

Menu of Services

Museum of Natural History



National Museum of Natural History,

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<http://www.mncn.csic.es>

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1. NATIONAL MUSEUM OF NATURAL SCIENCES (MNCN).

1.1. LEGAL AND GENERAL INFORMATION

The National Museum of Natural Sciences (MNCN) is one of the oldest Natural History museums in the world. Its origin lies in the Royal Natural History collection set up by King Carlos III when he acquired the collection of D. Pedro Franco Dávila in **1771**. The Museum opened to the public in 1776, growing progressively with scientific collections acquired both in Spain and in other countries. Since **1910** it has been housed in the Palace of Industry and Arts, in the Paseo de la Castellana, Madrid.

In **2001** the MNCN was declared, along with the Royal Botanic Garden (CSIC), a Grand European Scientific Installation by the European Union, through the IHP-INF-00-1 programme, in recognition of its uniqueness and importance for the scientific community.

The MNCN is today a research institute belonging to the Agencia Estatal Consejo Superior de Investigaciones Científicas (CSIC), of the Ministerio de Economía y Competitividad (MINECO), and a Museum in accordance with the Article 59 of the Ley 16/1985, of 25 of June, of the Patrimonio Histórico Español (BOE núm. 155), which establishes in its third paragraph <Museums are those institutions of a permanent character that acquire, conserve, do research on, communicate and exhibit for the purposes of study, education and contemplation, sets and collections of historic, artistic, scientific and technical value, or of any other cultural nature> The Museum fosters and promotes access to knowledge of biodiversity of animal species and would like to acquaint visitors and researchers with the need to conserve its collection through its exposition and contemplation or study.

The Museum's principal mission is the investigation of Natural History, the understanding of how our planet works, and the use of the knowledge gained to try to resolve the challenges imposed by today's environmental crisis. In addition to our educational and conservation work with our Natural History collections, we in the MNCN try, through research, to respond to the following questions: "How and why did biodiversity originate? How and why do natural



systems function? How can we preserve biodiversity and the functioning of natural systems? What are the consequences and risks of geological processes and their most recent changes?"

1.2. OBJECTIVES

The MNCN assumes, with this "Menu of Services", the written and public obligation to guarantee the mission it has been given in the three areas of application of its activity:

Guarantee the protection, conservation and restoration of the objects of historic and scientific value that make up its patrimony, as well as promote its growth, enrichment and betterment, because these are the primary source of information about our natural patrimony, and constitute a tool that cannot be done without in Natural Sciences research.

Develop and coordinate scientific studies aimed at improving knowledge of geologic diversity, the patterns and processes of the evolution of life, the changes in biodiversity, the long-term functioning of ecosystems, and the adaptive mechanisms of changing environments, including evolution, phenotypic plasticity, and behavioural flexibility, using a great variety of techniques, spreading our results through prestigious national and international scientific publications as well as in books and monographs .

Through its expositions, the Museum carries out a work of diffusion and teaching of biodiversity in Spain, of the advances in animal ecology, of paleontologic findings of world-wide relevance, of systems of volcanic risk control, of the geologic features that make detection of climate change possible, as well as many other projects and studies of research in the natural sciences in the Museum. Through public programmes it spreads knowledge of the natural sciences, bringing them closer to society, showing the research work and collection funds of the Museum.

Through research projects of the MNCN it spreads knowledge of natural science (biology and geology) and contributes to training and specialization of scientific and technical personnel in these areas.

The Museum sets up relations of collaboration with other research institutions, universities, museums and national or foreign cultural institutions to promote the exchange of experience and knowledge, as well as developing joint projects.

Its quality objective is the "continuous improvement" of the services offered to the public, fostering the participation of the public through the channels herein defined.

2. SERVICES

2.1. RESEARCH

2.1.1. Research support service

For the development of research the Museum counts on specialized laboratories that cover fundamental aspects of research in the centre, and that in many cases are open to users outside of the Museum, responding to petitions for information and access from researchers from the Museum and others belonging to public or private institutions

These laboratories are: Computerized Biogeography, Chromatography, Ecophysiology, Geology, Histology, Molecular Systematics, Taphonomy, Virtual Morphology, Animal Collections, and Germplasm Bank, and Non-destructive Techniques Laboratory: Microscopes and Spectroscopes.

These services and the use of our installations, space and devices are directed and supervised by technical staff responsible for the research tasks. (Information available in our web page)

<http://www.mncn.csic.es/Menu/Investigacin/Serviciodeapoyoalainvestigacin/>

The MNCN also has three field work stations, Bio-Geologic Camp "El Ventorrillo" (Guadarrama, Madrid), Biologic Camp Ore-Pontigón (Luarca, Asturias), Experimental Camp, La Higuera (Santa Olalla, Toledo). There is also a Photographic Service, and an internal Restoration Service.

2.2. SCIENTIFIC COLLECTIONS

2.2.1. Scientific collection loans

The scientific collections of the Museum are a fundamental tool for scientists from all over the world, which makes the Museum a centre of reference in the study of biodiversity, evolution and geology for researchers and historians of science. The objective of the management of the collection is to guarantee that its contents are available for use, without prejudice to its conservation, for future generations. This supposes the establishment of various norms for their access, with sufficiently long periods of time, to respond to petitions for information, visit or loan, through these services of the collections.

The scientific collections of MNCN can be consulted and visited by the museum's own research staff and those from outside, after petition to the curator or caretaker of the collection, and the funds shall be lent exclusively for expositions and other cultural and scientific events to recognized institutions that comply with our norms of security and care, but in no case to private individuals.

The service has collections of amphibians and reptiles, birds, mammals, Ictiology, Entomology, Malocogy, Invertebrates, Arthropods, Geology, Paleo-invertebrates and Paleobotany, Paleovertebrates and Prehistory, Fine Arts and Scientific Instruments, Tissue and DNA, Zoologic Phonoteque and Mediateque.

It is a good idea to keep in mind when asking permission for information, visits or loans of the funds of collections that because of space and maintenance requirements the above-mentioned are in some cases scattered and may require travel of some distance. Additionally, some object size, weight and volume are such that their moving requires special conditions or means.

Loans should be solicited in writing by the institution making the request from the curator of the corresponding collection. In the case of acceptance, correct conservation should be guaranteed by the petitioner, who shall also be responsible at all times for the care and security of the material, complying with the detailed procedures established for loans and in accordance with specifications available in the Museum web page for the management of scientific collections. The loan can also be arranged in writing through the Museum Administration.

(Petition for information, see the section in the Museum web page).

(http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Colecciones/seccion=1196&idioma=es_ES.do)

2.3. LIBRARY AND ARCHIVE

The **Library** of the MNCN has a Bibliographic Catalogue of more than 4,300 titles of periodic publications, of which about 1,000 are from open collections, with current subscriptions (bulletins, annuals and memories from the great Spanish, European and American institutions, the majority dedicated to Natural History from their inception). Within the deposit is what is recognized as the first magazine of the western world, the renowned "Journal des Savants" first published in 1665. In addition there is a Virtual Library, the only point of access to the electronic resources of CSIC (databases, magazines and electronic books, web pages, catalogues...). This service is offered by the Network of Libraries and Archives of CSIC, its funds are digitized and accessible for consultation through the collective catalogue of the Network of Libraries web page (<http://bibliotecas.csic.es/catalogos>).

The **Archive** of the Museum conserves the written memory of this scientific institution and museum of more than 240 years of age. There is documentation of its foundation in 1771. Since then, its holdings have grown with the regular additions from the production of the various units that make up the Museum today.

The value of the information from its documents is of particular interest to the Natural Sciences, not only in the field of Zoology, Geology or Mineralogy, but also in areas that historically belonged to what was known then as "Natural History", such as Palaeontology, Ethnography, Anthropology, etc. In fact the ancient Gabinete de Historia Natural would have been the first to keep collections of these characteristics, from which other new museums were founded throughout the XIX and XX centuries, among others: the National Museum of Archaeology (El Museo Arqueológico Nacional), the Museum of Anthropology, (Museo de Antropología) and Museum of America (Museo de América).

The Museum Library and the Archive are scientific-technical services within the organic structure of CSIC. The Scientific Information Resources Unit for Research (URICI) is responsible for the coordination and development of the Network of Libraries and Archives of CSIC, as well as the control and management of its digitization, its objective is to modernize the services and maximize the use of its resources.

The Museum Library and the Archive of the MNCN offer a wide range of services as seen in the Carta de Servicios de la Red de Bibliotecas y Archivos del CSIC, needed to cover the necessities of scientific data processing of its users and provides the correct access and use of its information and collection. The principal function is to support research work carried out by CSIC, regardless of the benefit this activity may supply to the scientific community or to society as a whole.

Both the Library and the Archive have their own web pages which describe their collections and services, those which are common to the Net they form part of, as well as those that stand out for their uniqueness in both. The link to the web follows:

Library and Archive Network Web of the CSIC:

<http://bibliotecas.csic.es/normativa-carta-de-servicios-y-documentacion-complementaria>

Web of the MNCN Library:

<http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Biblioteca/>

Web of the MNCN Archive:

<http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Archivo/>

Schedule of personal attention to the public in premises of both services:

-Library: from Monday to Friday, 9.00 to 15.00, and from Monday to Friday, 9.00 to 14.30 during July and August.

-Archive: from 9.00 to 14.30, from Monday to Friday.

2.4. COMUNICACIÓN AND PROGRAMMES FOR THE PÚBLIC

2.4.1. Educational and cultural activities

The Direction of Communication and Public Programmes make up the services for activities for school children, families and the general public, and the media aimed at public and private institutions.

2.4.2. Activities for School Children

The Administration of Public Programmes relates the Museum with schools, setting up a bridge to connect informal education with official programmes.

The educational programme of the Museum aims to activate group visits through a methodology based on learning through guided discovery, and a variety of activities designed to show the work of scientists and the Museum collections.

During the school year the Museum offers a wide variety of educational activities adapted to the various levels of teaching that last approximately one hour.

Guided visits to expositions explained by specialized monitors or cultural volunteers (Thursdays) and a wide variety of workshops in the form of children's circuits, dynamic visits, themed visits, clowns and storytelling, workshop-laboratories with practical cases, demonstrations and other activities with a greater scientific content such as the Scientific Congress for School Children aimed at secondary and more advanced students, and others adapted to the distinct educational needs of adults and groups of disabled individuals.

Activities directed towards teachers and moderators of groups of all school age, with the supply of pedagogic material for prior organization of visits to the Museum.

The Museum goes to school. The Museum gets closer to schools by visiting schools of the Autonomous Community of Madrid, explaining the various facets of the Museum such as research, and collections, expositions and activities with a sample of our scientific collections, to start with a series of workshops at the level of the student involved. The workshop, which has no special requirements attached, is guided by Museum monitors developing activities in a classroom.

Schedule and contacts: Monday to Friday, 09.00 to 14.00 h. Emails: reservas@mncn.csic.es, publico@mncn.csic.es.

Telephones and answering service (school groups): 91.564.61.69, and 91.411.13.28 ext. 1165 and/or 1237. Fax: 91.561.00.40.

2.4.3. Activities for the general public and families

With the objective of promoting knowledge of biodiversity and the importance of its conservation, throughout the year the Museum offers an ample programme of cultural and educational activities directed towards those who visit the Museum in their leisure or free time.

These activities are organized during weekends, holidays and on dates such as the Science Week or International Day of the Museum. The offer is made up of a variety of activities: workshops, story-telling, the night of the museum, guided visits and city camping during holidays.

The various programmes of activities are advertised on the internet, through the Museum web page where the details of characteristics, conditions and inscription procedure are described for each activity.

To visit the Museum as a group it is absolutely necessary to make a reservation at least one week in advance by e-mail, fax o telephone. There shall be no guarantee of availability.

Conditions for group visit. A group must be made up of at least 12 people. At least one person must take personal responsibility for each group of 20 people during the visit. To provide the appropriate environment for groups, the Museum reserves the right to suspend the visit of those groups that are not properly supervised or with inappropriate behaviour.

Visits guided by specialized monitors can be arranged.

Cancelations and changes in the number of participants: written permission is absolutely necessary from the visit appointment service for any modification of reservations, with as much time in advance as possible, to be able to organize space to accommodate other groups of visitors.

Schedule and information contacts for general public activities (Access to entrance): from 10.00 to 17.00 hours, except Mondays. Email: info.edu@mncn.csic.es; Telephone: 91 411 1328 ext. 1273,

Volunteers: A growing number of volunteers (Ley del Voluntariado 6/1996) collaborate with some of the tasks carried out by the Museum, directed towards school children with an hour's duration. These run on Thursdays which are not holidays from 10:00 to 13:00 hours. Reservations must be made at least one week in advance.

2.4.4. Press and communication

This service offers information to **professionals** of the media, periodically announcing results from research done in the Museum, expositions and educational and cultural activities. This department updates the Museum web page with the latest news items, is present in Twitter, Facebook and Google+, and every three months edits the NaturalMente digital magazine.

Contact and telephone: comunicacion@mncn.csic.es; 91 411 13 28 ext. 1259 – 1211.

2.5. USE OF SPACE AND PRIVATE VISITS

Use of some space in the Museum for private events is possible with a prior petition to the area in charge of General Services. Petitions are handled by the Museum Managers. To obtain information about the norms and procedures for reservations both email and telephone numbers are available (see address appendix)

2.6. EXPOSITIONS IN THE MNCN

The Museum offers a wide and varied programme of expositions of its own production, as well as of its permanent and temporary collections, fundamentally on Natural Science and the natural environment; among its most immediate objectives are communicating to the public

of up-to-date scientific knowledge in the fields of natural science (Biology and Geology) and of natural resources.

The Expositions Department prepares its temporary exhibits for travelling, making them available to other museums and public or private institutions, to exhibit the Museum patrimony, its research projects, scientific collections, historic and bibliographic archives; and travelling exhibits from other institutions are displayed on its premises, to set up lines of collaboration with a variety of museums and artists related with nature. These characteristics have made the Museum unique and a pioneer within the realm of museums today, and allow us to sponsor projects outside of the usual exposition circuits, trying at all times to cover research lines in the Museum of greatest interest to society.

Information on travelling expositions can be obtained in writing from the Museum Direction.

The Museum web page displays an exposition page with dates, exposition spaces, and travelling expositions. The information in the web is updated with each new or future exposition.

2.7. REGULATING NORM

General

- Article 44.1 of the Spanish Constitution, 1978
- Ley 16/1985, 25 June (BOE, 29 June) of the Historic Spanish Patrimony.
- Ley 30/1992, 26 November, of the Régimen Jurídico de las Administraciones Públicas and of the Procedimiento Administrativo Común.
- Ley 6/1997, 14 April, Organización and functioning of the Administración General del Estado.
- Ley Orgánica 15/1999, 13 December, Protección de Datos de Carácter Personal.
- Ley 33/2003, 3 November, of the Patrimonio de las Administraciones Públicas.
- Real Decreto 951/2005, 29 July, which establishes the general framework for the improvement of the quality of the Administration General del Estado.
- Ley 11/2007, 22 June, electronic Access for citizens to the Public Services.

Related with the State Agency CSIC

- Ley 28/2006, 18 July, State Agencies for the improvement of public services.
- Real Decreto 1730/2007, 21 December, setting up the State Agency, Higher Board of Scientific Research, with approval of its Statutes.
- Ley 14/2011, 1 June, Science, Technology and Innovation.
- CSIC Strategic Plan 2014-2017.

Related with Scientific Collections

- General Norm of the Scientific Collections of the National Museum of Natural Science (CSIC) (see: <http://graellsia.revistas.csic.es> -*Graellsia*, 53: 107-109 (1997)-)

Related with the Library

- Real Decreto 582/1989, 19 May, approval of the Reglamento de Bibliotecas Públicas del Estado y del Sistema Español de Bibliotecas.
- Ley 23/2006, 7 July, modifying the text of the Ley de Propiedad Intelectual.



3. RIGHTS AND DUTIES OF USERS IN RELATION WITH SERVICES

3.1. RIGHTS

3.1.1. Constitutional Rights

Public authorities shall promote and tutor the access to culture, to which every citizen has a right (Article 44.1 of the Spanish Constitution, 1978).

3.1.2. Generic Rights

Treatment shall be respectful and deferential on the part of authorities and functionaries, who shall facilitate user exercise of their rights and fulfilment of their obligations (Article 35.i, Ley 30/1992, 26 November, of the Régimen Jurídico de las Administraciones Públicas y del Procedimiento Administrativo Común).

Demand responsibilities of the Public Administration and of personnel in its service, when it is legally just (Article 35.j, Ley 30/1992, 26 November, of the Régimen Jurídico de las Administraciones Públicas y del Procedimiento Administrativo Común).

Rights covered in Ley 11/2007, 22 June, electronic access for citizens to public services.

3.1.3. Specific Rights

Be attended to.

Be informed of the requisites and conditions for making a visit.

Availability of health and security conditions adequate for the visit

Entrance to exposition space at reduced fee or gratis as long as the established requisites of the current norm are fulfilled.

Receive emailed information, if email address has been provided, through the Museum web page, where characteristics, manner and conditions of inscription for each activity are contained, as well as for the expositions put on by the Museum.

3.2. DUTIES

Conditions for group visit. A group must be made up of at least 12 people. At least one person must take personal responsibility for each group of 20 people during the visit. To provide the appropriate environment for groups, the Museum reserves the right to suspend the visit of those groups that are not properly supervised or with inappropriate behaviour,

To provide the atmosphere of tranquillity and reflection needed by visitors to enjoy the works exhibited, the Museum reserves the right to suspend the visit of those citizens whose behaviour on the premises is inappropriate.

Request for photographing within the institution, different from those related with study or research, should be made to the Direction or to scientific collections, including the expositions of the MNCN. (See Museum Web, management of Scientific Collections).

4. COMMITMENT TO QUALITY OF SERVICE AND INDICATORS WITH RESPECT TO THE SERVICES OFFERED

4.1. QUALITY COMMITMENT

The services and rights presented in this Menu of Services shall be provided and recognized in accordance with the following commitments:

- 4.1.1. Respond to petitions for information, access and use from researchers, or institutions outside of the Museum to the **Laboratory of Non-destructive Techniques: Microscopes y Spectroscopes**, within a period of three working days from the reception of the petition. The Non-destructive Techniques Laboratory: Microscopes and Spectroscopes are made up of 1/Electronic Microscopy: EDS-WDS-CL, 2/Confocal Microscopy, 3/Raman-y Spectroscopy, Raman Spectroscopy with Temperature control, 4/Computerized Tomography of X-CT SCAN Rays, 5/ high-resolution-interferometry 3D Optic Microscopy, 6/ Differential-ATD/ATG Thermal Analysis, 7/ Coulter Laser particle size analysis.
- 4.1.2. Respond to petitions for information, orientation and attention, and consultation of the **services of the library, archive and documentation** within a period of three working days from the reception of the petition. The same period shall apply to the petitions for **library loans or exchanges**.
- 4.1.3. Respond to petitions for educational or cultural activities or workshops for school children or the general public and general information for families from the Museum within a period of three working days.
- 4.1.4. Respond to petitions for loan information from travelling **Expositions** within a period of five working days from the reception of the petition
- 4.1.5. Respond to petitions for **space reservation** within a period of three working days the reception of the petition.

4.2. QUALITY INDICADORES.

Indicator (%)	
4.2.1	% of responses, within the period established from reception of the petition for information, access to use, on the part of researchers or institutions outside of the Museum, to the services of the Non-destructive Techniques Laboratory, or Microscopes and Spectroscopes.
4.2.2	% of responses within the period established from reception of the petition for information, orientation, attention and consultation to the services of the library, archive and documentation, or library loans and exchanges.
4.2.3	% of responses within the period established from reception of the petition for activities for school children or general public and families.
4.2.4	% of responses within the period established from reception of the petition for information on travelling expositions
4.2.5	% of responses within the period established from reception of the petition for reservation of space.

5. VISITOR COLLABORATION OR PARTICIPOATION IN IMPROVEMENT OF SERVICES

Visitors can participate in the improvement of services through the **Complaints and suggestions system** as provided in this Menu of Services.

Visitors can also participate through the **Society of Friends of the MNCN (SAM)** with annual surveys to send suggestions for improvement to the direction of MNCN.

Surveys will also be done annually of the satisfaction of users with the services along with the evaluation of personnel to record opinions and suggestions.

Channels of **contact** (post, electronic, telephone, and fax) established by the MNCN.

Letter boxes or systems of personal user attention are available in the library.

5.1. COMPLAINTS AND SUGGESTIONS SYSTEM

Visitors to the Museum can participate in the improvement of services provided, their functioning or the premises employed through the channels and procedures established in the Museum's electronic web Page <https://sede.csic.gob.es>

The web page of the Museum contains a link to the complaints and suggestions section of the web of CSIC. Besides in the areas of attention to visitors they can ask for the official [complaints and suggestions](#) form to be filled up and presented or sent by mail.

5.1.1. How to present

Complaints and suggestions can be presented in the following ways:

- By **Digital Certificate**, through the link (<https://sede.csic.gob.es/quejas-y-sugerencias>), to get a copy of the Complaints and Suggestions form.

Complaints and suggestions presented this way will be processed as usual until their final resolution.

A printable PDF copy of the form presented will remain with the person presenting. The copy will include an CSIC identifying number.

- **Without Digital Certificate.** Downloading the Complaints and suggestions form (http://www.mncn.csic.es/docs/FORQYS2_2015.pdf) PDF 427KB and sending it by post to: Unidad de Calidad del CSIC, Calle Serrano 117, 28006 Madrid or as well by presenting it in any of the Delegations of CSIC in the various Comunidades Autónomas or sending it by email.

Copies of the complaints and suggestions can be obtained and printed to be filled up by hand.

5.1.2. Period for replying and type

Once received, the Unit responsible should inform the citizen within a period of **twenty** working days.

This period of response can be altered in the case where the petitioner, within a period of **ten** working days, makes the necessary clarifications to correctly manage the complaint or suggestion.

Communication with the presenter will be done through the means indicated in the Complaints and Suggestions form. In case no means has been indicated as to first choice, communication will be by email or post, in this order, In case of lack of fulfilment, the presenter can appeal to the Inspection General de Services del Ministerio, Pº de la Castellana 162, 28071 Madrid. sgafriis1@micinn.es (Artículo 16.3 del RD 951/2005).

5.1.3. Effects

Complaints formulated will in no case be qualified as Administrative Recourse nor will they paralyze the periods established by the norm in force. Presentation of a complaint will not condition in any way the exercise of the remaining actions or rights that, in agreement with the regulating norm for each procedure that those involved can exercise.

5.1.4. Norm

The basic norm regulating the Complaints and Suggestions forms is in the Real Decreto 951/2005, 29 July, which establishes the general framework for improvement of quality in the General Administration of the State (BOE 3/9/2005 and Correction 22/9/2005).

6. SYSTEMS OF SECURITY AND OTHER MEASURES

6.1. MEASURES OF GENDER EQUALITY IN ACCESS TO SERVICE AND IMPROVEMENT OF CONDITIONS OF PROVISION

Quality Commitments established in this Menu of Services are of general application to all users of the MNCN, guaranteeing gender equality in access to services and conditions of provision.

6.2. MEASURES OF ACCESS TO SERVICE, AND THAT IMPROVE CONDITIONS OF PROVISION

The Museum is provided with an access ramp, lifts and wash rooms for people with reduced mobility along with diaper changing facilities.

The personnel of the Museum, in their daily work, are concerned with the improvement of conditions of provision of service by actively listening, being friendly and courteous, using comprehensible oral and written language, adequate attitude and aptitude towards users, maximum help, minimum bother, efficient action and personal treatment.

7. NORMALIZED SYSTEMS OF QUALITY, ENVIRONMENTAL, SECURITY AND WORKER HEALTH MANAGEMENT

7.1. SYSTEMS OF QUALITY CONTROL

Evaluation of the degree of success in achieving objectives of the successive evaluation and strategic plans of the CSIC.

7.2. SYSTEMS OF LABORAL RISK PREVENTION

The Museum complies with the norm in force relating to labour risk prevention and has access to the Committee of Security and Labour Health of the CSIC.

The Museum also has a Self-Protection Plan.



The Museum forms part of CSIC and trains personnel employed in the Museum in health, labour safety and prevention of work-place risk. Specific emergency training has also been given to certain groups.

Among the particular measures adopted by the Museum to guarantee the safety and health of visitors and workers of the Museum are the following:

Review and carry out periodic maintenance of emergency detection systems, alarms and means of fire extinction, as well as systems of air conditioning, refrigeration towers, etc., to guarantee their operation in all moments and as a means of prevention of health risk for personnel and users of services,

Carry out air conditioning, refrigeration tower, etc. systems review as a means of preventing health risks for personnel employed in the Museum and for the visiting public.

8. MEASURES OF CORRECTION, COMPENSATION AND REPARATION IN CASE OF NON-COMPLIANCE

8.1. MEASURE OF CORRECTION IN CASE OF NON-COMPLIANCE

When a citizen detects non-compliance with some of the commitments assumed in this Menu of Services, and acquaints the Museum through the [complaints and suggestions](#), they will receive a detailed explanation of the causes and, in their case, the measures taken to correct the deficiency in the service provided.

Non-compliance with commitments shall not give rise to responsibility relating to the patrimony, nor economy, of the Museum nor the Administration.

9. COMPLEMENTARY INFORMATION: POSTAL AND ELECTRONIC ADDRESSES, SCHEDULES, PRICES, HOW TO ACCESS AND PUBLIC TRANSPORT. OTHER INFORMATION OF INTEREST.

9.1. POST AND ELECTRONIC ADDRESSES, TELEPHONE NUMBERS

MNCN Web services:

<http://www.mncn.csic.es/>

<http://www.facebook.com/MNCNcomunica>

<https://twitter.com/MNCNcomunica>

<https://plus.google.com/b/109694493698779970035/109694493698779970035/posts>

MNCN General Information

Museo Nacional de Ciencias Naturales

C/ José Gutiérrez Abascal, 2. E-28006 Madrid (España).

Central Switchboard: Tel.: 91.411.13.28 •• 91.561.86.07 •• Fax: 91.564.50.78



General affairs and protocols (Reservation and renting of space)

Tel: 91.411.13.28

egm@mncn.csic.es

Research Support services: Laboratories:

Tel: 91.411.13.28

Chromatography, Geology, Histology, Molecular Systematics, Taphonomy, Virtual Morphology, Optical Microscope, Animal Collections, Germplasm Bank, restoration service and Non-Destructive Techniques Laboratory: Microscopes and Spectroscopes

Web Service:

http://www.mncn.csic.es/Menu/Investigacin/Serviciodeapoyoalainvestigacin/seccion=1221&idioma=es_ES.do

Non-Destructive Techniques Laboratory: Microscopes y Spectroscopes

These laboratories are: 1/ Electronic Microscopy: EDS-WDS-CL, 2/ Confocal Microscopy, 3/ Raman- γ Spectroscopy, Raman Spectroscopy with Temperature control, 4/ Computerized Tomography of X-CT SCAN Rays, 5/ High-resolution 3-D Optic Microscopy, 6/ Differential-ATD/ATG Thermal Analysis, 7/ Coulter Laser particle size Analysis

Tel: 91.411.13.28

Web Service: <http://www.mncn.csic.es/Menu/Investigacin/Serviciodeapoyoalainvestigacin>

Scientific Collections

Tel: 91.411.13.28

Amphibians and Reptiles, Birds, Mammals, Ictiology, Entomology, Malacology, Invertebrates, Arthropods, Geology, Paleo-invertebrates and Paleobotany. Paleo-vertebrates and Prehistory. Fine Arts and Scientific Instruments. Tissue and DNA, Zoology Phonoteque, and Mediateque.

Web Service:

http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Colecciones/seccion=1196&idioma=es_ES.do

Library and Archive:

Web Service of the group Catalogue of the Library Network: <http://bibliotecas.csic.es/catalogos>

Web of the Library and Archive Network of CSIC: <http://bibliotecas.csic.es/normativa-carta-de-servicios-y-documentacion-complementaria>



MNCN Library Web Service:

<http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Biblioteca/>

MNCN Archive Web Service:

<http://www.mncn.csic.es/Menu/Coleccionesydocumentacin/Archivo/>

Tel: Library: 91 411 13 28

biblioteca@mncn.csic.es

Tel: Archive: 91.411.13.28

archivo@mncn.csic.es

Schedule for personal attention to the public on the premises of both Library and Archive Services:

Library from Monday to Friday 9.00 to 15.00 and from Monday to Friday 9.00 to 14.30 during July and August.

Archive: from 9.00 to 14.30 Monday to Friday.

Entrance access information for activities for the general public

Tel: 91.411.13.28 ext. 1273

info.edu@mncn.csic.es

from 10.00 to 17.00 hours, except Mondays

Visit Reservation and Information Service

Tel: and answering service (school groups): 91.564.61.69

Tel: and answering service 91.411.13.28 ext. 1165 and/or 1237

Fax: 91.561.00.40

reservas@mncn.csic.es

publico@mncn.csic.es

from Monday to Friday, 09.00 to 14.00 h.

Press and communication:

Tel: 91.411.13.28

comunicacion@mncn.csic.es

Society of Friends of the Museo Nacional de Ciencias Naturales (SAM)

Tel: 91.411.13.28

mcnc104@mncn.csic.es

Web Service: <http://www.sam.mncn.csic.es>



Megaterio Shop:

Tel: 91 411 13 28

megaterio@mncn.csic.es

Web Service: <http://www.megaterio.es/>

Electronic Service CSIC:

Web Service: <https://sede.csic.gob.es/>

9.2. SCHEDULE AND PRICES

9.2.1. Schedule

The Museum is open every day of the year except Non-holiday Mondays, January 1 and January 6, May 1 and December 25 (December 24 and December 31 are considered Non-holidays).

	Tuesday to Friday, Sundays and Holidays		Saturdays, and Sundays before Holidays		Saturdays in July and August	
	Open	Closed	Open	Closed	Open	Closed
January	10:00h	17:00h	10:00h	20:00h		
February	10:00h	17:00h	10:00h	20:00h		
March	10:00h	17:00h	10:00h	20:00h		
April	10:00h	17:00h	10:00h	20:00h		
May	10:00h	17:00h	10:00h	20:00h		
June	10:00h	17:00h	10:00h	20:00h		
July and August	10:00h	17:00h	10:00h	20:00h	10:00h	15:00h
September	10:00h	17:00h	10:00h	20:00h		
October	10:00h	17:00h	10:00h	20:00h		
November	10:00h	17:00h	10:00h	20:00h		



December	10:00h	17:00h	10:00h	20:00h		
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Changes in Schedule will be announced in advance in the web page.

Library opening Schedule from Monday to Friday is from 9.00 to 15.00 in winter, and from 9.00 to 14.30 in July and August.

Entrance tickets will be sold from 30 minutes before Museum closing time; entrance will not be permitted afterwards, when tickets will no longer be sold and the security guards and/or Museum personnel will begin recommending that visitors start leaving the Museum.

9.2.2. Prices or fees

There is a general admission fee to the Museum offered at two prices:

-Reduced admission (with accreditation) for students; for people officially unemployed, and children between 4 and 16 years old.

-Entrance gratis: children of 4, elderly of 65 and over, and personnel from CSIC (with accreditation).

Large Family Entrance Fee (with general or individual accreditation): 50% reduction for adults and two children and adults and three children or more gratis.

Accreditation as member of one of the groups benefitted by these reductions or free-of-charge, with respect to the general admission fee, shall be done at the ticket window on the day of the visit, showing the appropriate official document, valid and up-to-date, in each case. If the accreditation is not valid, the visitor will have to pay the difference and purchase a general admission ticket.

Prices and fees are available in the museum web page (<http://www.mncn.csic.es/>).

9.2.3. Special prices

Group prices are available for groups: consult entrance packs with activity included.

Experimentárea.

Workshop or story-telling: from 3 to 8 years of age.

Entrance gratis (with accreditation): Teachers should be accredited for waiving of entrance fee.

Disabled visitors, as defined by Article 4.2 of the Real Decreto Legislativo 1/2013, 29 November, approved in Texto Refundido of the Ley General covering disabled persons or groups. The person who accompanies a disabled person is also entitled to free entrance, as long as such a companion is necessary for the visit.

Tickets may be purchased with a bank credit card. Changes in prices and updates will be announced in advance in the web page (<http://www.mncn.csic.es/>).

9.3. MEANS OF ACCESS AND MEANS OF PUBLIC TRANSPORT

How to arrive <http://bit.ly/1JeJwbm>



Public Transport

🚌 Bus lines: 7, 12, 14, 27, 40, 45, 147 y 150.

🚇 Metro: Gregorio Marañón, Nuevos Ministerios, Ríos Rosas y República Argentina.

🚆 Renfe: Nuevos Ministerios.

Automobile: The National Museum of Natural Science does not provide its own public parking. Parking is available on the street with the appropriate parking fees.

9.4. IDENTIFICATION AND ADDRESS OF THE UNIT RESPONSIBLE FOR THE MENU OF SERVICES

Gerencia MNCN C/ José Gutiérrez Abascal, 2. 28006 Madrid

Tel.: 91.411.13.28

gerencia@mncn.csic.es

9.5. EVALUACIÓN, YEAR OF PUBLICACIÓN AND PERIOD OF VALIDITY OF THE MENU OF SERVICES

Evaluation of the degree of fulfilment of the commitments acquired by the Menu of Services will be made annually, and the results published as an annex in the memory of the Management and in the section of the web page of the National Museum of Natural Sciences (CSIC).

The Menu of services will be in force during 2016-2018.