



# PROVINCIA DI POTENZA

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## Services Charter

### *Provincial Picture Gallery of Potenza*

(adopted with Directive Determination no. 3829 del 27 december 2016)

Provincial Picture Gallery  
Via Lazio, 8  
85100 Potenza

Telephone exchange/fax: 0971469477

Website address: [www.provincia.potenza.it](http://www.provincia.potenza.it)

e-mail: [pinacoteca.provinciale@provinciapotenza.it](mailto:pinacoteca.provinciale@provinciapotenza.it)

#### Times to the public:

- Opening hours: 9.00-13.30 (last access at 13.00)  
16.00-18.30 (last access at 18.00);
- Opening days: from Tuesday to Saturday;
- Closing days: Sunday and Monday and Tuesday afternoon;

The disabled have free access from the entrance of Piazza Europa; for all users an ample parking is available.

The Picture Gallery is accessible by public transport.

## ***INTRODUCTION***

The Services Charter is a communication and information tool that allows users of the Provincial Picture Gallery of Potenza to know the services offered, to check that commitments are respected and to express their feedback through complaints. The adoption of the Services Charter promotes a broader appreciation of historical and cultural heritage kept in the Provincial Picture Gallery of Potenza, to adapt the organization of activities to users' expectations. The Charter will be updated periodically. It is public and it is available for anyone who wants to consult it.

## ***PRESENTATION OF THE PROVINCIAL PICTURE GALLERY OF POTENZA***

The Provincial Picture Gallery, along with the Historical Archive, the Library and the Provincial Archaeological Museum, is one of the most ancient cultural institutions of Basilicata.

The history of the Provincial Picture Gallery is little known and it is closely tied to that of the Provincial Archaeological Museum.

Until the building of the present location, as Ranaldi wished, the Provincial Archaeological Museum has had a double identity: archaeological and artistic. In the 1960s, the building was split and the art collection was moved in the depot of the new seat, where it remained for about thirty years. De Franciscis wanted the separation of the building because it couldn't house pictorial exhibitions (it has four large glazed passages in each floor).

In 2000, the former seat of the Provincial Archaeological Museum reopened to the public as Provincial Picture Gallery.

Until 2009, it has housed temporary exhibitions. From 2009, after an inventory reconnaissance work, the ground floor of Provincial Picture Gallery houses the artistic heritage that allows reconstructing the artistic history of Basilicata.

## ***PURPOSES OF THE PROVINCIAL PICTURE GALLERY***

The Provincial Picture Gallery is a permanent non-profit institution, serving the community and open to the public. It has a cultural purpose, especially in the artistic field and in the study of art. This purpose is pursued through custody, conservation and valorization of the artistic heritage coming from artists of Basilicata and of other artists in order to preserve memory, urge curiosity, promoting knowledge of history, art and local culture.

## ***MISSION OF THE PROVINCIAL PICTURE GALLERY***

The Provincial Picture Gallery houses temporary and permanent exhibitions belonging to artists coming from Basilicata and from other regions. Its mission is to acquire, preserve, study, exhibit and communicate its collections.

In the first room, on the ground floor, there is a permanent painting and sculpture exhibition dedicated to Concetto Valente, which includes a part of the pictorial and sculptural collection of the Province, containing works of the 800.

Among the authors: De Chirico, Brando, Tedesco, Mona, La Creta, Guerricchio, Claps and Squitieri.

The second room, on the ground floor, is dedicated to the 900 and contains a permanent exhibition of works belonging to Carlo Levi, Fausto Pirandello and Renato Guttuso.

There is also another permanent exhibition dedicated to Rocco Falciano, an artist of Potenza, whose family wanted to donate his most significant works to the Provincial Picture Gallery.

On the first floor there are two rooms used for temporary exhibitions.

A small room is used for conferences and allows multimedia vision of some contents.

## ***FUNDAMENTAL PRINCIPLES***

The Provincial Picture Gallery of Potenza is inspired by the following principles:

- ***Equality and Impartiality:*** it is guaranteed an equal treatment to all users, without discriminations of sex, race, language, religion, nationality, politic opinion. The Provincial Picture Gallery of Potenza will remove possible inefficiency and will guarantee the access to all citizens, without any restriction;
- ***Continuity:*** the Provincial Picture Gallery of Potenza guarantees continuity and regularity in the provision of his services, committing to promptly communicate any interruption;
- ***Participation:*** users must actively participate, in order to put into practice any request and suggestions;
- ***Security and Confidentiality:*** in order to protect user privacy, the Provincial Picture Gallery of Potenza won't give up to third parties or distribute the user personal data;
- ***Availability and Clarity:*** the staff of the Provincial Picture Gallery of Potenza must be kind, polite and collaborative;
- ***Effectiveness and Efficiency:*** the objective of the Director and the staff of the Provincial Picture Gallery of Potenza is the continuous improvement of the efficiency and effectiveness of its services, by adopting the most functional technological, organizational and procedural solutions.

### ***USER RIGHTS***

Users are entitled to:

- Obtain clear and precise information about the offers and access modes to the services offered by the Provincial Picture Gallery of Potenza;
- Communicate with the Provincial Picture Gallery of Potenza by using phone, fax, email;
- Communicate observations, suggestions and complaints.

### ***USER DUTIES***

It is always good to adopt behaviors of good education. Users are obliged to:

- Deposit bags or other items in the wardrobes;
- Do not introduce large-sized animals;
- Take photos and videos on specific authorization of the Director;
- Do not smoke.

### ***SERVICES***

The services offered by the Provincial Picture Gallery of Potenza are included in the following areas:

#### ***ACCESS TO THE PICTURE GALLERY AND RECEPTION***

- Visits by individual persons or groups;
- Informative materials available at the entrance of the Provincial Picture Gallery;
- Presence of internal signs (explanatory panels) and external one;
- Toilets for disabled.

#### ***ACCESS TO THE HERITAGE AND FRUITION***

- There are staging areas at the entrance of the Provincial Picture Gallery and in the garden in front;
- Captions relating to the exposed collections;
- Educational visits available on demand.

### ***CULTURAL PROJECTS***

- In the room on the first floor it is possible organize meeting with authors and conferences  
*Seats: 60;*
- Organize temporary and permanent exhibitions;
- Projects of cooperation with schools of all levels.

### ***TRAINING and TEACHING***

- Training and internships;
- Visits and thematic routes;
- Assistance thesis and Master.

### ***STRUCTURE AND SAFETY***

- Presence of anti-theft, antifire, safety signs and emergency exits;
- Daily cleaning.

### ***PROTECTION and PARTICIPATION OF USERS***

In order to assess the quality of the service, standards compliance, the degree of user satisfaction and the possibility of further improvements, the Provincial Picture Gallery of Potenza performs periodic checks on the quality and overall effectiveness of the services provided by evaluating the approval rate of the proposals, the degree of satisfaction of user expectations, quantitative data on the use of the facilities.

If users report non-compliance with the commitments contained in the Service Charter, can make claims. All complaints, formal or informal, positive or negative are welcomed.

It is made a regular monitoring of complaints, to which we will respond within 30 days.

Users are also invited to make proposals and suggestions aimed at improving the organization and service delivery.

The Institute also performs:

- Surveys or sample surveys on the approval of the public;
- Interviews and surveys of population samples to detect the reasons of interest or lack of interest to the museum.

### ***COMMUNICATION, REVIEW AND UPDATE***

The Service Charter is published on the Internet site and distributed at the entrance of the structure.

The Charter is subject to regular updating.