National Archives Administration, National Development Council

Annual Report 2014

National Archives Administration

Annual Report 2014

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I. About NAA

A. Organization and personnel

(A) Organizational evolution

1. On December 15, 1999, the Archives Act was promulgated by the president, stipulating the establishment of the central competent authority in charge of archival records.
2. On March 1, 2000, the National Archives Administration (NAA) Preparatory Office was established and began to develop organizations, systems, and legislation for management of archives.
3. On October 24, 2001, the Organization Act of the National Archives Administration was promulgated by the president.
4. On November 2, 2001, the Executive Yuan issued an order that the Archives Act shall enter into force on June 1, 2002.
5. On November 23, 2001, the NAA was established.
6. On January 12, 2002, the NAA moved from the preparatory office in LiJu building on Heping E. Rd to the building on Yitong street.
7. On August 21, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was promulgated by the president.
8. On October 30, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was approved by the Executive Yuan to be implemented on Jan. 22 2014.
9. In December 2013, the NAA relocated from the building on Yitong street to the Xinzhuang Joint Office Tower, Executive Yuan. The Yitong street office became the Electronic Documents and Records Service Center.
10. On January 22, 2014, the NAA was established under the National Development Council (NDC).

(B) Organizational structure

The NAA, operating under the NDC, consists of five divisions and three offices: Planning Division, Acquisition Division, Archives Preservation Division, Services Division, Information Technology Division, Secretariat, Personnel Office, and Accounting Office. The organization also includes the National Archives Committee, which is responsible for reviewing appraisals, classifications, retention periods, and disputes. The Committee also provides consultation services in regard to archives management and access policy.

Executive Yuan

National Development Council

National Archives Administration, National Development Council

National Archives Committee

Planning Division

Acquisition Division

Archives Preservation Division

Services Division

Archives Information Division

Secretariat

Personnel Office
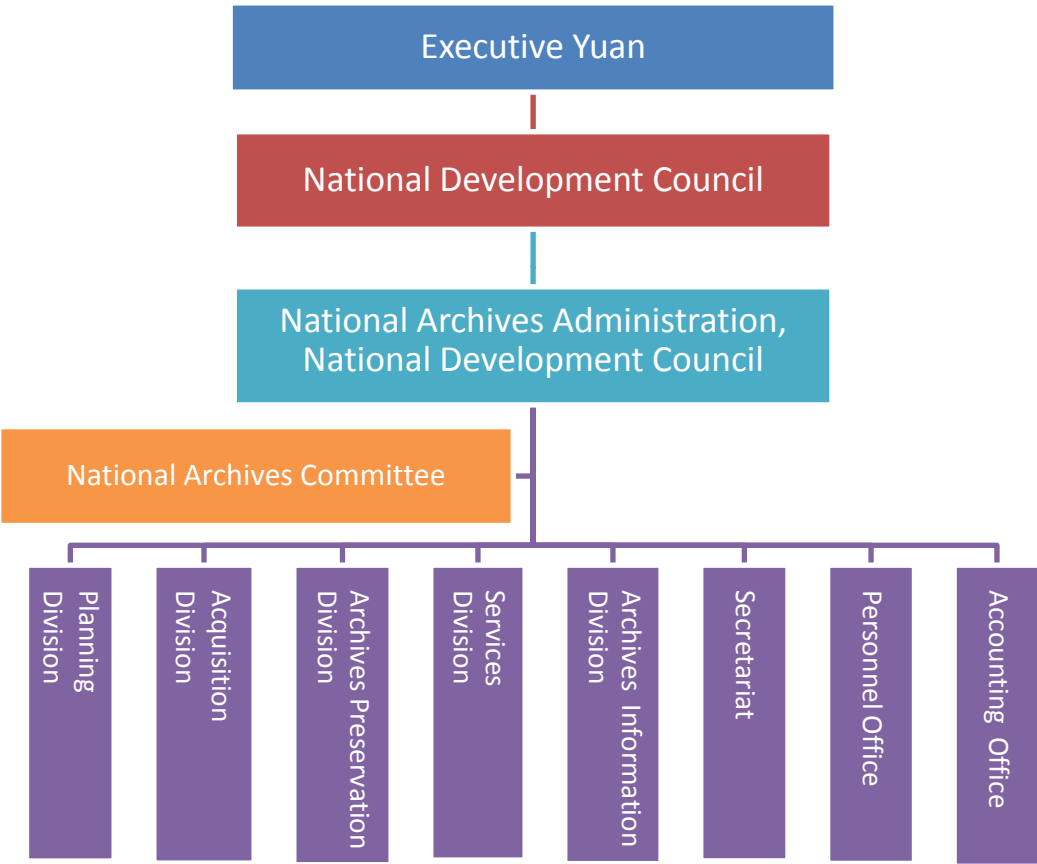
Accounting Office

Chart 1   Organizational Structure

(C) Organizational functions

1. Studying and drafting policies, legislation, and management systems for archives;
2. Supervising and assessing the management and use of government agency records, and compiling and publishing government agency records catalogs;
3. Reviewing the government agency record retention periods and disposal practices;
4. Appraising and classifying archives, setting retention periods, and settling disputed matters;
5. Acquiring, transferring, organizing, and preserving national archives, making them available for use, and planning and implementing the establishment of facilities;
6. Accepting donations of, accepting custody of, and purchasing documents or artifacts owned by private individuals or groups;
7. Planning and coordinating the building of information systems for documents and archives;
8. Researching the management and use of archives, conducting related publishing, technology development, academic exchange, and international cooperation, and training archive management personnel;
9. Planning and implementing document timeliness control at government agencies under the Executive Yuan; and
10. Other matters pertaining to archives.

(D) Human resources

There are 117 staff and 7 qualified archives volunteers (as of December 31, 2014).

B. Medium-term Strategic Plan

(A) Vision and Strategy

1. Core Values and Development Objective
    (1) Core Values: Provide evidence of the country's development, and create national knowledge assets.
    (2) Objective: Promote more efficient governmental knowledge management and offer easy access to governmental archives and records.
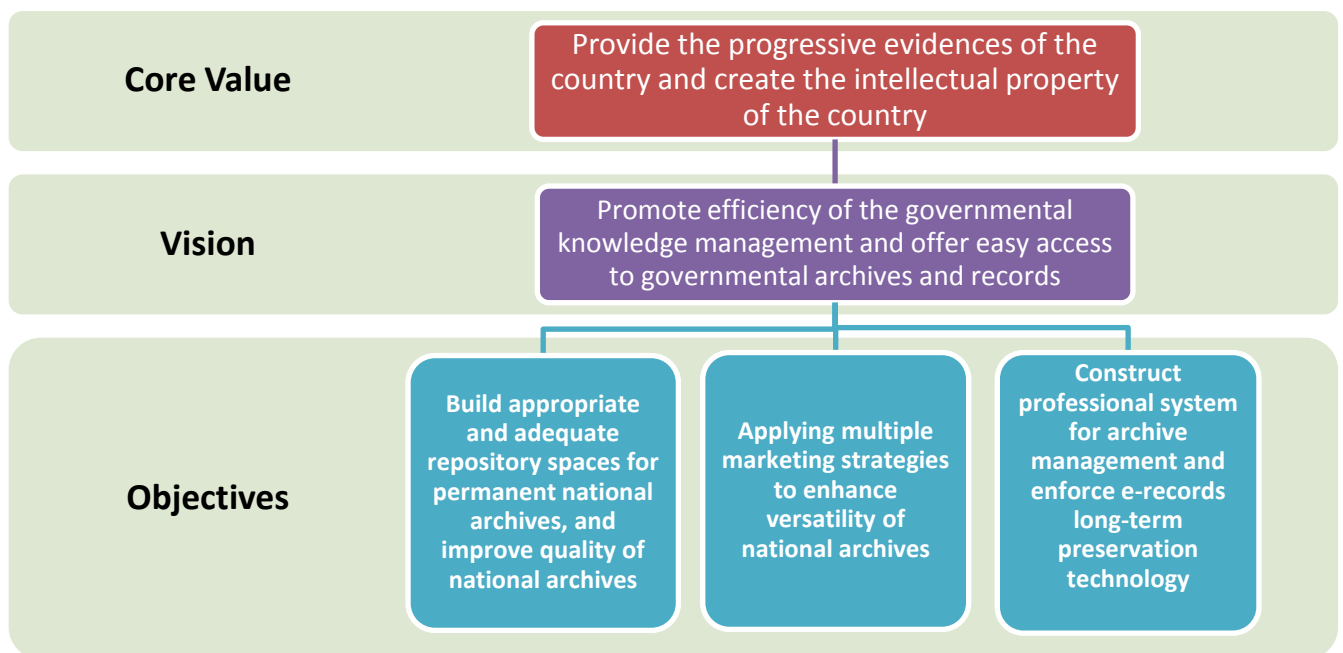
Core Value	Provide the progressive evidences of the country and create the intellectual property of the country		
Vision	Promote efficiency of the governmental knowledge management and offer easy access to governmental archives and records		
Objectives	Build appropriate and adequate repository spaces for permanent national archives, and improve quality of national archives	Applying multiple marketing strategies to enhance versatility of national archives	Construct professional system for archive management and enforce e-records long-term preservation technology

Chart 2   NAA Medium-Term Strategic Plan (2013-2016)

2. Planning and promotion of medium-term plan

    As an integral component of the RDEC Medium-Term Strategic Plan (2013-2016), NAA proposes key projects for future development with the aim of fulfilling critical strategic objectives by pushing for progress in "government information accessibility, citizen participation in public affairs, simplification of administrative process, efficiency in government services, sharing of resources, and efficient utilization of existing resources." In addition, NAA formulates the following two medium-term programs:

    (1) National Archives Sustainable Collection and Multiple Services

Program (2011-2015)

(2) Integrated Online Database for Documents and Archive Program (2012-2016)

3. Focal Points in Medium-Term Strategic Plan (2013–2016)

(1) To enhance the quality of records management by government agencies that haven't participated in competition for Archives Management Quality Awards, and to promote archivist attendance in training.

(2) To establish archival records retention standards, and to create a more efficient records disposition assessment mechanism.

(3) To expand the scope of national archives, and to improve the quality and quantity of national archives.

(4) To establish the Xinzhuang National Archives Center, and to facilitate research and development for applications and management of multimedia records.

(5) To provide high-quality access to national archives, and to add new value to national archives.

(6) To expand the online official document signing (electronic signature) and exchange platform, and to establish standards for online systems for management of official documents and archives.

4. Achievement of the 2014 performance targets

All of NAA's 2014 performance targets have been achieved or exceeded.

Table 1　Achievement of the 2014 Performance Targets

Key performance targets	Key performance indicators	Evaluation criteria	2014	
			Targets	Outcomes
1. To enhance quality of records management by government agencies that haven't participated in competition for Archives Management Quality Awards, and to promote archivist attendance in training.	Number of people that participated in archive management training courses	Number of people that participated in archive management lectures and e-seminars during the year	18,000	20,000
2. To establish records retention standards, and to create a more efficient records disposal assessment mechanism.	Number of approved schedules for government agencies retention periods	Number of records retention period schedules approved	23	86
	Number of general records retention schedules (GRS) revised	Number of GRS revised	2	3

Key performance targets	Key performance indicators	Evaluation criteria	2014	
			Targets	Outcomes
3. To expand the scope of national archives, and to improve the quality and quantity of national archives.	Length of national archives added	Length of national archives added per annum (meters)	500	608
4. To build the Xinzhuang National Archives Center, and to facilitate research and development for applications and management of multimedia records.	Storage capacity for national archives added	Storage capacity of national archives added per annum (kilometers)	0	30
	Quantity of national archives transferred into digital form	Number of pages of national archives transferred into digital form (thousand pages)	45	45
5. To provide national archives access services of high quality, and to add new value to national archives	Total increased number of visits to the Archives Access Service website	(Number of visits during current year to the Archives Access Service-website) minus (Number of visits during the previous year)	1,050,000	1,055,200

Key performance targets	Key performance indicators	Evaluation criteria	2014	
			Targets	Outcomes
6. To expand the online official document signing (electronic signature) and exchange platform, and to establish standards for online system for management of official documents and archives.	Optimized the number of integrated electronic official document exchange centers	Adjusted number of integrated electronic official document exchange centers	50	37
	Number of agencies using the online official document signing system	Number of agencies actually using the online official document signing system	4,150	5,388
	Level of user satisfaction with electronic records keeping systems and electronic records management technology consultation services	Percentage of satisfied users	89%	99.82%
	Development of electronic archives and records format migration or migration quality certification module	Total number of electronic archives and records format migrations or migration quality certification modules added every year	17	17

(B) Major projects:

1. National Archives Sustainable Collection and Multiple Services Program (2011-2015)

     Outcomes of the five-year plan in 2014 are as follows:

   (1) NAA completed the arrangement and file-level description of 611 meters of archives and the first phase of archives relocated.

   (2) NAA imported archival resources on the "Pre-1949 KMT-CCP Relationship" into the Archival Resources for Teaching database; completed archival resources acquisition of "Handover and Governance of Taiwan During 1945-1949"; released LOHAS Archives e-papers No.79 to No.90; held the exhibition "Highlights from the National Archives" and placed it online. schedule for government agency archival records retention periods

   (3) NAA approved schedules for government agency records retention periods for 30 agencies, and held 11 sessions to review national archives acquisitions.

   (4) NAA set up a national archives repository for various types of media (paper, electronic, magnetic, photographic), with a storage capacity of about 30 kilometers.

   (5) NAA converted 305,087 pages of archives into digital form.

   (6) NAA repaired 22,893 pages of damaged archives.

   (7) NAA completed a commissioned research project ("A Study on Preservation Strategy of National Photographic Archives").

2. Documents and Archives Information Network All-In-One Program (2012-2016)

     Outcomes of the five-year plan in 2014 were as follows: integrated electronic official document exchange center

   (1) NAA carried out consolidation among 57 integrated electronic official document exchange centers, reducing the total number to 37.

   (2) NAA participated in the National Critical Infrastructure Protection program's electronic official document exchange network system security protection demonstration, and was awarded for outstanding performance by the Executive Yuan.

(3) NAA expanded the scope of systems meeting international information security standard ISO 27001 for official document systems, and received certification.

(4) Completed an amendment of the Project to Conserve Energy and Reduce Paper Consumption Through the Use of Electronic Official Documents, and issued it to government agencies and schools.

(5) NAA conducted a test to certify the standardization of electronic official documents and archival records management systems. In total, 141 companies applied for certification, and 120 companies received it. 3,439 companies are now using certified software systems.

(6) Took the Official Document Integration System Employed by Local Government Institutions offline and mothballed it ahead of schedule, saving NTD2.88 million in maintenance and administration costs.

(7) NAA continued to provide a common service platform for document editing and production. In total, 6,174 agencies have registered, and 20,816 users have access to the system.

(8) NAA received 68 requests for assistance in migration, destruction, and recovery of electronic files, and repaired 10,796 items of storage media at the Electronic Documents and Records Service Center.

(9) NAA completed quality checks of 4,004 CD/DVD discs containing digitized national archives .

(10) NAA held the 4th International Conference on Electronic Records Management & Technology and invited speakers to visit the Electronic Documents and Records Service Center.

(11) A total of 106,012,254 official documents were exchanged through the electronic official document online exchange system, including 53,123,462 documents received, and 52,888,792 sent. Each document would have cost NTD25 to send by registered letter so the system save NTD1.328 billion in postage costs.

(12) A survey indicated that 99.82% of users were satisfied with NAA's consultation services.

C. Annual budget

NT$355,818,000

D. Legal amendments

(A) Review and amendment of laws and regulations

NAA proposed draft amendments to the "Archives Act" in 2013. The Legislative Yuan submitted the proposed amendments to its Judiciary and Organic Laws and Statutes Committee for deliberation on December 26, 2014. In addition, 70 other regulations and directives were amended in 2014.

(B) Legal education and awareness activities

Two speeches were delivered in 2014, focusing on the topics of freedom of assembly and the "Personal Information Protection Act."

(C) Revised the "Handbook on National Archives Management"

NAA issued a new version of the "Handbook on National Archives Management" and printed it on July 2, 2014.

E. Research and development

(A) Monographs and research

Volume No. 13 of the "Archives Quarterly," "Highlights from the National Archives," and the "National Archives Administration 2013 Annual Report" were released in 2014.

(B) Visits and meetings

1. Visited Czech Republic to study archives management and access services

To understand more about the management of archives as well as the practical work of acquisition, preservation, and access service , from June 23 to 29, 2014, selected personnel of NAA visited organizations and agencies in the Czech Republic, including the Archiving Administration and Filing Service Department, the National Archives (of the Czech Republic), the Moravian Provincial Archives,

and the Prague City Archives.

2. Attended the 2014 International Conference on Cryptography and Security

   On July 17 to 22, a delegation from the National Archives Administration participated in an international cryptography and security conference held in Bangkok, Thailand. The conference focused on theory and practice in such fields as decryption technology for strengthening the security of information systems and networks and software privacy, data authentication, user identification, data integrity, and non-repudiation.

3. Participated in the 2014 2nd Annual Conference of the International Council on Archives

   Between the 11th to 18th of October 2014, an NAA delegation attended the 2nd Annual Conference of the International Council on Archives held at Girona, Spain. NAA took part in a poster presentation to introduce Taiwan's resource sharing platform for records catalogs to all the attendees. Besides, the meetings addressed the following issues: archives and cultural industries, and convergence in digital preservation technologies. The delegation also visited the Archive of the Crown of Aragon in Barcelona to study the management of historical archives.

Picture 1 The delegation of NAA with the director of Moravian Provincial Archives, Dr. Kateřina Smutná (middle).

Picture 2 The delegation of NAA with officers of the National Archives of Thailand.

Picture 3 The delegation of NAA with the Archivist of National Archives of Iceland, Eiríkur G.Guðmundsson (middle) in front of NAA poster.

(C) Cooperation and exchange

In 2014, NAA received 102 visitors from 9 agencies (organizations).

Picture 4 On Jan. 17, 2014, The Director of Academia Historica, Mr. Lu Fang Shang(left) with the Director-general of NAA, Mrs. Chen Hsu-Lin (right).

II. Management of and Access to National Archives

A. Archives acquisition

(A) Acquisition strategy

Pursuant to the National Archival Acquisition Plan (2010-2015), NAA has acquired selected agency records from the Office of the President, the Executive Yuan, the Ministry of the Interior, and other agencies of the Republic of China government, and also acquired rare and valuable records from personal and organizational collections. NAA has also continued collecting pre-1949 records from government agencies and state-owned enterprises.

(B) Acquisitions

In 2014, records totaling 607.99 meters in length from 45 agencies, including the Morakot Post-Disaster Reconstruction Council, were acquired.

B. Archives collection

(A) Expansion of repository space for national archives

NAA has taken both short-term and long-term approaches to meet the urgent demand for space for archives. As for short-term measures, NAA has set up national archives repository with storage capacity for about 30 kilometers on the 7th and 8th floors of the Xinzhuang Joint Office Tower by the end of 2014. For long-term measures, efforts are being made to acquire a piece of public land in Linkou District, New Taipei City, of 2.83 acres to build the first national archives building in Taiwan, with capacity for about 128 kilometers.

(B) Types and numbers of national archives collection

1. Overview of national archives collection

Since first starting up as a preparatory office in 2000, NAA has been collecting archives to ensure proper preservation of archives. By the end of 2014, NAA had acquired 15,785.23 meters of paper records,

202.73 meters of photo files, 244.64 meters of audio-visual files, 12.81 meters of electronic media records, and 5.6 meters of other materials. According to the classification scheme, our collection consists of the following 19 categories: 27.45 meters of government policy, 214.15 meters of legislation and ombudsman affairs, 555.29 meters of judicial and legal affairs, 1.01 meters of recruitment, qualification, and personnel affairs, 242.53 meters of interior affairs, 814.69 meters of foreign and overseas Chinese affairs, 3100.89 meters of national defense and veterans affairs, 2674.4 meters of fiscal and financial affairs, 557.58 meters of education and sports affairs, 2711.99 meters of economic and trade affairs, 4089.29 meters of transportation and public works affairs, 270.26 meters of culture and media affairs, 0.94 meters of health care affairs, 0.15 meters of humanities and technology development affairs, 173.74 meters of agricultural affairs, 345.3 meters of local affairs, 392.15 meters of political affairs, 79.16 meters of civil society affairs, and 0.04 meters of records donated by individuals.

Archives Repository

2. Overview of the management of national archives
   (1) Description of national archives
      In 2014, NAA completed file-level archival descriptions for 5,977 files pertaining to the Luye District Farmers' Association, Penghu Fishermen's Association, Toucheng District Fishermen's Association, Taichung City Farmers' Association, Singang Township Farmers' Association, Kinmen Fishermen's Association,

Siaying District Farmers' Association of Tainan City, Sinpu Township Farmers' Association, Overseas Community Affairs Council, and Taiwan Metal Mining Corporation.

(2) Inventorying of national archives

In 2014, NAA inventoried paper files pertaining to political affairs (e.g. the 228 Incident, the Kaohsiung Incident, and other major political incidents). In total, there were 12,096 folders containing 5,933 files pertaining to political matters. By the end of 2014, NAA had inventoried paper archives about 66,321 items and 45,950 folders containing 26,199 files, and 10,512 non-paper items.

(3) Reparation of damaged national archives

34,979 pages of damaged archives were repaired in 2014. Between May 2001 and December 31, 2014, a total of 338,096 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives.

From 2001 to 2014, a total of 9,025 items and 3,244 files were declassified. As of the end of 2014, NAA has 473 items and 261 files of classified archives.

(5) Inventorying of reproduced national archives

In 2014, NAA inventoried reproductions of archives made between 2006 and 2009, including 9,283 optical discs and 59 hard disk drives.

(C) National archives digitization

1. Paper records digitization

To preserve archives properly, and to provide fast and convenient access to them, NAA regularly makes scanned copies of national archives to create a pool of digital archives. In 2014, 359,312 archival pages from government agencies, such as the Ministry of Foreign Affairs, were scanned. From March 2000 to the end of 2014, NAA made scanned copies of 5,550,872 archival pages.

2. Reproduction and storage of special media archives

To facilitate permanent preservation of national archives, the NAA has been converting image files into microfilm format since 2004 under the archives digitization project, and has converted 3,440,673

pages to date. In addition, in order to preserve special media archives properly, NAA continued to convert audio/video archives into digital format. To date, 2,746 videotapes, 1,928 reel to reel tapes, 754 rolls of cinematic film, and 90 disk records have been converted.

Digitization of Videotape

Multimedia Archives Studio

（D）Outsourced holding of national archives

To ensure proper preservation of national archives and overcome the lack of depository space, management personnel, and funds, as well as to facilitate collection of archives with specific agency characteristics and local cultural features and convenient access, 2,292 folders and 36 items were transferred from Kaohsiung Ammonium Sulfate Co., Ltd. to the National Science and Technology Museum in Kaohsiung for the period from Dec. 2006 to Dec. 2016. The Ministry of Foreign Affairs transferred custody of 13,394 folders to the Institute of Modern History, Academia Sinica from July 2009 to December 2014. In addition, 414 folders dating from before 1949 were transferred from the National Palace Museum to the National Palace Museum itself for the period

from October 2013 to December 2018.

(E) National archives management guidelines

All control equipment, lighting equipment, fire safety, and access control facilities of archives storages comply with NAA's "Directions for the Management of the National Archives Repository." They go through regular maintenance, inspection, repair, and correction, and have special personnel monitoring them at all times for any abnormal situations and to take necessary measures when required.

(F) Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression

In order to comply with the universal values of democracy and human rights, and to respond to social expectations of transitional justice, on July 14, 2011, NAA adopted the "Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression." NAA continued to comply with the instructions based on the President Ma Ying-jeou's opening speech in the ceremony to integrate the resources of related agencies and implement the "Private Documents in the Archives of Victims of Political Oppression Inventory Project," and to take the initiative to uncover the archives containing the private documents of political victims. From September 1 to November 30, 2011, there were 36,911 folders (around 8 million pages) checked, and among those documents, there were 777 pages of private documents approved for return, involving 178 victims.

By the end of 2014, 169 of the 178 victims (or their family members) had been successfully contacted, and 103 had requested their private documents be returned in original condition or as duplicates. NAA will keep working with other government agencies to contact the victims or their families to return the private documents promptly.

(G) National archives preservation and restoration

In order to accumulate practical experiences in digital migration and restoration and to improve the quality of archives migration and restoration, the Archives Preservation Technology Laboratory is

established in the Electronic Documents and Records Service Center, and divided into different areas: "Multimedia Archives Projection Area" for audio/video archives digitization, video preservation, and digital restoration, and "Archives Preservation Technology R&D Area" to carry out physical and chemical experiments and analysis of archival materials, designed the containers for archives storage, and inspected deterioration of archives to archives preservation technology R&D and digital restoration capability.

Archives Preservation Technology Laboratory

Multimedia Archives Digitization and Restoration Studio

Archives Preservation Technology R&D Area

C. Access and participation

(A) Services policy

In pursuance of the "2013-2016 Archives A$^+$ Service Action Declaration," NAA has been achieving such goals as "Archives Awareness A$^+$", "Archives Application A$^+$", "Archives Content A$^+$", "Archives Preservation A$^+$", and "Archives Information A$^+$". Key areas of service include: educating the public about the use of archives, facilitating joint archival work, improving the management of government agency records, ensuring that national archives can be used with greater benefit, building a high-quality environment for the use of national archives, promote value-added archival research, expanding the range and scope of archival collections, adding new sources of archival acquisitions, enhancing the quality of archived

valuable personal documents, increasing repository space for national archives, upgrading technologies and facilities for archival repairs, enhancing multimedia archive storage capacities, enhancing technologies for permanent preservation of e-archives, promoting integrated archival inquiry services, promoting energy conservation and reduced use of paper, promoting an all-in-one archival information network, and introducing cloud-based e-government services.

(B) Access service

In 2014, NAA responded to 105 inquiries from government agencies for access to 25,615 archives, and 25,605 items were provided. NAA received 396 applications from the public for access to 57,028 archives (including records placed in the custody of a cooperating partner), and 53,934 items were provided. And, the share of archives deposited with other agencies, two parties applied to use four archives. Some archives are temporarily not in available, mainly because they have not yet been completely declassified. A total of 398 applications were submitted for access to 57,032 archives, and 53,938 items were provided.

Archives Access Service

Information Retrieval Area of Archives Access Service Center

ACROSS(Archives Cross boundaries)

A$^+$(Archives Access service)

Table 2   Access to National Archives, 2002 to 2014

Access by government agencies				
Numbers / Year	Inquiries	Items requested	Items provided	Items not provided
2002	72	763	763	0
2003	75	1,172	1,158	14
2004	77	572	572	0
2005	15	20,786	20,786	0
2006	46	629	629	0
2007	123	4,342	4,305	37
2008	57	8,094	8,093	1
2009	70	18,685	18,670	15
2010	213	85,813	85,795	18
2011	144	3,346	3,339	7
2012	130	7,966	7,965	1
2013	186	35,322	27,484	0
2014	105	25,615	25,605	10
Total	1,313	213,105	205,164	103
Access by the public				
Numbers / Year	Inquiries	Items requested	Items provided	Items not provided
2002	110	2,429	2,399	30
2003	184	6,842	6,481	361
2004	248	16,410	16,241	169
2005	134	12,631	12,589	42
2006	105	60,775	58,781	1,994
2007	175	58,063	57,567	496
2008	158	73,164	72,308	856
2009	261	68,053	67,378	675
2010	353	75,998	75,802	196
2011	302	78,550	78,127	423
2012	342	53,977	51,311	341
2013	377	59,084	56,514	21
2014	398	57,032	53,938	21
Total	3,147	623,008	611,711	5,625

*As of December 31, 2014, applications for 3,073 items requested by the public were still being processed.

（C）Publishing online newsletter *Archives LOHAS*

    To spread information about national archives and promote increased use of archives, NAA on July 16, 2007 issued *Archives LOHAS* No.1, which it has continued to publish and deliver by email in the middle of each month, actively informing the public about NAA policies and services,　the availability of access to national archives , NAA activities, and new knowledge concerning national archives . Recipients of NAA services included: applicants for access to archives; teachers at related departments in universities and colleges; scholars, specialists and organizations conducting historical research; records management personnel from government agencies; and scholars, specialists and private citizens with established business relations with NAA. In 2014, a total of 12 issues, from Issue No.79 to No. 90, of *Archives LOHAS* were released.

Homepage of *Archives LOHAS* No. 79

(D) Information service

1. National reference services

   The National Archives Reading and Information Center opened to the public on March 1, 2002. The Center's main services include the following: provides a professional publication on archives management; accepts applications for access to national archives; introduces archival holdings; and facilitates queries of archives catalogs. After the NAA moved into the Xinzhuang Joint Office Tower at the end of 2013, it established the Archives Access Center the 1st floor of the North Tower on January 2, 2014, where it continues to provide access to archives, archival publications, and services. In 2014, there were 798 visits to the center. Based on statistics of service types (multiple choice ok), 196 persons came to apply for access to archives, 126 persons for information inquiries, 37 persons for access to publications, and 445 persons came for other purposes.

Table 3 Visits to the National Archives Reading and Information Reading Center

Unit: person/trip

Services / Year	Access applications	Information retrieve	Access to publications	Others	Total
2002	53	35	33	7	128
2003	31	89	63	5	188
2004	75	119	69	43	306
2005	119	49	54	34	256
2006	86	204	45	27	362
2007	187	164	72	80	503
2008	145	140	45	28	358
2009	209	166	14	9	398
2010	196	107	23	21	347
2011	213	87	16	21	337
2012	552	54	13	25	644
2013	487	149	24	19	679

Services Year	Access applications	Information retrieve	Access to publications	Others	Total
2014	196	126	37	445	804
Total	2,549	1,489	508	764	5,310

2. Satisfaction rating on access services

   In order to improve the access services, a customer satisfaction survey was conducted in 2014. Among 384 customers with experience of access to archives, 306 individuals completed the survey. Average satisfaction of all evaluation indicators was 95.26%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 91.91%, 97.07%, and 96.80% respectively.

Apply for national archives from the public

Table 4   Statistics and Satisfaction Rating for Access Services to National Archives

Unit: Percentage (%)

Degree of Satisfaction（N*=306）		Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	Average Satisfaction
Application Process	(1) Easy operation of interface	114	137	20	18	1	91.91 %
	(2) Understandability and legibility of application forms	111	154	18	6	0	
	(3) Result of inquiry meets needs	140	130	14	3	1	
Service Personnel	(4) Attitude of service personnel is warm and kind	241	47	5	0	0	97.07 %
	(5) Efficiency of service personnel	214	61	11	3	1	
Environment	(6) General environment is comfortable	202	67	7	0	0	96.80 % (Non-visitors excluded)
	(7) Hardware is complete and works well	198	70	9	0	0	
Average satisfaction		95.26					

*Note: N = Number of survey respondents

3. Promotion of public awareness of access to archives

   In 2014, 223 visitors from 9 universities and high schools visited NAA, where they took satisfaction surveys. A total of 198 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 98.74%.

(E) Archives exhibitions

   In December 2013, NAA relocated to the Xinzhuang Joint Office Tower of the Executive Yuan. NAA built Exhibition Hall and National Archives Treasures Area as permanent exhibitions and special exhibitions in the 1st floor of the North Tower. In 2014, NAA adopted the "Directions for the Management of the National Archives Administration Exhibition Hall" and began accepting group tour reservations.

   NAA conducted three exhibitions at the NAA Exhibition Hall in 2014, including the "Archives Exhibition of Entry into Xinzhuang Central Government Office," the "Exhibition of Historical Archives on the Southern Territories of the Republic of China," and the "Highlights from the National Archives." The total number of visitors was 17,130. The overall satisfaction of the visitors with the exhibitions was over 90%.

Picture 5 On January 28, 2014, Vice Premier Mao Chi-kuo attended the "Archives Exhibition of Entry into Xinzhuang Central Government Office."

Picture 6 On September 25, 2014, President of the Control Yuan, Chang Po-ya, attended the "Exhibition of Historical Archives on the Southern Territories of the Republic of China."

Picture 7 On October 21, 2014, Minister of the National Development Council, Kuan Chung-ming, attended the "Exhibition of Historical Archives on the Southern Territories of the Republic of China."

Picture 8 On November 25, 2014, the opening of "Highlights from the National Archives" was held at Xinzhuang Joint Office Tower of the Executive Yuan. Minister of the National Development Council Kuan Chung-ming (2nd from the left), Director General of NAA Chen Hsu-lin (2nd from the right), Director of Taiwan Historica Zhang Hong-ming (1st from the left), and Professor of National Chengchi University Dai Bao-cun (1st from the right) attended the opening of the exhibition.

(F) Promotion of archives access and education service

In 2014, NAA launched the "Archival Resources for Teaching" website to provide high school teachers with resources for history education. Moreover, the outreach programs were arranged for teachers, and over 90% of the participants were agreed that the website is useful for teaching and learning. In addition, NAA took part in seminars to familiarize the academic sector with the access service.

ART(Archival Resources for Teaching)

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

(A) Review and approval of schedules for government agency records retention periods

In the end of 2014, 7,092 schedules for government agency records retention periods had been approved. In 2014, 89 schedules were reviewed, and 86 schedules were approved, involving 210 agencies.

(B) Review and approval of the destruction of government agency records catalogs

In the end of 2014, 26,775 the destruction of government agency records catalogs was reviewed and the destruction of 26,272 was approved. In 2014, the destruction of 2,917 was reviewed and approved.

(C) Archives appraisal

The "Archives Act" and the "Regulations for Transfer of National Archives" require government agencies to appraise the value of archives over 25 years old and to produce an archival catalog and appraisal report to be reviewed by the NAA.

In 2014, under the National Archival Acquisition Plan (2010-2015), NAA reviewed 13,906 records from the Executive Yuan (in the categories of defense affairs and overseas community affairs), Examination Yuan, Overseas Community Affairs Council, and Ministry of Civil Service, and selected 16.3% (2,267 files) as national archives.

(D) To assist the organizational reform of the executive yuan to transfer the agency records

Under the reorganization program of the Executive Yuan, NAA is in charge of planning and implementing the Agency Records

Transferring Work Group of the Task Force for Organizational Reform of the Executive Yuan. In order to inspect the progress of plans to transfer records to the Executive Yuan's newly established government agencies, NAA in 2014 conducted onsite visits to the Ministry of National Defense, Veterans Affairs Council, National Development Council, and Ministry of Labor, and quarterly reviews of records transference. Also, to help government agencies review and revise their schedules for records retention periods, NAA adopted the "Schedule for Submission of Schedules for Records Retention Periods of Central Government Agencies at Level 3 or Higher and of Incorporated Administrative Agencies," and held a meeting to familiarize government officials with the process for preparing (and amending) schedules for government agency records retention periods.

(E) To promote disposal of agency records

NAA guidelines for disposal of agency records to lay out clear rules for record disposal, facilitate the, process and preserve agency records worth preserving.

B. Cultivation of human resources

In 2014, NAA offered 155 sessions and trained 7,878 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 47 public sessions of digital archives training. In 2014, 99,656 persons participated in the training and a total of 69,386 persons have been issued certificates after successful completion of the training.

Table 5   Training Programs for Archives Management

No.	Training type	Number of sessions	Number of trainees
1	Outsourced training	1	43
2	In-house training	125	5,695
3	Support for training by other agencies	29	2,140
Total		155	7,878

C.   Evaluation of records management

In order to set the benchmark for archives management, NAA continues organized the 12th Archives Management Quality Awards and the Outstanding Archivist Awards. In 2014, 24 government agencies and 19 individuals received awards. The award ceremony was held at the International Conference Hall of the National Central Library. Mao Chi-kuo, Vice Premier of the Executive Yuan, presented awards at the ceremony, which was also attended by previous award winners and government agencies.

Picture 9 On September 17, 2014, winners of the 12th Archives Management Quality Award with Mao Chi-kuo (center), Vice Premier of the Executive Yuan.

Picture 10 On September 17, 2014, winners of the 11th Outstanding Archivist Award with Mao Chi-kuo (center) , Vice Premier of the Executive Yuan.

D.   Records submission and website utilization

(A) Records submission by government agencies

As of the end of 2014, the total number of records published on NAA's NEAR website (https://near.archives.gov.tw) stood at 520,515,191.

NEAR(Navigating Electronic Agencies' Records)

(B) Statistics of NEAR usage

From September 17, 2002 to December 2014, NEAR was visited by 1,385,918 online users. In 2014, a total of 143,029 users visited NEAR. The total number of searches in 2014 was 123,281, including 86,635 simple searches (70.3%) and 36,646 advanced searches (29.7%).

(C) Statistics of ACROSS usage

By the end of 2014, the ACROSS website had integrated 87 databases developed by 26 libraries, museums, and archives in Taiwan. It was browsed by 3,055,158 users since March 10, 2010. In 2014, the 28,750 visitors to ACROSS mad a total of 40,097 searches.

IV. Documents flow process management and computerization of documents and records management

A. Documents flow process management

(A) Statistics of official document processing status

In accordance with the Guidelines for Official Document Flow Management, NAA assembles statistical data regarding the processing status of official documents from the Executive Yuan and its first-level agencies, and reports findings to the NDC on a quarterly basis. The NDC reports to the Premier the latest processing status of official documents.

(B) Timeliness management of official document processing

In accordance with the Guidelines for Official Document Flow Management, NAA is responsible for monitoring the timeliness of official document processing of all agencies under the Executive Yuan. In 2014, NAA monitored progress of official document processing at the National Communications Commission (NCC), the Ministry of Culture, the Ministry of Health and Welfare, and the Ministry of Labor, and provided comments and suggestions for improvement in writing.

(C) Document flow process management seminars

To raise public awareness of the Guidelines for Official Document Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held a document flow process management seminar at the International Conference Hall of the Xinzhuang Joint Office Tower of the Executive Yuan on November 19, 2014. The event was attended by 194 persons.

B. Electronic documents and records management

The Electronic Documents and Records Service Center was inaugurated on December 26, 2013. It is responsible for conducting research regarding electronic documents and records preservation,

functionality development, maintenance and operation of electronic document exchange systems, and multimedia preservation. In total, 25 government agencies submitted 68 applications for technical service, resulting in testing of 10,796 items of storage media and 4,004 DVDs.

The NAA held 103 training courses on documents and archives information systems, electronic record-keeping technology, and electronic document exchange systems. These training sessions attracted a total attendance of 4,612. NAA also held the Fourth International Conference on Electronic Records Management & Technology, where 208 participants and invited speakers gathered from eight countries to share experiences.

C. Performance and security of government document and records management systems

In 2014, NAA completed function enhancement in the related information systems, conducted routine maintenance, and reallocated computing resources to enhance the efficiency of all information systems.

An information security management system has been in place since 2004. In March 2014, NAA expanded the coverage scope of the information security system complying with the ISO27001: 2005 standard, including the official document editing system and the electronic documents exchange system and other related information systems for improving the level of information security and intrusion defense capabilities in the NAA.