

- Royal Decree 1708/2011, of 18 November (Official Gazette on 25 November), which establishes the Spanish System of Archives and regulates the Archive System of the Central State Administration and its Public Organisms and access regime.
- Act 39/2015, of October 1, on Common Administrative Procedure of the Public Administrations.

Identification and purpose of the Archive

The Archive of the Crown of Aragon is a State-run centre that is directly managed by the Ministry of Education, Culture and Sport, and it is under the General Sub-directorate of the Central Archive (General Directorate of Fine Arts and Cultural Heritage).

The Archive of the Crown of Aragon was originally the Royal Archive of Barcelona, which was founded by King James II of Aragon in 1318. During many centuries it was considered property of the King. In 1346 the King named his first archivist and he gave him practical guidelines on how to carry out his work. The Archive was located in the Royal Palace of Barcelona until 1770. In addition to papers regarding the Royal Patrimony, documents concerning government and justice were also stored there, and, among them, the record series of the Royal Chancery. Moreover, the document collection of some of the abolished houses of the Knight's Templar, documents seized from noble rebels and other heritage archives acquired by the Crown were included in the Archive by royal decree.

Since the beginning of the 18th century, it was given the name of Archive of the Crown of Aragon, another structure was added (1738), and Internal Regulations were approved (1754). During the 19th century, archivist D. Próspero de Bofarull established the Archive in the Palace of the Viceroys and helped reveal its historical value by systematically publishing documents in the "Unpublished collection of the Archive of the Crown of Aragon", which first appeared in 1847 and still exists to this day. At the same time, he increased the fonds by including historical archives of vanished institutions from the Old regime. His successors carried on with these two approaches.

In 1994, the new headquarters of the Archive of the Crown of Aragon was inaugurated in street Almogàvers, where the repository and document consultation is located nowadays. In 2007, the renovated historical premises of the Palace of the Viceroys were reopened to the public, now hosting new spaces devoted to exhibits and conferences.

In 2007 the Archive of the Crown of Aragon was granted the European Heritage Label in recognition of its trans-national dimension. This Label certifies the essential role that this Archive has in European history and territory.

The purposes of the Archive are:

- To preserve documents.
- To describe its collection according to the regulations recommended by the International Council on Archives, and those that are already in force in Spain.
- To disseminate its documentary heritage so that it is available for researchers and users, in order for the Archive to become a study centre promoting Spanish culture and history.

The aforementioned tasks of custody, conservation and dissemination of the Documentary Heritage are managed and coordinated by the General Sub-directorate of State Archives.

*** The governing body of the Service Charter is the Archive Management.**

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Additional information

Opening hours:

■ Research Room

c/ Almogàvers, 77. Monday to Friday: from 9:00 to 14:30 h.

■ Information and general inquiries

c/ Almogàvers, 77 and c/ Comtes, 2 Monday to Friday: from 9:00 to 14:00 h.

Closed on: Saturdays and Sundays; 24 and 31 December; public local and Autonomous Community holidays.

■ Palace of the Viceroys and Exhibit Room

c/ Comtes, 2

Open from Monday to Sunday, from 10:00 to 19:00 h. Closed on 25 December and 1st January.

■ Temporary Exhibitions Room

Tuesday to Sunday from 10:00 to 19:00 h. Closed Mondays.

Addresses:

c/ Almogàvers, 77
08018 Barcelona. Spain.

c/ Comtes, 2
(Palais des Vice-Rois)
08002 Barcelona. Spain.

Phone number:

(34) 934 854 285

Fax:

(34) 933 001 252

E-mail:

aca@meccd.es

Web pages:

■ Archive of the Crown of Aragon

<http://www.meccd.gob.es/archivos-aca/portada.htm>

■ Spanish Archives Portal (PARES)

<http://pares.mcu.es>

■ Ministry of Education, Culture and Sport electronic headquarter:

<https://www.meccd.gob.es/servicios-al-ciudadano-meccd/sede-electronica.html>

How to get there:

■ Buses

Nº V21, 6, 40, 42, 141
(c/ Almogàvers)

Nº 17, 19, 40, 45 (c/ Comtes)

■ Tram

Line T4, Marina station
(c/ Almogàvers)

■ Underground

Line 1, Marina station
(c/ Almogàvers)

Line 4, Jaume I station
(c/ Comtes)

■ Bicing bicycle service

Avda. Meridiana, 40 (c/ Almogàvers)
Avda. de la Catedral, 6
and Pl. Ramon Berenguer el Gran
(c/ Comtes)

C/ Almogàvers, 77 headquarters



C/ Comtes, 2 headquarters



Citizen's charter

2018-2021

Archive of the Crown of Aragon



Services provided by the Archive

General Information

Advice regarding the research of documents, and how they can be located in the documentary collection of the Archive and other centres under the Ministry of Education, Culture and Sport. Personalized information and guidance regarding enquiries and use of description tools, as well as of the Archive's databases.

Document consultation

Direct consultation of the documentary collection can be made in the Research Room or through the Spanish Archives Portal (PARES). Users can freely access the Archive after certifying their identities with an ID card or passport.

Document reproduction

After paying the corresponding amount in accordance to current legislation, document copies are provided in the following formats: digital, microfilm, paper copy from microfilm and slides.

Auxiliary library

This library, which is specialized in the history and the archiving activity of the Crown of Aragon, is open to the public and has close to 27,000 volumes.

Group work area

The Archive has a work area for groups of up to 20 students and it must be booked 15 working days in advance.

Loans

The Archive's collection is available for loans to exhibit it with a prior authorization through a Ministry Order and in accordance with regulations and guidelines of the General Sub-directorate of State Archives.

Cultural and educational activities

Exhibitions may be organized, as well as guided tours, conferences and workshops. The Archive carries out cultural events in collaboration with other institutions.

Additional services

The Archive has a conference hall that caters for up to 125 people and it also offers a simultaneous translation system, an exhibit room, publication sale service, lockers and a chill-out room.

Specific rights of users

- To freely access the Archive following the conditions established by the current legislation.
- To access the Research Room after certifying their identity and agreeing to follow the internal regulation.
- To receive information and guidance regarding the collection stored in the Archive.
- To access documents and reproduce them in accordance with established rules and procedures.
- To be provided with suitable safety and hygiene conditions.
- To carry out procedures with the Administration electronically, as established in the Act 39/2015, of October 1, on Common Administrative Procedure of the Public Administrations.

Quality commitments

- To personally provide information on-site about access, internal operating rules, description tools and document location without waiting times.
- To allow researchers to access the Research Room without having to wait once they have certified their identity.

- To facilitate original documents and reference work consultation from the auxiliary library in the Research Room without waiting times.
- To deliver the documents in the Research Room in a maximum period of 10 minutes.
- To issue attendance certificates and invoices of document reproduction works in a maximum period of three working days.
- To provide a budget for the reproduction of documents within a maximum period of one week since its request.
- To answer document loan requests for exhibits within a maximum period of one week since their request.
- To answer mail, fax or email enquiries regarding document contents within a maximum period of three working days after receiving them in the Archive.
- To deliver reproductions of documents in digital format within a maximum limit of one week from the payment date of the amount by the interested parties.
- To carry out at least one temporary exhibition per year.
- To reply guided group tour requests within three working days since their request. These must be booked 15 days in advance.
- To answer complaints and suggestions in less than ten working days since their reception.

Quality level indicators

The Archive will make an annual service quality assessment taking into account the following elements:

- On-site information consultation upon access, internal operating rules, description tools or document location provided without waiting times and a percentage based on the total number of times that this has taken place.
- Researchers that after certifying their identities have accessed the Research Room without waiting times and a percentage based on the total number of times that this has taken place.
- Original document and reference work from the auxiliary library consultation in the Research Room without waiting times and a percentage based on the total number of times that this has taken place.
- Documents delivered in the Research Room in a maximum period of 10 minutes and a percentage based on the total number of times that this has taken place.
- Attendance certificates and invoices of document reproduction works issued within three working days and a percentage based on the total number of times that this has taken place.
- Budget for the reproduction of documents provided within a maximum period of one week since its and a percentage based on the total number of times that this has taken place.
- Replies to document loan requests for exhibits within a maximum period of one week since their request and a percentage based on the total number of times that this has taken place.
- Replies to enquiries made by e-mail, fax or email regarding document contents within a maximum period of three working days after receiving them in the Archive and a percentage based on the total number of times that this has taken place.
- Works of reproduction of documents in digital format delivered within a maximum limit of one week from the payment day of the amount by the interested parties and percentage of the total.
- Temporary exhibitions held per year.
- Replies to guided group tour requests within three working days since their request, given that these have been booked 15 days in advance and a percentage based on the total number of times that this has taken place.

- Complaints and suggestions answered in less than ten working days since their reception and a percentage based on the total number of times that this has taken place.

Relief measures

Those users that feel that the Archive has not complied with the commitments provided for in this Charter may send a complaint to the unit in charge of the Charter.

In the event that any of these commitments have been infringed, the Archive Management, which is the governing body of the Citizen's Charter, will send a letter to the citizen in which the causes for non-compliance shall be informed, as well as the measures taken to address the observed shortcomings.

This infringement shall not be transferrable to assets governed by the Administration.

User involvement

Archive users may be actively involved in the improvement of the services provided by:

- Sending complaints and suggestions as provided by this Citizen's Charter.
- Sending letters to the Archive Management.
- Completing satisfaction forms.

Complaints and suggestions

Users may present their complaints and suggestions regarding how the service works in accordance to the procedure established in Royal Decree 951/2005 of July 29 (Official Gazette on 3 September), to the following places:

- On-site by filling the form available at the Archive and in the entry and exit registries of the Central State Administration.
- By email send to the address: aca@mecd.es
- Through the Ministry of Education, Culture and Sport electronic headquarter: <http://www.mecd.gob.es/servicios-al-ciudadano-mecd/catalogo/mecd.html>
- By mail sent to the Archive Management, located in street Almogàvers, 77, 08018 Barcelona.

Regulations

- Royal Decree 1267/2006, of 8 November, (Official Gazette on 9 November) by which the Board of Archives of the Crown of Aragon is established.
- Act 16/1985, of 25 June, (Official Gazette on 29 June) on Spanish Historical Heritage.
- Royal Decree 1/1996, of 12 April, (Official Gazette on 22 April) which approves the Restated Text of the Law on Intellectual Property.
- Order, of 18 January of 2000 (Official Gazette on 26 January), establishing the rates of services or activities subject to a tax for the use of spaces in museums and other cultural institutions of the Ministry of Education, Culture and Sport.
- Royal Decree, 1266/2006, of 8 November (Official Gazette on 28 November), repealing Royal Decree 1969/1999, of 23 December, which regulated issuing national researcher cards to consult State archives and those connected to the Spanish archive system, in relation to State archives under the Ministry of Culture.
- Order CUL/1077/2011, of 25 April (Official Gazette on 29 April), establishing the public prices of certain services of the central bodies of the Ministry of Culture.