



International Museum of Ceramics in Faenza - Foundation

INTERNATIONAL MUSEUM OF CERAMICS IN FAENZA REGULATIONS AND POLICIES

(approved by the C.d.A. with decision n. 15/pr on 25.3.2008)

Art. 1 - BUSINESS NAME AND HEADQUARTERS

These regulations regard the organisation and running of the International Museum of Ceramics in Faenza. The Museum exhibits and valorises ceramic collections from all over the world, both ancient and modern. The headquarters are in 2 Via Campidori, Faenza. The Museum has been the property of Faenza Council since its foundation in 1908. It complies with the Museum System of the Province of Ravenna.

Art. 2 - AIMS AND FUNCTIONS

The Museum is a permanent, non-profit making institution, which serves the community, is open to the public, which holds, preserves, valorises and promotes the study and understanding of its collections and in general the cultural and historical heritage of ceramic art, both nationally and internationally.

In particular, the aims of the Museum are those in the Statute, approved by Royal Decree n.1083 on 19.07.1912:

1. Gather and arrange Italian and foreign ceramic productions which are of interest from the point of view of art, technique and tradition in cooperation with Italian and foreign manufacturers and private collectors;
2. Unite the manufacturers with the publication of a special bulletin;
3. Announce international exhibitions and ceramic periodicals which are of interest from the point of view of art, technique or practical use;
4. Gather publications in order to offer scholars bibliographic material on ceramic critique, art and technology;
5. Arrange an objective representation of the development of ceramics - art, technique, form, traditional use - through a collection of retrospective objects;
6. Share the passion for ceramic decoration in such a way as to intensify aesthetical and rational use in the home and for architectural applications;
7. Announce international production competitions, regarding art and technique in practical objects;
8. Submit for discussion to the international ceramics congress the questions which interest the art, literature and bibliography of ceramics, the legislation (inventions and patents) and technique;
9. Establish an international, scientific terminology to avoid amphibology in discussions on historical critiques and technical negotiations;
10. Propose and support all other initiatives which fall under the Museum's aims.

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The Museum, in carrying out its duties, ensures the preservation, organisation, exhibition, study, awareness and public use of its collections, through various and specific activities. In particular the Museum:

- increases its heritage through purchases, deposits, legacies and donations of goods consistent with the collections and its mission statement;
- guarantees the inalienability of the collections, apart from in exceptional cases which cause the alienability and / or transfer of goods, with respect to current protection regulations;
- preserves the integrity of all goods in the Museum and placed under its responsibility ensuring their preservation, maintenance and restoration;
- continually updates the inventory and catalogues of goods, including photographic documentation, according to criteria established by the Minister for Art and the cultural activities adopted by the Region;
- develops, beginning with the collections, study, research, documentation and information;
- ensures the use of the goods through permanent exhibitions, allowing for the rotation of works in the deposits and their consultation;
- organises temporary exhibitions, meetings, seminars, conventions and refresher courses;
- participates in initiatives promoted by other public and private groups by loaning works;
- carries out educational and didactic activities;
- deals with the production of scientific and informative publications;
- opens the specialised library, the archives, the photographic collection and the media centre to the public;
- promotes the valorisation of the Museum and its collections;
- collaborates with similar institutions at local, national and international level;
- supports, in accordance with current regulations, management of other Museums, with territorial or thematic similarities.

Regarding its competences, the Museum:

- creates and promotes collaborations with public and private organisations which aim to realise projects of study, research and valorisation of cultural works in Italy, with particular attention to the relationship with the State represented by the locally qualified supervisors, with the Emilia-Romagna Region in the capacity of operating branch of the Cultural Heritage Institution, the Province, the Councils and the related University;
- promotes a profitable collaboration with other museums through the exchange of works and duties;
- establishes continued collaboration with all types of schools for the development of projects aimed at increasing awareness of local culture;
- draws up agreements with voluntary associations which carry out activities to safeguard and promote cultural heritage, with an aim to increasing the promotion and use of cultural heritage.

The Museum has scientific and cultural planning autonomy, with respect to the relevant regulations; it unites its activities through the criteria of effectiveness, efficiency and economic success, with particular attention paid to the quality of service to the public; with this in mind, the Museum ensures that it fully respects quality standards established by the Region and detailed in the Regulations. i

Art. 3 - MANAGEMENT PRINCIPLES

The Museum is managed by the M.I.C. (International Museum of Ceramics in Faenza) Foundation through an appropriate service contract, as stated in D.Lgs 42/2004 (Cultural Heritage and Country Code), art. 115, and in accordance with relevant regional regulations (L.R. 18/2000). In any case appropriate controls are carried out to the standards prescribed by the Region and acknowledged by the organisation.

By accepting the service contract with Faenza Council the Foundation receives the buildings, collections, furnishings, fittings and the relative inventories; when the contract expires without being renewed, the Foundation must return all goods.

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The organisations which govern the Museum are those which also form part of the Foundation: the Assembly, the Board of Directors and the President.

The Museum is managed in accordance with the programmes and addresses established by the governing body, which assigns objectives to be reached and necessary resources (*human, financial and instrumental*) to each management organisation.

Art. 4 - ORGANISATION AND HUMAN RESOURCES

The organisation of the structure depends on the following components:

- Direction;
- Preservation of the collections and Museum heritage;
- Educational and didactic services;
- Surveillance, guardianship and welcome
- Administrative functions;
- Technical functions.

The M.I.C. Foundation in particular approved with decision n. 18 on 4.04.2007 the internal structure of the International Museum of Ceramics "Struttura interna del M.I.C.: proposta tecnica dell'organigramma di base".

The Museum guarantees a stable pool of qualified personnel, capable of providing services, even if only partially, thanks to outside collaborators, public or private, including voluntary associations, through appropriate conventions and / or service contracts.

The professional profile, requirements of access and selection processes of the personnel in the Museum are established according to the law, Museum standards, the *Carta nazionale delle professioni museali* and the specific profiles prescribed by the Region. These standards must be guaranteed also in the case of external service providers.

In any case, and compatibly with the resources available, some of the fundamental functions listed here may be amalgamated by another professional employee of the Museum, guaranteeing coherence between the function assigned and professional competence.

In order to carry out its functions the Museum may make use of young people doing Voluntary Civil Service and / or on work experience from a University where their title of study is related to the mission statement and nature of the Museum. In such cases the contribution to the Museum's activities cannot constitute a substitute of the necessary professional provisions, but rather it represents a significant experience offered to young people with an aim to providing them with the opportunity of acquiring direct experience in the Museum.

In order to carry out its tasks better and to guarantee the correct functioning of the Museum, personnel are constantly given opportunities to further their knowledge; the MIC Foundation provides for their needs regarding professional development, supporting participation in initiatives of qualification and specialisation.

Art. 5 - MUSEUM DIRECTOR

The role of the Director is assigned, after an act by the Foundation Board of Directors, to a qualified professional person in terms of Museum standards as set down by the Region, selected from the Museum or brought from outside by appointment or in participation with another public or private organisation.

The Director, with respect to the functions of organisation and control of the parts of the Museum, is responsible for the general management of the Museum. In particular, the Director carries out the following tasks:

- a) concur with the definition of the cultural and institutional planning of the Museum;
- b) prepare planning documents and balance statements, to submit to the Museum organisations for approval;
- c) provide for the realisation of initiatives planned for the valorisation of the collections;
- d) coordinate monitoring and evaluation activities and services, in particular reference to information on the presence of visitors;
- e) organise, regulate and check public services, with respect to regional directives and quality standards as set down in the Museum regulations;
- f) manage the scientific, technical and administrative personnel assigned to the Museum;
- g) provide for training for employees with an aim to offering adequate cover in all roles conforming to Museum standards;
- h) identify strategies for finding the necessary economic resources;
- i) coordinate activities of information, promotion and communication with the public;
- j) coordinate operations necessary to guarantee the suitability of the areas, structures and installations;
- k) supervise the preservation, organisation, exhibition, study of collections, didactic and educational activities, while coordinating the work of those carrying out these functions;
- l) ensure the inventories and catalogues are kept correctly and up-to-date;
- m) supervise the scientific management of the Museum and the creation of research and study plans;
- n) advise on loaning and borrowing works and related procedures;
- o) develop relations with the Superintendent, the Ministry for Culture, the Emilia-Romagna Region Institute of Cultural and Natural Heritage, the Region, the Province and Museums;
- p) regulate the consultation of artistic materials and authorise access to the deposits;
- q) grant permission for studies and reproductions.

The Director may delegate a part of these duties to others in possession of the necessary requirements (curator etc.).

The procedures for naming and revoking the title of Director can be found in the Statute of the Foundation in terms of appointments of responsibility.

Art. 6 - PRESERVATION AND CARE OF THE COLLECTIONS AND MUSEUM HERITAGE

For preservation and care of heritage and collections the Museum has recourse to professionalism with reference to management activities, care and increase of Museum heritage, to the inventory and cataloguing of material, to the identification of exhibitions and furnishings, to documentation and research. In order to guarantee that these functions are carried out efficiently and continually there is a specific professional called the Curator; this person is entrusted with the activities of preservation, documentation, organisation and valorisation of the Museum collections, in agreement with the Director.

In particular the curator:

- a) collaborates with the Director to define the identity and the mission statement of the Museum;
- b) plans and coordinates activities of inventory and cataloguing of the collections according to national and regional standards;
- c) contributes to updating the methodology, standards and instruments of cataloguing used by the Museum through information technology;
- d) arranges in agreement with the Director maintenance, preservation and restoration plans;
- e) cooperates with the Director in the arrangement of the annual exhibition programme;
- f) participates in programmes to increase the collections;
- g) follows the procedure pertaining to transfer of works, to and from the Museum;
- h) ensures the activities of scientific research and study, in collaboration with the Director;
- i) contributes to expand the criteria and plans for exhibiting the collections;
- j) collaborates to the valorisation of the collections through cultural, educational and scientific activities;
- k) cooperates with the Director in the planning and coordination of activities related to temporary exhibitions and publishing in the Museum;
- l) cooperates with the Director in the scientific planning and implementation of temporary exhibitions;
- m) checks and verifies projects to set up temporary exhibitions;
- n) looks after the catalogues and publications related to exhibitions and contributes to the publications related to communication, promotion and publication of the event he / she is responsible for;
- o) collaborates in the planning of didactic and educational activities and other events connected to the exhibitions.

The appointment of a Curator, if it cannot be done with an internal member of the Museum, will be entrusted to an external professional person, specialised in the relevant subjects, by a deed specifying function and responsibility.

Art. 7 - EDUCATIONAL AND DIDACTIC SERVICES

The Museum makes use of suitable professionals for educational services, in reference to the definition of the programmes, the activities of elaboration and coordination of didactic projects, development of the relations with schools and other subjects to whom the offer of educational support is offered, in accordance with the Management.

The person responsible for educational services, selected by the M.I.C. for the *Giocare con l'Arte* (Playing with Art) Laboratory, in particular:

- a) collaborates with the Director and Curator to define the identity and mission statement of the Museum, research projects and the organisation of exhibitions of the collections, to valorise the educational-didactic component;
- b) develops and coordinates the educational services as stated above, organising permanent and periodic activities to support education;
- c) plans and coordinates didactic activities, courses and laboratories related to the permanent collections and temporary exhibitions;
- d) prepares a proposed plan of didactic activities, related to the potential, use and availability of resources of the Museum;
- e) identifies the most appropriate techniques and instruments;
- f) coordinates the personnel and other people providing the services;
- g) plans and coordinates activities of professional development for the educational personnel;
- h) arranges and coordinates the realisation of didactic material to carry out the programmed activities;
- i) provides instruments for documenting, verifying and evaluating activities carried out.

Art. 8 - SURVEILLANCE, GUARDIANSHIP AND WELCOME, MAINTENANCE

With a view to guaranteeing an efficient service regarding technical assistance, welcoming visitors, surveillance and guardianship of exhibition and preservation areas belonging to the Museum, internal and external personnel are assigned on the basis of a suitable service contract, which specifies duties and responsibilities entrusted to each person. The Management employs maintenance personnel who are qualified as to current requirements by law.

In particular, these personnel:

- a) ensure the Museum is opened and closed according to appropriate regulations;
- b) guarantee surveillance of the areas of Museum heritage;
- c) note environmental changes and the state of preservation of the works;
- d) collaborate to guarantee the correct positioning of information, support and protection structures, taking care of periodical maintenance;
- e) deal with the correct functioning of audio-visual devices and installations;
- f) check technical interventions by external collaborators dealing with the maintenance of electrical, thermo hydraulic and telephonic installations, and gardening activities and those relating to refuse collection;
- g) check and report to the Director any faults in security, anti-theft, fire and microclimate monitoring equipment;
- h) oversee cleaning of areas, materials and furnishings;
- i) collaborate with and check the normal cleaning of the works on the basis of plans provided by the Curator of the Museum;
- j) ensure the deposit is correct and organised;
- k) in case of emergencies, administer first aid and advise the Director and, if necessary, the relevant authorities;
- l) ensure that the Museum regulations and security measures are respected;
- m) welcome visitors, controlling access to the rooms to ensure better use of the Museum heritage;
- n) interpret the information needs of the various users;
- o) give information about the courses, works, services and activities at the museum;
- p) act as mediators between the public and Museum personnel for more specific information;
- q) observe and note needs and any difficulties encountered by visitors to the Director;
- r) assist the Director in controlling and monitoring the quality of services offered to the public;
- s) carry out the operations of issuing entrance tickets, distributing informative and promotional material and selling publications and catalogues and other materials available in the Museum bookshop.

In addition to the services available in the Museum it is also possible to request special assistance for OAPs or citizens with economic problems, or to various voluntary organisations.

Art. 9 - PLANNING AND FINANCIAL RESOURCES

The Museum's activity is defined on the basis of the Foundation's planning documents, approved by the organisations in the Museum and proposed by the Director. In the limits of budget availability, the economic and financial resources suitable for guaranteeing respect of the minimum standards for the structure, security, care of the collections and public services are insured to the Museum.

The Foundation budget identifies specific entries which are destined to Museum activities, integrated if necessary with additional resources. In particular support is given to specific projects, arranged by the Director, for which the European Community, the State, the Region, and the Province can intervene through contributions, also public and private sponsors, with an aim to adjusting planning to the policies of the system.

The planning lines related to actions and projects to be realised of the Museum are presented to the Foundation by the Director.

The Management structures provide the realisation of the planned activities in accordance with the regulations regarding budgeting. Periodical reports will be provided to the parts of the Museum with a view to ensuring correct monitoring of programmes and the continual redefinition of the objectives, during the activities and a final report.

All techniques for planning and control are implemented, including the use of suitable quality indicators. The organisation provides for correct information about implemented policies and the relapse of such policies (balance sheet).

Art. 10 - MUSEUM HERITAGE AND COLLECTIONS

The Museum heritage consist of the following:

- collections
- funds
- donations

In particular, the Museum collections consist of cultural goods from sources other than the Council, and those destined to the Museum, and / or those coming from the Foundation, destined to become part of the collections. The growth of the collections is supported through purchases, donations, legacies and deposits, in conjunction with the policies and guidelines set down in the planning documents and / or regulations.

The collections are organised in such a way as to be, at the times stated, freely accessible to visitors; regarding the deposits, access is granted with prior authorisation from the Director in the way described in the Regulations and / or Policies, and is noted in a register with identification and signature by every visitor. The Museum also guarantees accessibility to knowledge coming from the collections, with a view to supporting study and research.

The decisions regarding the opportunity and mode of exhibiting material are made by the Director and, normally, cannot be predetermined in the act of purchase.

The Museum material is registered in inventories, periodically updated, and a card with scientific information is compiled for every work. The operations of loading and unloading of works which cannot be inventoried immediately are noted in the register. Internal movement of works is carried out by personnel from the M.I.C. restoration Laboratory.

The loan of works is normally allowed, for reasons of preservation and security and taking into account the quality of the host these decisions are made by the Director.

Art. 11 - PUBLIC SERVICES

The Museum guarantees public service, intended as the combination of conditions and opportunities offered to the public giving access to the collections and to develop a profitable and active relationship, respecting quality standards established by the Region. ii

The Museum guarantees to all users, removing any impediments, access to the collections and public services listed here:

- opening to the public of exhibition spaces in the way stated in the standards and objectives of quality for Emilia-Romagna Region Museums, with the possibility to book group visits out with normal opening hours. The Foundation establishes the rates of entry tickets and the types of visitors who can take advantage of exemption or reductions;
- communication about the collections on exhibition through specific subsidies to the visit (plan with the number or name of the room, clear indications of routes to follow in each area, signs for services, descriptive panels and explanations of each work);
- guided tours, also in collaboration with local cultural associations;
- didactic and educational services for school pupils and adults;
- organisation of temporary exhibitions to valorise the collections;
- planning of cultural events, also in collaboration with other local cultural institutions;
- realisation of publications about the goods and the historical and territorial context regarding them;
- facilitation of the policies of tourist promotion.

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Art. 12 - POLICIES

The Museum carries out its work following criteria such as quality, simplification of procedures and giving information to the users.

The Museum Director is charged with editing the Policies which identify, in accordance with the present regulations, the specific services provided with indication of the appropriate standards and the method of guardianship of the rights of the users.

The Museum, in collaboration with the Provincial Museum System, promotes research for:

- acquiring elements on user satisfaction regarding the services on offer (claims; questionnaires on line), with reference to respect of the quality standards established;
- honing the instruments of evaluation of number of visitors.

The Policies, with prior approval by the Foundation, will be made public through remote access (website etc.) and will be distributed to anyone asking for a copy.

Art. 13 - FINAL PROVISIONS

For any aspect not covered under these regulations, regional and national law is applicable.

M.I.C. REGULATIONS AND POLICIES INTERNATIONAL MUSEUM OF CERAMICS IN FAENZA

1. PREMISE

The Regulations and Policies constitute the instruments with which the Museum communicates with the users and exchange views.

The Regulations and Policies identify the services which the Museum intends to provide based on its own Regulations, the laws in force and with respect to the needs and expectations of the users, whose satisfaction constitutes one of the Museum's main objectives.

The Regulations and Policies are based on:

- the principles stated in the Directive of the Prime Minister on 27th January 1994 on the supply of public services;
- art. 11 D.Lgs. 286/99 "Reordering and development of the mechanisms and instruments for monitoring and evaluating costs, performance and results of activities carried out by public administrations, according to article 11 of law n. 59 on 15th March 1997";
- Ministerial Decree from 10th May 2001, "Policy act on technical and scientific criteria and operating standards and development of museums" and in particular point VII which defines the relationship of the Museum with the public;
- The International Council of Museums professional Code of Conduct;
- L.R. 18/2000 "Regulations regarding libraries, historical archives, museums and cultural heritage";
- The decision n. 309/2003 of the Regional Committee: "Approval of standards and quality objectives for libraries, historical archives and museums under article 10 of L.R. 18/2000".

Updating of the Regulations and Policies, after prior approval by the M.I.C. Foundation, is scheduled for every three years and in the case of: modification of the regulations regarding Museum services, new service requirements or to take heed of suggestions and observations from users.

The Regulations and Policies are made public on the Museum website and the Provincial Museum System and on paper, they are made available to users and those who request a copy at the welcome and information point in the Museum.

2. PRESENTATION OF THE MUSEUM (HISTORY, AIMS, MISSION STATEMENT)

The International Museum of Ceramics in Faenza, founded in 1908, has acquired collections of ceramics produced all over the world from ancient to modern times; it contains a library which specialises in art and decorative art (particularly relating to ceramics), a photographic archive of Italian majolica, a restoration laboratory and a didactic laboratory.

The Museum is a permanent non-profit making institution, which serves the community, open to the public, whose main aim is to keep, preserve, valorise and promote the study and awareness of its collections and of the cultural and historical ceramic heritage in general, nationally and internationally, in order to preserve the memory and stimulate curiosity of the past and to promote awareness of critical instruments useful for understanding the present better.

The Museum performs its work through:

- the activity of purchasing, preservation, documentation, study, exhibition and communication of its ceramic collections from every era and continent;
- cultural, training, educational and informative initiatives which promote and realise, among other activities, the organisation of temporary exhibitions, seminars and conventions, training courses and work experience, guided visits and laboratories, publications and presentations;
- the activity of scientific research, carried out also in collaboration with ceramicists and cultural institutes operating in Italy and abroad, focussing in particular on the magazine "Faenza", on scientific publications, on exhibitions produced within the structure supplied with catalogues or specific publications, on the creation of ceramic archives. This presides over all catalogue activities and the activity of cataloguing itself.

The Museum operates according to criteria of quality, simplification of procedures and giving information to users.

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3. FUNDAMENTAL PRINCIPLES

The Regulations and Policies are based on the following principles:

- Equality

The Museum supplies its services without distinctions on the grounds of gender, race, language, religion or political opinion and access is guaranteed to all citizens without any limitations whatsoever. The Museum also guarantees access to disabled users through the presence of suitable structures.

- Impartiality

The Museum bases its conduct on the principles of objectivity, justice and impartiality. Users can count on the ability and availability of personnel in satisfaction of their needs, expectations and requests.

- Continuity

The services are supplied continually and regularly, under the conditions and at the times established. Any interruptions of services are promptly communicated and all necessary measures are taken to reduce the inconvenience to users.

- Security and discretion

The Museum guarantees that the services provided comply with the regulations in force regarding safety and are fully in accordance with laws on privacy. Users personal information is used exclusively by the Museum and are not accessible by unauthorised personnel, nor are they given to third parties.

- Willingness and clarity

The Museum personnel base their behaviour with the public on the premises of politeness, courtesy and collaboration and on the principle of simplifying bureaucratic procedures. The employees try to provide services in a clear and understandable way, using language which is easy for users to understand. Personnel are trained to use their name when dealing with users, also in the case of telephone communication and letters (ordinary and electronic).

- Service quality

The Museum arranges its management and operation on the basis of quality standards and objectives as stated in the Ministerial Decree form 10th May 2001 and from the Regional Committee n. 309/2003: "Approval of quality standards and objectives for libraries, historical archives and museums in art. 10 of L.R. 18/2000".

The Museum provides services according to criteria of effectiveness and efficiency, using suitable indicators to evaluate the quality of services supplied. In particular:

- by effectiveness, the supply of services of the highest level regarding quantity and quality regarding users' needs and satisfying them;

- by efficiency, the supply of services of the highest level regarding quantity and quality regarding available resources and established programme, in terms of simplification, less bureaucracy and reduced costs.

- Participation

The Museum promotes the participation of users, individually or in groups, with a view to their collaboration and improvement of the quality of services, identifying the methods through which they can express and communicate suggestions, observations, requests and claims.

4. USER RIGHTS AND RESPONSIBILITIES

4.1. User rights

Everyone can enter the Museum and use the services according to the regulations and policies set out.

Users have the right to:

- receive clear and efficient information about Museum offers and how to get access to services and initiatives;
- communicate with the Museum by all available means.

The Museum has an information and booking point.

It is possible to communicate with personnel by telephone, fax and e-mail.

Other information is available by consulting the Museum website and the Provincial Museum System, or using the Museum information form.

Opening hours are established by the M.I.C. Foundation in accordance with the Museum Management, with respect to current standards, and are published through information leaflets, the Museum website, the Public Relations Office, the IAT website etc.

Access to the Museum requires an entry ticket, which may be reduced, according to decisions taken by the M.I.C. Foundation, which also determines the user categories eligible for reductions. The tariffs, ticket costs, services and rights are displayed to the public on lists.

To guarantee a regular programme of visits booking is essential in the case of group visits, whether or not a guide has been requested. Booking is also required for didactic activities and laboratories. Bookings can be made during Museum opening hours, by telephone or on the website.

4.2 User responsibilities

Museum users must respect the regulations of good behaviour with respect to other users and Museum personnel. Incorrect behaviour may lead to removal from the Museum.

Visitors must leave large bags at the Museum entrance.

The following are not allowed in the Museum:

- animals or any object which could present a risk to the safety of people, the building, or the structures;
- take photographs or film without authorisation;
- smoke in any part of the Museum;
- use mobile phones in the exhibition areas;
- consume food or drinks in the exhibition areas.

5. SERVICES

The Museum provides the following services:

- visits;
- access to heritage;
- consultation;
- cultural projects;
- didactic and training programmes;
- promotion.

5.1 Visits

SERVICE	DESCRIPTION	CONDITIONS
visit	possibility of access to all exhibition areas during opening hours	recipients: no restrictions access: on the basis of the price list displayed to the public by the M.I.C. Foundation
group visits	organised visits, with or without a guide; booking necessary in some cases (schools and groups)	recipients: groups access: on the basis of the price list displayed to the public by the M.I.C. Foundation

5.2 Access to heritage

SERVICE	DESCRIPTION	CONDITIONS
consultation	possibility of access to the heritage approved for consultation, in the appropriate spaces of the Library / Archive; individual consultation (internet, databases etc.) on Library workstations	recipients: no restrictions access - free, must be booked in advance
loans	loans of library material	recipients: no restrictions access - free, must be booked in advance
	inter-library loans of published material included in this service	recipients: no restrictions access - to be arranged
duplication and reproduction	reproduction (video, photo, cinema, television) of heritage with respect to copyright law	recipients: no restrictions access - on payment, as specified by the Board of Directors of the M.I.C. Foundation
transfer of rights	transfer of economic rights on materials of which the Museum holds the rights	recipients: restricted depending on the reasons for the request access: on payment, with the exception of contracts where the Museum publishes exhibition catalogues or from its own collections
transfer of spaces	permission to use spaces for meetings, temporary exhibitions, library, auditorium, including furniture, for cultural activities, in the presence of personnel and / or a Museum technician	recipients: cultural associations, companies, individuals for cultural initiatives access - to be arranged
N.B. The possibility to access the Museum Heritage is stated in great detail in the regulations approved by the Foundation for the operation (and policies) of the M.I.C. library, for permission to photograph the archives (or filming), for permission to use exhibition rooms, for access to the deposits, for authorisation to borrow works for cultural events and exhibitions.		

5.3 Consultation

SERVICE	DESCRIPTION	CONDITIONS
bibliographic consultation	local, national and international research on paper and / or using free databases available on the internet	recipients: no restrictions access: free
	locating on-line of documents belonging to other libraries	recipients: no restrictions access: free
	delivery / recovery of documents and supply of copies	recipients: no restrictions access: free
archive consultation	assisted consultation of Museum funds	recipients: no restriction access: free
	archive research of Museum funds	recipients: no restrictions access: to be arranged

methodological- didactic consultation	elaboration of projects, didactic courses and thematic study	recipients: teachers and schools, research institutes access: to be arranged
	research and indications on the use of documents, audiovisual and multimedia materials, beginning with resources in the Museum, also for activities in individual schools, laboratories and special projects	recipients: teachers and schools, research institutes access: to be arranged
	planning of visits to temporary visits	recipients: students and schools, other interested associations / organisations access: to be arranged

5.4 Cultural projects

SERVICE	DESCRIPTION	CONDITIONS
research for third parties	research for third parties on shared projects or otherwise	recipients: no restrictions access: to be arranged
cultural events	organisation and implementation of meetings with authors and presentation of works	recipients: no restrictions access: free / to be arranged
	organisation and implementation of conferences	recipients: no restrictions access: free / to be arranged
	organisation and implementation of conventions and seminars	recipients: no restrictions access: free / to be arranged
	organisation and implementation of film showings	recipients: no restrictions access: to be arranged
	organisation and implementation of any other event useful for awareness of cultural heritage, including entertainment	recipients: no restrictions access: to be arranged

5.5 Training and didactics

SERVICE	DESCRIPTION	CONDITIONS
didactic activity	activity designed for various school levels, described analytically in a booklet available on-line, carried out in the Museum, in Italy, and remotely	recipients: students and teachers access: on payment
adult training courses	organisation and implementation of laboratories and meetings, also in collaboration with Universities or other adult training centres, includes lessons and guided visits	recipients: no restrictions access: on payment
work experience	tutoring through projects, assistance and training, tests carried out on themes of Museum organisation and other disciplines pertaining to the Museum	recipients: work experience students access: to be arranged
thesis support	tutoring through assistance in the research and consultation of editing theses	recipients: under-graduates access: to be arranged

teacher training	organisation and implementation of training courses	recipients: teachers access: on payment
	training courses on request from education institutes	recipients: teachers access: on payment

5.6 Promotion and communication

SERVICE	DESCRIPTION	CONDITIONS
publications	realisation of various publications (Museum guides, catalogues, notebooks, acts, videos, databases): including editing and review	recipients: no restrictions
	specific contributions to insert in the M.I.C. Foundation portal	recipients: no restrictions
	distribution of publications	recipients: no restrictions access: normally on payment
objects	distribution of objects, posters, CD-ROMs, videos, gadgets etc.	recipients: no restrictions access: normally on payment
internet communication	web updates	recipients: no restrictions access: free
For more information on services, users can contact the welcome and information point at the Museum (Tel: 0546 697311 / 697308) and / or using the Museum e-mail address (info@micfaenza.org).		

6. QUALITY STANDARDS

The Museum specifies the quality standards in force by Ministerial Decree on 10th May 2001 as well as from Regional Committee n. 309 / 2003: "*Approval of quality standards and objectives for libraries, historical archives and museums under art. 10 of L.R. 18 / 2000*".

In order to allow verification of the quality of services provided the Regulations and Policies fixes standard reference values apart from those indicated, that is the values the Museum intends to reach.

6.1 Legal status

DIMENSION	INDICATOR	STANDARD
regulation	possession of Regulations	Museum regulations approved by the appropriate organisation
transparency	possession of Regulations and Policies	Regulations and Policies adopted, published, present in the bookshop and website and updated periodically

6.2 Planning and financial resources

DIMENSION	INDICATOR	STANDARD
planning and control	planning instruments	planning documents approved within the specified time frame
	reporting and control instruments	reporting documents approved

6.3 Structure and security

DIMENSION	INDICATOR	STANDARD
security	antitheft, fire prevention	presence of modern equipment which is checked regularly
	security devices in place (exhibition rooms and deposits)	adherence to regulations; presence of security signs
comfort	cleaning	cleaning: daily in exhibition rooms, every other day in service areas, laboratories, offices and library
	lighting	positioning of adequate lighting in consultation room
	heating	minimum winter temperature in exhibition spaces of 17°C minimum winter temperature in consultation room of 20°C
accessibility	users in general	suitability of access points (street)
	disabled users	possibility of disabled access; parking reserved for disabled users

6.4 Organisation and human resources

DIMENSION	INDICATOR	STANDARD
organisation	Museum Director	identified by formal act as the person responsible for managing the Museum
fundamental functions	management; preservation; didactics; guardianship	all fundamental functions checked
professionalism	qualifications, experience	for all roles, satisfying the requirements of the professional profiles
updating	training	set number of hours of qualified and certified courses or self training equal to conditions in the contract

6.5 Management and care of the collections

DIMENSION	INDICATOR	STANDARD
preservation	monitoring the conditions of preservation, inventory confirmation	annual
organisation and cataloguing	presence of inventories and catalogues	appropriate documentation

6.6 Public services (see paragraph 5)

SERVICE	INDICATOR	STANDARD
accessibility	range of public opening hours	at least 21 hours library opening per week (closed in August); at least 36 hours exhibition room opening per week, including Saturday and Sunday
welcoming	maximum visibility, clarity and complete internal and external signs; easy of access to the information and booking point	full name of Museum, opening hours and Museum System information displayed outside; floor plan and prices displayed at the entrance; various services signposted (bookshop, toilets, lift etc.); continued presence of an employee during opening hours, at the information and booking point (also accessible via telephone and internet)
visit assistance	availability of a Museum guide and publications (catalogues, leaflets etc.); Identification of all works on display	periodical updating of the Museum guide; 3 publications produced and distributed annually, at least one bilingual; complete descriptions of all works; multimedia information panels with installations and interactive CD-ROMs; open bookshop with volumes, objects, posters, CD-ROMs, videos, gadgets etc.
didactics	planning of activities	annual publication of educational-didactic activities; realisation of activities on specialised subjects (booking necessary)
consultation	availability of the instruments necessary for consulting the heritage, including electronic databases, internet workstations etc.; access to places for consulting the heritage; ease of access to the forms	continued consultation during opening hours of the relevant services; availability of forms
distribution of consultation	lack of requests	delivered within 30 minutes
loans	local loans (of those admitted) of bibliographic material	immediate (when present)
	inter-library loans of those admitted	immediate (when present) or by post
reproductions	request for reproductions	within 10 working days of the request, unless other arrangements have been made
research projects and specialised consultation	scientific contents	presence of expert
specialised consultation	promptness of service	presence: same day or as planned; telephone / letter: 1-15 working days or as planned
cultural events	planning of cultural events	various cultural events organised without interruption, in collaboration with public or private bodies

information and communication to the public	press release for specific events	promptness (minimum 4 days before the event)
information and communication to the public	information given through periodicals and / or the Museum website	prompt communication of files; prompt updating of news and quarterly updating of website pages
N.B. Certain Museum public services are detailed in the regulations approved by the M.I.C. Foundation: for operations (and policies) of the M.I.C. library, for the permission of photographing archives (or filming) etc.		

8. USER PARTICIPATION - RIGHTS

In order to evaluate the quality of services offered, conformity to standards, the level of user satisfaction, occasional checks on the quality and efficiency of services are carried out to establish user expectations and statistics on the use of the structures.

To facilitate correct evaluation of these statistics, with reference to comparison techniques using several analogous situations, the methods used are defined by the Provincial Museum System in collaboration with Emilia-Romagna Region Cultural Heritage Institute.

The Museum obtains information on user satisfaction from questionnaires and claims, also through the suggestion box at the Museum (and from the internet).

Comments may be oral, written, telephoned or sent by fax or e-mail. They must contain contact information of the person submitting the suggestions and should be addressed to the Director. The Museum guarantees on request a reply within a maximum of 30 working days. The collection of comments will be the basis for an annual report by the Director to submit to the Board of Directors of the M.I.C. Foundation, which will examine proposals of modification to the current regulations.

Thanks to these analyses (numbers of visitors; questionnaires; claims and suggestions), the M.I.C. Foundation supplies accurate information about policies and changes to such policies.

ANALYSIS OF SOCIAL IMPACT	INDICATOR	STANDARD
monitoring visits	number of visitors	system of counting in place (ticket block, also for free entries)
monitoring quality	satisfaction related to services and standards (claims, questionnaires)	examination of received claims, reply sent within 30 working days (if requested); periodical distribution of questionnaires (also on-line), at least once a year; results analysis

The participatory process of the Museum aims to reduce the gaps between expected standards and to anticipate any possible problems, thanks to collaborative cooperation by the users. In order to strengthen people's rights, the Museum reserves the right to arrange other forms and mechanisms of guardianship in case of lack of respect for the principles contained in these regulations.

People and users are requested to formulate observations and proposals on the application form in the Regulations and Policies, sending them to the welcome and information point at the Museum and / or to the Museum e-mail address.