provincial councils. With the collapse of the Fascist regime, the centralised approach to the organisation of historical studies was abandoned, although there were, in reality, elements of



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continuity. As in other cases, the institution of the Commissariat was employed, entrusted in this sector to Gaetano De Sanctis (28 September 1944), who carried out this task for seven years, appointing an Advisory Committee for each historical institute. During this period, in addition to the publication of the BSN, the resumption of activities was marked by the reorganisation of relations with the Provincial Councils, to which DLCPS 245 of 24 January 1947 restored autonomy, and by the restoration of relations with the International Committee, which led to participation in the 9th Congress (Paris 1950), during which it was decided that the 10th would be held in Rome in 1955.

Once the period of provisional administration had ended (October 1951), the Executive Committee was reconstituted with Aldo Ferrabino as president and with Cardinali, Chabod, Raffaele Ciasca, Ermini, Ghisalberti, Walter Maturi, Morghen, Raffaele Pettazoni and Ernesto Pontieri as members, joined by Guido Arcamone, the Director-General of the Academies and Libraries. The main focus of the early years was the preparation of the 10th International Congress, entrusted primarily to Chabod, Vice-President of the Council and a member of the CISH Bureau. More than 1,600 scholars attended the Congress, including those from Eastern European countries, and its success also contributed to Chabod's election as President of the International Committee.

The eighth international congress on the history of religions, held in Rome in 1955, enjoyed similar success. To mark the centenary, the Executive Committee, in collaboration with the Regional Councils, organised the historical conference **The Unification Movement in the Regions of Italy**. Following the deaths of Chabod and Maturi, Paolo Brezzi and Sestan joined the Executive Committee. In addition to its scholarly work during this period, the Council undertook the task of drafting a reform bill for the sector, including the formation of a specific Commission which operated between 1964 and 1965 and again between 1966 and 1967. This work was also influenced by a dialectical, and at times conflictual, relationship with the newly formed 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 International Congress in Moscow. They also went on to co-organise the Second National Congress of Historical Sciences in 1972. That year, Ermini was appointed President following Ferrabino's death; Pontieri took up the post of Vice-President, and Armando Saitta, who had become President of the Institute for Modern and Contemporary History, joined the Executive Committee. Domenico Demarco and Giovanni Spadolini also joined the Executive Committee. During the decade, bilateral activities were also developed with the historiographical bodies of various countries, leading to congresses with the USSR, Poland and France. In 1980, Demarco was appointed Vice-President of the CISH. It is worth noting that, in that same year, the Executive Committee was included in the list of institutions eligible for cultural funding established by Law 123. Also in 1980, Pontieri died, and Spadolini therefore became Vice-President, with Giovanni Vitucci joining as a member. The composition changed again following



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Ermini's death: Spadolini was appointed President, Sestan Vice-President, and Girolamo Arnaldi took over from Morghen. In 1982, a national conference was held on the reorganisation of the historical institutes sector, promoted by the Council together with the National Historical Institutes, the Provincial Councils and Societies of Local History, and the most important museums and cultural institutions. Following the death of A.M. Ghisalberti, Emilia Morelli joined the Council. Between 1988 and 1989, three conferences on *the State and society* were organised—partly to strengthen collaboration with local history bodies—covering the medieval period (with the Ferrara Provincial Council), the modern period (with the Sardinian Provincial Council) and the contemporary period with the Salerno Society. In the final decade of the century, following Spadolini's presidency, Renzo De Felice took over (1994–1996), followed by Rosario Villari, during whose tenure the assembly of the Comité International des Sciences Historiques was held in Italy for the first time (Spoleto, 30–31 August 1997), dedicated in particular to the preparation of the International Congress in Oslo (7–13 August 2000).

The new century began with a new Executive Committee, which sought to bring about institutional reform and a renewal of its activities. Among the achievements in this latter area were the digitisation of the BSN and its publication *online*, the resumption of collaborative relations with the network of Provincial Councils, and the proposal for ongoing collaboration with associations and councils of Italian historians. Whilst this has 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, Brunello Vigezzi) failed, however, to see through the legislative process that was intended to lead to a new definition of the sector.

The process of reforming the regulations has been a long one. Its origins can be traced back to Law 419/1999 and the associated provisions, which provided for a reorganisation of the system of national public bodies. The Council drew up its own draft regulation, which was submitted to the Ministry in July 2001. Since then, there have been various versions of the text, culminating in the version approved on the proposal of Urbani, then Minister for Cultural Heritage and Activities, by the Council of Ministers No. 167 of 3 August 2004. Finally, the structural unification of the Central Council for Historical Studies and the Historical Institutes was regulated in November 2005 with the enactment of a specific decree (Presidential Decree No. 255 of 11 November 2005, which changed the name of the body to the National Historical Council). All members of the Council, including the Presidents of the Institutes affiliated with it and some members of their Boards, appealed against this measure to the administrative courts. The Council of State, by Order of 14 February 2006, upheld this appeal, thereby suspending the regulation on the grounds that it was potentially detrimental to the autonomy of scientific research. The previous bodies in office were therefore reinstated.



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On 28 October 2009, the Presidency of the Council of Ministers approved the draft presidential decree for the reorganisation of the National Historical Council and the historical institutes. Since then, the deadlock has been broken only with regard to the composition of the bodies (in October 2012, following the resignation of Paolo Prodi, the President of the Council of Ministers appointed Prof. Andrea Giardina as the new President of the Council and then Prof. Giorgio Chittolini, Prof. Raffaella Gherardi and Prof. Maria Antonietta Visceglia as members). In the meantime, however, activities have continued and have also led to further international recognition with the appointment of Andrea Giardina to the CISH Bureau.

Presidential Decree No. 108 of 22 June 2023 redefined the procedures for appointing members of the Executive Committee, which at that time was composed as follows:

- Chair: Prof. Francesco Perfetti (Ministerial Decree No. 326 of 19 October 2023);
- Professors Ester Capuzzo, Massimo de Leonardis, Stefano De Luca, Andrea Zorzi (Ministerial Decree No. 14 of 19 January 2024);
- Prof. Alessandro Campi, Director of the Institute for the History of the Italian Risorgimento (Ministerial Decree No. 62 of 22 February 2024);
- Prof. Giuseppe Parlato, Director of the Italian Historical Institute for the Modern and Contemporary Age (Ministerial Decree No. 64 of 22 February 2024);
- Prof. Umberto Roberto, Director of the Italian Institute of Ancient History (Ministerial Decree No. 130 of 27 March 2024);
- Prof. Renata Cantilena, Director of the Italian Institute of Numismatics (Ministerial Decree No. 128 of 26 March 2024);
- Prof. Paolo Maria Mancarella, President of the Domus Mazziniana (Ministerial Decree No. 450 of 16 October 2017).

Subsequently, during 2024, Prof. Giuseppe Parlato was confirmed as Director of the Italian Historical Institute for the Modern and Contemporary Age and appointed Vice-President of the National Historical Council.

However, following his resignation in May 2025, the Board of Directors, at its meeting on 26 May of the same year, appointed Prof. Stefano De Luca, a former expert member of the body, as the new Vice-President. Following the death of Prof. Parlato in June 2025, the directorship of the Italian Historical Institute for the Modern and Contemporary Age was entrusted to Prof. Gaetano Sabatini, who simultaneously joined the Council as an ex officio member.

c) Tasks and services



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Whilst reiterating that the GSN does not currently have a permanent staff or personnel, and bearing in mind the available budgetary resources, the Executive Committee undertakes to perform the following tasks and services:

Tasks

The GSN coordinates the activities and management of the Institutes for Ancient History, Medieval History, Modern and Contemporary History, the Risorgimento, Numismatics, and the Domus Mazziniana. The Executive Committee takes decisions on matters of common interest to the Institutes within the network, and in particular:

- a)** It collaborates with local historical societies and associations;
- b)** It maintains relations with national historical institutes;
- c)** It promotes the archival heritage of its own institutions, the national historical institutes, and the local historical societies and associations through the 'Aquarius' network project;
- d)** It organises initiatives to promote and support historical culture, including in collaboration with associations, councils of historians and the media;
- e)** It represents Italy on the Comité International des Sciences Historiques (CISH) and oversees Italian participation in the international congresses organised every five years. The Executive Committee also promotes, in agreement with the CISH Bureau (comprising 11 historians from four continents), academic events aimed at the internationalisation of historical research;
- f)** It is responsible for publishing the *Bibliografia Storica Nazionale*, an annual survey of historiographical works published in Italy, including those in foreign languages. This survey includes books (monographs and conference proceedings) and articles found on , , , 300 , and specialist journals such as , , and , which cover the entire chronological spectrum from prehistory to contemporary history;
- g)** It carries out activities to support and promote historical culture in schools and provides advice to the Ministry of Education on history teaching programmes and other subjects brought to its attention by public institutions. In 2016, a memorandum of understanding was signed between the Regional Council and the Ministry of Education (renewed in 2019), entitled '*History as an Educational Experience*', under which intensive work is carried out on the most varied aspects of history teaching in schools;
- h)** It carries out research through its own projects or those shared with other public and private institutions, complemented by seminars and debates;
- i)** It maintains exchange relationships with foreign cultural institutes based in Rome.



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With regard to the use of the Library and the Archive, the GSN – as soon as premises dedicated to its activities become available – undertakes to:

- ensure access to the Archive both online (via the Aquarius project) and on-site, in accordance with [the relevant Regulations](#);
- ensure access to the Library once the materials have been reorganised and placed in the new spaces made available to the GSN;
- assist users as far as possible with courtesy, fairness, helpfulness, confidentiality and impartiality;
- Within the limits of availability and the technologies at its disposal, to facilitate remote access by increasing the services offered via the web;
- Even in the absence of permanent staff, to provide services with reasonable continuity and regularity, taking steps to minimise disruption caused by circumstances beyond our control;
- Pursue the objective of improving the quality of the services provided, including by periodically assessing user satisfaction levels.

Services

Once the premises specifically reserved for GSN have been made available, the following services will be provided, in accordance with the procedures set out in the regulations published on the website and taking into account GSN's availability and resources:

- Reception
- On-site consultation of the library's documentary collection
- On-site consultation of the archive collections
- Remote consultation of catalogues and digitised collections
- Bibliographic information on GSN's book and archival collections, available on-site and via correspondence, telephone and email.
- Subject to the technology available at GSN, a reproduction service is provided in accordance with current copyright legislation.
- Cultural initiatives: conferences, lectures, exhibitions, seminars, training activities, etc.



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COMMITMENTS AND QUALITY STANDARDS

Quality Factor / Indicator	GSN Commitments
Access	
Regularity and continuity	
Opening hours	Library The Library is currently being reorganised in its new premises. It will open to the public as soon as they become available.
	Archive The Archive is currently being reorganised in its new premises. It will be open to the public as soon as they are available.
Reception	
Opening days	To allow for the review, reorganisation or restoration of the volumes, as well as the optimisation of spaces and facilities, the library has been closed to the public. Information regarding any access restrictions will be published on the GSN website
	The archival collections can be consulted online, thanks to the Aquarius project, at the following link: https://aquarius.gcss.it/



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Access procedures	<p>Once the work to reorganise and optimise the library spaces has been completed, the library will be open to anyone wishing to consult the documentary material held there for research purposes. The terms and conditions of access are set out in the relevant regulations on the GSB website.</p> <p>Access will be regulated by a registration process that authorises the reader to consult the collection and use the services provided. The Library Board reserves the right to refuse registration if the application is not supported by a genuine need for research or study. Registration is carried out by completing a specific form. Registration entitles the holder to access the reading rooms and make use of all the library's bibliographic services.</p>
Capacity	This will be determined following the acquisition of premises specifically dedicated to the GSN
Availability of accessible materials and documents	Currently being determined
Rooms open for use	One reading room is planned.
COMPLAINTS	
Complaints	Complaints and reports can be sent to the following email address: segreteria@giuntastorica.it

PROTECTION AND PARTICIPATION

Complaints, proposals, suggestions

If users find that the commitments set out in the CQS have not been met, they may lodge a complaint. The GSN welcomes all complaints, whether formal or informal, positive or negative. The body responsible for handling complaints is the GSN secretariat.

Specific complaints may be submitted using the form attached below. These forms should be handed in at the office to the staff present or attached to an email sent to the following address: segreteria@giuntastorica.it.

GSN undertakes to respond promptly, and in any event within 30 days.



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Users are also invited to submit proposals and suggestions aimed at improving the organisation and delivery of services. Such feedback may be sent to the following email address: segreteria@giuntastorica.it

Communication

The Service Quality Charter is published on the GCS website.

Review and updating

The Charter is normally updated every 5 years, or whenever changes to the services make this necessary.



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COMPLAINT FORM

(Please complete in block capitals)

Complaint submitted by:

Surname: _____

First name: _____

Born in: _____ Province: _____ on: _____

Resident at: _____ Province: _____ Street: _____ Postcode: _____

Telephone: _____ Email: _____

Subject of the complaint:

Reason for the complaint:

Requests for service improvements:

Please be advised, pursuant to Article 13 of Legislative Decree No. 196 of 30 June 2003, that personal data will be

processed and used exclusively for the purpose of responding to this complaint and to provide information regarding cultural events organised by this institution.

Date: _____

Signature: _____

A response to this complaint will be provided within 30 working days.