

National Archives of Malta

WHO WE ARE

The National Archives of Malta (NAM) is a government entity which preserves and maintains a significant number of records concerning the history of Malta, whilst also providing access to them for research. Archival records come in many media, shapes, sizes and formats: paper files, letters, handwritten bound volumes, press cuttings, printed records, photographs, maps, architectural drawings, oral histories recordings, microfilm, floppy discs, CDs, videos and DVDs.

It is a place where people can go to gather firsthand facts, data, and evidence from different primary sources. The National Archives holds one of the largest archival collections in Malta, spanning from the 1530s up to the current day. In its holdings the collections total around 24 km of linear shelving, with an increment of approximately 1 km every year. This includes nearly 10,000 maps and a photographic collection of around that exceeds 1 million images.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://nationalarchives.gov.mt/en/>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 20 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 15 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: customercare.archives@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

HOW TO CONTACT US

- o Central Archives, Hospital Street, Rabat RBT 1043, Malta
- o Monday to Wednesday & Friday: 08:00-14:00; Thursday: 10:00-14:00 & 15:00-19:30; Saturday: 08:15-12:45; Sundays, & Public Holidays: Closed
- o <https://nationalarchives.gov.mt/en/>
- o Contact us: customercare.archives@gov.mt -+356 2602 3800
- o Through Social Media:

