

National Archives Administration

Republic of China (Taiwan)

ANNUAL REPORT 2007

National Archives Administration 2007 Annual Report

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Message of the Director General

Archives are tracks left by the implementation of governmental affairs and evidence of the progress of our country. The establishment of the National Archives Administration (NAA) with the purpose of protecting national assets has turned a new page in the history of archives management.

NAA has made numerous achievements in 2007:

- In the area of archives management efficiency, it opened a variety of professional training courses, published archives management books and periodicals, and handled the Archives Management Quality Awards and Outstanding Archivist Award.
- In the area of archives acquisition and transfer, it handled the transfer of archives of government agencies, such as the Control Yuan, major political events, and public enterprises, such as Chunghwa Telecom Co., Ltd.
- In the area of archives management computerization, we proposed the “establishment of a electronic document management mechanism and technology standard”, participated in the Executive Yuan’s Participation and Suggestion Systems Awards and received an award for excellence in the category of computer science and information technology, won the “2007 Information Security Contribution Award” in Info Security Taipei, and completed continued examinations of the International Information Security Management System standard certification (ISO27001:2005) and expansion of

scope of certification.

- In the area of archives access promotion, we issued an online newsletter, “Archives LOHAS”, and cooperated with the Department of Health in holding “The Public Health Archives Exhibition”.

To chronicle the development and achievement of archives management, the content of 2007 Annual Report is a continuation of the information reported in different sections of previous annual reports, in order to familiarize all with the achievements of archives management in Taiwan. In the future, we will continue our efforts to create even more glorious achievements.

Su-po Chen

Director General, National Archives Administration

June 2008

Our Administration Team

Su-po Chen, Director General

Tsung-ming Chang, Deputy Director General

Chiu-yen Lin, Deputy Director General

Chen-jung Chen, Chief Secretary

Chun-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

Chang-kuang Liu, Senior Executive Officer, Secretariat

Team Honor



**2007 Information Security
Contribution Award**



**Executive Yuan Participation and
Suggestion Systems Awards, award
for excellence in the computer science
and information technology category**

About NAA

I. Organization

A. Organization and Development

The National Archives Administration (NAA) 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.

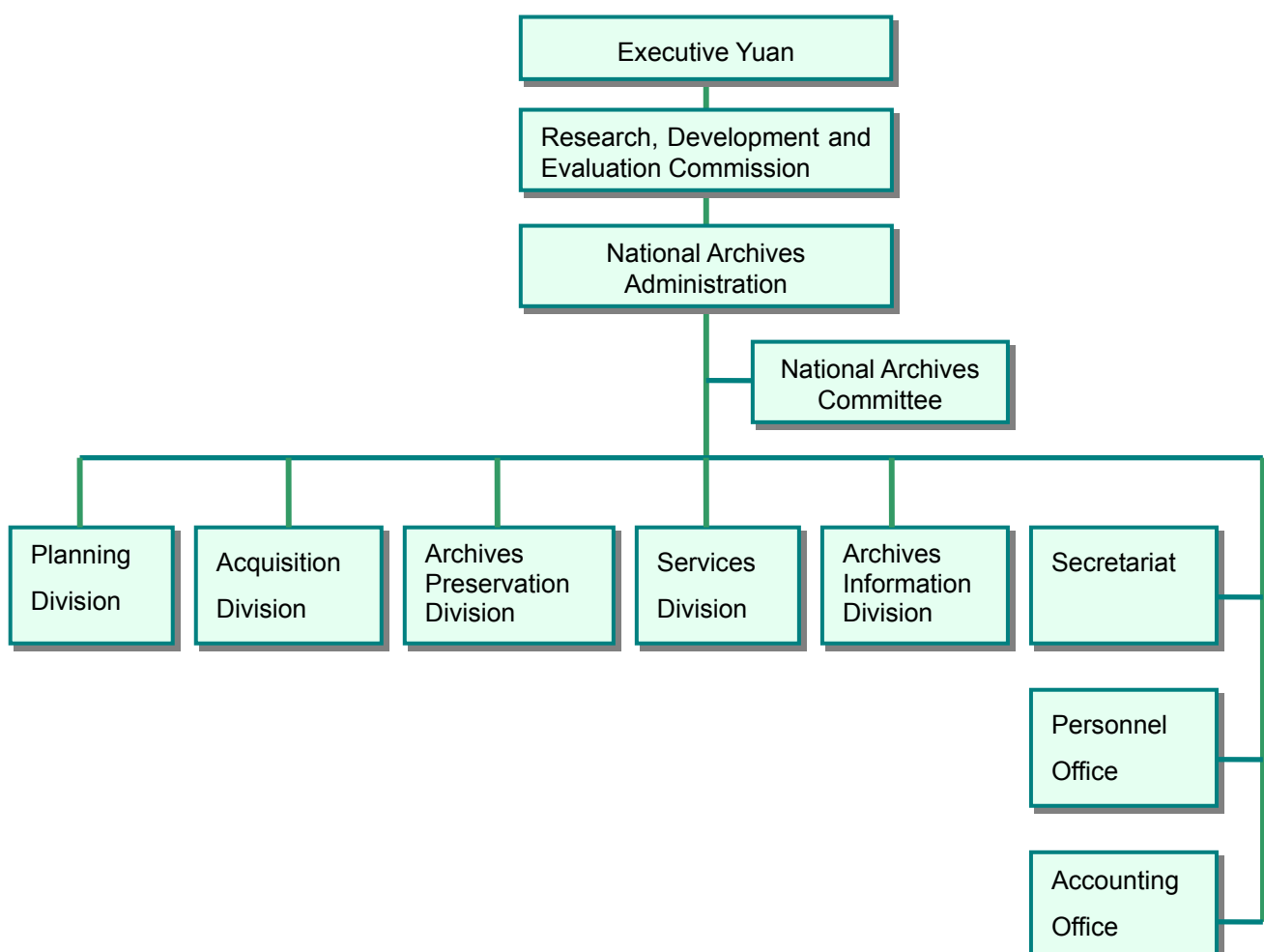


chart 1

Organizational Structure

B. Functions

1. Plan and formulate archives policies, regulations and management systems.
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 101.

II. Medium-term and Long-term Strategic Planning

A. Vision and Strategy

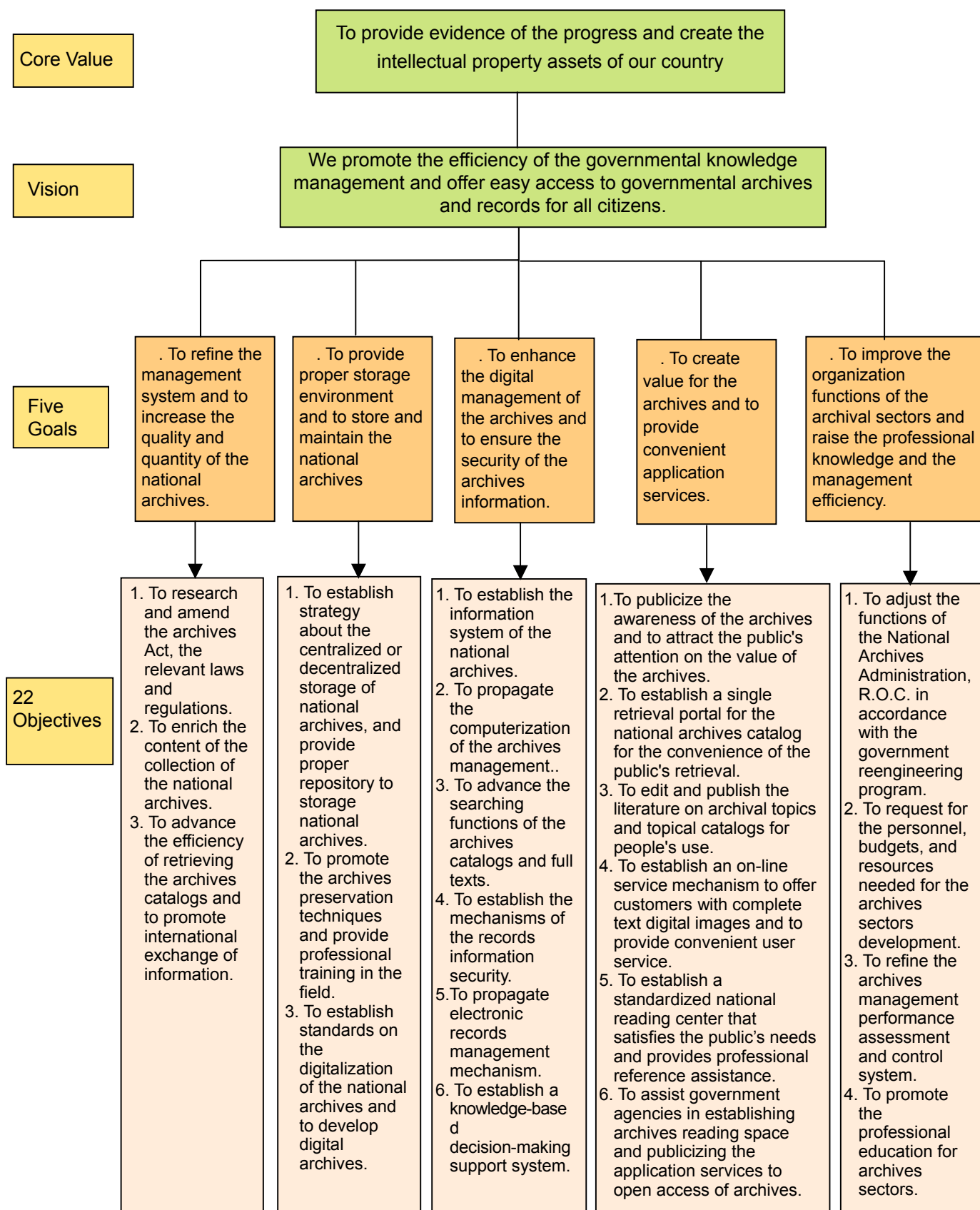
1. Core Value and Development Objective

Core Values:

To provide evidence of the progress and create the intellectual property assets of our country.

Vision:

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



2. Medium-term Programs

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:

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 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:

- . 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 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 knowledge.
- . 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, exploitation 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:

- . 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; 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.
- . Provision of assistance for government agencies in the computerization of records management to strengthen digitalization 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. 2007 Performance by Strategic Goals

For 2007 five evaluation indicators have been established. The attainment exceeded the established goal for each indicator. (see Table 1)

Table 1 2007 Performance by Strategic Goals

Strategic Goals	Performance Indicators	2007	
		Target	Result
Establishment of a high-quality administrative knowledge bank & decision-making support system	Length of permanent retention agency record transferred to national archives	900 meters	1,900 meters
Establishment of a result-oriented administrative performance management	1. Number of agencies completing record management computerization	3,500	3,587
	2. Quantity of digitalized national archives	900,000 pages	910,000 pages
Expansion of the mechanism for citizen participation in public affairs	1. Percentage of agency record available for access	80%	86%
	2. Number of national archives accesses	60,000 items	63,412 items

B. Major Projects

1. Operation Plan for National Archives Repository (2006-2008)

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

NAA has reviewed and modified its goals and strategies for customer services in response to changes in the overall situation and environment. Following the compilation of its “White Paper on Archives Customer Services” in July 2002, NAA asked for the opinion of its archives access service promotion consultative committee in 2005, and compiled its “White Paper on Archives Customer Services (2005-2008)” based on such an opinion. This White Paper not only reviews achievements in archives customer services of the past, but also further plans a service blueprint for

2005 to 2008, establishing goals for customer services development, formulating development strategies and work items, and specifying goal achievement and measurement indexes in hopes of letting all to understand the development direction of NAA's services and inspect its service achievements.

III. Annual Budget

The annual budget was NT\$161,612,000.

IV. Laws and Regulations

- A. Invited specialists from the Legislative Yuan and Ministry of Justice to NAA in April, July, September, and December 2007 to give a total of 4 speeches on "Freedom of Government Information Law and Practice", "Criminal Code and Criminal Policies", "Parliamentary Procedures", and "Practice of the Government Procurement Act".
- B. Four laws and regulations were established or revised after review this year, including the "Regulations on Visits to China by NAA Public Servants of Selected Appointment Rank Lower than 10th Rank that are not Involved with National Security Information", and all have been promulgated for relevant agencies and personnel to abide by.
- C. Ten English law translations including the Archives Law and Enforcement Rules for the Archives Law were revised in coordination with revisions to the English translation report format of the Ministry of Justice Laws and Regulations Database of the Republic of China, and updates to NAA's website. In addition, NAA's website has added a Freedom of Government Information Law area for the public to make inquiries.

V. Research & Development

Released 10 publications including *Archival Quarterly* and conducted 8 research projects. Dispatched staffs on observation tour to Italy to learn from its

experience in archives management.

Management & Services of National Archives

I. Archives Acquisition

A. Acquisition Strategy

Formulated and proposed the National Archives Acquisition Project (2007-2009), which is based on economic and diplomatic affairs, to gradually establish archives collection features.

B. Acquisition Achievement

Transferred national archives include major political events archives of 15 agencies including the National Security Agency, archives dating before 1949 that have been kept by first level central agencies including the Office of the President, and hard-copy and non-hard-copy records of public enterprises before becoming private or dissolved including the Central Reinsurance Corporation; total length of transferred archives is 1,953 meters. (see Table 2)

Table 2 2007 National Archives Statistics — by Transfer Agencies

Type of Archive	Transfer Agencies	Transfer Length (Meters)
Major Political Events	The National Security Agency, Supreme Court, Taiwan High Court, Taiwan High Court— Taichung Branch Court, Taiwan High Court— Hualien Branch Court, Taiwan High Prosecutors Office, Taichung Branch, Taiwan High Prosecutors Office, Taipei District Prosecutors Office, National Police Agency, Investigation Bureau, Ministry of National Defense R.O.C, Military Intelligence Bureau, Military Police Command, National Taiwan University and Kaohsiung City Police Bureau.	12.4
Before 1949	Office of the President, Control Yuan, and Executive Yuan.	21.1
Public Enterprises	Central Reinsurance Corporation, Chunghwa Telecom Co., Ltd., and Veterans Affairs Commission Plastics Factory.	1919.5
Total	21 agencies (institutions).	1,953

C. Archive Description

Completed archival description—folder level for Taiwan Machinery Manufacturing Corporation and Kaohsiung Ammonium Sulfate in a total of 3,392 folders.

II. Archives Collection

A. Planning for Expanding National Archives Repository

Our strategy is to first complete a short-range national archives repository and then move on to establish mid-to-long range repositories. The first national archives repository was completed in October 2006 in the Kodak Building and is expected to be loaded to capacity by 2010. Search for suitable unused public

buildings began at the end of 2007; after selection and coordination is completed at the beginning of 2008, repository design will be outsourced; the second national archives repository is scheduled to be completed by 2010 and it will increase storage space by 3 to 5 kilometers. For the long-range repository, its location is being reselected based on the principle that “the first comprehensive national archives library should be established in northern Taiwan”; after a location is decided, the mid-term project will be revised in hopes that the first comprehensive national archives library will soon be completed.

B. Type and Quantity of National Archives

1. National Archives Storage

NAA has been gradually transferring national archives since 2000, and as of 2007 the amount of stored archives totaled to 111,473 hard-copy written items, 534 boxes, 47 rolls or videotaped archives, and 7,222 rolls of audio taped archives.

2. Current Situation of National Archives Management

a. Custodianship of National Archives

Due to operational requirement, 53,220 folders, 5,356 pieces, 2,973 volumes, 8,559 pages, 2,050 rolls, 18 discs and 876 boxes of national archives were loaned during 2002-2007.

b. National Archives Inventory

In 2007 completed a thorough check on the 921 Earthquake Post-disaster Recovery Commission, Taiwan High Court – Tainan Branch Court, National Archives and Records Administration, and the Control Yuan for a total of 341 cases (1,736 volumes).

c. Repair of Damaged National Archives

From 2001 to 2007 all together 131,584 pages were completed. (see Table 3)

Table 3 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
2007	Before 1949	2	21,592
Total			131,584

Note: One restoration personnel was hired in 2001 in coordination with the project to transfer archives of the 228 Incident and 5,434 pages of archives were restored that year; As of the end of 2007, a total 131,584 pages of archives were repaired.

C. Digital Image Scanning of National Archives

In the area of hard-copy archives duplication, storage and image digitalization, we completed digital scanning of 253,613 pages in 2007, 916,731 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. We completed conversion of 549,587 pages in 2007, and 1, 292,046 pages all told over the years.

D. Cooperation in Storage of National Archives

In order to properly preserve national archives, overcome limitations from storage space, manpower and funds, and allow national archives with agency or local features to be stored near its origin and provide access, NAA at the end of 2006 promulgated the “Procedures for Contracted Storage of National Archives” as a basis for contracted storage of national archives. Currently, NAA has trusted

2,292 archives of Kaohsiung Ammonium Sulfate in the care of National Science and Technology Museum. The contract has a term of 2 years from December 2006 to December 2008.

E. National Archives Management Guidelines

All control equipment, lighting equipment, and fire safety and access control facilities of national archives storages comply with NAA's "Archives Storage Facilities Standards", 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. National archives are arranged in accordance with the "Records Conservation and Keeping Directions", "The Management Regulations for Classified Archives", and "The Implementation Regulations for Archives on Electronic Storage" by archive number, from left to right, and from top to bottom. To ensure the proper preservation of national archives, thorough checks are conducted each year according to regulations, and damaged files are restored.

III. Archives Access

A. Service Policy

According to *The White Paper on Archives Customer Services (2005-2008)*, primary services in 2006 include: promoting national archives catalog inquiry and search, enhancing the quality and quantity of national archives user survey, strengthening the function of the national archives catalog access network, helping agencies set up archives application service mechanism, enhancing archive access guidance, offering archives new knowledge notification services, implementing archival marketing activities, and improving value-added archives services.

B. Access Application

1. National Archives Access Application Situation

In 2007, NAA received archives applications from 123 agencies for access to 4,342 items of national archives and approved access to 4,305 items, approval rate reaching 99%; NAA received archives applications from 175

individuals for access to 58,063 items of national archives and approved access to 57,567 items, approval rate also reaching 99%. (see Table 4)

Table 4 Applications for Access to National Archives

	2002	2003	2004	2005	2006	2007	Total
Official Applications by Government Agencies							
No. of requests (cases)	72	75	77	15	46	123	408
No. of archives requested (items)	763	1,172	572	20,786	629	4,342	28,264
No. of archives approved (items)	763	1,158	572	20,786	629	4,305	28,213
No. of archives denied (items)	0	14	0	0	0	37	51
Applications by the Public							
No. of applicants (cases)	110	184	248	134	105	175	956
No. of archives requested (items)	2,429	6,842	16,410	12,631	60,775	58,063	157,150
No. of archives approved (items)	2,399	6,481	16,241	12,589	58,781	57,567	154,058
No. of archives denied (items)	30	361	169	42	1,994	496	3,092

2. Publishing Online Newsletter “Archives LOHAS”

To spread national archives messages and promote archive access, NAA on July 16th, 2007 issued “Archives LOHAS” No.1 and continued publish following issues in the middle of each month, actively propagating NAA policies and services items and sending messages on national archives access services, activity information, and archive new knowledge introductions by e-mail.

C. Consultation Services

1. Archives Access 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. The National Archives Reading and Information Center was visited by 503 individuals in 2007. (Annual Visit statistics are as shown in Table 5)

Table 5 National Archives Reading and Information Center Visit Statistics

Unit: person/trip

Year Business	2002	2003	2004	2005	2006	2007	Total
Request for access to archives	53	31	75	119	86	187	551
Information retrieve	35	89	119	49	204	164	660
Access to books and periodicals	33	63	69	54	45	72	336
Others	7	5	43	34	27	80	196
Total	128	188	306	256	362	503	1,743

To furnish consultation services on government record management and public access to archives, NAA established a comprehensive archives 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 2007 the Center processed 1024 requests for consultation services. (Customer Consultation Service Annual Statistics are as shown in Table 6)

Table 6 Customer Consultation Service Statistics

Item	Unit	2002	2003	2004	2005	2006	2007	Total	Note
Personal Visit	Case	3	1	3	3	1	2	13	Due to the fact that each customer may present more than one inquiries, the number of inquiries may exceed the number of cases.
	Items	3	1	3	3	1	2	13	
Hotline	Case	940	627	730	882	782	921	4,882	
	Items	940	691	775	932	839	985	5,162	
Email	Case	23	6	57	112	73	37	308	
	Items	23	6	57	112	73	37	308	
Fax	Case	2	0	0	0	0	0	2	
	Items	2	0	0	0	0	0	2	
Total	Case	968	634	790	997	856	960	5,205	
	Items	968	698	835	1047	913	1,024	5,485	

2. Customer Satisfaction Survey for the Archives Customer Service

Center's Hot-line Inquiries

In order to understand the needs of archives customers, a customer satisfaction survey was conducted by telephone interviews with archives customers that made hot-line inquiries and left contact information, for which 229 effective questionnaires were collected in 2007; satisfaction of all evaluation indicators reached 90% or above. (Annual Statistics for customer satisfaction surveys are as shown in Table 7)

Table 7 Customer Satisfaction Survey for Hot-line Inquiries

Year(No. of Q)	2002 (N=75)	2003 (N=132)	2004 (N=226)	2005 (N=213)	2006 (N=161)	2007 (N=229)
Evaluation Indicator						
Explanation Skills of Service Personnel	80.00	76.87	70.59	78.18	87.15	90.73
Service Attitude of Service Personnel	90.67	92.53	93.70	91.36	96.65	96.91
Detail of Explanation of Service Personnel	81.33	76.12	77.73	80.91	87.71	91.12
Service Efficiency of Service Personnel	81.33	81.34	77.73	86.36	93.85	92.66

3. Archives Application Education

In 2007, 222 visitors from 6 schools visited NAA. The overall satisfaction of the visitors with the arrangement reached 98.31%. (see Table 8)

Table 8 Archives Application Instruction for Visitors from College Satisfaction Survey

Satisfaction (%)	2003 (N=255)	2004 (N=126)	2005 (N=90)	2006 (N=187)	2007 (N=118)
Evaluation Indicator					
Location Arrangement	98.67	100.00	100.00	97.33	98.00
Time Arrangement	92.89	92.85	93.82	93.58	92.37
Explanation Content	94.67	95.23	98.76	94.11	96.61
Explanation Personnel	99.56	98.41	98.41	100	99.15
Does it help future archives application?	97.33	99.20	98.76	95.72	96.61

Satisfaction (%) Evaluation Indicator	2003 (N=255)	2004 (N=126)	2005 (N=90)	2006 (N=187)	2007 (N=118)
Overall Satisfaction	99.11	96.82	98.77	97.86	98.31

4. NAA Guests

In 2007, NAA welcomed 353 guests from 26 agencies.

D. Archives Exhibition

NAA exhibits national archives regularly in its lobby. Also, to help the society understand the value of archives, make the most of archives access, and allow the public to have a deeper understanding of public health development, NAA in September and October 2007 held “The Public Health Archives Exhibition” in the National Library at Taipei and the Taiwan Medical Museum in Kaohsiung; a total of 5,899 visitors were recorded.

E. Archives Research and Education

NAA in 2007 contracted specialists and scholars to compile the “Suppression and Rescue Work of the 228 Incident – 228 Incident Archives Selection” and “Veterans Affairs Commission Plastic Factory Archives Selection” as a collection of promotion achievements. In addition, to help the public understand relevant content of the “Public Health Archives Exhibition”, NAA specially published “Guide to The Public Health Archives Exhibition” and “Compilation of 100 Most Important Public Health Records” for reference and utilization by the public.

Government Records Management

I. Outcomes of Major Programs

A. Review of Government Records Schedules

In 2007, 564 agencies were reviewed, and 471 agencies were approved. As

of the end of 2007, a total of 8,291 agencies had submitted records schedules for review, and 6,680 had been approved.

B. Review Catalogs of Agency Records to be Destroyed

In 2007, a total of 3,379 catalogs of agency records to be destroyed were reviewed. As of the end of 2007, a total of 7,982 catalogs of agency records to be destroyed were submitted for review, and 6,536 had been approved.

C. Implementation of Major Projects

1. Archives Management Consulting Service Team

Planned and organized Archives Management Consulting Service Team for 2007, which provided services for Taichung City Government in 5 primary areas: “Document secrecy and classified archives preservation”, “archives categorization”, “archives arrangement, description and sorting out”, “archives management computerization” and “archives safekeeping and arrangement”.

2. The Value-added Services Program of Digitalizing Archives on Industrial Economy of Taiwan

The research period of this project is 6 years (2007-2012). Its action plan is to team up with experts from different fields to select the archives that are highly related to the daily lives of people, and use a narrative method to combine information technology with creativity and knowledge and present those archives as stories in theme web pages and research reports. Implementation achievements of 2007 include selecting and scanning 600 folders of Taiwan Chungshing Paper Corporation and Kaohsiung Ammonium Sulfate archives, describing 1,200 folders of Kaohsiung Ammonium Sulfate and Taiwan Machinery Manufacture Corporation archives, completing a research report on Plastics Factory of the Veterans Affairs Commission archives, and exhibiting prototypes of theme web pages.

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 2007 and was allocated 62 substitute military service people that year, whom were sent to serve with 31 government agencies after two weeks training on records management.

II. Professional Training

In 2007 offered 9 types of training sessions involving 73 courses and 4,374 participants.(see Table 9)

Table 9 **2007 Professional Training in Archives Management**

Session/Trainee	No. of courses	No. of Trainees
Training Courses		
Support for Training by other agencies	7	1,249
Records management workshop (contracted to Civil Service Development Institute and Regional Civil Service Development Institute)	8	410
Training for Substitute Military Service People	2	62
Records arrangement and description workshop (contracted to Regional Civil Service Development Institute)	26	1,036
Records Appraisals workshop	5	588
Agency Records Reproduction and Storage Seminar	2	144
Agency Records Reproduction and Storage demonstration forum	4	184
Agency Records Preservation/Conservation Seminar	2	144
Electronic Official Documents Management System Training Courses	17	557
Total	73	4,374

III. Archives Management Award

The 5th Archives Management Quality Award and Outstanding Archivist Award were carried out, 29 agencies and 29 individuals received awards.

IV. Records Management Services

A. Cataloging and Publishment by Agencies

With consideration to the rapid growth in number of catalogued files, NAA in September 2007 adopted a ranked storage mechanism to elevate catalog

search efficiency and reduce cost for maintaining hardware and software operation. Some 150 million files that have been imported into the system for at least 1 year and have reached its archiving period, been labeled to be destroyed, transferred, or have an archiving period that cannot be determined were filtered out, transferred to offline repositories for preservation, and are no longer provided for inquiry services. Furthermore, in coordination with the 2-level publication of agency records catalog adopted in January 2007, agencies should submit revised catalogs with the items and folders added starting July 1st, 2007. As of the end of 2007, the total number of files catalogued and published in NEAR is 368,768,123.

If files are divided according to time range, deducting those that cannot be determined, the catalog of current records has 188,034,336 items (accounting for 50.99% of the total) and the catalog of retrospective records has 180,646,818 items (accounting for 48.99% of the total). If files are divided according to archiving period, deducting those that cannot be determined, the catalog of periodical records has 255,691,053 items (accounting for 69.34% of the total and the catalog of permanent records has 99,103,143 items (accounting for 26.87% of the total). If files are divided according to central and local agencies, the catalog of records submitted by central government agencies has 166,604,821 items (accounting for 45.18% of the total) and the catalog of records submitted by local government agencies has 202,163,302 items (accounting for 54.82% of the total). (Central and local government agency records statistics are as shown in Table 10)

Table 10 Central and Local Government Agency Records Statistics

Type of Agency		No. of Agencies	No. of Records	Ratio (%)
Central Government Agencies	The Executive Yuan and its subordinate agencies	1,934	143,650,772	38.95
	The Legislative Yuan	1	82,165	0.02
	The Judicial Yuan and its subordinate agencies	36	16,135,128	4.38

Type of Agency		No. of Agencies	No. of Records	Ratio (%)
	The Examination Yuan and its subordinate agencies	7	1,690,945	0.46
	The Control Yuan and its subordinate agencies	26	3,138,096	0.85
	Other central agencies	9	1,907,715	0.52
	Subtotal	2,013	166,604,821	45.18
Local Government Agencies		5,811	202,163,302	54.82
Total		7,824	368,768,123	100.00

Note: The numbers of catalogued records are the total as of 2007.12.31

If files are divided according to agency nature, general administrative agencies submitted the most number of files with 122,368,775 items (33.06%), followed by financial administrative agencies and financial institutions with 64,088,874 items (17.32%), and schools with 38,706,382 items (10.46%). If files are divided according to agency type, the catalog of records submitted by government agencies has 294,841,491 items (79.95%), enterprises 35,261,835 items (9.56%), public schools 38,642,182 items (10.48%), and others 22,615 items (0.01%). (Statistics of catalogued government records are as shown in Table 11)

Table 11 **Category of Catalogued Government Records**

Type of Agency	No. of Agencies	No. of Records	Ratio (%)
Government	3120	294,841,491	79.95
Enterprise	904	35,261,835	9.56
Public Schools	3,798	38,642,182	10.48
Others	2	22,615	0.01
Total	7,824	368,768,123	100.00

Note: 1. The number of catalogued records are the total as of 2007.12.31

2. "Agency type" is categorized according to the "agency and school

categories” of the Executive Yuan Central Personnel Administration’s agency and school coding principle, in which enterprises include occupation categorized production, general production, transportation, and financial enterprises and medical institutions.

B. Agency Record Application Services

To examine agency record application services in 2007, NAA conducted a “Agency Record Application Service Current Situation Survey” of a total of 117 level 1 and level 2 central government agencies and level 1 local government agencies, and will use this survey as a basis for providing guidance to government agencies.

In terms of the number of approved/disapproved applications, the agencies processed a total of 65,624 applications, in which 65,206 (99.36%) were approved and 418 (0.64%) were disapproved. In terms of the average number of days it takes for agencies to process the application, most agencies (46.15%) require 6 to 10 days to process an application. The public filed for access to government records primarily for protection of their rights and then for evidence inspection. Distribution of public applications to agencies for access to records, number of applications, approved/disapproved applications, average time for handling applications, and purpose of applications are as shown in Tables 12 through 16.

Table 12 2007 Distribution of Public Applications to Agencies for Access to Records

Year Count of Application	2006		2007	
	No. of Agencies	Ratio (%)	No. of Agencies	Ratio (%)
0 time	66	56.41	65	55.56
1 time	10	8.55	8	6.84
2 time	8	6.84	5	4.27
3 time	9	7.69	4	3.42
4 time	1	0.86	2	1.71

Year Count of Application	2006		2007	
	No. of Agencies	Ratio (%)	No. of Agencies	Ratio (%)
5 time	3	2.56	3	2.56
6 time	3	2.56	4	3.42
7 time	0	0	1	0.85
8 time	0	0	2	1.71
9 time	0	0	1	0.85
10 time or More	17	14.53	22	18.81
Unknown	0	0	0	0
Not Given	0	0	0	0
Total	117	100	117	100

Table 13 Number of applications for access to Agency Records

Year Count of Application	2006		2007	
	No. of Agencie s	Ratio (%)	No. of Agencie s	Ratio (%)
10 and under	25	49.02	23	44.24
11-20	5	9.81	7	13.46
21-30	2	3.92	3	5.77
31-40	2	3.92	3	5.77
41-50	3	5.88	0	0
51-60	0	0	1	1.92
61-70	0	0	1	1.92
71-80	0	0	1	1.92
81-90	0	0	0	0
91-100	0	0	0	0
101 and above	14	27.45	13	25
Not Given	0	0	0	0
Total	51	100	52	100

Table 14 **Approved/Disapproved Applications for Access to Agency Record**

Year Item	2006		2007	
	No. of Cases	Ratio (%)	No. of Cases	Ratio (%)
Approved	24,816	91.03	65,206	99.36
Disapproved	2,445	8.97	418	0.64
Total	27,261	100	65,624	100

Table 15 **Average Time on Handling Applications for Access to Archives**

Year Item (Days)	2006		2007	
	No. of Agencies	Ratio (%)	No. of Agencies	Ratio (%)
5 days or less	20	39.22	16	30.77
6-10 days	16	31.37	24	46.15
11-15 days	10	19.61	7	13.46
16-20 days	2	3.92	4	7.69
21-25 days	0	0	0	0
26-30 days	2	3.92	1	1.93
More than 30 days	1	1.96	0	0
Not Given	0	0	0	0
Total	51	100	52	100

Table 16 **Purpose of Public Application to Agencies for Access to Records**

Year Item	2006		2007	
	No. of Agencies	Ratio (%)	No. of Agencies	Ratio (%)
Historical investigation	7	13.73	5	9.62
Academic research	23	45.10	20	38.46

Year Item	2006		2007	
	No. of Agencies	Ratio (%)	No. of Agencies	Ratio (%)
Evidence investigation	14	27.45	22	42.31
Operational reference	18	35.29	20	38.46
Protection of rights	36	70.59	47	90.39
Others	2	3.92	2	3.85

C. Utilization of the NEAR Website

As of the end of 2007, the NEAR website was visited by 447,049 internet users who have made a total of 407,007 inquiries. After using the website to search through records catalogs, application for access to agency archives totaled to 2,372, and the number of items requested reached 8,003. (Use of the NEAR website for access to archives is as shown in Table 17)

Table 17 Use NEAR Website for Access to Archives

Year Type of Access	2002	2003	2004	2005	2006	2007
No. of Archive Applications (times)	266	730	992	1,523	1,908	2,372
No. of Archives Requested (items)	319	1686	2,791	3,475	4,863	8,003

D. Implementation of Agency Records Cataloging and Promulgation

Four-Year (2004-2007) Improvement Project

2007 Achievements are as follows:

1. Intensified assistance to help agencies with records arrangement and description: Completed records arrangement and description training for a total of 1,036 records arrangement officials in 26 training batches.
2. 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. As of the end of

2007, over 7 thousand agencies, or 98% of all agencies that have submitted their records catalog, have completed transfer online.

3. Audited records catalogs submitted to NAA periodically: Conducted random audit of 475,821 records titles and records content abstract. The Audit identified 639 problems, and concerned agencies have been notified for reference and rectification.
4. Transmission and publication of agency records catalogs at the folder level: Starting from July 1st, 2007, agencies should submit revised records catalogs and transmission of catalogs of current and retrospective records should be done at the folder level.
5. Employed online, semi-online and offline records catalog level-by-level inquiry service mechanism: An online, semi-online and offline records catalog level-by-level inquiry service mechanism has been employed since September 2007. Files that have been imported into the system for at least 1 year and have reached its archiving period, been labeled to be destroyed, transferred, or cannot determine its archiving period will be transferred to offline repositories for preservation, and will no longer be provided for inquiry services.

Records Management Computerization

- . **Facilitating Records Catalog Inquiry Mechanism:** Starting in December 2007, NEAR provides online and semi-online records search and display interfaces, and added keyword suggestion and hot-keyword functions.
- . **Helping Agencies with Records Management Computerization:** Dispatched software engineers to 25 agencies in northern, central, southern, and eastern regions respectively to conduct software validations, database tuning, and data content inspection. The contracted records information consultation service center

has received over 35,000 telephone inquiries and processed 12,000 cases. Results of a questionnaire survey on consultation service center customer satisfaction for the second half of 2007 show that satisfaction of agencies towards consultation services reached 85%. Conducted the “National Archives Information System Questionnaire Survey”; survey results will be used for reference when formulating the mid-term development project.

. **Increasing National Archives Information Efficiency:** In coordination with the Digital Archives Program, the National Archives Information System allows contracted storage institutions to remote manage national archives, and has added a new function that allows the public to browse part of national archives via thumbnail images.

. **Pilot Project of Electronic Records Management and Verification System:** Up to the end of 2007, NAA had dispatched staffs to conduct software validations for 8 agencies, and had organized 17 training sessions for 557 personnel of agencies that implemented the same electronic records management system as NAA's. For promoting standardization of government records management information system functionality, NAA conducted certification of government records management information systems. So far, 22 out of 32 government records management information systems have passed the certification.

. **Intensifying Information Security Management System:** NAA in February 2007 completed continued examinations of the ISO 27001:2005 international information security management certification and expanded the scope of certification in August 2007, including the national archives repository Kodak Building and Taichung IDC Center into the scope of NAA's information security management certification. NAA in 2007 held 2 disaster recovery drills and executed 2 internal audits of information security.

. **Computer Equipment Maintenance and Remote Replication:** In 2007, 983 software-related problems were resolved, allowing equipment availability to

reach 99%. In coordination with document cohesiveness and information transformation operation, remote backup facilities were moved to Chunghwa Telecom Taichung IDC Center on April 20th, 2007.

Future Prospects

Archives are an important asset to our country, and an essential element of historical and cultural heritage. Since its inception, NAA has continuously completed numerous basic tasks of archives management, and will pour new elements into archives management in accordance with social transitions based on its existing stable foundation.

In response to the society's e-development trend in recent years, NAA plans to develop digital training materials for archives management, produce e-books, establish a platform for long-term electronic records preservation, and legalize electronic records management through the 4-year plan "National Archives Digital Services Project", combining non-government development trends in hopes of achieving sustainable, proper management of electronic records.

For the gradually diversified formats that electronic records are appearing in, NAA will plan the establishment of laboratories to collect necessary software and hardware that are out-of-date. The concept of web 2.0 will be introduced into web pages, and an online encyclopedia question answering system will be designed.

To recognize the efforts of excellent archives management agencies and individuals, NAA will hold meetings on the procedures of entering into evaluations for archives management awards and encourage agencies to actively participate in these awards.

Furthermore, in order to accommodate the ever growing quantity of national archives, planning a second national archives repository is also a key affair of

NAA. As the era continues to make progress, NAA will continue to review affairs in accordance with its current status, and adjust its footsteps in hopes of immediately responding to the society's needs and boosting the development of archives management.

Major Events in 2007

Date	Major Events
January 11	Completed the National Archives Acquisition Project (2007-2009).
January 16	Handled transfer of major political events archives of Taipei District Prosecutors Office.
January 18	<ol style="list-style-type: none"> Handled transfer of major political events archives managed by the Taiwan High Prosecutors Office, Taiwan High Prosecutors Office – Taichung Branch and National Police Agency. Provided archives management training for personnel of the contracted national archives storage agency National Science and Technology Museum.
February 6	Handled transfer of major political events archives managed by the Supreme Court, Taiwan High Prosecutors Office, Taiwan High Court – Taichung Branch Court, and Taiwan High Court – Hualien Branch Court.
February 12	Continued NAA's information system security certification examination and external audit to expand scope of certification for the first half of 2007.
March 13	Handled transfer of major political events archives of the Investigation Bureau.
March 19	A Japanese youth group visited NAA.
March 22	Handled transfer of archives of "Central Reinsurance Corporation".
March 26	Issued <i>Archives Quarterly</i> Vol.6, No.1.
March 29	Handled transfer of archives of "Chunghwa Telecom Co. Ltd." (Headquarters between 1982 and 1985).
April 9	"NAA Electronic Official Document Management System Version 2007" passed the document management information system verification.

Date	Major Events
April 16	NAA received the “2007 Information Security Contribution Award”.
April 17	Associate professor of University Paris 10, lady Samia Ferhat-Danaln visited NAA.
April 20	Relocated NAA's Taoyuan Longtan remote backup site at Taichung Wensin.
April 26	1. Kuo Sheng Broadcasting Company's “Our hometown is in Changhua” program interviewed NAA's director general Chen Shih-po. 2. Handled transfer of archives of “Chunghwa Telecom Co. Ltd.” (Headquarters between 1986 and 1988).
May 4	Members of mainland China's Shaanxi Archives Society visited NAA.
May 17	Promulgated amendments to items 7 and 10 of the “NAA Regulations on Encouragement for Research & Development”.
May 28 to May 29	Handled transfer of archives of the National Security Bureau and Chunghwa Telecom Co. Ltd. (Headquarters between 1987 and 1990) on the 28 th and 29 th .
June 25	Issued <i>Archives Quarterly</i> Vol.6, No.2.
June 27	Handled transfer of archives of National Taiwan University and Chunghwa Telecom Co. Ltd. (Headquarters between 1991 and 1992).
June 29	Trial issue of “ <i>Archives LOHAS</i> ”.
July 16	Issued “ <i>Archives LOHAS</i> ” No. 1.
July 17 to July 31	1. Handled transfer of special media archives of the Veterans Affairs Commission's plastic factory and declassified archives of Taiwan Veterans Pharmaceutical Co., Ltd. on the 17 th . 2. Handled transfer of archives of “Chunghwa Telecom Co. Ltd.” on the 31 st (Headquarters between 1993 and 1994).
August 7 to August 21	Handled transfer of archives dating before 1949 of the Office of the President and Executive Yuan on the 7 th and 21 st .
August 16	Issued “ <i>Archives LOHAS</i> ” No.2.
August 27	Submitted drafts of revised items 3, 4 and 8 of the “Directions for Excellent Records Management Personnel Selection and Encouragement” and the revised “Notices of Selection and Recommendation for the 6 th Archives Management Quality

Date	Major Events
	Awards and Outstanding Archivist Award” to the Executive Yuan Research, Development and Evaluation Commission for approval.
August 29	Continued NAA’s information system security certification examination and external audit to expand scope of certification for the second half of 2007.
September 5	Promulgated revised items 3, 4 and 8 of the “Directions for Excellent Records Management Personnel Selection and Encouragement” and the revised “Notices of Selection and Recommendation for the 6 th Archives Management Quality Awards and Outstanding Archivist Award”.
September 7	Handled transfer of major political events archives of the Ministry of National Defense, Military Intelligence Bureau, and Military Police Command.
September 10	Held an opening ceremony for “The Public Health Archives Exhibition”. (Taipei)
September 12	Taiwan Theological College & Seminary visited NAA.
September 17	Issued “ <i>Archives LOHAS</i> ” No.3.
September 26	Issued <i>Archives Quarterly</i> Vol.6, No.3.
September 27	1. Held an awarding ceremony for the 5 th archives management quality awards and outstanding archivist award. 2. Handled transfer of archives of “Chunghwa Telecom Co., Ltd.” (Headquarters between 1999 and 2001).
October 8	Handled transfer of archives dating before 1949 of the Control Yuan.
October 16	Issued “ <i>Archives LOHAS</i> ” No.4.
October 18	The Science & Technology Advisory Group of Executive Yuan inspected results of the National Archives Information System Project.
October 25	Held “The Public Health Archives Exhibition” (Kaohsiung).
October 26	Handled transfer of declassified major political events archives of Kaohsiung City Police Bureau.
November 15	The Executive Yuan Research, Development and Evaluation Commission visited NAA to inspect management affairs.
November 16	Issued “ <i>Archives LOHAS</i> ” No.5.
November 22	Received the Executive Yuan’s “Awards 2007 for Participation and Suggestion Systems of Government

Date	Major Events
	Agencies – Computer Science and Information Technology Group” for excellence.
November 28	Committee members of the National Digital Archives Program, Taiwan visited NAA.
December 17	Issued “ <i>Archives LOHAS</i> ” No.6.
December 24	<ol style="list-style-type: none"> 1. Held the 2nd meeting of the 3rd National Archives Committee. 2. Organized an inspection team to inspect key items of document management in the Electronic Official Document Management System of NAA.
December 25	<ol style="list-style-type: none"> 1. Issued <i>Archives Quarterly</i> Vol.6, No.4. 2. Updated the Electronic Official Document Management System to V1.5.28
December 26	Handled transfer of major political events archives of Taiwan High Prosecutors Office.