NATIONAL ARCHIVES ADMINISTRATION

Republic of China(Taiwan)

ANNUAL REPORT

2006

National Archives Administration 2006 Annual Report

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Message of the Director General

Archives are the most precious assets of society, crystallization of history and culture. Since its inception, National Archives Administration (NAA) based on the purpose, to provide evidence of the progress and create the intellectual property of our country, it makes efforts in utilizing modern technology to solve records management issues and create value-added archives services.

NAA's made glorious achievements in 2006:

- In major projects, NAA completed formulation of "Operation Plan for National Archives Repository" and "The Value-added Services Program of Digitalizing Archives on Industrial Economy of Taiwan."

- In the area of national archives management and services, it made national archives acquisition strategies, completed establishment and short-term operation of national archives repository (Kodak Building), and contracted national archives to outside custodians.

- To bring the citizens into deeper encounter with Taiwan's educational development, NAA held "Witnessing the Trail of Human Cultivation – the Educational Archives Exhibition" in Taipei and Kaohsiung respectively.

- In the area of government records management system, we started diverse professional training programs and government records management evaluation for the Archives Management Quality Award and Outstanding Archivist Award, and conducted another national

government records management survey.

- In the area of records management computerization, we passed the latest version of International Information Security Management System standard certification (ISO 27001:2005).

To chronicle the development of archives management, the content of 2006 Annual Report is a continuation of the information reported in different sections of previous annual reports, in order to familiarize all with the achievement of archives management in Taiwan. In the future, we will continue to improve on the existing foundation with foresight, innovative thinking, correct method and cutting-edge technology.

Su-po Chen

Director General, National Archives Administration

April 2007

Administration Team

Su-po Chen ,Director General

Tsung-ming Chang ,Deputy Director General

Shiow-jiuang Yang ,Deputy Director General

Chiu-yen Lin ,Chief Secretary

Chung-hsien Wang ,Division Director, Planning Division

Cheng-min Huang ,Division Director, Acquisition Division

Hung-ming Chang ,Division Director, Archives Preservation Division

Mei-rong Chen ,Division Director, Services Division

Pei-in Chao ,Division Director, Archives Information Division

Wen-de Lin ,Chief Personnel Officer

Fong-dan Liou ,Chief Accounting Officer

Yen-shi Lee ,Senior Executive Officer, Secretariat

Team Honor

In February 2006, NAA passed the latest version of International Information Security Management System standard certification (ISO 27001:2005)

About NAA

I. Organization

A. Organization and Development

The National Archives Administration was established on November. 23, 2001 and operates under the jurisdiction of the Research, Development and Evaluation Commission of the Executive Yuan.

The NAA consists of five divisions and three offices: Planning Division, Acquisition Division, Archives Preservation Division, Service Division, Archives Information Division, Secretariat, Personnel Office, and Accounting Office. Its organization also includes a National Archives Committee that is responsible for reviewing judgments, classifications, retention periods, and disputes related to the national archives. The Committee also provides consultation services in regard to archives management and application policy.

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                    Executive Yuan
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          Research, Development and
          Evaluation Commission
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               National Archives
               Administration
                          |_____ National Archives
                          |          Committee
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  |          |          |          |          |          |
Planning  Acquisition  Archives   Services  Archives   Secretariat
Division   Division    Preservation Division Information           |
                       Division              Division    Personnel
                                                          Office
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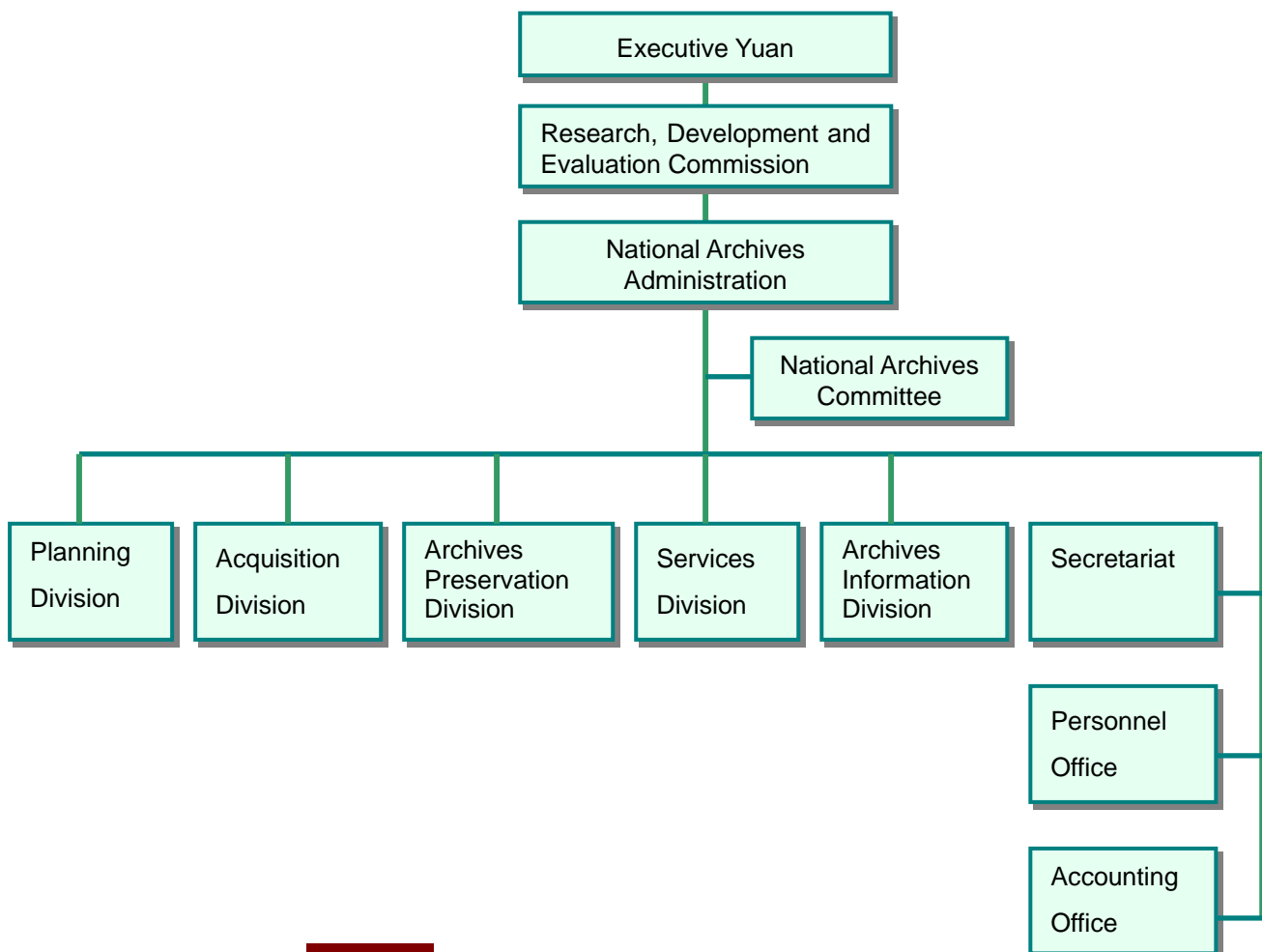
chart 1   **Organizational Structure**

B. Functions

1. Plan and formulate archives policies, regulations and management system.

2. Supervise and evaluate the management and application of government records.

3. Compile and publish archives catalogs.

4. Examine the archives disposal plans and catalogs of government records.

5. Review judgments, classification, retention period and other disputes related to the archives management issues.

6. Plan and promote relevant acquisition, transfer, arrangement, preservation, accessibility of national archives and application facilities.

7. Plan and coordinate donation, entrustment or acquisition of private or organizational documents or records.

8. Plan and carry out opening and utilization of national archives.

9. Plan and build a national archives information system.

10. Conduct staff training, research archives management and applications, archives publications, technology development, academic exchanges and international cooperation.

11. Other archives-related matters.

C. Human Resources

The actual number of personnel on the NAA staff was 103.

II. Medium-term and Long-term Strategic Planning

A. Vision and Strategy

1. Core Value and Development Objective

Core values:
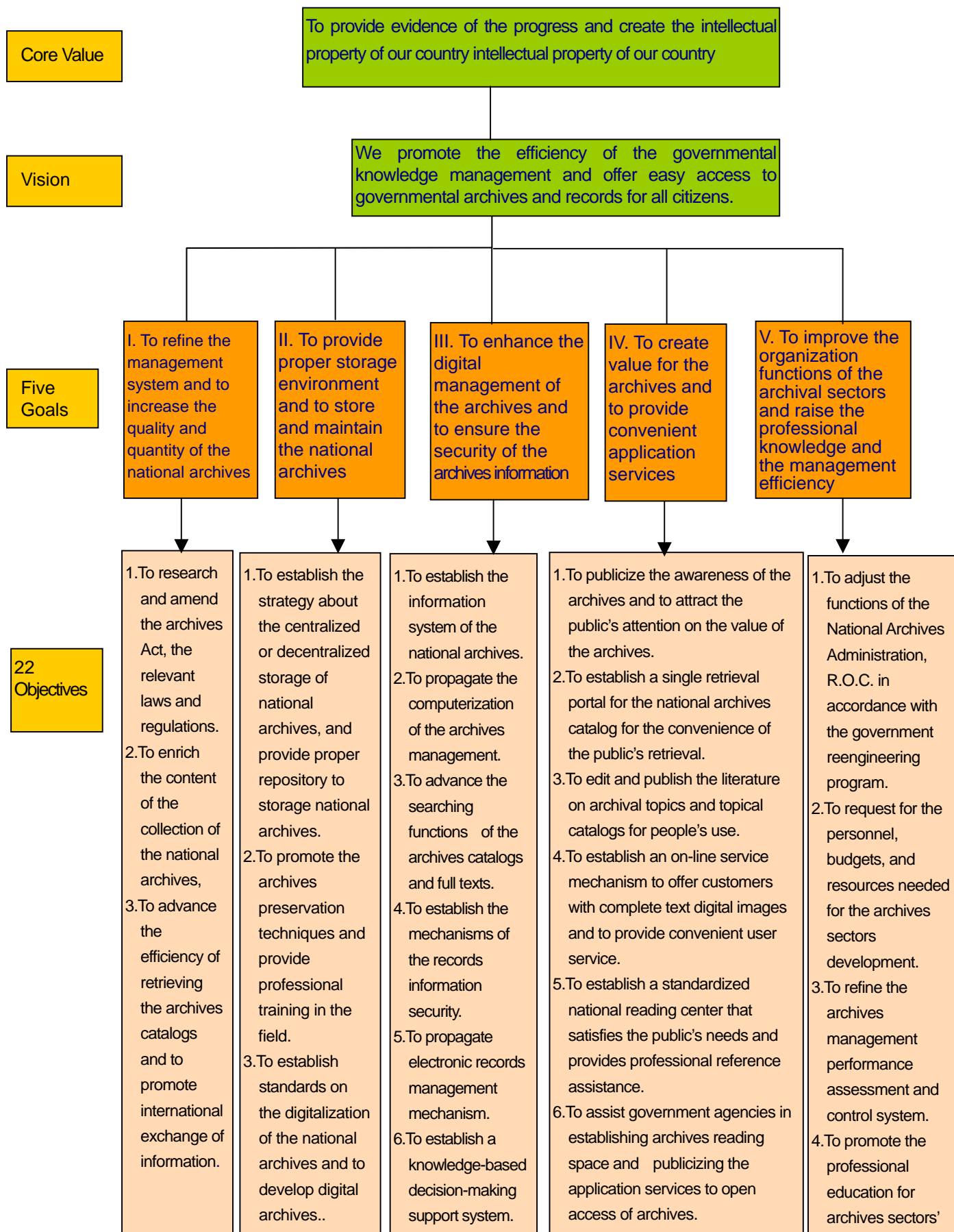
To provide evidence of the progress and create the intellectual property of our country.

Vision:

We promote the efficiency of the governmental knowledge management and offer easy access to governmental archives and records for all citizens.

Core Value	To provide evidence of the progress and create the intellectual property of our country intellectual property of our country
Vision	We promote the efficiency of the governmental knowledge management and offer easy access to governmental archives and records for all citizens.

Five Goals

I. To refine the management system and to increase the quality and quantity of the national archives	II. To provide proper storage environment and to store and maintain the national archives	III. To enhance the digital management of the archives and to ensure the security of the archives information	IV. To create value for the archives and to provide convenient application services	V. To improve the organization functions of the archival sectors and raise the professional knowledge and the management efficiency

22 Objectives

1. To research and amend the archives Act, the relevant laws and regulations. 2. To enrich the content of the collection of the national archives, 3. To advance the efficiency of retrieving the archives catalogs and to promote international exchange of information.	1. To establish the strategy about the centralized or decentralized storage of national archives, and provide proper repository to storage national archives. 2. To promote the archives preservation techniques and provide professional training in the field. 3. To establish standards on the digitalization of the national archives and to develop digital archives..	1. To establish the information system of the national archives. 2. To propagate the computerization of the archives management. 3. To advance the searching functions of the archives catalogs and full texts. 4. To establish the mechanisms of the records information security. 5. To propagate electronic records management mechanism. 6. To establish a knowledge-based decision-making support system.	1. To publicize the awareness of the archives and to attract the public's attention on the value of the archives. 2. To establish a single retrieval portal for the national archives catalog for the convenience of the public's retrieval. 3. To edit and publish the literature on archival topics and topical catalogs for people's use. 4. To establish an on-line service mechanism to offer customers with complete text digital images and to provide convenient user service. 5. To establish a standardized national reading center that satisfies the public's needs and provides professional reference assistance. 6. To assist government agencies in establishing archives reading space and publicizing the application services to open access of archives.	1. To adjust the functions of the National Archives Administration, R.O.C. in accordance with the government reengineering program. 2. To request for the personnel, budgets, and resources needed for the archives sectors development. 3. To refine the archives management performance assessment and control system. 4. To promote the professional education for archives sectors'

Chart 2   **Core Values, Vision, and Goals of the Strategic Plan for Archives Management (2002—2011)**

2. Medium-term Programs

a. National Archives Information System Project (2003 to 2006).

b. Project for Establishment and Operational Development of National Archives Repository (2005 to 2006).

c. Operation Plan for National Archives Repository (2006 to 2008).

3. Medium-term Strategic Plan (2005 - 2008)

Strategic goal 1: Establishment of a High-quality Administrative Knowledge Bank and Decision-making Support System

Essentials of plan contents:

Establishment of the National Archives with a meaning of Taiwan's subjectivity: Establishing the short-term repository of national archives; mapping out the national archives acquisition strategy, and orderly transfer of permanent retention agency archives so as to augment the collection of national archives, provide multiple services, and build up a knowledge bank for development of our national memory. In addition, continued search for land to establish the National Archives Building with a meaning of Taiwan's subjectivity, and striving for the huge amount of resources needed to build it.

Strategic goal 2: Establishment of Results-oriented Administrative Performance Management

Essentials of plan contents:

a. Enhancement of the professionalism of the archives management system:

i. Completion of review and revision of archives-related laws and regulations; Cooperation with archives community to provide marketing services, share resources, and support a professional environment to advance R&D of archives management and resolve practical issues. Enhancement of

agency archives management performance, promotion of benchmark learning, improvement of training system, provision of a diverse range of learning channels, and help for archives sectors staffs in upgrading their professional know-how.

ii. Strengthening of archives service operations, upgrading of the efficiency of National Electronic Archives Retrieve to provide ease of inquiry of archives catalog. Facilitation of the records catalogs transmission from government agencies to advance the performance of archives catalogs publishing. Augmentation of the national archives collection, explorement of the knowledge of archives, expansion of citizens' participation in understanding archives, promotion of the access to national archives and information literacy about archives.

b. Ensuring the security of archival information and quality of preservation by taking advantage of technology:

i. Strengthening R&D in technologies of archives preservation and conservation then promote them so as to help agencies carry out the preservation and conservation of archival assets; establishing national standards for digital images file type of national archives, repairing and stabilizes national archives, generating and storing digital images of archives in electronic format, and carrying out migration of archives in various types of storage media to expand the digital collection of the National Archives.

ii. Provision of assistance for government agencies in the computerization of records management to strengthen digitization in archives management; establishing the archival knowledge management infrastructure; and implementation of international standards of information security so as to assure the security of archival information.

4. 2006 Performance by Strategic Goals

For 2006 five evaluation indicators have been established. The attainment exceeded the established goal for each indicator.

Table 1   2006 Performance by Strategic Goals

Strategic Goals	Performance Indicators	2006	
		Target	**Result**
Establishment of a high-quality administrative knowledge bank & decision-making support system	Length of permanent retention agency record transferred to national archives	400 meters	786 meters
Establishment of a result-oriented administrative performance management	1. Number of agencies completing records management computerization	2,400	3,389
	2. Quantity of digitalized national archives	700,000 pages	710,000 pages
Expansion of the mechanism for citizen participation in public affairs	1. Percentage of agency record available for access	55%	75%
	2. Satisfaction with national archives services	82%	85.8%

B.Major Projects

1. Operation Plan for National Archives Repository

   Project duration: 2 years.

   Goals of this project include:

 a. Goal 1: To enrich national archives and complete archives arrangement and

description.

b. Goal 2: To intensify archives preservation/maintenance and manage archives properly.

c. Goal 3: To perfect information operation environment and ensure archives information integrity.

d. Goal 4: To develop values of archives and expedite records access services.

The content of this project includes 5 primary dimensions: "enriching collection quality and quantity," "intensifying preservation and maintenance," "expanding value-added application" and "administrative affairs." There are 10 task items including "acquisition and transfer."

Expected benefits of this project include:

a. Smooth operation of Kodak Building and efficient implementation of related measures.

b. Effective utilization of storage space and enhancement of national archives quality.

c. Provision of quality archives storage environment and sound preservation of national archives.

d. Integration of NAA current information resources for effective reduction of government expenditure.

e. To make government information more accessible and national archives application more convenient.

2. The value-added services program of digitalizing archives on industrial economy of Taiwan

Project duration spans from 2007 to 2012. It is a component of Phase 2 implementation (entitled "Taiwan Digital Archives Expansion Project") of Digital

Archives Program, Taiwan(NDAP,Taiwan). Project goals include:

a. To reflect corporate operation achievement, inter-industrial relations and regional development features during social shifting and demonstrate diversified faces of Taiwan's economy and society.

b. To integrate digital contents of Taiwan's industrial and economic archives.

In accordance with project goals and industrial features, the content of this project is divided into 7 primary themes: food industry, paper mill, telecommunication, chemical engineering, civil engineering, mechanical engineering and finance/insurance. Each primary theme is further divided into 7 subtitles by operational entities: national policy, political and social impact, operational management, production technology, public relations, industrial cooperation and other. Accordingly the digital value-added services of Taiwan's industrial and economic records are incorporated in the overall research framework in descending order. Each year operational entities are scheduled for value-added applications such as archival selecting, description, digitalization, theme webpage establishment and research report preparation.

3. *White Paper on Archives Customer Services (2005-2008)*

In the area of archives service, NAA proposes the development goal of "creating archives values and expediting archives services" and outlines the 3 objectives as follows:

a. To enhance quality, quantity and application efficiency of national archives.

b. To encourage circulation and application of governmental archives and records .

c. To improve archives application awareness of the public.

Based on the objectives above, we develop the following strategies:

a. Enhancing quality, quantity and application efficiency of national archives:

Intensify acquisition of national archives, improve search function of national archives catalog, establish remote service mechanism for national archives, provide national archives reading facilities in line with social demand, and establish a comprehensive archives management information system.

b. Encouraging circulation and application of governmental archives and records : Enrich content of national archives catalog inquiry network, help agencies set up archives application service mechanism, establish proposal for structuring digital archives content preservation framework, intensify archives management staffs' on-job training and continuing education, integrate archives resources, strengthen archives application service inter-library cooperation.

c. Improving archives application awareness of the public: Enhance national awareness of archives application, organize archival marketing activities and compile/publish archives research works.

III. Annual Budget

The annual budget was NT$233,985,000.

IV. Laws and Regulations

A.Continued to revise the Archives Act and related regulations and directions and completed promulgation of 9 directions including "General Records Schedules."

B.Published "Compedium of Explanations of Archive-related Laws and Regulations" and compiled digital archival law teaching materials for reference.

V. Research & Development

Released 17 publications including *Archival Quarterly* and conducted 11 research projects. Dispatched staffs on observation tour to New Zealand to learn from its experience in archives management.

Management and Services of National Archives

I. Archives Acquisition

A. Acquisition Strategy

Formulates national archives acquisition strategy and according to the medium-term goal of the strategy proposed national archives acquisition project (2007-2009).

B. Acquisition Achievement

1. In 2006 completed selection of archives of Taiwan Cooperative Bank and Taiwan Railway Administration for permanent storage.

2. 26,813 items, 14,517 volumes, 16,710 folders and 534 boxes of hard-copy national archives were transferred in 2006 including: 26,813 items from the 921 Earthquake Post-disaster Recovery Commission, EY. (2004 to 2006), 28 volumes from Office of the President, 534 boxes from Taiwan Machinery Manufacturing Corporation, 374 volumes from Veteran's Pharmaceutical Factory, VAC, EY. , 8,045 volumes from Taiwan Agricultural Industry, 3,437 volumes from Taiwan Chung Hsing Paper, 16,710 folders from Chunghwa Telecom (headquarters before 1981), 341 volumes from Hualien County Nursery, and 2,292 volumes from Kaohsiung Ammonium Sulfate.

Table 2　　**2006 National Archives Statistics ── by Transfer Agencies**

Transfer Agencies	Quantity
The 921 Earthquake Post-disaster Recovery Commission, EY.	26,813 items
Office of the President	28 volumes
Taiwan Machinery Manufacturing Corporation	534 boxes
Veteran's Pharmaceutical Factory, VAC, EY.	374 volumes
Taiwan Agriculture Industrial Company	8,045 volumes

Transfer Agencies	Quantity
Taiwan Chung Hsing Paper	3,437 volumes
Chunghwa Telecom	16,710 folders
Hualien County Nursery	341 volumes
Kaohsiung Ammonium Sulfate	2,292 volumes
Total	26,813 items, 14,517 volumes, 16,710 files, 534 boxes

II. Archives Collection

A. Expanding National Archives Repository

To solve the mid-to-long-range problem of insufficient storage space for national archives, strategically we first completed the short-range national archives repository and then moved on to establish the mid-to-long-range national archives - the 2 stages are connected. On October 12, 2006 the national archives repository (Kodak Building) was unveiled. The total area of the national archives repository is 458 pings, most of which (268 pings) is used for archives storage. There are 6 record storage rooms, and the area of each ranges from 36 to 40 pings. The archives storage capacity is 9,941 meters.

B. Current Situation of National Archives Storage

1. National Archives Storage

National archives under the custodianship of the NAA at the end of 2006 totaled 39,202 hard-copy written items, 534 volumes, 47 rolls of videotaped archives, and 7,222 rolls of audio taped archives.

Table 3   National Archives－by Media Types

Media Type	Quantity
Hard-Copy	39,202 folders, 16,710 files, 534 boxes
Video Tape	47 rolls
Audio Tape	7,222 rolls

2. Current Situation of National Archives Management

a. Custodianship of National Archives

Due to operational requirement, 47,899 folders, 5,356 pieces, 2,973 volumes, 5,165 pages, 2,050 rolls, 18 discs and 1 box of national archives were loaned during 2002-2006.

Table 4   National Archives － Retrival Statistics

Year	Quantity
2002	4,277 folders, 55 items
2003	11,764 folders, 1,848 items
2004	3,807 folders, 2,462 items, 2,973 volumes, 1,301 pages, 517 rolls
2005	17,905 folders, 991 items, 1,175 pages, 828 rolls, 18 discs
2006	10,146 folders, 2,689 pages, 705 rolls, 1 box
Total	47,899 folders, 5,356 pieces, 2,973 volumes, 5,165 pages, 2,050 rolls, 18 discs, 1 box

b. National Archives Inventory

In 2006 all together 8,946 folders of the National Assembly and Plastics Factory, Veterans Affairs Commission, EY were checked. From 2002 to 2006 all together 68,193 folders were checked in inventory.

Table 5   **National Archives－Inventory Statistics**

Year	Ordinary Records	Classified Records	Total
2002	14,759 items	758 items	15,517 items
2003	24,106 items	161 items	24,267 items
2004	14,519 items	123 items	14,642 items
2005	4,802 items	19 items	4,821 items
2006	8,946 items	0 items	8,946 items
Total	67,132 items	1,061 items	68,193 items

c. Repair of Damaged National Archives

From 2001 to 2006 all together 109,992 pages were completed.

Table 6   **National Archives－Number of Pages of Repaired Archives**

Year	File Name	Restoration Personnel	No. of pages
2001	228 Incident	1	5,434
2002	228 Incident	2	18,860
2003	228 Incident	2	21,373
2004	228 Incident	2	21,547
2005	228 Incident	2	21,255
2006	228 Incident	2	21,523
Total			109,992

C. Digital Image Scanning of National Archives

In the area of hard-copy archives duplication, storage and image digitalization, we completed digital scanning of 46,903 pages in 2006, 685,772 pages all told over the years. In the area of special media records duplication and storage, we continued to convert digitally scanned archives of the 921

Earthquake Post-disaster Recovery Commission, EY to microfilms for storage. We completed conversion of 454,693 pages in 2006, and 742,459 pages all told over the years. We also processed reproduction of audio-visual records of the National Assembly and completed reproduction of 986 hours of videotapes and 340 rolls of open-reels in 2006. Over the years we have completed reproduction of 820 rolls of audiovisual films, 3,356 hours of videotapes and 18 reels of motion pictures.

Table 7   2006 Hard-copy National Archives Quantity of Reproduction

Topics of Archive	Quantity Reproduced	Specifications
228 Incident	46,903 pages	Full-color, resolution 300 dpi, jpg format

Table 8   2006 Special Media National Archives Quantity of Reproduction

Topics of Archive	Quantity Reproduced	Specifications
National Assembly audio-visual archives (videotapes, open-reel)	340 rolls (986 hours)	1. MPEG-2 format for stored version of videotapes, WMV format for circulated version. 2. WAVE format for stored version of open-reels, MP3 format for circulated version.
Conversion of Executive Yuan 921 Earthquake Reconstruction Committee archives to microfilms	454,693 pages	16mm roll film, silver halide film, reduction of at least 24X.

D. Cooperation in Storage of National Archives

To develop diversified channels storage of national archives, NAA formulated "Procedures for Contracted Storage of National Archives" to establish

the mechanism for contracting national archives to outside custodians, invigorating archival values and reflecting the geographic relationship of archives producers and users. In 2006 NAA trusted Kaohsiung Ammonium Sulfate archives to the care of National Science and Technology Museum. Both parties signed the contract on December 12.

E. National Archives Management Guidelines

To integrate all operational links of national archives management and incorporate the integration in the operational level, we formulate *Operational Manual for National Archives Management* in order to establish a consistent and standardized operational criterion as tool for improving national archives management and basis for operational implementation.

III. Archives Access

A. Service Policy

According to *The White Paper on Archives Customer Services (2005 to 2008)*, primary services in 2006 include: Intensifying acquisition and storage of national archives, enhancing audit and publication timeliness of national archives catalog, promoting national archives catalog inquiry and search, reinforcing remote services for national archives, establishing the mechanism for contracted storage of national archives, setting up a comprehensive archives management information system, strengthening the function of the national archives catalog access network, simplifying compilation and publication of agency records catalog, helping agencies set up archives application service mechanism, establishing archives management information system verification mechanism, intensifying archives management staffs' on-job training and continuing education, continuing to promote archives application service inter-library cooperation, perfecting archival application marketing laws, implementing archival marketing activities, compiling and publishing theme-oriented national archives data, helping agencies intensify archival marketing.

B. Access Application

In 2006 NAA processed 46 cases from agencies and approved all 629 items for access to national archives. NAA received archives applications from 105 individuals for access to 60,775 items of national archives and approved access to 58,755 items.

Table 9   **Applications for Access to National Archives**

Official Applications by Government Agencies	Year					Total
	2002	2003	2004	2005	2006	
No. of requests(cases)	72	75	77	15	46	285
No. of archives requested(items)	763	1,172	572	20,786	629	23,922
No. of archives approved (items)	763	1,158	572	20,786	629	23,908
No. of archives denied (items)	0	14	0	0	0	14
Applications by the Public	Year					Total
	2002	2003	2004	2005	2006	
No. of applicants(cases)	110	184	248	134	105	781
No. of archives requested(items)	2,429	6,842	16,410	12,631	60,775	99,087
No. of archives approved(items)	2,399	6,481	16,241	12,589	58,755	96,465
No. of archives denied(items)	30	361	169	42	1,994	2,596

C. Consultation Services

NAA National Archives Reading and Information Center provides consultation services including record-management-related books, explanations to national archives access application procedures and scope of services, introduction to library collections, and archives catalog inquiry.

Table 10   **National Archives Reading and Information Center Visit Statistics**

Unit: person/trip

Business \ Year	2002	2003	2004	2005	2006	Total
Request for access to archives	53	31	75	119	86	364
Information retrieve	35	89	119	49	225	517
Access to books and periodicals	33	63	69	54	45	264
Others	7	5	43	34	27	116
Total	128	188	306	256	383	1,261

To provide consultation services on agency records management and public access to archives, NAA established a comprehensive customer service center that assists customers with their concerns via personal visit, phone, Internet, mail or fax. It also conducts regular archives customer satisfaction surveys to help enhance quality of services. In 2006 the Center processed 913 requests for consultation services.

Table 11   **Customer Consultation Service Statistics**

Item	Unit	2002	2003	2004	2005	2006	Total	Note
Personal Visit	Case	3	1	3	3	1	11	Due to the fact that each customer may present more than one inquiries, the number of inquiry items may exceed the number of cases.
Personal Visit	Items	3	1	3	3	1	11	
Hotline	Case	940	627	730	882	782	3961	
Hotline	Items	940	691	775	932	839	4177	
Email	Case	23	6	57	112	73	271	
Email	Items	23	6	57	112	73	271	
Fax	Case	2	0	0	0	0	2	
Fax	Items	2	0	0	0	0	2	
Total	Case	968	634	790	997	856	4245	
Total	Items	1067	698	835	1047	913	4560	

Table 12   **Customer Satisfaction Survey for Hot-line Inquiries**

unit: %

Year (No. of Q) Evaluation Indicator	2002 (N=75)	2003 (N=132)	2004 (N=226)	2005 (N=213)	2006 (N=161)
Skill of Interpretation by Service Personnel	80.00	76.87	70.59	78.18	87.15
Attitude of Service Personnel	90.67	92.53	93.70	91.36	96.65
Completeness of Interpretation of Service Personnel	81.33	76.12	77.73	80.91	87.71
Efficiency of Service Personnel	81.33	81.34	77.73	86.36	93.85

D. Archives Exhibition

NAA exhibit national archives regularly in its lobby. For the purpose of enhancing social awareness of national archives, increasing the value of archives application and familiarize the citizens with Taiwan's educational development and shifting, NAA in October and November 2006 respectively held "Witnessing the Trail of Human Cultivation – Educational Records Exhibition" in Dr. Sun Yat-sen's Memorial Hall, Taipei, and Kaohsiung Museum of History. A total of 6,373 visitors were recorded.

E. Archives Research and Education

1. National Archives Research and Publication

In 2006 NAA invited scholars to conduct studies on "228 Incident and State-Owned Enterprises" in order to provide reference for the public. Constitutional reform records catalog (electronic version) has also been compiled and posted on NAA website for users.

2. Archives Application Education

In 2006, 221 visitors from 7 schools visited NAA. The overall satisfaction of the visitors with the arrangement reached 97.86%.

Table 13 **Archives Application Instruction for Visitors from College Satisfaction Survey**

unit : %

Year (No. of Q) / Evaluation Indicator	2003 (N=255)	2004 (N=126)	2005 (N=90)	2006 (N=187)
Location Arrangement	98.67	100.00	100.00	97.33
Time Arrangement	92.89	92.85	93.82	93.58
Explanation Content	94.67	95.23	98.76	94.11
Explanation Personnel	99.56	98.41	98.41	100
Does it help future archives application?	97.33	99.20	98.76	95.72
Overall Satisfaction	99.11	96.82	98.77	97.86

3. NAA Guests

In 2006, NAA welcomed 217 guests from 25 agencies.

Government Records Management

I. Outcomes of Major Programs

A. Review of Government Records Schedules

In 2006, 1,077 agencies were reviewed for Government Records Schedules, and 962 agencies were approved. A total of 7,727 agencies had submitted records schedules for review, and 6,209 had been approved.

Table 14 Review of Records Schedule for Government Agencies

Year Item	2003	2004	2005	2006
No. of Agencies Required to Submit	8,158	8,158	8,675	8,675
No. of Agencies Already Submitted	4,713	5,681	7,084	7,727
No. of Agencies Yet to Submit	3,445	2,477	1,591	948
No. of Agencies Approved	797	2,779	5,191	6,209

In accordance with the "General Records Schedules" compilation plan, NAA in 2006 formulated common records duration standards for taxation and environmental protection records applicable to every tax administratration of Ministry of Finance, as well as taxation, environmental protection and health agencies under city/county governments.

B. Review Catalogs of Agency Records to be Destroyed

Items of government records to be destroyed on lists submitted by the end of 2006 totaled 142,185,000 items; review had been completed for 108,556,000 items, the approval ratio of Destruction submission is 76%.

Table 15 Review Catalogs of Agency Records to be Destroyed

unit : thousand

Item Year	No. Submitted for Destruction	Approved
2002	28,016	27,878
2003	45,037	25,622
2004	27,355	21,446
2005	13,414	8,895
2006	28,364	24,715
Total	142,185	108,556

Note: 1.Figures do not include application forms or logs.

2.The approval ratio of Destruction submission is 76%.

C. Implementation of Major Projects

1. Archives Management Consulting Service Team

Planned and organized Archives Management Consulting Service Team for 2006, which provided services for Taipei City Government in 5 primary areas: "records arrangement and description," "archives appraisal," "records preservation and repair," "archives storage facilities" and "archives management computerization."

2. Government-wide Records Management Survey Project

Completed 2006 Government-wide Records Management Survey Project in which 8,352 were surveyed and 6,227 questionnaires, or 74.6%, were returned. Also published "2006 Government-wide Record Management Survey Report" with the following major findings:

a. Records management planning and resources: Most of the records management units are called "Documentation Section"; in most of the cases one designated staff is assigned to handle records management; nearly all agencies have no records management budget and lack designated records management plan; most agencies, however, have become more aggressive about records management training.

b. Records Custodianship: The quantity of hard-copy records of each agency is hard to estimate. All primary source agencies of national archives have damaged records. 44% of the agencies have completed retrospective records cataloging and submission. Only few agencies still have non-hard-copy records.

c. Records Disposition: Over 90% of the agencies have not performed records appraisal; 80% of the agencies failed to submit the records to the historical administration agencies for screening before destruction.

d. Records preservation and maintenance: 92% of the agencies have

established records storage space; 81% of the agencies have not implemented record duplication.

e. Records management computerization: 70% of the agencies have established archives management information system; 86% of the agencies have not implemented online approval.

f. Records application services: Records application services have not been popular; not too many applications have been filed for access to archives; 70% of the agencies have not established records application service facilities; "National Electronic Archives Retrieve" is the primary archival catalog search channel.

g. Records management medium-term planning: Government agencies' top 3 archives management priorities include "records arrangement and description (59.8%)," "establishment of archives storage facilities (43.3%)" and "more manpower and budget resources (40.8%)." Further, most agencies feel that archives management should be NAA's top priority: 73.0% consider "integration of clerical work and archive management" most important; 69.1% believe "intensification of archives management computerization" should come before others; 64.4% consider "enhancement of professional training and professional competence" the foremost mission.

D. Utilization of Human Resources

The NAA formulated the Implementation Plan for the Use of Substitute Military Service People by the National Archives Administration in 2006 and was allocated 134 substitute military service people that year, whom were sent to serve with 20 government agencies after two weeks training on records management. Also the one-week training for 3 administrative staffs of substitute military service people was carried out.

II. Professional Training

In 2006 offered 13 types of training sessions involving 193 courses and 7,181 participants.

Table 16   **2006 Professional Training in Archives Management**

Training Courses / Session/Trainee	No. of courses	No. of Trainees
Records management wokshop- Advanced	1	41
Records management wokshop - Records Management Trainer	3	42
Records Arrangement and Description	4	155
Agency Records preservation/Conservation Seminar	2	154
Agency Records Reproduction and Storage Seminar	2	118
Agency Records Reproduction and Storage demonstration forum	4	169
Support for Training by other agencies	9	1199
Records management wokshop (contracted to Civil Service Development Institute and Regional Civil Service Development Institute)	6	222
National Archives Information System Training Courses	80	2547
Electronic Official Documents Management System Training Courses	80	2400
Training for Substitute Military Service People	2	134
Total	193	7,181

III. Archives Management Award

The 4th Archives Management Quality Award and Outstanding Archivist Award were carried out, 27 agencies and 26 individuals received awards.

IV.Records Management Services

A. Cataloging and Publishment by Agencies

Up to December 31, 2006, the catalog for the 424,195,222 files submitted

by about 8,000 agencies (including those whose submissions were incorporated in the submissions of their supervisory agencies) had been published in the "National Electronic Archives Retrieve" to which the general public will have access through the Internet.

Table 17   Statistics for Agencies Records Catalogues

Transfer period: 2002.4.1~2006.12.31

Type of Catalogue	Items	Ratio (%)
Catalog of Current Records	191,331,981	45.10
Catalog of Retrospective Records	232,863,241	54.90
Total (No. of agencies)	424,195,222 (7,602 agencies)	100.00

Note: The number of agencies does not include those whose submissions were incorporated in the submissions of their supervisory agencies.

Table 18   **Category of Catalogued Government Records**

Transfer period: 2002.4.1~2006.12.31

Type of Agency	No. of Records	Ratio of Total (%)
Government	326,985,272	77.08
Enterprise	48,846,634	11.52
Public Schools	48,363,316	11.40
Others	424,195,222	100.00

B. Agency Record Application Services

1. Introduction to Agency Record Services

To examine government record application services in 2006, NAA conducted questionnaire survey of level 1 and level 2 central government agencies and level 1 local government agencies. Survey outcomes will serve as important basis on which NAA provides assistance for concerned agencies in this particular area. Findings of the survey indicate nearly 60% of the agencies

have not received applications from the public for access to government records.

In terms of the number of approved/disapproved applications, the agencies approved 24,816, or 91.03%, of all applications and denied 2,445, or 8.97%, of all applications. In terms of the average number of days it takes for agencies to process the application, most of the agencies require no more than 5 days. The public filed for access to government records primarily for protection of their rights and then for academic research.

Table 19   **2006 Distribution of Public Applications to Agencies for Access to Records**

Count of Applications	No.of Agencies	Ratio(%)
0 time	66	56.41
1 time	10	8.55
2 times	8	6.84
3 times	9	7.69
4 times	1	0.86
5 times	3	2.56
6 times	3	2.56
7 times	0	0
8 times	0	0
9 times	0	0
10 times or More	17	14.53
Unknown	0	0
Not Given	0	0
Total	117	100

Table 20   **2006 Approved/Disapproved Applications for Access to Agency Records**

Item	No. of Cases	Percentage (%)
Approved	24,816	91.03
Disapproved	2,445	8.97
Total	27,261	100

Table 21   **2006 Average Time on Handling Applications for Access to Archives**

Item (Days)	No. of Agencies	Percentage (%)
5 days or less	20	39.22
6-10 days	16	31.37
11-15 days	10	19.61
16-20 days	2	3.92
21-25 days	0	0
26-30 days	2	3.92
More than 30 days	1	1.96
Not Given	0	0
Total	51	100

Table 22　**2006 Purpose of Public Application to Agencies for Access to Records**

Purpose	No. of Agencies	Percentage (%)
Historical investigation	7	13.73
Academic research	23	45.10
Evidence investigation	14	27.45
Operational reference	18	35.29
Protection of rights	36	70.59
Others	2	3.92

2. Archives Information Compilation and Publication

Compiled and published *Witnessing the Trail of Human Cultivation – 100 Important Educational Records* and *Witnessing the Trail of Human Cultivation – Educational Records Exhibition* for reference and utilization by the public.

C. Utilization of the NEAR Website

Up to December 31, 2006, The National Electronic Archives Retrieve website (NEAR) has welcomed 310,437 online visitors. Application for access to agency archives using the website totaled 1,908, and the number of items requested reached 4,863.

Table 23　**Use NEAR Website for Access to Archives**

Year / Type of Access	2002	2003	2004	2005	2006
No. of Archive Applications (times)	266	730	992	1,523	1,908
No. of Archives Requested (items)	319	1686	2,791	3,475	4,863

D.Implementation of Agency Records Cataloging and Promulgation Four-Year (2004-2007) Improvement Project

NAA's 2006 Achievement: are as follows:

1. Intensified assistance to help agencies with records arrangement and description: Completed records arrangement and escription training for records management official and went to agencies to help records government. All together 20 agencies including CPC Corporation were involved.

2. Adjusted records catalog compilation and publication procedures: Simplified records catalog transfer procedures to enhance operational efficiency. Completed upgrade of "RecordsCatalog Transfer" system functions to significantly enhance overall efficiency of records catalog compilation and publication.

3. Helped agencies develop the ability to make online submission of records catalog: Revised and promulgated online records catalog transmission instructions of "Records Catalog Transfer" for reference.

4. Audited records catalogs submitted to NAA periodically: Conducted random audit of records titles. Up to October 16, 2006, NAA had completed audit of 557,736 records titles. The Audit identified 1,356 problems, and concerned agencies have been notified for reference and rectification.

5. 2-level publication of agency records catalog: Completed functional revision of NEAR, and employed 2-level publication of agency records catalog with the item and folder for records catalog added.

6. Employed online, semi-online and offline records catalog level-by-level inquiry service mechanism: Planned to adjust information system storage strategy through adoption of online, semi-online and offline level-by-level services in accordance with conditions, such as agency and document generation date, in order to enhance service efficiency.

Records Management Computerization

I. Facilitating Records Catalog Inquiry Mechanism: In July 2006 NEAR employed 2-level display interface and established webpage search mechanism to give the public a more convenient search mechanism.

II. Helping Agencies with Records Management Computerization: On October 16, 2006 issued records arrangement and description software 2006 version and records verification software 2006 version to be downloaded by government agencies. In accordance with agency attributes and demands, recorded 11 items, 7 hours, of online teaching programs and organized 93 training and presentation meetings. Dispatched staffs to northern, central, southern and eastern regions to conduct software validation for 25 agencies.

III. Increasing National Archives Information Efficiency: In order to provide multimedia catalog searching function, the national archives information system added Visual Resource Association Core Categories (VRA) description; in conjunction with the policy of contracted custodianship, the national archives storage deputation system was expanded.

IV. Pilot Project of Electronic Official Document Management System: Up to the end of 2006, NAA had assisted 22 agencies including Bureau of Consular Affairs, Ministry of Foreign Affairs with archives transfer to this system and had organized 80 training sessions for agencies involved in archives transfer. For promoting standardization of government records management systems, NAA conducted certification of government records management information systems. So far, 3 government records management information systems have passed the certification.

V. Establishing Archives Knowledge Base System: Based on 921 Earthquake government documents as the test targets, NAA established a sound archives knowledge framework and introduced a vast-data search engine to enhance

search efficiency.

VI. Intensifying Information Security Management System: To enhance information security level, NAA in February 2004 passed BS7799-2: 2002 international information security management system standard certification and in February 2006 passed ISO 27001:2005 information security management system new-version certification.

VII.Computer Equipment Maintenance and Remote Replication: Expanded national archives information system security software/hardware facilities and added national archives information system remote replication mechanism.

Future Prospects

Archives are important resources of the government, and archives management is a perpetual undertaking. In response to rapid shifting of social environment, NAA in addition to continued fulfillment of its operational responsibilities has planned various projects, such as: organizing archive value appraisal workshop to train up archive management professionals; continuing to handle selection and transfer of national archives, as well as acquisition of diplomatic and economic archives that are worth permanent storage; in accordance with "The value-added services program of digitalizing archives on industrial economy of Taiwan," implementing national archives digitalization; continuing to promote planning and development of Taiwan's first national archives repository; organizing exhibition of 100 significant health archives to enhance archives awareness of society. Meanwhile, NAA plans to utilize network marketing and information technology to offer national archives new knowledge notification services, establish archival marketing blogs, enhance indexing efficiency of NEAR and improve NAA's web service quality. Further, for the current

fiscal year NAA will retain scholars to conduct "Study on the Impact of Digitalization on National Archives Management" and so on. NAA is committed to its goal of "We promote the efficiency of the governmental knowledge management and offer easy access to governmental archives and records for all citizens."

Major Events in 2006

	Major Events
January 9	Professor **Yukio Hiyama** and associates of Chukyo University of Japan visited National Archives.
January 16	Promulgated revised *Operational Manual for Agency Records Management*.
February 20	Passed the latest version of International Information Security Management System standard certification (ISO 27001:2005).
February 21	Handled transfer of archives of Executive Yuan 921 Earthquake Reconstruction Committee (2004 to 2006).
March 27	Issued *Archives Quarterly* Vol.5, No.1.
April 18	Promulgated "Government Record Directory Establishment, Organization and Promulgation Four-Year (2004-2007) Improvement Project."
April 20	Promulgated "National Archives Administration: Electronic Official Document Management System Phase 2 Pilot Project."
May 9	Promulgated "National Archives Administration: Directions for Establishing Customer Service Center."
May 23	Promulgated revised attachment to "Records Management Computerization Directions."
June 16	Revised "Directions for Access to National Archives Administrative Records and Administrative Information" into "Directions for Access to National Archives Administrative Records and Government Information" for promulgation and implementation.
June 27	Issued *Archives Quarterly* Vol.5, No.2.
July 5	24 students from ADOC Trainers' Training of APEC visited

	Major Events
	NAA.
August 29	Professor **Kimimasa Matsugane** from Utsunmiya University of Japan sign up for an appointment with the Director General, who personally introduced the guest to archives management.
September 25	The 4th award ceremony for the Archives Management Quality Award and Outstanding Archivist Award.
September 26	Issued *Archives Quarterly* Vol.5, No.3.
September 28	Handled transfer of archives of Taiwan Agriculture Industrial Company.
October 2 To October 12	"Witnessing the Trail of Human Cultivation – Educational Records Exhibition" in Taipei.
October 12	National Archives Repository unveiled jointly by Chen Jun-lin, Vice-chairman of Research, Development and Evaluation Commission, and Su-po Chen, NAA Director General.
October 17	Welcomed visitors from Mongolia Securities Clearing House and Central Depository.
November 1	1. Welcomed visitors from The Diplomatic Record Office of the Ministry of Foreign Affairs of Japan. 2. Promulgated revised "National Archives Administration: Directions for Access to Records and Library Center." 3. Promulgated *Operational Manual for National Archives Management*.
November 3 To November 19	"Witnessing the Trail of Human Cultivation – Educational Records Exhibition" in Kaohsiung
November 6	Handled transfer of Chunghwa Telecom Co.ltd. (headquarters before 1981).
November 9	Legislative Yuan Legislative Committee inspected NAA (and heard updated report on development of National Archives Repository).
December 1	Handled transfer of archives of Taiwan Agriculture Industrial

	Major Events
	Company.
December 12	Contracted Kaohsiung Ammonium Sulfate Company's archives to the care of National Science and Technology Museum.
December 25	Issued *Archives Quarterly* Vol.5, No.4.
December 29	Handled transfer of archives of Clearing Task of 921 Earthquake Disaster Community Recovery Fund, Executive Yuan.