



Service quality charter

What is the Service quality charter?

The Service quality charter details the principles and rules that govern the relationship between administrations that provide services and the citizens who use them. It is an actual "agreement" with the users, a communication and information tool that enables them to find out about the available services and the expected modes and standards these services must meet, verify that the commitments made are complied with, express one's own assessments even through complaints (ask for the form at the ticket counter).

The introduction of the Service quality charter by the MAN-Art Museum of the Province of Nuoro is part of a series of initiatives designed to promote a greater awareness and exploitation of the cultural heritage it oversees and as far as possible, without jeopardizing the conservation and research activities, adapt the organisation of the activities to the expectations of the users.

The Charter is updated on a regular basis to consolidate the quality levels previously achieved and assess the positive changes that have been introduced through improvement projects, which may also be triggered by the regular monitoring of the user's opinions. The Charter is advertised through publication on the institutional site's of the Nuoro Province and MAN: a hardcopy is kept at the front-office available to users and to anyone who may request it.

Fundamental principles

The MAN, in the performance of its institutional activities, takes its cue from the "fundamental principles" outlined in the Directive of the President of the Council of Ministers of 27 January 1994.

Equality and impartiality

He services are provided according to the principle of equality and guarantees that all citizens shall be treated alike without distinction of nationality, sex, language, religion or political affiliation.

Continuity

The MAN guarantees the continuity and regular supply of the services. In the event of difficulties or obstacles it undertakes to warn the users in advance and to take all necessary measures to reduce any inconvenience to the minimum.

Participation

The institute promotes information on the activities performed and, in making its management choices, bears in mind the needs expressed and the suggestions made by the users, either individually or as a group.



Efficiency and effectiveness

The Director and Staff of MAN pursue the aim of constantly improving the efficiency and effectiveness of the service by adopting technological, organisational and procedural solutions that may best achieve this goal.

Courtesy

In its dealings with the public, all MAN personnel apply the principle of courtesy by issuing its services in the clearest and most accessible form to the different target audiences.

Museum presentation

Legal status

Since 1999 - the year it opened to the public - to 2003, the MAN was included as an "office" of the Culture Department of the Nuoro Provincial Administration, with an internal organisation matching the one of the organism it belonged to. In 2004 the Museum became an Institution of the Province of Nuoro with independent management and without independent legal status.

Location and history

The initial idea of a Provincial Picture Gallery was soon replaced by the concept of a modern museum. The first nucleus of the collection, made up of works from the Province, the Municipality and the Chamber of Commerce, was the tangible and shared base on which to construct a dynamic project that heeded its own territory. The MAN is located in the historic centre of Nuoro, in Via Sebastiano Satta, which runs into the square of the same name. In the years prior to its public opening, the current museum premises had to be restored in order that the museum be certified according to international standards, along formally rigorous and transparent lines, focused on the museum's primary purpose: to display the permanent collection, organise temporary exhibits and provide services to the public. The museum is located on four floors (including the ground floor), and the spaces have been divided as follows: on the ground floor there's an exhibition space for temporary exhibitions, a hall for educational services, a foyer which houses a reception desk, ticket counter, catalogue bookshop and security; the first floor has an exhibition space, four offices, a storage room; on the second floor there are more exhibition spaces; on the third floor there's a large exhibition space, usually given over to the temporary exhibitions.

For a few years now MAN has begun a general overhaul and expansion process which, starting out from its initial premises and through a series of mergers, has now turned it into a widespread system and an important partner in the organisation of the town's historic centre. In the future it should become an even more multi-purpose institution equipped with workshop spaces for visual education; a library and an archive in which the art works can be catalogued; accessible art storage spaces for



scholars; an internal studio specialising in photographic reproduction of the works; a restoration and scholarship section.

Mission

Ever since it first opened, MAN has always complied with the definition provided by ICOM (International Council of Museums), whereby a museum is a permanent no profit institution at the service of society and its development, open to the public. It engages in research on the tangible testimonies left by humans and of its living environment, it acquires and preserves them, it communicates them and most of all displays them for study, teaching and enjoyment purposes. Fully aware of this role, MAN promotes a range of cultural projects that attempt to outline the artistic concerns of the time and enquire into past and new contemporary artistic trends, so as to build up a whole series of events around each exhibition. The exhibition activity, which involves temporary exhibitions focusing on specific issues, retrospectives and personal shows for artists belonging to different artistic generations and movements, does not neglect its re-evaluation of its permanent collection nor does it confine its actions to within the museum walls. It therefore encourages and supports actions taking place around the museum and takes part in the organisation and production of other projects.

Cultural offer

Collection

Brought together through the merger of various collections owned by Nuoro Public Institutions, the MAN collection is the result of a painstaking selection of works by Sardinian artists from the end of the 19th century to the modern day. A body of close to 500 works that includes some of the most important artists in Sardinian history of art: Antonio Ballero, Giuseppe Biasi, Francesco Ciusa, Giovanni Ciusa Romagna, Mario Delitala, Carmelo Floris, Mauro Manca, Costantino Nivola, Maria Lai right up to Rosanna Rossi, Vincenzo Satta, Antonio Secci and many others. The Collection includes a significant selection of drawings and ceramics by Salvatore Fancello and the graphic works of Giovanni Pintori. The works of the MAN collection are visible on rotation on the second floor of the museum, which is re-designed each time according to different criteria, following both thematic motifs or dedicated to individual artists.

Temporary exhibitions

The primary activity of MAN are the temporary exhibitions, which the museum plans on a regular basis, setting itself up as a place for research and communication of the most innovative forms of artistic production, promoting a dynamic cultural outlook in which the local identity co-exists and is enhanced by coming into contact with worldwide artistic circuits thanks to exchanges with other



national and international museums. In line with its mission statement, MAN offers exhibitions dedicated to artists and movements that stand out in the history of modern art and projects focusing on more contemporary forms of communication. Each year the museum on average presents four different main exhibitions plus a series of other exhibition projects.

Extramural activities

The "extramural" activities which take place beyond the architectural and natural confines of the museum are designed to come into contact with society, through a physical displacement of its activities towards new and often temporary premises. These actions aim to foster and support a close knit integration between the museum and the outside community by exorcising the idea that art can only be appreciated within a museum context. For this reason MAN, besides its exhibition activities, also offers its public a series of appointments and an extensive range of events designed for different age groups, so that it may satisfy the broadest possible range of cultural demand. In line with its objectives, the museum's schedule tends to look more towards contemporary art forms without neglecting more classical and long-standing trends. The permanent collection itself reflects this kind of approach.

Educational activities

MAN's educational department is a tool at the disposal of teachers, children and youngsters, from nursery school to higher education. The educational activities examine a variety of forms of contemporary art through workshops, focused on experimenting active teaching methods. These educational processes thus represent opportunities to understand and interact with the different languages and forms of art, introducing methods by which one may learn to interpret the work of an artist, providing teachers with possible alternative strategies and models, promoting the development of artistic sensibilities, and offering opportunities to embark on training, educational and multi-disciplinary processes.

The educational department also organises a series of workshops alongside but not necessarily directly connected to the current exhibitions, hosted on the MAN premises or in other town premises or in the nearby towns and run by internal museum staff in collaboration with artists and experts. These activities are conceived and developed for both children and adults that intend to broaden their understanding of art as well as providing a conceptual and documentary support for the museum's exhibitions. The workshop activities, which may vary in content, in approach and in the degree of in depth analysis depending on audience requirements, are meant to stimulate the appreciation of today's new forms of art and contemporary communication techniques; they suggest a new multi-disciplinary learning approach; enhance inclinations to discover new creative techniques and new tools for the production of contemporary works of art; develop the relationship and interaction between the museum and its audiences. The workshops describe art through images, sounds and words, resorting



on occasion to using a multimedia and conceptual language, so as to enable the user to appreciate a few fundamental elements of "artistic endeavours", through direct connection with the works examined, which are presented and analysed within their historic context and related to the events which led to their conception. This teaching approach considers art with full awareness of its purpose within the complex evolutionary mechanisms that have shaped the life of humanity.

Information and booking details are available every morning by phoning 0784 1821244, or by sending an e-mail to didattica.museoman@gmail.com

Through memorandums of understanding the museum has for many years now collaborated with the Health Department and the Nuoro Prison Establishment, by setting up specific workshops and discussion opportunities. For the last three years the museum has also organised computer literacy workshops that provide computer training for all different ability levels. The courses are designed taking into account the knowledge and interests of the participants. Our workshops involve twelve meetings each lasting one and half hours, with prevalence given to practical activities that aim to help people get acquainted and become familiar with computers and its main software applications. Each workshop lasts approximately 18 hours. The museum provides each participant with the necessary materials.

Services, protection and participation

External access

The MAN can be reached by public transport which stops in the nearby piazza Vittorio Emanuele, by private transport depending on the RESIDENTIAL TRAFFIC ONLY timetable, with a number of public fee paying car parks nearby. Special parking facilities are provided for cars and people with reduced mobility.

Internal access and safety

The spaces open to the public have been redesigned to provide access for visitors with reduced mobility by removing architectural barriers: a lift is available to reach the various floors and special wash room facilities have been installed on the ground floor. Security systems have been installed throughout the museum including video-surveillance and alarm systems.

Opening hours

The MAN is open every day, from Tuesday to Sunday at the following times: Winter 10 am to 1 pm - 3 pm to 7 pm. Summer 10 am to 1 pm - 3 pm to 8 pm. On request and to account for specific needs the museum can also be opened on Mondays. Special openings are also planned to celebrate national



holidays or for special events. For these MAN provides prompt advance notice through the communication means at its disposal.

Tickets

Adult 3.00 euro - Concessions 2.00 euro (between 18 and 25) - Free for under 18 and over 65. A single MAN/TRIBU ticket is available at a cost of 4.00 euro. The ticket is valid for 5 days. - Free access on every last Sunday of the month and as part of the celebrations of national or other holidays, which the museum shall be sure to communicate to all. Tickets may not be purchased online.

Reception

The MAN front office exhibits and hands out press releases, available information material, a copy of the Service charter, the mailing list registration form, all free of charge. One may also ask for a Complaints form.

Fruition

With the exception of particular instances, MAN opens all its spaces to the public. Therefore if a space is temporarily closed, the public will be informed in advance by the front-office staff. School and group visits must be booked in advance. Guided tours must also be booked in advance. For its temporary exhibitions the museum completes the museum experience by installing explanatory panels, positioned inside or outside the spaces, depending on the exhibition's requirements. Photos and films may only be taken for personal use and with non-professional equipment. All reproduction must in any case obtain authorisation. One may request authorisation for photographic or film reproduction of the works on show for purposes other than strictly personal ones from the Museum's Head Office (tel. 0784.1821216 - nuoro.museoman@gmail.com). The MAN uses a number of different tools to advertise its initiatives: printed material, press releases, television adverts, television forums, advertising in specialist magazines or in the local press. Fixed town bulletin boards, posters and hoardings (standard or 6x3) in town or the vicinity, press office, web site, hardcopy and web press book, annual activity report, Facebook and Twitter networks. By the front-office desk there is also a bookshop with all the publications and gadgets produced by the museum.

Relations with the public

At the ticket counter one can obtain the form for enrolment in the newsletter service and the postal mailing list. A Complaints form is also available to all visitors.

Service quality charter

This charter can be requested by all members of the public from the front-office desk. It is updated whenever necessary to account for changes in the services supplied.