

**3. Volunteering in Italy**  
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### 3.1. Volunteering in Italy<sup>1</sup>

Volunteering is not a new phenomenon in Italy<sup>2</sup> however until the 1970s it was a marginal one, characterised by a compensatory, charitable connotation, separate from the welfare system. The mid-1970s represented a sort of turning point, following the modernisation and decentralisation of Italian welfare system, as well as the development of the third sector: it reflected the development of a richer and more differentiated society, characterised by the growth of citizen participation within diverse aspects of social and civil life, that gave birth to different kinds of organised forms of volunteering.<sup>3</sup> All of these organisations share some common elements: they are all private, non-profit organisations, with the scope of social utility and solidarity.

The third sector has not yet been placed into a judicial framework encompassing the entire sector; therefore, laws have been provided for its specific components.<sup>4</sup> Voluntary organisations are a component of the Third Sector: the *Framework Law n. 266/91* recognises the social value and function of volunteering as an expression of participation, solidarity and pluralism. The Law also regulates the relationship between voluntary organisations and public administration; it also defines the criteria which allow an organisation to be admitted in the Regional Voluntary Register.

Volunteering activities are strongly embedded in ideas such as active citizenship, participation and social capital. According to the Law 266/1991, volunteering is defined as a personal, spontaneous and non-lucrative activity: volunteers cannot receive money in any form, only refunds of expenses. Furthermore, the Law clearly defines the difference between a volunteering activity and a working one (as employed or freelance worker).

Law 266/1991, a National Observatory for Volunteering<sup>5</sup> has been established in Italy, with the aim of registering and monitoring volunteering organisations, while at the same time supporting their diffusion in the country. The same Law established Centres of Volunteering Services (CVS) with the aim of providing volunteering organisations with services related to the areas of promotion, consultancy, training and communication.

The National Institute of Statistics (ISTAT) carried out a two-year study (2004/2005) of voluntary organisations listed in regional and provincial registers at 31/12/2003.<sup>6</sup> The study found that the number of organisations had increased dramatically in comparison with 2001 (+14.9%) and 1995 (+152%). Other interesting data emerging from the study are:

- A stronger presence of voluntary organisations in the Northern regions;
- A great number of small organisations, both in terms of number of active volunteers and of economic available resources;
- Volunteers are mainly men, aged between 30 and 54, graduated and employed;
- Volunteering organisations operate mainly in the health care and social assistance sectors.

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<sup>1</sup> <sup>1</sup> The main source used in this paragraph are: CEV (2004), *Voluntary action in Italy – Facts and Figures*, <http://www.cev.be/data/File/FactsFigures%20Italy%20final.pdf>; ISTAT, *Le organizzazioni di volontariato in Italia. Anno 2003*, Istat, Rome 2005.

<sup>2</sup> Charitable organisations – such as the *Confraternite della Misericordia* in Tuscany - existed already in the XIII sec.

<sup>3</sup> Some of these, such as associations and volunteers organisations, had already been established in Italy, but received in those years a much higher attention, with regard to their cultural and political role.

<sup>4</sup> CEV, op. cit., p. 3.

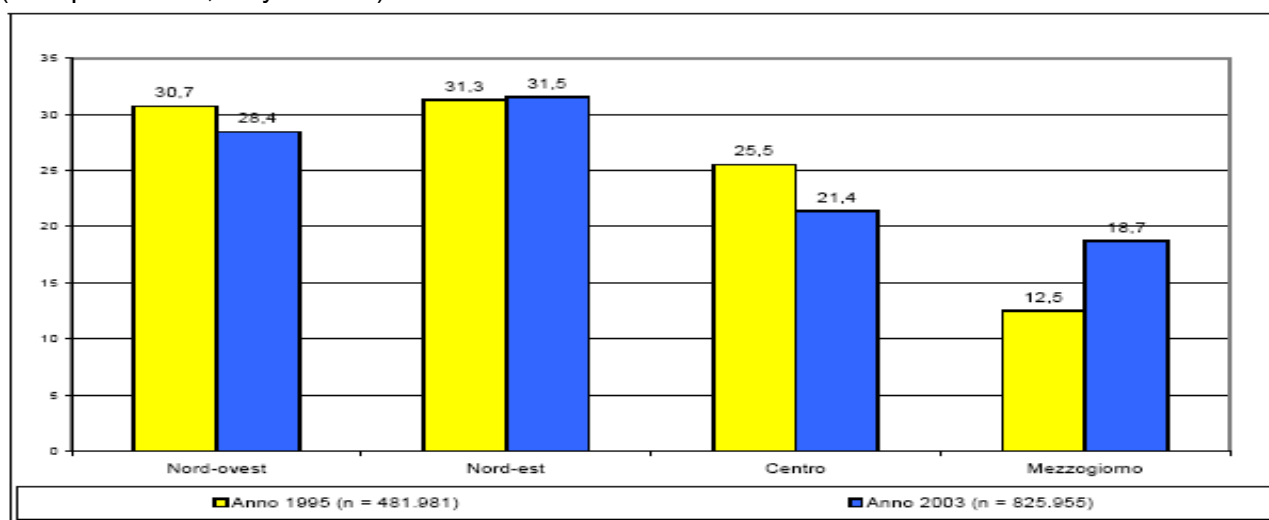
<sup>5</sup> The Ministry of Labour and Social policy is in charge of the Observatory.

<sup>6</sup> ISTAT, op. cit.

In 2003, volunteering organisations inscribed in regional registers had circa 12,000 employees and 826,000 volunteers; in comparison with 1995, the former figure shows an increase of +77%, the latter of +71.4%. The number of employees increased significantly in the Southern regions (+281.4%), in the North-eastern ones (+202.6%) and in the North-western ones (+128.7%), while it decreased in the Central regions (-16.4%).

On the other hand, the number of volunteers increased dramatically in the Southern regions (in 2003 +59.9% compared with 1995), while in the Central regions their number decreased (from 25.5% in 1995 to 21.4% in 2003).

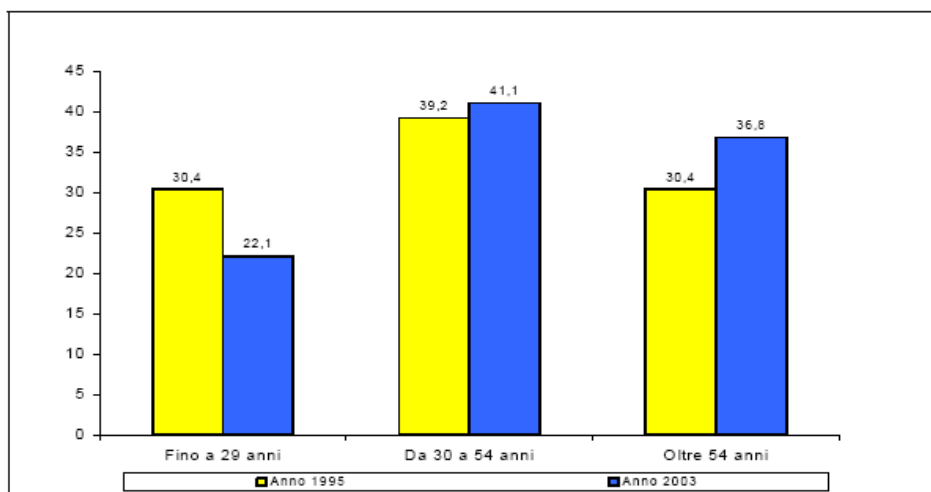
**Figure 1 – Volunteers operating in different geographical areas - 1995 and 2003**  
(Composition %, Italy =100%)



Source: ISTAT, 2005

Taking into account volunteers' qualifications, it emerges that in 2003 12.8% of them had a BA title, 44.4% had a High School Diploma and 42.8% had a lower Degree. Women usually had better qualifications than men: 14.6% of them had a BA title, 47.2% a High School Diploma (compared to 11.3% of men) and 47.6% a lower Degree (compared to 42.1% of men). Most of volunteers are employed (52.2%), 29.5% are retired and 18.3% are in a different position (students, housewives, unemployed, people looking for their first job).

**Figure 2 – Volunteers and age groups - 1995-2003 (in %)**



Source: ISTAT, 2005

During recent decades volunteering in Italy has been developing and growing both from a quantitative and from a qualitative point of view: it has also acquired an important role in the redefinition of the welfare state. Ideally, these changes will lead to a *Welfare Community*, characterised as 'a mix between the public and private sector, but where the mix refers to the institutions and the civil society, working together in order to find and give better answers to social needs.'<sup>7</sup>

### 3.2. Volunteering in the cultural field

Although the first legislation regarding the cultural field mentioned volunteering, this phenomenon has only become relevant in recent decades, not only from the increased quantity of voluntary activities, but also because of the quality of the activities.

The need for a better mutual understanding between volunteer organisations and institutions ruling museums and heritage is becoming crucial nowadays in Italy: recognising the active role of volunteers inside museums and heritage sites means, 'above all, operating towards a new model, participative and sustainable, of museum and heritage governance and towards a shared and subsidiary model of management.'<sup>8</sup> Volunteer organisations are, in turn, moving towards a claim to recognition as active partners in policies, decisions and projects related to the sites in which they are involved.

This paper analyses different kinds of volunteering institutions and activities: volunteering organisations as defined by the law 266/91 and included in the regional registers; other kinds of organisations which operate in the cultural field working also with volunteers; and civil service. Single volunteers, who do not belong to any organisation, are not analysed in this context, due to the difficulties in obtaining data about them and also because they are not taken into account in national legislation.

Including the civil service and the activities of institutions which are not, strictly speaking, volunteering organisations (and which, in some cases, also provide volunteers with some sort of payment or reimbursement), has been driven by the recognition of the important role that these subjects play within the cultural field both from a quantitative and a qualitative point of view. Furthermore, the analysis and comparison of these subjects in an historical perspective gives us the chance of better understanding of strengths and weaknesses of the whole system.

The first part of this paper defines the legislative context within which all different kinds of volunteering organisations operate. At the same time, it presents statistical data related to them and to the civil service<sup>9</sup> which aims to show the real dimension of volunteering in Italy through information such as number of volunteers and of organisations, geographical distribution, kinds of delivered activities, profile of volunteers, etc.

Finally, this paper aims at showing a framework of activities and contexts in which other organisations – which are not volunteering ones – operate, carrying out an important role at

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<sup>7</sup> CEV, *op. cit.*, p. 24.

<sup>8</sup> ICOM Italia, *Conclusions of the Verona Conference*, 4 December 2007, [www.icom-italia.org/index.php?option=com\\_content&task=view&id=85&Itemid=161](http://www.icom-italia.org/index.php?option=com_content&task=view&id=85&Itemid=161)

<sup>9</sup> As for the first ones, the main sources are two ISTAT reports, *Le organizzazioni di volontariato in Italia*, of 2001 and 2003; as for the civil service, data have been provided by the National Office for the Civil Service and are related to the years 2006 and 2007.

a national level in terms of care, management and communication of cultural heritage: the most significant ones have been identified and contacted in order to collect data and information about their activities and their volunteers.

### 3.2.1. Main historical and legislative aspects of volunteering in the cultural field

In Italian law the first reference to volunteers can be found in Law 386/1907 which defines the so-called *ispettore onorario* (honorary inspector): who had the duty of controlling monuments, artistic or historical objects and excavations, in order to avoid damage and misuse.

During Fascism, there was – at least at the beginning – a general hostility towards volunteering associations; later, in order to gain social consensus, the regime adopted measures meant at strengthening sporting, cultural and recreational associations, which were considered a means of fostering social cohesion as well as spreading political propaganda within civil society.

Furthermore, during this period social and cultural female volunteering, supported by women who devoted themselves to this sector, became quite important.

After World War II – and particularly during the 1960s – Italian civil society strongly felt the need of protecting cultural heritage and environment from the extensive damage caused by fast and uncontrolled economic development. During those years associations were founded such as Italia Nostra (1955), Gruppi Archeologici Italiani (GAI, 1963), Fondo per l'Ambiente Italiano (FAI, 1975), Federazione Amici dei Musei (FIDAM, 1975) and Legambiente (1980).<sup>10</sup>

Although the figures of the *ispettore archivistico onorario* (honorary inspector of archives) and of the volunteer operating in the public libraries were established in the same period,<sup>11</sup> a formal cooperation between volunteers and the public sector started only in 1991, when an agreement was signed between the Ministry of Culture and the National Volunteering Centre. This agreement represents the tangible consequence of a new approach of the public administration towards cultural heritage management, characterised by the recognition of the role that volunteers could play in communicating and protecting the heritage in a situation of chronic lack of resources and difficult, poor management.

The agreement states that the Ministry can 'employ' volunteers (but only if they belong to organisations or associations) in order to promote museums and cultural heritage. The National Volunteering Centre certifies the quality of single volunteering associations and coordinates their activities at a national level, while the Ministry offers the association all the cooperation needed in order to guarantee the best possible results of the promotion activities, cooperating also with the National Volunteering Centre with regard to the provision of training for volunteers. The agreement also states that volunteers cannot take the place of paid employees and that they must operate without receiving any income or reimbursement.

Law 4/93 (the so-called 'Legge Ronchey') represented the end of the 'big illusion' wherein it would have been possible to cope with the lack of human resources within public administration by using volunteers: although the Law left the possibility open for museums, libraries and archives to use volunteers in order to carry out certain services and duties, it stated that all these cultural institutions could outsource to private agencies services such

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<sup>10</sup> It is important to mention that when the Ministry of Culture was established in 1975 there was no mention at all of volunteers operating within the Ministry itself.

<sup>11</sup> D.P.R. 1409/1963 and D.P.R. 356/1966.

as bookshops, cafeterias, restaurants, reproductions, merchandising and also the delivery of educational services.

In the following years there was no significant change in this field: Law 328/2000<sup>12</sup> invited all local and national administrations to foster and promote the role of the third sector and particularly of volunteering associations.

The changes of the Constitution (art. 118, title V)<sup>13</sup> stated the importance of horizontal subsidiarity, confirming that regions and local administrations play an important role in fostering citizens' participation in civil and social life, both as individuals and members of associations.

### 3.2.2. The legislative framework of the National Civil Service

The first legislation about the civil service dates back to the 1970s, when Law 772/72 made it possible to substitute civil service for military service for people who did not want – for personal reasons – to serve the country in a military capacity. Initially civil service was meant to last for a longer period of time than military, however in 1998 Law 230/98 stated that the two services should last for the same number of months (twelve). From this moment onwards, civil service started to become very popular among young people.

After the elimination of the mandatory military service, Law 64/01 established the National Civil Service, addressed to men and women between 18 and 28 years and based on the principle of voluntary participation. Among the different fields in which national civil service can take place is the care and promotion of cultural heritage.<sup>14</sup> Organisations and institutions which recruit volunteers must meet some requirements (non profit status, organisational capacities, etc.), and be included in a national Register as well as in regional ones. The service lasts twelve months.

### 3.2.3. Volunteering organisations operating in the cultural sector<sup>15</sup>

This section presents data on volunteering organisations operating within the cultural field gathered by ISTAT in 2001 and 2003. These organisations, which are inscribed in regional registers according to the Law 266/91, have been identified according to the ICNPO criteria<sup>16</sup> and have the following requisites:

- Their members operate on a voluntary basis and for free;
- They hire employees only in order to carry out duties which are absolutely necessary to guarantee the daily running of the organisation or to carry out qualified or specialised activities;
- They are non-profit organisations with a transparent democratic structure and very clear administrative duties;
- There are very clear criteria about volunteers' admission, exclusion, rights and duties.

There are three different kinds of volunteering organisations which have been identified as strictly related to the topic of this paper:

<sup>12</sup> Framework law for the realisation of an integrated social and social services.

<sup>13</sup> Constitutional law 3/2001.

<sup>14</sup> Assistance, prevention, care and rehabilitation, social inclusion, education, cultural promotion, civil protection, cooperation to development, training in the field of foreign trade, care and promotion of cultural and environmental heritage, care and protection of forests.

<sup>15</sup> Anna Marino, PhD student, Università degli Studi di Roma "Tor Vergata".

<sup>16</sup> ICNPO is a classification of non profit organisations realised by the John Hopkins University of Baltimore within a research project (Salomon, L. M., Anheier, H.K., *In Search of Non profit Sector II: The Problem of Classification*, Voluntas, 3, 1992). It includes 26 classes grouped in 12 areas (Culture, Sport and Recreational Activities; Education and Research; Health Care; Social Assistance; Environment; Economic Development and Social Cohesion; Protection of Rights and Political Activities; Philanthropy and Volunteering; International Cooperation; Religion; Trade Unions; Other Activities).

- Organisations operating exclusively in the cultural field;
- Organisations operating prevalingly in the cultural field;
- Organisations operating non-prevailingly in the cultural field.

We have analysed geographical distribution, legislative status, provision of training activities, and existing agreement with public and private bodies. Volunteers' age, gender, education and professional status have also been taken into account.

Table 1 shows that in Italy in 2001 there were 2,585 volunteering organisations operating in the cultural field as a whole: 9% of them exclusively in the cultural sector, 37% prevalingly and 55% non-prevailingly. In 2003, their total number raised to 6,391 (11% operating exclusively in this field, 17% prevalingly and 73% non-prevailingly).

**Table 1 – Volunteering organisations operating in the cultural field (years 2001 and 2003)**

ITALY	Organisations operating:			Total	General total
	Exclusively in the cultural field	Also in other fields Prevailingly in the cultural field	Non-prevailingly in the cultural field		
<b>2001</b>	<b>225</b>	<b>945</b>	<b>1,415</b>	<b>2,360</b>	<b>2,585</b>
<b>2003</b>	<b>679</b>	<b>1,057</b>	<b>4,655</b>	<b>5,712</b>	<b>6,391</b>

Source: Istat

From 2001 to 2003 the total number of volunteering organisations operating in the cultural field as a whole increased quite significantly (+ 147%): particularly the number of those operating exclusively in the cultural field increased by 201.8%. As for their geographical distribution, table 2 shows that in both years most of them were located in the North of the country (Lombardia, Trentino-Alto Adige, Veneto, Emilia-Romagna, Toscana) and in one big region in the South (Campania).

The legal status of these organisations in 2001 was equally divided into legally recognised associations (49.7%) and not recognised ones (49.6%), while in 2003 there was an increase of the number of legally recognised associations (52.4%) in comparison with non-recognised ones (46.7%).

As for the provision of training activities, in 2003 a higher percentage of volunteers attended training courses (52.7%) compared to 2001 (44.8%).

In 2001, 45% of organisations (mostly located in the North of the country) had signed agreements with different institutions (29% with public ones, 13% both with public and private, 4% only with private ones). In 2003 the number of organisations with signed agreements increased (47%), the number of those which had signed agreements with public institutions decreased (27%) and those which signed agreements with public and private bodies increased (15%), as well as with private ones (5%).

**Table 2 – Volunteering organisations operating in the cultural field divided by regions (years 2001 and 2003)**

REGIONS	Organisations operating:									
	Exclusively in the cultural field		Also in other fields				Total		General total	
	YEAR 2001	YEAR 2003	YEAR 2001	YEAR 2003	YEAR 2001	YEAR 2003	YEAR 2001	YEAR 2003	YEAR 2001	YEAR 2003
Piemonte	29	60	47	66	99	231	212	297	301	357
Valle d'Aosta	-	-	1	1	4	17	6	18	6	18
Lombardia	15	32	47	94	221	717	362	811	409	843
Trentino-Alto Adige	25	354	400	138	87	205	625	343	1.004	697
<i>Bolzano-Bozen</i>	22	354	392	128	69	160	589	288	965	642
<i>Trento</i>	3	-	8	10	18	45	36	55	39	55
Veneto	27	43	68	100	171	497	339	597	409	640
Friuli-Venezia Giulia	5	20	64	86	75	207	225	293	250	313
Liguria	6	26	41	54	51	147	146	201	178	227
Emilia-Romagna	40	30	50	131	151	459	332	590	402	620
Toscana	34	38	62	97	144	432	303	529	375	567
Umbria	3	6	29	31	49	158	109	189	118	195
Marche	13	20	16	36	42	157	94	193	127	213
Lazio	7	6	16	23	43	174	82	197	95	203
Abruzzo	3	2	7	6	16	88	29	94	34	96
Molise	-	10	8	13	8	32	29	45	39	55
Campania	4	4	18	69	78	353	165	422	173	426
Puglia	-	4	13	25	33	163	71	188	75	192
Basilicata	2	7	6	23	23	82	52	105	61	112
Calabria	-	-	14	10	38	155	62	165	62	165
Sicilia	6	4	10	16	28	171	54	187	64	191
Sardegna	6	13	28	38	54	210	120	248	139	261
<b>ITALY</b>	<b>225</b>	<b>679</b>	<b>945</b>	<b>1.057</b>	<b>1.415</b>	<b>4.655</b>	<b>3.417</b>	<b>5.712</b>	<b>4.321</b>	<b>6.391</b>

Source: ISTAT

Services provided by volunteering organisations operating in the cultural field in 2001 (table 3) were mainly guided tours and thematic itineraries (1,384), security services for museums, libraries and cultural sites (451), restoration and conservation of artistic and built heritage (248), and other services (2,318). In 2003 the significant presence of another service was registered, related to the realisation of different kinds of performances in theatres, cinemas, etc. (2,556).

**Table 3 – Volunteering organisations operating in the cultural field divided by regions and services provided\* (years 2001 and 2003)**

REGIONS	Restoration and conservation of artistic and built heritage	Security services in museums, monuments, archaeological sites and libraries	Realisation of guided tours and thematic itineraries	Realisation of performances (theatre, music and cinema)	Other services
<b>YEAR 2001</b>					
Piemonte	28	37	123	0	141
Valle d'Aosta	1	0	4	0	5
Lombardia	13	32	203	0	266
Trentino-Alto Adige	45	45	90	0	483
<i>Bolzano-Bozen</i>	40	44	75	0	457
<i>Trento</i>	5	1	15	0	26
Veneto	30	42	182	0	230
Friuli-Venezia Giulia	11	15	92	0	136
Liguria	12	16	60	0	88
Emilia-Romagna	20	51	159	0	201
Toscana	39	92	121	0	203
Umbria	3	9	41	0	76
Marche	10	19	41	0	58
Lazio	4	18	36	0	59
Abruzzo	4	4	20	0	23
Molise	0	6	8	0	16
Campania	6	22	63	0	92
Puglia	7	13	27	0	46
Basilicata	2	2	20	0	29
Calabria	4	7	27	0	52
Sicilia	4	6	18	0	37
Sardegna	5	15	49	0	77
<b>ITALY</b>	<b>248</b>	<b>451</b>	<b>1.384</b>	<b>0</b>	<b>2.318</b>
<b>YEAR 2003</b>					
Piemonte	36	65	267	142	285
Valle d'Aosta	0	0	14	7	18
Lombardia	30	37	646	331	795
Trentino-Alto Adige	59	24	196	493	315
<i>Bolzano-Bozen</i>	55	24	150	477	261
<i>Trento</i>	4	0	46	16	54
Veneto	31	50	546	194	583
Friuli-Venezia Giulia	11	13	252	86	269
Liguria	13	23	160	88	186
Emilia-Romagna	27	39	467	221	558
Toscana	43	87	421	193	507
Umbria	6	11	143	62	185
Marche	3	21	177	83	191
Lazio	6	21	133	62	195
Abruzzo	4	7	95	41	93
Molise	0	2	30	24	42
Campania	19	30	331	217	413
Puglia	10	13	136	62	185
Basilicata	6	7	63	35	97
Calabria	5	14	110	55	165

Sicilia	4	8	134	75	180
Sardegna	14	21	163	85	236
<b>ITALY</b>	<b>327</b>	<b>493</b>	<b>4.484</b>	<b>2.556</b>	<b>5.498</b>

\* Each organisation can provide more than one service

Source: ISTAT

The total number of volunteers (table 4) in 2001 was 109,683, 58.5% men and 41.5% women. In 2003 the number increased (from 109,683 to 259,963): the number of women increased significantly (46.4%).

**Table 4 – Volunteers within volunteering organisations operating in the cultural field (years 2001 and 2003)**

ITALY	Gender		
	Male	Female	Total
2001	64,150	45,533	109,683
2003	139,461	120,502	259,963

Source: ISTAT

As for the regional distribution of volunteers, in 2001 most of them operated in the North of the country (Trentino-Alto Adige, Emilia Romagna, Lombardia e Veneto), while regions such as Valle D'Aosta, Abruzzo, Molise and Sicilia registered fewer than 1,000 volunteers. In 2003 Toscana and Campania entered the group of regions with the highest number of volunteers.

**Table 5- Volunteers within volunteering organisations operating in the cultural field divided by regions and gender (years 2001 and 2003)**

REGIONS	Gender		
	Male	Female	Total
	<b>YEAR 2001</b>		
Piemonte	2.934	3.019	5.953
Valle d'Aosta	16	39	55
Lombardia	5.423	5.983	11.406
Trentino-Alto Adige	17.026	9.319	26.345
<i>Bolzano-Bozen</i>	<i>14.461</i>	<i>8.153</i>	<i>22.614</i>
<i>Trento</i>	<i>2.565</i>	<i>1.166</i>	<i>3.731</i>
Veneto	7.124	3.753	10.877
Friuli-Venezia Giulia	2.665	2.324	4.989
Liguria	1.738	1.728	3.466
Emilia-Romagna	6.708	5.047	11.755
Toscana	4.970	3.838	8.808
Umbria	1.895	1.408	3.303
Marche	1.389	740	2.129
Lazio	4.478	1.502	5.980
Abruzzo	301	275	576
Molise	436	169	605
Campania	2.121	1.445	3.566
Puglia	718	509	1.227
Basilicata	606	684	1.290
Calabria	914	762	1.676

Sicilia	453	534	987
Sardegna	2.235	2.455	4.690
<b>ITALY</b>	<b>64.150</b>	<b>45.533</b>	<b>109.683</b>
<b>YEAR 2003</b>			
Piemonte	7.310	6.398	13.708
Valle d'Aosta	124	200	324
Lombardia	14.853	16.279	31.132
Trentino-Alto Adige	25.651	18.220	43.871
<i>Bolzano-Bozen</i>	<i>24.364</i>	<i>17.118</i>	<i>41.482</i>
<i>Trento</i>	<i>1.287</i>	<i>1.102</i>	<i>2.389</i>
Veneto	10.701	9.793	20.494
Friuli-Venezia Giulia	7.543	5.662	13.205
Liguria	3.680	4.220	7.900
Emilia-Romagna	15.522	12.384	27.906
Toscana	15.882	13.322	29.204
Umbria	2.961	2.187	5.148
Marche	4.090	3.614	7.704
Lazio	3.583	3.455	7.038
Abruzzo	1.629	1.704	3.333
Molise	519	891	1.410
Campania	8.909	7.144	16.053
Puglia	3.107	2.915	6.022
Basilicata	2.520	1.280	3.800
Calabria	3.471	2.506	5.977
Sicilia	3.193	3.699	6.892
Sardegna	4.213	4.629	8.842
<b>ITALY</b>	<b>139.461</b>	<b>120.502</b>	<b>259.963</b>

Source: Istat

As for volunteers' age groups (table 6), most of them both in 2001 and 2003 belonged to the 30-54 years group. In 2003 an increase was registered in the number of them belonging to the first group (up to 29 years) and to the last one (over 64).

**Table 6 – Volunteers within volunteering organisations operating in the cultural field divided by age groups (years 2001 and 2003)**

ITALY	Age groups				Total
	Until 29 years	From 30 to 54 years	From 55 to 64 years	Over 64 years	
2001	23.816	42.575	26.502	16.790	109.683
2003	59.718	99.204	59.715	41.326	259.963

Source: ISTAT

In 2001 some volunteers had a BA (14.6%) while most of them had a secondary school diploma (40.8%) and a lower diploma (44.6%). In 2003 the number with a higher diploma increased (14.9% had a BA, 42.5% had a secondary school diploma): the number of those with a lower diploma decreased to 42.6%.

**Table 7 – Volunteers within volunteering organisations operating in the cultural field divided by educational levels (years 2001 and 2003)**

Qualifications				
ITALY	Secondary school			Total
	BA	diploma	Lower diploma	
2001	16.019	44.760	48.904	109.683
2003	38.739	110.355	110.869	259.963

Source: ISTAT

**Table 8 – Volunteers within volunteering organisations operating in the cultural field divided by professional status (years 2001 and 2003)**

Professional status				
ITALY	Professional status			Total
	Employed	Retired	Other	
2001	57.710	34.205	17.768	109.683
2003	128.140	86.416	45.407	259.963

Source: ISTAT

As for professional status (table 8), in 2001 most volunteers were employed (53%), while the percentage of the retired ones was 31%; 16% of them were in other conditions. In 2003 the main group was that of the employed people (49%), but the number of retired volunteers had increased (33%), while the percentage of those who were in other conditions remained the same (17%).

### 3.2.4. The National Civil Service

The National Civil Service (NCS) is a 'temporary institutional activity fostered – although not necessarily managed – by a public body, addressed to young people and aimed at promoting in many different ways social commitment in favour of potential stakeholders or of the community as a whole and at fostering experiences of active citizenship, paying them a certain amount of money.'<sup>17</sup>

It provides young people between 18 and 28 with a very strong training programme, which at the same time is an important tool for personal development and an opportunity of education in the field of active citizenship and participation in social and civil life.

Young people attending the civil service gain a very specific professional experience, which can be useful for their future.

Training is divided into two phases: the first, general training, consists of a presentation of the civil service and of its aims and principles; the second, specific training, deals with the specific topics that will be treated during the project, as well as with information, methodology and tools to carry out the project itself.

NCS in Italy has five important positive connotations:

- It favours employability (especially in the most disadvantaged areas of the country);
- It provides training opportunities (gaining of competences and knowledge);
- It improves solidarity (social behaviours);
- It has a very strong social meaning (strengthening of the social network);
- It fosters active citizenship (training of participative and conscious citizens).

<sup>17</sup> Università degli Studi di Milano, *op. cit.*, p. 8.

From the synthesis of all these elements emerges the real spirit of NCS, based on promotion of active citizenship, service in an organisation, and personal development.

A research project carried out in 2007 of 3,244 volunteers (9.5% of the total)<sup>18</sup> showed that 80% of them are women: 13% between 18 and 20; the average age of participants is 22 years.<sup>19</sup> Their educational level is medium to high: 64% of them have a secondary school degree and 31% a BA<sup>20</sup>. As for their socio-professional level, one-third are students, 22% are 'working students' and 20% are looking for their first job.<sup>21</sup>

Most of the organisations which host young volunteers are public bodies (37%) and half of them operate in the social arena. In the areas where it is possible to carry out the NCS, 80% of the registered organisations operate in the social field, 56% in the training and cultural promotion area, 27.9% in the environmental sector, 28.8% in cultural heritage management, 14.7% in the civil protection and only 3.1% take care of the civil service abroad.<sup>22</sup>

Most volunteers cooperate with employees carrying out on-going activities (77.4%). Only rarely do they make up for a shortfall in employed personnel (4.4%).<sup>23</sup>

Data in table 9 and 10 refers to volunteers operating in the cultural heritage management field in 2006 and 2007.<sup>24</sup> This sector is divided into two areas: "Care and conservation of libraries" and "Promotion of public and private museums" (table 9).

**Table 9. Volunteers operating in the "cultural heritage management" field (Years 2006-2007)**

REGIONS AND GEOGRAPHICAL AREAS	2006				2007			
	Care and conservation of libraries		Promotion of public and private museums		Care and conservation of libraries		Promotion of public and private museums	
	Value	%	Value	%	Value	%	Value	%
VALLE D'AOSTA	0	0,00	0	0,00	0	0,00	0	0,00
TRENTINO ALTO ADIGE	0	0,00	0	0,00	10	0,69	13	4,13
FRIULI VENEZIA GIULIA	31	2,12	0	0,00	24	1,66	0	0,00
PIEMONTE	72	4,92	39	12,87	159	10,98	8	2,54
LOMBARDIA	102	6,97	19	6,27	136	9,39	21	6,67
LIGURIA	0	0,00	9	2,97	0	0,00	4	1,27
EMILA ROMAGNA	232	15,86	72	23,76	208	14,36	74	23,49
VENETO	103	7,04	15	4,95	158	10,91	36	11,43
<b>TOTAL North</b>	<b>540</b>	<b>36,91</b>	<b>154</b>	<b>50,83</b>	<b>695</b>	<b>48,00</b>	<b>156</b>	<b>49,52</b>
TOSCANA	140	9,57	12	3,96	111	7,67	25	7,94
LAZIO	142	9,71	12	3,96	55	3,80	14	4,44

<sup>18</sup> Fondazione E. Zancan, *La valutazione di efficacia dei progetti di servizio civile. Rapporto finale*, April 2008.

<sup>19</sup> *Ibid.*, p. 13.

<sup>20</sup> *Ibid.*, p. 15.

<sup>21</sup> *Ibid.*, p. 16.

<sup>22</sup> Most organisations operate only within one area (40,5%), but some of them operate in more than one (*Ibid.*, p. 70).

<sup>23</sup> *Ibid.*, p. 73.

<sup>24</sup> Data have been provided by Diego Cipriani, former Director of the National Office for Civil Service.

MARCHE	28	1,91	20	6,60	33	2,28	0	0,00
UMBRIA	28	1,91	28	9,24	14	0,97	42	13,33
ABRUZZO	10	0,68	0	0,00	32	2,21	30	9,52
MOLISE	30	2,05	0	0,00	4	0,28	0	0,00
<b>TOTAL Centre</b>	<b>378</b>	<b>25,84</b>	<b>72</b>	<b>23,76</b>	<b>249</b>	<b>17,20</b>	<b>111</b>	<b>35,24</b>
CAMPANIA	220	15,04	12	3,96	126	8,70	21	6,67
BASILICATA	0	0,00	0	0,00	10	0,69	0	0,00
PUGLIA	106	7,25	4	1,32	138	9,53	18	5,71
CALABRIA	25	1,71	0	0,00	52	3,59	0	0,00
SARDEGNA	8	0,55	14	4,62	4	0,28	0	0,00
SICILIA	186	12,71	47	15,51	174	12,02	9	2,86
<b>TOTAL South and islands</b>	<b>545</b>	<b>37,25</b>	<b>77</b>	<b>25,41</b>	<b>504</b>	<b>34,81</b>	<b>48</b>	<b>15,24</b>
<b>TOTAL</b>	<b>1.463</b>	<b>100,00</b>	<b>303</b>	<b>100,00</b>	<b>1.448</b>	<b>100,00</b>	<b>315</b>	<b>100,00</b>

Source: National Office for Civil Service

Of the 1,763 volunteers operating in “Cultural heritage management” area in 2007, 1,448 (c.82%) carried out their service in the “Care and conservation of libraries” field, while the others 315 (28%) in the “Promotion of private and public museums”. In 2006 the situation was almost identical.

As for their geographical provenance, in 2007 the number of volunteers operating in the libraries in the North of the country increased in comparison with 2006 (+9%), while it decreased in the Centre (-9%) and in the South (-2%): as for the museums promotion area, in 2007 the number of volunteers in the North was more or less the same of 2006, while it increased significantly in the Centre (+11%) and decreased – also quite significantly – in the South (-10%).

Generally speaking, the number of volunteers in 2007 increased in the North (in both sectors) and – although a little less and only in the museum sector – in the Centre; in the South it decreased in both areas.

Volunteers’ age groups (table 10) show that most are between 24 and 26 (in 2007 they represented 41.85% in the libraries field and 46.03% in the museums one): in both areas the number of young people between 18 and 20 is increasing.

With particular reference to the library sector, data shows that in 2007, in comparison with 2006, the number of volunteers decreased but the age group between 18 and 20 (+6%); exactly the opposite happened in the museums field, where all age groups increased but the one between 27 and 28 (-2%).

**Table 10. Volunteers in the “cultural heritage management” field divided into age groups (Years 2006-2007)**

AGE GROUPS	2006				2007			
	Care and conservation of libraries		Promotion of public and private museums		Care and conservation of libraries		Promotion of public and private museums	
	Absolute value	%	Absolute value	%	Absolute value	%	Absolute value	%
18 - 20	135	9,23	16	5,28	212	14,64	24	7,62
21 - 23	432	29,53	70	23,10	403	27,83	72	22,86
24 - 26	612	41,83	141	46,53	606	41,85	145	46,03
27 - 28	284	19,41	76	25,08	227	15,68	74	23,49
<b>TOTAL</b>	<u>1.463</u>	<b>100,00</b>	<u>303</u>	<b>100,00</b>	<u>1.448</u>	<b>100,00</b>	<u>315</u>	<b>100,00</b>

Source: National Office for Civil Service

### 3.2.5. Other organisations operating in the cultural field

This paper has already noted that the cultural sector is characterised by the presence of organisations which are not defined as volunteering ones according to the law, but which operate in the sector through volunteers.

Most of these were founded during the 1960s in a period of great social and economic development, which was also characterised by severe damage to cultural and environmental heritage carried out in the name of development.

From a legislative point of view, these organisations belong to different typologies: there are non-profit associations (such as ADSI and TCI), volunteering and social promotion associations (AUSER), social promotion associations (ARCI, ITALIA NOSTRA, MO.DA.VI and ARCHEOCLUB), environmental associations (WWF and LEGAMBIENTE), foundations (FAI and FONDAZIONE NAPOLI '99), or federations of associations (such as FIDAM). They are different also from the point of view of the activities they carry out and of the fields they deal with: if it is true on the one hand that most of them operate – exclusively or partially – in the field of cultural heritage, on the other hand there are some of them which deal with environmental care and protection (WWF and LEGAMBIENTE) and cultural activities (ARCI).<sup>25</sup>

<sup>25</sup> VoCh project group – as it has already been specified in the introductory paragraph of this report, accepts the Eurostat definition of cultural heritage, agreed upon by most EU governments, intended as a sector which encompasses the following domains: *heritage (tangible and intangible<sup>25</sup>); archives; libraries; visual arts and architecture; performing arts; books and the press; cinema and the audiovisual sector*. Furthermore, we have taken into account also environmental associations due to the close relationship existing in Italy between cultural heritage, landscape and territory.

In order to write this paper, we contacted twelve of these organisations<sup>26</sup> – sending a questionnaire and interviewing people in charge of them. The organisations were selected according to their national relevance. We received six answers: three of them did not have any quantitative or qualitative data about their volunteers,<sup>27</sup> while the other three provided us with exhaustive information.<sup>28</sup>

The picture which has emerged is that volunteers who operate within these organisations have a medium-high level of qualifications and that their motivations are essentially passion and interest for the subjects each organisation deals with. There are both young and old people, although in the South of Italy there are mostly young volunteers, probably because – due to the scarcity of job opportunities in this area of the country – they consider volunteering as a means to enter the profession.

As for the selection of volunteers, it emerges that it is a self selection process, based on their previous knowledge, interest and strong motivation; a real selection process takes place only in cases of projects and activities which require specific professional figures and which are paid for.

Within these organisations, volunteers carry out every sort of activity: the need for training is strongly perceived in the managing field (management of the organisation and of the human resources), but not in the various disciplinary fields (probably because most of volunteers have strong and solid previous knowledge about them).

None of these organisations makes use of real accreditation systems, although some of them have signed agreements with universities in order to let students carry out internships which allow them to gain university credits.

In some cases volunteers receive reimbursement, although within organisational management the idea that volunteering activities should be done for free is deeply rooted, without any sort of payment or even reimbursement of expenses.

Another interesting element is that almost every organisation complains about the lack of structured and strong relationships with other subjects operating at a national level, while they say that these relationships exist at a local level and, furthermore, at a European one, especially in the form of networking activities.

### **3.3. Case studies**

#### **3.3.1 Emilia-Romagna** by Valentina Galloni<sup>29</sup>

According to 2008 data, there are 2,697 volunteering organisations inscribed in the regional register in the Emilia-Romagna region, and 93 of them carry out activities specifically related to the cultural field.<sup>30</sup>

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<sup>26</sup> ADSI (Associazione Dimore Storiche Italiane), Archeoclub, ARCI (Associazione Ricreativa Culturale Italiana), AUSER, FAI (Fondo per l'Ambiente Italiano), FIDAM (Federazione Italiana degli Amici dei Musei), Fondazione Napoli 99, Italia Nostra, Legambiente, Mo.da.vi., TCI (Touring Club Italiano), WWF (World Wildlife Fund).

<sup>27</sup> ADSI, FIDAM and Fondazione Napoli 99.

<sup>28</sup> Archeoclub, FAI and ARCI.

<sup>29</sup> Istituto Beni Culturali of Regione Emilia-Romagna.

<sup>30</sup> Volunteering in Emilia-Romagna is regulated by the regional Law n. 12 of February 2005. The Law, which regulates the relationship between public institutions and organisations, takes into account volunteering as expression of the self-organisation capability of civil society.

This section analyses the results of a research carried out by the Istituto Beni Culturali regarding museums of the Regione Emilia-Romagna. More than 400 museums, which are registered in the Istituto's database, received a questionnaire devised by the VoCH working group (Form C, see Appendix 2c). We received 50 answers, including 18 from institutions which do not deal with volunteers, therefore it was not possible to obtain valid results from a scientific point of view. Notwithstanding this, the 32 answers that we did receive provided an interesting and significant picture of the situation in this region.

Here are some of the most significant issues and problems which arose from the analysis of the questionnaires:

- Most museums have part-time volunteers: in many cases the number of volunteers is bigger than that of employees. In four cases, museums are entirely managed by volunteers;
- Volunteers operate mainly as guardians, as front-desk personnel and guides. Some of them – mainly volunteers enrolled through the civil service selection – also operate as restorers, researchers and helpers during exhibition installations;
- Most volunteers are retired people or students;
- Their motivations are pleasure, interest in museum collection, desire to be active, willingness to share knowledge and competences. Students are motivated by the fact that volunteering is in most cases part of their curriculum;
- Usually, the director – or head of department - also acts as the volunteer coordinator. In some cases it is one of the volunteers who coordinates the others;
- The relationship between the cultural institution and the volunteer organisation is usually a formal one (especially with regard to civil service activities, stages, etc.): many museums, however, declare that there is no formal agreement between themselves and the organisations;
- As for training, volunteers sometimes have the opportunity to meet museum professionals to receive information about collections and about specific activities which have to be carried out in museums (such as dealing with the public or with security issues). Specific training is provided for civil service volunteers;
- The majority of institutions declared that volunteers need to be informed mainly about the museum where he / she operates and about its collection; communication skills are also regarded as very important;
- Many museums offer volunteers a certificate at the end of their service; some of them also give volunteers a reimbursement. Museums which host civil service volunteers declare training accreditation or acknowledgment of acquired competences;
- The main benefit of working with volunteers seems to be the chance of having longer opening hours and in some case opening being able to open the whole museum rather than having to close some of the rooms. Furthermore, costs relating to ordinary and extra-ordinary activities seem to decrease significantly and museums declare an improvement of front-desk services, security and in their general social role within local communities. In case of young volunteers, museums appreciate their commitment and enthusiasm, which allow museums to create and realise new projects;
- The main difficulties in dealing with volunteers relate to their continuous turnover, which does not allow museums to carry out relevant training activities and creates problems in managing and coordinating volunteers. In some cases – especially when volunteers are elderly people – it is difficult for museums to motivate and involve them;
- Another challenge which emerged from the research is the relationship between volunteers and professionals: museums declared that for them it would be very important to be able to offer the volunteer coordinator training in human resource management and conflict management;
- According to the research, museums feel the need to know and share best practices

example, both within Italy and with other European professionals, in order to improve capabilities in specific areas such as volunteer management and organisation, volunteer selection, etc.

Notwithstanding the specific issues related to the Italian situation which emerged from this research, we are sure that from these preliminary results and from the comparison with other European contexts will emerge new stimuli for the realisation of new initiatives, such as the training courses which will be organised and delivered by VoCH.

### 3.3.2 Tuscany

According to Cevot data<sup>31</sup>, at 2007 there were at least 182 associations whose purpose is to protect, enhance and promote the archives, museums, churches, monuments and archeological heritage of Tuscany. Many of these associations play a fundamental role in the life of the museums and cultural institutions to which they are dedicated, in some cases ensuring their very existence.

Particularly active in Tuscany are the volunteers of archeological groups, of Auser, Legambiente and Friends of Museums. Indeed, in Florence there are 42 such groups, while Pisa has 22, Lucca has 19, Pistoia has 17, Arezzo has 15, Empoli has 14, the provinces of Grosseto, Massa-Carrara, Livorno and Siena have a further 11 and Prato has 9.

In this section three examples of volunteer engagement in different kinds of museums in Tuscany are presented. Tuscany is an extremely lively region in terms of volunteer associations operating in the cultural field. This phenomenon has its origin in the trend – quite common in Italy – of privileging local interests/issues rather than national/general ones, which has many positive aspects but also some negative ones. On the one hand, the diffusion of this sort of association allows strong territorial control and represents an important contribution to the activities of the *Soprintendenze*<sup>32</sup> and Universities (especially in the archaeological field); on the other hand, the presence of so many smaller associations does not allow the development of bigger organisations, which could collect and manage more resources, both in financial and human terms.

#### Museo del Tessuto di Prato<sup>33</sup>

by Filippo Guarini and Chiara Lastrucci<sup>34</sup>

Located within the former Cimatoria Campolmi textile mill – a fine example of mid-19<sup>th</sup> century textile industry architecture – Prato Textile Museum is a nationally recognised institution whose mission is to ensure the enhancement of ancient and contemporary textiles. Indeed, the Museum's vast collection of textiles includes items dating as far back as the third century and as far forward as the forthcoming autumn/winter 2009-2010 fashion trends. (In other words, approximately eighteen months ahead of the current fashion season.)

Voluntary work has always played a key role in the running of Prato Textile Museum and was fundamental to both its establishment in 1975 and its consolidation in the early 1990s. Prato Textile Museum was established by an Association of Former Pupils of Tullio Buzzi Technical Institute (Associazione Ex Allievi dell'Istituto Tecnico Superiore Tullio Buzzi) in

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<sup>32</sup> Peripheral bodies of the Ministry of Culture.

<sup>33</sup> Museo del Tessuto, Via S. Chiara 24, Prato (PO), 59100 Italy, tel. +39 0574 611503, e-mail [info@museodeltessuto.it](mailto:info@museodeltessuto.it), [www.museodeltessuto.it](http://www.museodeltessuto.it)

<sup>34</sup> Director and Head of Education. Museo del Tessuto of Prato

the buildings of their *alma mater* with the aim of offering cultural-historic support to vocational training initiatives relative to the textile sector. The main nucleus of the ancient collections was donated by a local textile entrepreneur, Loriano Bertini, who – over 30 years later – still continues to play an active role in the life of the Museum, encouraging both the development of the collections and participating in the management of the Museum. Throughout the early years, the Museum's collection was enriched with various donations procured by volunteers. Indeed it is thanks to their incredible enthusiasm for research and donation that Prato Textile Museum is now a leading centre for the documentation of the history of textiles.

Since 1998 the Museum has been managed by a professional staff. Nevertheless, the role of volunteers in the running of the institution continues to be one of the key elements of its success and popularity.

In 2001 Prato Textile Museum commenced an important collaboration with Prato Association of Friends of Museums and Environmental Heritage (Associazione Pratese Amici dei Musei e dei Beni Ambientali)<sup>35</sup>, an offshoot of the national association of the same name<sup>36</sup> founded in 1980 in order to promote, protect and safeguard Prato's cultural heritage. The voluntary section of this association, – founded in 1998 – is made up of approximately 60 volunteers (out of a membership of over 800 associates) which ensured free entrance to the Museum on Sundays and on special occasions for more than seven years.

Furthermore, in collaboration with Tuscany Volunteer Service Centre (Centro Servizi per il Volontariato Toscana), Prato Association of Friends of Museums and Environmental Heritage has organised various initiatives designed to train volunteers (increasing their knowledge of the Museum, making them aware of the problems of restoration, etc.). Since 2000, Prato Textile Museum has also enjoyed the support of the Association of Friends of Prato Textile Museum (Associazione Amici del Museo del Tessuto di Prato)<sup>37</sup> whose intense fundraising, research and purchasing activities have ensured the constant development of the Museum's collections. The Association also organises programmes of events, training initiatives and cultural visits.

Voluntary work clearly plays a fundamental role in the management of Prato Textile Museum. Indeed, pursuant to the Museum's statute, the governing bodies of Prato Textile Museum Foundation (Chairman, Deputy Chairman, Members of the Orientation Committee, Members of the Management Committee) receive no payment for their activities of representation, administration and orientation.

Since 2007, Prato Textile Museum has welcomed 4 volunteers from the Municipality of Prato branch of the National Civil Service Office into its fold with a view to generating specific projects designed to improve the welcome offered by the Museum and the local visibility of the institute.

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<sup>36</sup> FIDAM – Federazione Italiana Amici dei Musei, via degli Alfani 39, Firenze (FI), 50121 Italy, tel. +39 055 213558 / +39 055 2697549, e-mail [info.fidam@alice.it](mailto:info.fidam@alice.it), [www.fidam.org](http://www.fidam.org)

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### **Museo Civico Archeologico di Sarteano<sup>38</sup>** by Alessandra Minetti<sup>39</sup>

There are almost 60 voluntary archeological groups in Tuscany, all of which contribute a wide variety of skills towards ensuring the protection and enhancement of the environmental and archeological heritage of the region. Established in the 1970s in order to counter the large number of illegal excavations occurring in the region of Tuscany, these associations now manage excavation initiatives, provide monitoring services and organise guided tours and promotional meetings in strict collaboration with both national and local heritage protection authorities.

Opened in 1997, Sarteano Civic Archeological Museum is responsible for a large collection of materials dating to the Iron Age and Late Roman period as well as a remarkable collection of Etruscan tombs.

Since 1998, the Municipality of Sarteano, the civic museum, the *Soprintendenza* and the *Gruppo Archeologico Etruria* have participated in a large number of joint excavations, many of which have led to extremely important discoveries (such as the discovery of the one of the tombs of the *Quadriga Infernale* in 2003, one of the most sensational finds in the field of Etruscology of the last few decades and many important examples of fourth century BC Etruscan painting).

This is not an isolated fact, but the fruit of the continuous efforts of the above mentioned institutions: particularly, it has to be mentioned the role played by 15 volunteers who belong to the *Gruppo Archeologico Etruria* and who dedicated many hours of their free time to this demanding task in order to discover the past and to share it with the whole community.

### **Comunità Montana del Casentino-Ecomuseo del Casentino<sup>40</sup>** By *Andrea Rossi*<sup>41</sup>

Promoted by the Mountain Community of Casentino in the province of Arezzo, the Casentino Eco-Museum System is a network of 16 museums from thirteen different municipalities established at the end of the 1990s thanks to European funding and the direct involvement of various municipal authorities. The Eco-Museum System became fully operative in 2004.

The common aim of the 16 museums involved in the Casentino Eco-Museum System is to protect and safeguard the environmental, historic, cultural, production-generated and ethnographic elements of the local territory.

One of the most important features of the Eco-Museum System is the active participation of the inhabitants of the municipalities involved in the museum network in the management of their local cultural heritage. Indeed, many of the museums in the network are managed by groups of volunteers whose responsibility for the care of a museum or a collection

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<sup>39</sup> Director of Museo Civico Archeologico of Sarteano

<sup>40</sup> Comunità Montana del Casentino – Centro Servizi e Coordinamento Rete Museale, via Roma 203, Ponte a Poppi (AR), 52014 Italy, tel. +39 0575 507272, e-mail [ecomuseo@casentino.toscana.it](mailto:ecomuseo@casentino.toscana.it), [www.casentino.toscana.it](http://www.casentino.toscana.it)

<sup>41</sup> Project coordinator for Ecomuseo del Casentino

immediately transforms its intrinsic value and communicates the objectives of the experience.

The 35 volunteers involved in the system include pensioners, students, enthusiasts and the owners of the buildings in which the museums are housed. Aged from 16 to 70 years old, these volunteers ensure the opening of the museums, the provision of guided tours and the implementation of research and promotional activities, while their work in the various museums is seen as a chance to recount their lives and to be involved in the enhancement and transmission of their local culture (an indispensable feature of the museums in which they operate).

The Casentino Eco-Museum System network is supported by a Service Centre whose remit is to coordinate the project, to encourage the involvement of volunteers and to channel their actions. Over the last few years, the Service Centre has implemented various training projects using informal channels of learning, organized occasions for confrontation and development, arranged visits and study trips and set up “twinning” with other eco-museum networks. The aim of these initiatives has been to increase knowledge, create new forms of sociality, renew volunteer motivation and stimulate the interest of new players.

### 3.3.3 Piedmont

by *Nicoletta Gazzeri*<sup>42</sup>

In 2006 the Piedmont Region charged Fondazione Fitzcarraldo (FF)<sup>43</sup> with the task of producing an informative guidebook to be distributed to the voluntary (i.e. unpaid) staff of museums and heritage sites. The reason behind it was that the Census of the Museums and Heritage sites, in 2002, had registered that more than 50% of Piedmont museums were run entirely by unpaid staff. This means that the role of volunteers is really structural in the Piedmont museums sector and above all in the museums services addressing the public.

FF, with the agreement of the Region, decided to carry out research among museums and volunteer groups to define the contents to be included in the guidebook, and in the meantime FF conducted a survey on the volunteers' condition and policies in Piedmont museums.

What the research revealed to be interesting are the results both about trends in the organisational approach to volunteers from Piedmont museums, and about the volunteers' needs and expectations. In particular, these last were revealed as:

- Need for recognition of volunteers as partners in museum and site management: this means also being informed, involved, consulted not only by the single museum, but by the public actors responsible for museum policies;
- Need for specific information introducing volunteers in the museum service;
- Need for a better definition of volunteers' roles and treatment inside the museums and a more clear commitment of the institution towards them, in particular training and insurance (as foreseen in Italian Law for the voluntary sector, 266/91).

The project went on with the production of the handbook. A second phase of the project started in 2008 and is bringing to the foreground the need for a better definition of

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<sup>43</sup> The Fondazione Fitzcarraldo ([www.fitzcarraldo.it](http://www.fitzcarraldo.it)) is an independent centre for planning, research, training and documentation on cultural, arts and media management, economics and policies, at the service of those who create, practise, take part in, produce, promote and support arts and culture.

volunteers' roles and treatment inside the Piedmont museums. It will involve both museums and volunteer organisations to define, in a participative way, guidelines for ameliorating the museums' volunteer policies and to share best practice.

### 3.4 References

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