



Service Quality Charter 2024

INTRODUCTION

WHAT IS THE SERVICE QUALITY CHARTER?

The *Service Quality Charter* is designed to establish principles and regulations governing the relationship between service-providing institutions and the citizens who benefit from them. It serves as a true "pact" with users—an essential tool for communication and information that allows them to:

- Learn about the services offered, their terms, and the promised standards
- Verify that commitments are upheld
- Provide feedback, including submitting complaints when necessary.

The adoption of the *Service Quality Charter* by institutions of the *Ministero della Cultura* is part of a broader effort to enhance the cultural heritage they preserve. It also aims to align service organization with user expectations while ensuring the protection and advancement of research. The *Charter* will be updated periodically to maintain high quality standards and reflect improvements. These updates may result from enhancement projects, often informed by ongoing user feedback and periodic evaluations.

PRINCIPLES

In carrying out its institutional activities, the Library adheres to the following **fundamental principles**:

- *transparency*

Transparency is understood as total accessibility to information. Public administrations must promote maximum transparency in their organization and activities. Adhering to this principle is fundamental to improving service quality, as outlined in CiVIT resolutions (*notably No. 88/2010 and No. 3/2012*).

Recent regulations require public administrations to ensure the continuous updating, completeness, integrity, and ease of consultation of information.

- *equality and impartiality*

Services are provided based on the principle of equality, ensuring fair treatment for all citizens regardless of nationality, gender, language, religion, or political beliefs.

The Library is committed to eliminating inefficiencies and promoting initiatives that facilitate access and usability for foreign citizens, individuals with motor, sensory, or

cognitive disabilities, and those facing social or cultural disadvantages.

All tools and activities related to information, communication, documentation, research assistance, education, and teaching are conducted with objectivity, fairness, and impartiality.

- *continuity*

The Library ensures the continuous and regular provision of its services. In the event of difficulties or disruptions, users will be informed in advance, and all necessary measures will be taken to minimize inconvenience.

- *participation*

The institution promotes transparency regarding its activities and considers the needs and suggestions expressed by users—both individually and collectively—when making management decisions.

- *efficiency and effectiveness*

The Library director and staff are committed to continuously improving the efficiency and effectiveness of services by adopting the most functional technological, organizational, and procedural solutions.

Legal and institutional nature

The Riccardiana Library is a peripheral institution of the Ministero della Cultura – Directorate-General for Libraries and Copyright.

It is housed in a palace that originally belonged to the Medici family and was sold to the Riccardi family in 1659.

One of the library's most distinctive features is its preservation of historical collections assembled by various members of the Riccardi family, maintained in their original designated locations as intended by the owners.

The Riccardi, one of Florence's wealthiest and most powerful families, rose to prominence in the second half of the 16th century and reached the height of their prestige when Marquises Gabriello and Francesco Riccardi purchased the Palazzo di Via Larga from the Medici for 40,000 scudi.

Following extensive renovations and expansions, the palace became the magnificent home of their library and art collection.

The ballroom, famous for its frescoes by Luca Giordano, served as the vestibule to the Library Hall—now the Study Room—where the painter adorned the ceiling with an elaborate iconographic

program of remarkable unity and grandeur.

Even today, visitors can admire the magnificent gilded and carved bookshelves, which allow the Riccardiana Library to retain the authentic atmosphere of a late 17th-century aristocratic library, preserved perfectly in its original structure.

In the 16th century, Riccardo Romolo Riccardi founded and expanded the library's collection. In the late 1600s, Francesco Riccardi further enriched it, thanks in part to the dowry of his wife, Cassandra Capponi. Her father, Vincenzo Capponi, a distinguished scholar and intellectual with ties to Galileo's circle, included a portion of his library—rich in scientific and philosophical texts—as part of her dowry.

In the 18th century, the Riccardi family's fortunes declined, and financial troubles affected the library as well. It was put up for auction, risking removal from Florence, but in 1813, the municipality purchased it and transferred it to the State two years later. From that moment on, the Riccardiana Library became public, although scholars had already been granted access during the Riccardi era. As early as 1737, intellectuals could consult the library's precious collection, as evidenced by a loan register preserved within the institution.

The manuscript collection is particularly valuable, boasting autographs by Petrarch, Boccaccio, Savonarola, and the greatest Humanists such as Alberti, Ficino, Poliziano, and Pico della Mirandola. It also includes illuminated codices, exquisite bindings, and significant collections of aristocratic and humanist libraries, along with correspondence from notable figures and rare materials on theater, pharmacopoeia, travel, history and literature.

ADDRESSES AND CONTACTS:

Riccardiana Library

Via Ginori 10 - 50123 FLORENCE

Tel. +39 055 212586

PEO: b-ricc@cultura.gov.it -

PEC: b-ricc@pec.cultura.gov.it -

<http://www.riccardiana.firenze.sbn.it/>

Duties and services

The Riccardiana Library operates within the framework of state public libraries under the authority of the Ministry of Culture. It carries out its institutional responsibilities as defined by the Regulations for State Public Libraries, its Internal Regulations, and the Code of Cultural Heritage and Landscape.

The library's primary and essential mission is to preserve, expand, and enhance its historical collections, ensuring their protection from any potential deterioration. This is done in a way that maximizes both their conservation and accessibility in their original location.

Additionally, the Riccardiana Library is responsible for documenting its holdings and providing bibliographic information.

The library ensures access to its collections through different modalities, always prioritizing the highest standards of preservation and protection.

Collections

- **Manuscripts:** 4,460 volumes and 5,620 loose sheets, including notable collections from:
 - Giovanni Lami
 - Giovan Battista Fagiuoli
 - Lorenzo Mehus
 - Mario Pieri
- **Correspondence** - Letters and documents from:
 - Leopoldo Galeotti
 - Ettore Socci
 - Giovanni Rosadi
 - Renato Fucini
 - Niccolò Rodolico
 - Various other correspondences
- **Drawings:** 276 drawings from the Riccardi collection
- **Additional collections:**
 - Segrè Collection (focused on studies about Petrarch)
 - Uzielli Collection (geographical interest)
 - Del Rosso Collection (miscellaneous works on antique architecture)
 - Rodolico Collection

- **Printed works:** 73,342 volumes, including:
 - 725 incunabula (books printed before 1501)
 - 3,880 books from the 16th century
- **Periodicals:** 654 titles

The library holds microfilm copies of nearly all its manuscripts and correspondences. Additionally, 867 manuscripts are accessible online via the digital archive, totaling 159,906 individual images, along with approximately 7,000 images of manuscript illuminations.

The digital archive is continuously expanding.

The Library offers the following services to the public:

- consultation
- bibliographic information
- loan for exhibitions
- reproductions
- internet access
- bibliographic exhibitions
- organization of guided tours
- use of monumental spaces (Reading Room, Exhibition Hall, Director's Hall)

ACCESS

By reservation, by writing to: b-ricc.direzione@cultura.gov.it

OPENING HOURS

Monday and Thursday: 8.15 AM – 5.30 PM

Tuesday, Wednesday, and Friday: 8.15 AM – 2.00 PM

Regular closures: Saturday, Sunday, public holidays (civil and religious), and the patron saint's day (St. John, June 24).

Extraordinary closure: 15 days per year in August (dates may vary for organizational needs), dedicated to dusting and checking documentary materials.

Access, wait times for cards and/or authorizations

Access to the Library requires a valid, original ID and is permitted from the age of 16. Visitors must obtain a free annual library card, which can be renewed. (See the internal regulations for authorization procedures regarding consultation of ancient and valuable materials.)

Minors must be accompanied by a parent at the time of registration.

Wait time: Issuance or renewal of the library card is guaranteed within 30 minutes of arrival at the Library.

WELCOME

Information and guidance

A librarian is available to provide readers with information about the Library's services, its collections, and bibliographic assistance.

The Public Relations Office is located within the Library's Directorate. A free informational brochure in Italian and English is available at the reception desk.

Website

Basic information about services, collections, and the history of the Riccardiana Library can be found on the website: <http://www.riccardiana.firenze.sbn.it/>.

Temporary changes to opening hours are announced on the homepage, particularly in the Public Notices section.

Signage

An orientation map is available at the reception desk. All rooms are equipped with safety signage.

Accessible entry for individuals with disabilities

The Library provides access for people with disabilities, including an elevator and ramp, as well as an accessible restroom.

USE OF LIBRARY

Accommodation capacity

Study room: 20 consultation places with electric sockets for computers and a computer available to the public for bibliographical research.

Wifi connection in the study Room.

Catalogue room: 4 consultation places.

Availability of usable material

documents available for consultation on open shelves

About 1000 volumes.

Consultation of ancient and rare documents

Distribution of ancient and modern material is continuous during Library opening hours (except for modern material stored in Palazzo Neroni).

Readers may request up to 10 units per day for consultation. If the Library is open in the afternoon, up to 15 units may be requested.

The reading Room staff may impose limitations on material distribution based on document type and library attendance. Only one document may be consulted at a time, unless special permission is granted by the reading Room staff.

Modern documentation

Up to 10 units per day may be requested for reading. No more than three documents may be consulted simultaneously.

Other types of documents

Access is determined based on needs and reading room attendance.

Wait times for material delivery

Ancient and Rare Documentation:

Approx. 15 minutes.

Modern Documentation:

On-site documents: Approx. 15 minutes.

Documents stored at Palazzo Neroni: Available via two daily distributions, at 11:00 AM and 3:00 PM.

Document deposit duration

Materials may remain on deposit until the last day of the current month.

Assistance from qualified staff

Staff members are available to assist the public throughout opening hours.

Availability of Research Tools and Aids

Manuscript Catalogs

- Inventory and Valuation of the Riccardi Library – Manuscripts and 15th-century editions. Florence, 1810 (also available in PDF).
- Giovanni Lami, *Catalogus codicum manuscriptorum qui in Bibliotheca Riccardiana adservantur*. Liburni, ex typographio Antonii Sanctinii & sociorum, 1756 (also available in PDF).
- Salomone Morpurgo, *I manoscritti della Biblioteca Riccardiana di Firenze*, Vol. I: *I manoscritti italiani*. Rome, 1900. Catalog of Italian manuscripts from Ricc. 1002 to Ricc. 1700.
- Alphabetical Author Catalog of Manuscripts (manuscript) – Compiled in the second half of the 19th century with subsequent additions (also available in the Italian Digital Library).
- I manoscritti della Biblioteca Riccardiana di Firenze (from Ricc. 3235 to Ricc. 3421), edited by Maria Prunai Falciani with the collaboration of Rosaria Di Loreto D'Alfonso, [Rome], Istituto Poligrafico e Zecca dello Stato, Libreria dello Stato, 1996 (*Indices and Catalogs*, 22).
- Catalog of Manuscripts of the Biblioteca Riccardiana di Firenze: Ricc. 221-320, edited by Francesca Mazzanti and Maria Luisa Tanganelli. Rome, Istituto Poligrafico e Zecca dello Stato, 2018 (*Indices and Catalogs*, 27).
- Catalog of Manuscripts of the Biblioteca Riccardiana di Firenze: Ricc. 321-420, edited by Francesca Mazzanti and Maria Luisa Tanganelli. Rome, Istituto Poligrafico e Zecca dello Stato, 2019 (*Indices and Catalogs*, 27).
- Catalog of Manuscripts of the Biblioteca Riccardiana di Firenze: Ricc. 421-520, edited by Francesca Mazzanti and Maria Luisa Tanganelli, with a preface by Francesca Gallori. Rome, Istituto Poligrafico e Zecca dello Stato, 2022 (*Indices and Catalogs*, 27).

Arabic Manuscripts

- Olga Pinto, *Manoscritti arabi delle biblioteche governative di Firenze non ancora catalogati*. Florence, Olschki, 1935.
- Lupo Buonazia, *Catalogo dei manoscritti arabici della R. Biblioteca Riccardiana fatto...nell'anno 1867* (manuscript).

Greek Manuscripts

- Girolamo Vitelli, *Indice dei codici greci Riccardiani, Magliabechiani e Marucelliani*. Florence, F.lli Bencini, 1894.
- Alphabetical Card Catalog of Newly Acquired Manuscripts
- Card Catalog of Correspondence, Organized by Sender and Recipient
- Card Catalog of Manuscript Bibliographies.

Printed Materials Catalogs

- Alphabetical Catalog of Rare Editions (manuscript) – Compiled in the 19th century, includes incunabula and early 16th-century prints.
- Alphabetical Author Catalog of Ancient Printed Works (1500-1900) – Also available online.
- Catalog of Incunabula.
- Alphabetical Author Catalog of Modern Printed Works – Closed since 2003.
- Subject Catalog – Closed since 2003.
- Periodicals Catalog.

Since 2003, cataloging records for new acquisitions of both ancient and modern printed works, as well as retrospective cataloging of international card catalogs for works from 1831 onward, are available in the SBN (National Library Service) online catalog, accessible through the OPAC of the National Central Library of Florence (BNCF), to which the Biblioteca Riccardiana belongs.

Online Catalogs

- MANUS Online – Census of manuscripts in Italian libraries.
- Digitized Alphabetical Author Catalog of Printed Works (1500-1899) – Available online.

Bibliographic repertoires and specialized bibliographies

A selection of bibliographic repertoires and studies, particularly focused on manuscript research and early printed books, is available for consultation.

Online bibliographic repertoires

- Teca Digitale dei Manoscritti (Digital Manuscript Archive)
- Colori Online (Online Database of Colors in Manuscripts)
- Legature Online (Bindings Database)
- EDIT16 – Census of 16th-century Italian editions
- Banca Dati Immagini Storia Economica – Economic History Image Database (Istituto Datini di Prato) <http://www.istitutodatini.it/>
- Manoscritti Danteschi – Dante Manuscripts (Società Dantesca Italiana) <http://www.danteonline.it/>
- ISTC (Incunabula Short Title Catalogue) – [https://data.cerl.org/istc/ search](https://data.cerl.org/istc/search)
- Fondazione Memofonte – Digital resources for art history research
- Watermark Catalog of Dated Manuscripts from the Library – Available for consultation on-site.

LOANS

Local Loan: Not available.

Loan for Exhibitions: Available for exhibitions in Italy and abroad.

INTERLIBRARY LOAN

Not available.

REPRODUCTIONS

Request Hours

Monday and Thursday: 8.15 AM – 5.00 PM

Tuesday, Wednesday, and Friday: 8.15 AM – 1.30 PM

Pickup Hours

The service is handled by an authorized photography company.

Payment

Payments are made directly to the authorized photography company.

Self-service reproductions

According to Law No. 124 of August 4, 2017, reproductions using personal devices are permitted under current copyright laws and Article 108 of the Cultural Heritage and Landscape Code, with the following conditions:

free reproduction is allowed only for purposes of study, research, freedom of expression, creative work, and cultural heritage promotion, provided there is no commercial intent.

Reproduction must comply with copyright laws (Law No. 633 of April 22, 1941, and subsequent amendments).

Reproductions must be made without physical contact with the material, without exposure to light sources, and without the use of stands or tripods.

Legitimately acquired images of cultural heritage items can be freely shared as long as they cannot be reproduced for commercial purposes.

Possibility of Photographs.

No photocopying.

Reproductions for publication purposes require a request for authorisation (free of charge or for a fee) as per current legislation (information on the Library's institutional website of the Library).

Requests for authorisation to publish may be made in the study room or sent by email using the appropriate form downloadable from the website.

Requests for remote reproductions

Requests for reproductions should be addressed to the email address of the Library's Reproductions Office (b-ricc.riproduzioni@cultura.gov.it) also using the appropriate forms available on the website.

BIBLIOGRAPHIC INFORMATION AT A DISTANCE

Requests by email:

By e-mail to the addresses available on the site, in particular: b-ricc.informazioni@cultura.gov.it.

Online search

BNCF OPAC: <https://opac.bncf.firenze.sbn.it/bncf-prod/>

Catalogue of printed books from 1500 to 1900:

<http://www.riccardiana.firenze.sbn.it/index.php/it/raccolte-digitali/catalogo-deglistampati>

MANUS ON LINE:

<https://manus.iccu.sbn.it/web/manus>

LIBRARY WEBSITE:

<http://www.riccardiana.firenze.sbn.it/index.php/it/>

Availability of documents usable at a distance in relation to the holdings

Digital copies of documents held by the library can be consulted via the *Teca Digitale* accessible from the website. The *Teca Digitale* is gradually being expanded thanks to digitisation projects. It is possible to consult about 867 manuscripts, 7000 images of miniatures in the *On line colors* and about 320 antique and valuable manuscript bindings in the *Online bindings* database.

EFFECTIVENESS OF MEDIATION

Management - URP:

Roberta Masini Tel. +39 55 293385

e-mail: b-ricc.direzione@cultura.gov.it

Administrative office:

Adriana Siano

Donatella Geri

Tel. +39 55 211379

e-mail: b-ricc.amministrazione@cultura.gov.it

Protocol Office:

Alexis Gabriele Gerakis Tel. +39 055 212586

e-mail: b-ricc.segreteria@cultura.gov.it

Manuscripts:

Roberta Masini Tel. +39 055 293385

e-mail: b-ricc.direzione@cultura.gov.it

e-mail: b-ricc.manoscritti@cultura.gov.it

Ancient and modern printed books

Rossella Giovannetti Tel. +39 55 212586

e-mail: b-ricc.informazioni@cultura.gov.it

Antique and Modern Purchases

Roberta Masini

Rossella Giovannetti

Tel. +39 055 212586

e-mail: b-ricc.stampati@cultura.gov.it

Exhibitions:

Roberta Masini Tel. +39 055 293385

e-mail: b-ricc.direzione@cultura.gov.it

Rossella Giovannetti Tel. +39 055 212586

e-mail: b-ricc.riproduzioni@cultura.gov.it

Photographic reproductions

Rossella Giovannetti Tel. +39 055 212586

e-mail: b-ricc.riproduzioni@cultura.gov.it

Response time:

No more than 10 days

ADDITIONAL SERVICES:

Bookshop: NO

Cafeteria: NO

Vending machines: NO

Cloakroom / Object deposit: free and unattended at the entrance to the library.

It consists of 22 boxes of different sizes equipped with a key.

ENHANCEMENT

The Library organises autonomously and/or with other institutions exhibitions and events in

premises (conferences, meetings, concerts, editorial presentations, etc.); collaborates in exhibitions in Italy and abroad with the loan of manuscripts and ancient and of particular value. The Library publishes the catalogues of the exhibitions it organises and contributes, with bibliographic records, to the catalogues of exhibitions in which it participates with the loan of its own antique and rare works.

The Library enters into agreements with universities, research institutes and other cultural institutions in Italy and abroad; with the Region of Tuscany, the Municipality of Florence and other local authorities.

In particular, it collaborates with the Metropolitan City of Florence since the library's library is located in the Medici Riccardi Palace.

Dissemination of activities

The initiatives are publicised at the headquarters with printed material, on the website, on the date base of the MIC and through mailing lists.

Education and didactics

Guided tours: on request, guided tours of the monumental halls and educational visits with direct viewing of manuscripts.

COMPLAINTS, PROPOSALS, SUGGESTIONS

Activities, services and procedures are subject to continuous improvement in relation to the available human and financial resources. In the event that users find that the commitments contained in the Service Quality Charter, they may make specific complaints using the forms available in the Library or by sending the complaint by post or e-mail:

b-ricc.direzione@cultura.gov.it.

The Riccardiana Library periodically monitors complaints and undertakes to reply within 30 days . Users may also formulate proposals and suggestions aimed at improving organisation and the provision of services, which will be carefully analysis.

The Service Quality Charter is available to users at the entrance to the facility (also in paper (format) and on the Library's institutional website and is periodically updated.

MINISTERO della Cultura
Biblioteca Riccardiana

Address

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Phone

.....

E-mail

SUGGESTIONS AND COMPLAINTS FORM

First name: _____

Surname: _____

Address: _____

Nationality: _____

Phone: _____

E-mail: _____

Comments:

Date

Signature:

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

We will answer within 30 working days