

# ***National Archives Administration***

Republic of China (Taiwan)

**ANNUAL  
REPORT  
2008**

# **National Archives Administration Annual Report 2008**

<b>Contents</b>	<b>Number of Pages</b>
<b>Message of the Director General</b>	1
<b>Our Administration Team</b>	2
<b>I. About NAA</b>	3
A. Organization	3
B. Medium-term Strategic Planning	4
C. Annual Budget	12
D. Laws and Regulations	12
E. Research & Development	12
<b>. Management and Services of National Archives</b>	13
A. Archives Acquisition	13
B. Archives Collection	15
C. Archives Access	17
<b>. Government Records Management</b>	22
A. Outcomes of Major Programs	22
B. Professional Training	24
C. Archives Management Award	25
D. Records Application Services	25
<b>. Records Management Computerization</b>	28
A. Helping Government Agencies with Records Management Digitalization	28
B. Developing Technologies for Long-term Preservation of Electronic Records	28
C. Reinforcing National Archives Information System Management Functions	29
D. Building Web Pages for Themed Records on Development of Taiwanese Industrial Economy	29
E. Intensifying Information Security Management	29
<b>. Future Prospect</b>	31
<b>Major Events in 2008</b>	32

<b>Tables</b>	<b>Page No.</b>
Table 1. 2008 Performance by Strategic Goals	8
Table 2. 2008 National Archives Statistics-by Transfer Agencies	14
Table 3. National Archives – Number of Pages Repaired	16
Table 4. Applications for Access to National Archives	18
Table 5. Number of Visits to National Archives Reading and Information Center	19
Table 6. Statistics on Archives Customer Information Services	20
Table 7. Customer Satisfaction Survey for Hot-line Inquiries	21
Table 8. Analysis of Satisfaction with Archives Application in Universities and Colleges and Provided Consultation	21
Table 9. Records Management Training Programs Conducted in 2008	24
Table 10. Specialized Courses on Archives Digitalization in 2008	25
Table 11. Approved and Disapproved Applications for Access to Government Agency Records	27
Table 12. Purposes of Application from Private Citizens for Records Access	28

<b>Charts</b>	<b>Number of Pages</b>
Chart 1. Organizational Structure	3
Chart 2. National Archives Administration Medium-term Strategic Plan (2009-2012)	5
Chart 3. Central and Local Government Agency Records Statistics	26
Chart 4. Distribution of Records from Government Agencies of Different Functions	26
Chart 5. Distribution of Records from Government Agencies of Different Categories	27

## **Message of the Director General**

Archives management is an important part of the public administration in a modern country. Many advanced countries have established comprehensive legal system of archives, and set up specialized authorities in charge of archival business. Archives recorded the historical tracks of a nation development in which implied the intellectual outcomes of our government continuous progresses. All records for public policies implementation of government agencies also is a kind of important cultural asset. Since the National Archives Administration (NAA) was established on Nov. 2001, the agency has been engaging in consolidation of archival undertaking to refine the government records management in Taiwan.

The NAA's important achievements in the past year are the following:

- National archives management and access promotion

There were 2,195 meters of records transferred in 2008, which themes on major political events and public enterprises, as well as those dating before 1949. At the end of 2008, the total collections of national archives were 5,712 meters. The agency continued digitalization of national archives collection and developing technologies for e-records long-term preservation. The NAA had cooperated with the Ministry of Economic and relevant agencies to hold the "Taiwan Economy Archives Exhibition".

- Government records management

The NAA had reviewed the government records schedules from 90 agencies and over 3,000 catalogs of agency records to be destroyed; operating various specialized programs and training more than 5,000 person-times. There were four sessions of consultation services conducted for government agency records management. 25 selected agencies received the Archives Management Quality Award and 30 individuals were honored with the Outstanding Archivist Award. Furthermore, the e-Archivist online learning platform of Virtual Archives has been constructed in 2008. It has established 15 specialized digital courses on records management.

This report has revealed all the important achievements of NAA in 2008. The content is a continuation of the information reported in different sections of the past annual reports. By publishing the annual report we hope to chronicle the development and achievement of archives administration in Taiwan. We welcome all comments and suggestions that could inspire us to come up with more advanced and innovative thinking to progress our work in the future.

**Director General of National Archives Administration**

Tsyr-lin Lin

**April 2009**

### **Our Administration Team**

- **Tsy-r-lin Lin**, Director General
- **Tsung-ming Chang**, Deputy Director General
- **Chiu-yen Lin**, Deputy Director General
- **Chen-jung Chen**, Chief Secretary
- **Chun-hsien Wang**, Director, Planning Division
- **Yu-hua Chang**, Director, Acquisition Division
- **Zheng-min Huang**, Director, Archives Preservation Division
- **Mei-rong Chen**, Director, Services Division
- **Wen-his Chang**, Acting Director, Archives Information Division
- **Wen-de Lin**, Chief Personnel Officer
- **Fong-dan Liou**, Chief Accounting Officer
- **Chang-kuang Liu**, Senior Executive Officer, Secretariat

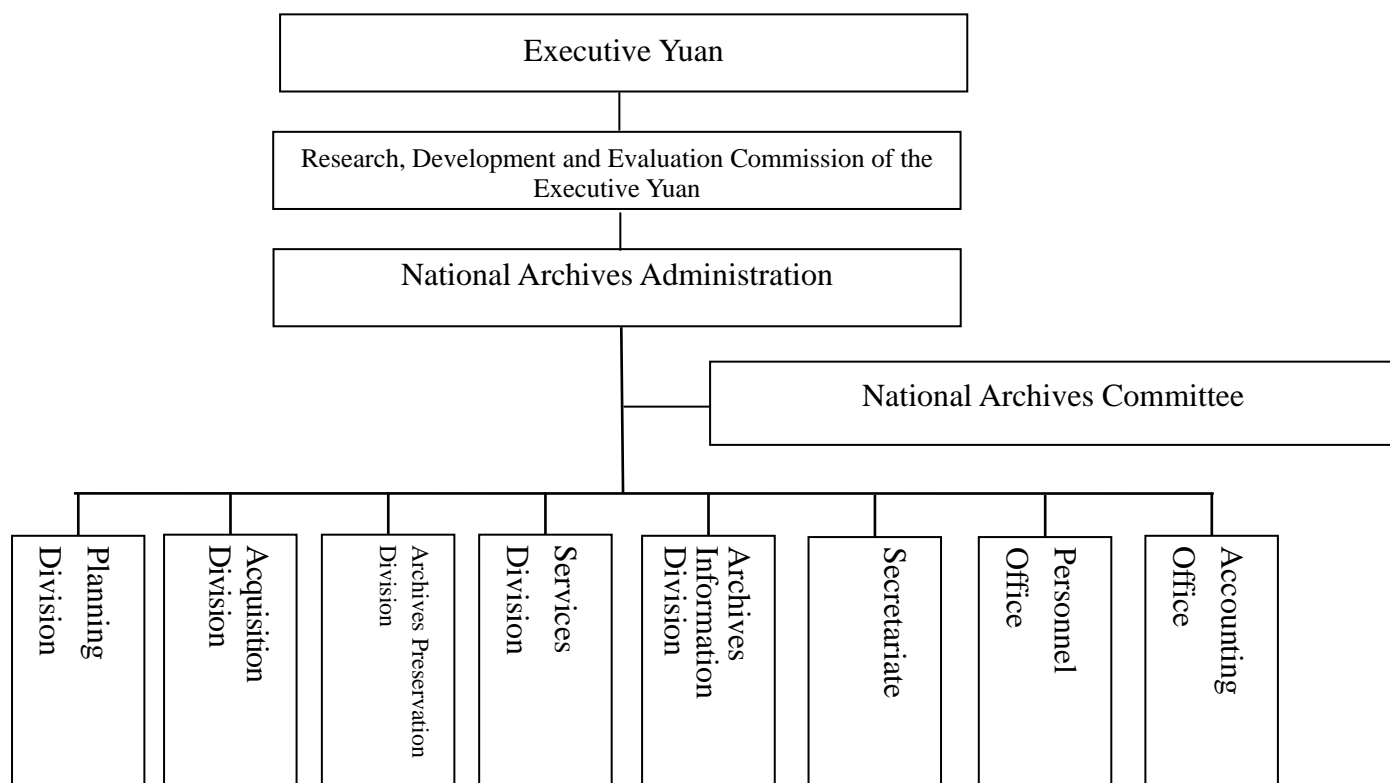
## I. About NAA

### A. 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 number of personnel: 99

## B. Medium-term Strategic Planning

### a. Vision and Strategy

1. Core Value and Development Objective

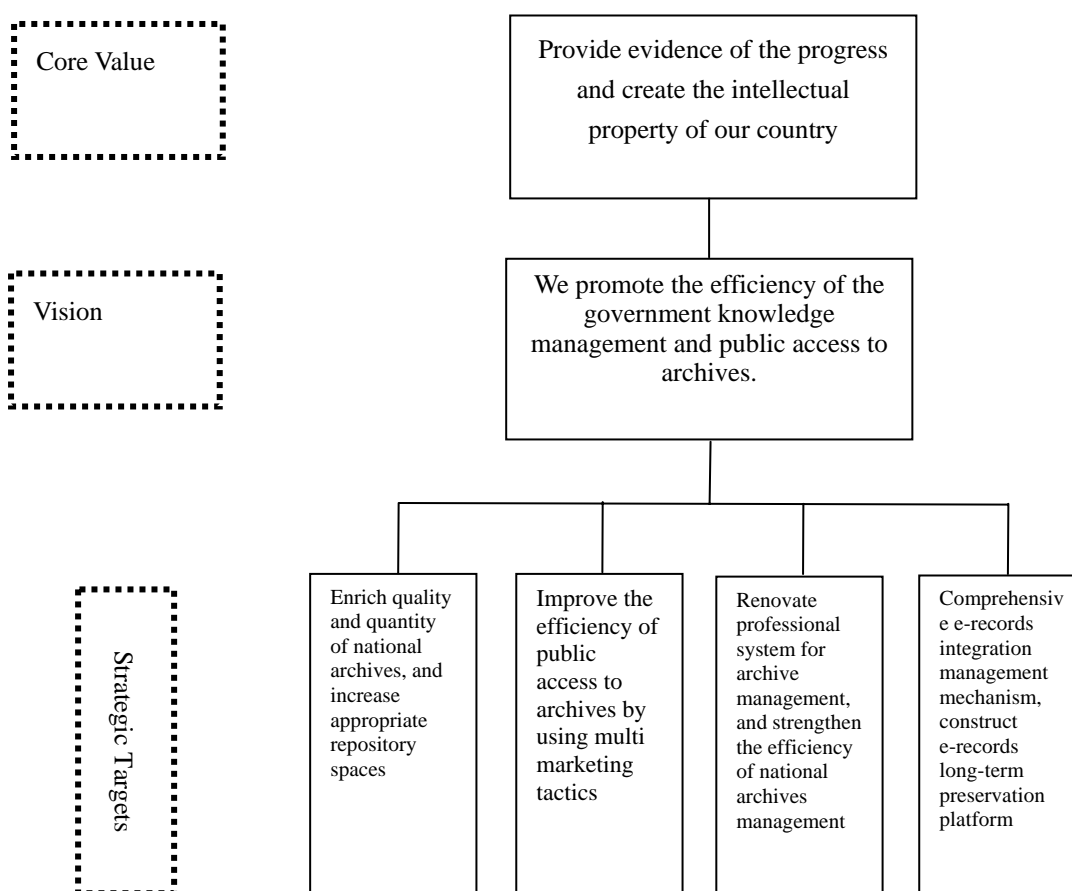


### Core Values:

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.



**Chart 2. National Archives Administration Medium-term Strategic Plan (2009-2012)**

## 2. Profile of Planning and Promotion of Medium-term Plan

(1) National Archives Digital Service Program (2008-2011)

(2) The Digital Preservation Program of Government-owned Enterprises

Archives of Taiwan. (2007-2012)

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

#### (1)**Strategic goal 1:** Establishment of a High-Quality Administrative

##### Knowledge Bank and Decision-Making Support System

###### Project Abstract:

Establishment of the National Archives with a meaning of Taiwan 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 subjectivity, and striving for the huge amount of resources needed to build it.

#### (2)**Strategic goal 2:** Establishment of Results-Oriented Administrative

##### Performance Management

###### Project Abstract:

##### (a.) Enhancement of Professional Competence 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 research and development 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

learning channels, and help for archives sectors staffs in upgrading their professional knowledge and skills.

- . 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, exploiment of the knowledge of archives, expansion of citizens participation in understanding archives, promotion of the access to national archives and archival information literacy.

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

- . Strengthening research and development in technologies of archives preservation and conservation; supporting 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. 2008 Performance by Strategic Goals

For 2008 five evaluation indicators have been established. The attainment exceeded the established goal for each indicator.

**Table 1. 2008 Performance by Strategic Goals**

Strategic Goals	Performance Indicators	Evaluation Criteria	2008	
			Projected Target Value	Achieved Target Value
Establishment of a high-quality administrative knowledge bank & decision-making support system	Length of permanent retention agency record transferred to national archives	Length of records transferred each year	1,000 meters	2,200 meters
Establishment of a result-oriented administrative performance management	Number of agencies completing record management computerization	Accumulated number of agencies with computerized records management	3,600	3,996
	Quantity of digitalized national archives	Accumulated number of pages scanned for digitalization	1.2 million pages	2.11 million pages
Expansion of the mechanism for citizen participation in public affairs	Percentage of agency record available for access	(Accumulated number of compiled electronic records catalogs/total number of government records catalogs) x 100%	85%	91%
	Number of national archives accesses	Total number of applications for access to national archives (items)	63,000	81,195

#### b. Important Projects

##### 1. Archives Customer Service White Paper (2005-2008)

In line with changes in the overall environment, NAA reviewed and revised the objectives and tactics of customer services and formulated in 2008 *The White Paper*

*on Archives Customer Services (2005-2008)*. The prospects, targets and approaches of archives services in the four coming years were expressed in a more direct and succinct manner. The title was renamed “The Unlimited Potentiality of Archives: 2009-2012 Archives Service UP Declaration”. Five service objectives were established, namely “Archives Content UP: Construction of the National History Treasury”, “Archives Preservation UP: Rescue of Records in Risky Preservation Conditions”, “Archives Information UP: Barrier-free Archives Information Network”, “Archives Application UP: Easy Access to Archives”, and “Archives Awareness UP: Sustainable Past for Sustainable Future”.

## 2. National Archives Depository Operation Project (2006-2008)

### (1) 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.

### (2) The content of this project

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.”

(3) 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.

### 3. The Value-added Services Program of Digitalizing Archives on Industrial Economy of Taiwan (2007-2012)

Research for this project was scheduled to complete in six years (2007-2012). The records to be selected included materials more related to people's daily life activities. Teams of specialists from various fields were organized to conduct in-depth study and adopt the narrative approach to integrate creativity and knowledge through use of information technology and present the results as themed web pages, digital learning materials and study reports. Tasks completed in 2008 included archival description of 2,000 records from Tang Eng Iron Works Co., Ltd., Taiwan Salt Industrial Corporation, the Veterans Pharmaceutical Plant of the Veterans Affairs Commission of the Executive Yuan, and Chunghwa Telecom; scanning of a total of 460 thousand pages of selected records from Central Reinsurance Corporation, Taiwan Machinery Co., Ltd., Tang Eng Iron Works Co., Ltd., and the Veterans Pharmaceutical Plant of the Veterans Affairs Commission of the Executive Yuan;

and publication of selected collections of special records on the chemical engineering industry (the Veterans Plastic Works of the Veterans Affairs Commission of the Executive Yuan) and the paper industry (Taiwan Chung Hsing Paper Corporation), as well as construction of related web pages.

#### 4. National Archives Digital Service Project (2008-2011)

To extend the implementation and effect of the National Archives Information System Project and facilitate computerization of records management at government offices, NAA formulated the “National Archives Digital Service Project” in 2007. Set to be executed for four years, this project was focused on establishing standard formats for long-term preservation of electronic records and constructing the Center of Technical Services for Electronic Records to provide consultation to all government agencies on questions related to preservation of electronic records and to solve problems encountered during operation. This project was included in the “E-Government Plan” – designed to establish preliminary operations for major public construction projects.

In 2008 NAA completed the design for digital learning platform systems and the production of 20 hours of 2-Archivist courses, created the Archives Information Center and processed the certification of the records management information system of 38 unit-times, scanned 744,623 file pages from the Reserve Command of the Ministry of National Defense and seven other agencies, digitalized 1,090 rolls of audio-visual files from the National Assembly, completed archival description of 400 cases from Taiwan Machinery Co., Ltd., concluded the research projects of “Study of Online Marketing for National Archives”, “The Study on the Manner of National Archives Subject Analysis”, “The Checking of Private Own Precious Documents-Use Our

Country's Government Own Labor Union as Example", "Planning for Laboratories, the Software and Hardware Required for Storage of Old Records", and completed "A Process of Transformation: A Special Selection of Archives from the National Assembly Regarding Amendments of Constitution" as well as publication of related e-books.

#### 5. 2008 Short-term Employment Promotion Measures – Arrangement and Description of National Archives

In line with the Executive Yuan's "2008 Short-term Employment Promotion Measures" NAA initiated the program of "Arrangement and Description of National Archives" and created 46 job opportunities between Nov. 18, 2008 and Jun. 30, 2009 to help with the cleaning, inventory and listing, as well as archival arrangement and description for the Railroad Department of the Bureau of Transportation of the Governor's Office during the Japanese Rule and the Engineering Division of the Taiwan Railways Administration to speed up the archives to public access and application.

#### C. Annual Budget

NT \$272.937 Million dollars.

#### D. Related Legislation

After reviewing and study, eight laws, including the "Amendment of Article 28 of the Archives Act", were revised in 2008.

#### E. Research and Development

Volume No. 7 of the "Archives Quarterly", "A Glory Revived: A Special Selection of Digital Archives on Taiwan Economic Achievements - the Veterans



Plastic Works of the Veterans Affairs Commission, Executive Yuan”, and 10 other publications were released. At the same time, seven special topic research projects were conducted.

Between May 30 and Jun. 6, 2008, NAA sent people to study the national archives management, development and current status in Canada. The visit was beneficial to the preparatory operations for the National Archives, the strategic planning for digitalization of national archives and improvement of application of national archives in Taiwan.

## **II. Management and Application of National Archives**

### **A. Archives Acquisition**

#### **a. Acquisition Strategy**

As part of the effort to gradually establish archives collection features according to the “National Archives Acquisition Project (2007-2009)”, in 2008 NAA completed the evaluation and selection of records from the Council for Economic Planning and Development of the Executive Yuan, as well as carried on with transfer of records on major political events, from central agencies dating before 1949 and from public enterprises. At the same time, NAA also conducted inventories and acquisition of precious documents from private collections, including the records donated from the National Cultural Association, precious documents on “921 Earthquake”, and from public enterprises resulted from inventories commissioned to private organizations.

#### **b. Acquisition Achievements**

Records totaling 2,195 meters in length were transferred, including records on major political events from the Ministry of National Defense and other agencies, records dating before 1949 from Academia Sinica, Ministry of Examination and other second and third level central government agencies and

local agencies, records from public enterprises such as Tang Eng Iron Works Co., Ltd., as well as records donated by the national Cultural Association.

**Table 2. 2008 National Archives Statistics-by Transfer Agencies**

unit: meter

Type of Records	Transfer Agency	Length Transferred
Major Political Events	Ministry of Defense, Reserve Command of Ministry of National Defense, Bureau of Investigation of Ministry of Justice, Taiwan High Prosecutors Office	155
Before 1949	Academia Sinica, Supreme Court, High Court, Ministry of Examination, Ministry of Civil Service, Ministry of Audit, Ministry of National Defense, Bureau of Military Intelligence of Ministry of National Defense, Army Command Headquarters of Ministry of National Defense, Military Police Command of Ministry of National Defense, Ministry of Justice, Taiwan Railways Administration of Ministry of Transportation and Communications, Bureau of Animal and Plant Health Inspection and Quarantine of Council of Agriculture of Executive Yuan, Tainan City government, Taitung County Council, Yunlin County Revenue Service Bureau, Keelung City Bus Management Office, Taichung City Police Bureau, Taipei County Jinshan Township Representative Council, National Taichung Second Senior High School, Kaohsiung Municipal Kaohsiung Senior High School, Kaohsiung Municipal Kaohsiung Senior Vocational Industrial High School, and Taichung County Houzong Senior High School	811
Public Enterprises	Taiwan Salt Industrial Corporation, Tongsiao Salt Refinery, Taiwan Metal Mining Co., Ltd., Tang Eng Iron Works Co., Ltd., and Taiwan Cooperative Bank Co., Ltd.	1,210
Donations from Private Organizations	National Cultural Association	19
Total	35 agencies (organizations)	2,195

### c. Archival Description

Completed archival description-folder level for Taiwan Machinery Co., Ltd., Tang Eng Iron Works Co., Ltd., the Veterans Pharmaceutical Factory of the Veterans Affairs Commission of the Executive Yuan, Chungwa Telecom, and the 921 Earthquake Post-Disaster Recovery Commission of the Executive Yuan in a total of

2,406 folders.

## B. Archives Collection

### a. Expansion of Depository Space for National Archives

To meet the urgent demand of space for national archives, the strategic planning was targeted at establishing a short-term national archives depository as the top priority, and building the National Archives was set as the goal of the mid- and long-term plans. In October 2006, the ground floor of the Kodak Building was established as a depository of national archives. Planning and design for the third floor of the Kodak Building was commissioned and completed in 2008 and the engineering scheduled for 2009 will increase storage space for around 3.9KM of national archives. For the mid- and long-term projects, NAA has obtained the approval to use a part of the Central Joint Office Building to be constructed in the second urban center of Xinzhuang City for office space, storage of national archives as well as providing application services. Efforts are being made to acquire an appropriate piece of public land in the vicinity to build the National Archives.

### b. Types and Numbers of National Archives Collection

#### 1. Profile of National Archives Collection

Since the start of national archives transfer in 2000, until 2008, the national archives NAA has acquired included 5,558.6 meters of paper records, 4.6 meters of photo files and 148 meters of audio-visual files.

#### 2. Profile of National Archives Management

##### (1) National Archives Checkout Control

Between 2002 and 2008, 233,630 folders, 5,392 pieces, 2,973 books, 27,267 sheets, 3,150 rolls, 18 films, 1,817 boxes, 2 official seals, 3 large pictures, one box of 15 photos of national archives were checked out for

official purposes.

(2) Inventory of National Archives

The 2008 inventory work covered 846 cases (1,920 rolls in total) from 8 agencies, namely the 921 Earthquake Post-Disaster Recovery Commission (2003-2006), the Defense Minister's Office, Kaohsiung City Police Bureau, Keelung City Bus Management Office, Tainan County Police Bureau, National Unification Council, Taiwan Agricultural and Industrial Development Co., Ltd. (hereafter TAIDCL), and the Kaohsiung Fishery Department of TAIDCL, as well as 2,000 rolls of audio-visual files from the National Assembly.

(3) Reparation of Damaged National Archives

152,734 pages were repaired between 2001 and 2008.

**Table 3. National Archives – Number of Pages Repaired** unit: page

Year	Name of File	Quantity
2001	The 228 Incident	5,434
2002	The 228 Incident	18,860
2003	The 228 Incident	21,373
2004	The 228 Incident	21,547
2005	The 228 Incident	21,255
2006	The 228 Incident	21,523
2007	Files from before 1949	21,592
2008	Files from before 1949	21,150
Total		152,734

c. Digitalization of National Archives

Continued from 2007, 1,206,376 pages of paper files were copied and digitalized in 2008 and increased the total of digitalized pages to 2,123,107. 245,935 file pages on major political events were scanned, digitalized and made

into microfilms, resulting in a total of 1,537,98 pages. Also, 1,090 reels of open reel tape were digitalized and added up to an aggregate of 3,356 hours, 1,910 reels of open reel tape as well as 18 reels of movie film of digitalized audio-visual files.

d. Collaborated National Archives Collection

To ensure proper preservation of national archives and overcome limited depository space, management personnel and budgets, as well as to facilitate collection of national archives with specific agency characteristics and local cultural features and convenient access, the custody of the 2,292 files transferred from Kaohsiung Ammonium Sulfate Co., Ltd. was entrusted to the National Science and Technology Museum in Kaohsiung for the period from Dec. 2008 to Dec. 2011.

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.

C. Archives Access

a. Service Policy

According to *The White Paper on Archives Customer Services (2005-2008)*, primary services in 2008 include: reinforcing acquisition and collection of national

archives, 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, promoting certification of archives management information systems, improving on-job training and sustainable education of archivists, 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 2008, NAA received archives applications from 56 agencies for access to 8,031 items of national archives and approved access to 8,030 items; NAA received archives applications from 158 individuals for access to 73,164 items of national archives and approved access to 72,308 items.

**Table 4. Applications for Access to National Archives**

	2002	2003	2004	2005	2006	2007	2008	Sum
<b>Official Applications by Government Agencies</b>								
No. of requests (cases)	72	75	77	15	46	123	56	464
No. of archives requested (items)	763	1,172	572	20,786	629	4,342	8,031	36,295
No. of archives approved (items)	763	1,158	572	20,786	629	4,305	8,030	36,243
No. of archives denied (items)	0	14	0	0	0	37	1	52
<b>Applications by the Public</b>								
No. of applicants (cases)	110	184	248	134	105	175	158	1,114
No. of archives requested (items)	2,429	6,842	16,410	12,631	60,775	58,063	73,164	230,314
No. of archives approved (items)	2,399	6,481	16,241	12,589	58,781	57,567	72,308	226,366
No. of archives denied (items)	30	361	169	42	1,994	496	856	3,948

## 2. Publishing Online Newsletter “Archives LOHAS”

To spread national archives messages and promote archive access, NAA on July 16<sup>th</sup>, 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. Targets of services included applicants for access to national archives, teachers at related departments in universities and colleges, scholars, specialists and organizations conducting history researches, records management personnel from government agencies, scholars, specialists and private citizens with established business relations with NAA. In 2008, Issue No. 7 to Issue No. 18 were released.

### c. Information Service

#### 1. Archives Application Information Services

The National Archives Reading and Information Center of NAA officially began service on Mar. 1, 2002. It 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 5. Number of Visits to National Archives Reading and Information**

**Center** Unit: person/trip

Services \ Year	2002	2003	2004	2005	2006	2007	2008	Total
Request for access to archives	53	31	75	119	86	187	145	696
Information retrieve	35	89	119	49	204	164	140	800
Access to books and periodicals	33	63	69	54	45	72	45	381
Others	7	5	43	34	27	80	28	224
Total	128	188	306	256	362	503	358	2,101

To furnish consultation services on government record management and public access to archives, NAA has established a comprehensive archives customer service center that assists customers with their concerns via personal visit, phone, Internet, mail or fax since Mar. 1, 2002. It also conducts regular archives customer satisfaction surveys to help enhance quality of services. In 2008 the Center processed 743 requests for consultation services.

**Table 6. Statistics on Archives Customer Information Services**

Item	Unit	2002	2003	2004	2005	2006	2007	2008	Total
Personal Visit	Case	3	1	3	3	1	2	5	18
	Items	3	1	3	3	1	2	5	18
Hotline	Case	940	627	730	882	782	921	659	5,541
	Items	940	691	775	932	839	985	710	5,872
Email	Case	23	6	57	112	73	37	28	336
	Items	23	6	57	112	73	37	28	336
Fax	Case	2	0	0	0	0	0	0	2
	Items	2	0	0	0	0	0	0	2
Total	Case	968	634	790	997	856	960	692	5,897
	Items	968	698	835	1,047	913	1,024	743	6,228

Note: Due to the fact that each customer may present more than one inquiries, the number of inquiries may exceed the number of cases.

## 2. Customer Satisfaction Survey for the Archives Customer Service Center's

### Hot-line Inquiries

In order to promote the quality of services of Archives Customer Service Center of NAA and understand the needs of archives customers, since April 1, 2002, a customer satisfaction survey has been conducted by telephone interviews with archives customers that made hot-line inquiries and left contact information, for which 119 effective questionnaires were collected in 2008 satisfaction of all evaluation indicators reached 90% or above.



**Table 7. Customer Satisfaction Survey for Hot-line Inquiries** Unit: Percentage (%)

Year(No.of Q) Evaluation Indicator	2002 (N=75)	2003 (N=132)	2004 (N=226)	2005 (N=213)	2006 (N=161)	2007 (N=229)	2008 (N=119)
Explanation Skills of Service Personnel	80.00	76.87	70.59	78.18	87.15	90.73	92.00
Service Attitude of Service Personnel	90.67	92.53	93.70	91.36	96.65	96.91	96.80
Detail of Explanation of Service Personnel	81.33	76.12	77.73	80.91	87.71	91.12	93.60
Service Efficiency of Service Personnel	81.33	81.34	77.73	86.36	93.85	92.66	96.00

### 3. Archives Application Education

In 2008, 622 visitors from 7 schools visited NAA. The overall satisfaction of the visitors with the arrangement reached 90.42%.

**Table 8. Analysis of Satisfaction with Archives Application in Universities and Colleges and Provided Consultation** Unit: Percentage (%)

Year(No.of Q) Evaluation Indicator	2004 ( N=126 )	2005 ( N=90 )	2006 ( N=187 )	2007 ( N=118 )	2008 ( N=595 )
Location Arrangement	100.00	100.00	97.33	98.00	90.92
Time Arrangement	92.85	93.82	93.58	92.37	90.08
Explanation Content	95.23	98.76	94.11	96.61	91.09
Explanation Personnel	98.41	98.41	100	99.15	98.31
Does it help future archives application	99.20	98.76	95.72	96.61	91.26
Overall Satisfaction	96.82	98.77	97.86	98.31	90.42

### 4. Visitors to NAA

In 2008, NAA welcomed 582 guests from 29 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 Taiwan's economic development, NAA in October and November 2008 held "Taiwan Economy Archives Exhibition" in the National Central Library in Taipei and National Science and Technology Museum in Kaohsiung; a total of 6,954 visitors were recorded.

#### e. Archives Research and Education

NAA in 2008 contracted specialists and scholars to compile "Taiwan Chung Hsing Paper Corporation Archives" and "National Assembly Constitutional Amendment Archives" and published the special collections of selected records," The Glorious Days of the Paper Mills - A Special Selection of Archives from Taiwan Chung Hsing Paper Corporation", "A Process of Transformation: A Special Selection of Archives from the National Assembly Regarding Amendments of Constitution" and "A Glory Revived: A Special Selection of Digital Archives on Taiwan Economic Achievements - the Veterans Plastic Works of the Veterans Affairs Commission, Executive Yuan". In addition, to help the public understand relevant content of the "Taiwan Economy Archives Exhibition", NAA specially published "The Miracle to Remember: A Guide to the Archives Exhibition on Important Economic Achievements" and "The Miracle to Remember: A Selection of 100 Important Archives on Economic Achievements" for reference and utilization by the public.

### **III. Government Records Management**

#### A. Outcomes of Major Programs

##### a. Review and Approval of Government Records Schedules

Up till the end of 2008, 6,710 government records schedules had been approved. In 2008, 90 agencies were reviewed, and 30 agencies were approved.

b. Review and Approval of Catalogs of Agency Records to be Destroyed

Up till the end of 2008, 13,824 out of the 14,078 catalogs of agency records to be destroyed were reviewed and approved. In 2008, 3,631 catalogs of agency records to be destroyed were reviewed and approved, including 1,356 catalogs of agency records reviewed between 2002 and 2007.

c. Utilization of Human Resources

1. Administration of Substitute Services Draftees

NAA presented a proposal to the Ministry of The Interior for use of Substitute Services Draftees and acquired 58 Substitute Services Draftees to help with records management. They were assigned to serve in 32 government agencies included NAA and the Ministry of The Interior (the General Affairs Department) after 10 days training. NAA was awarded by the Ministry of The Interior as an agency with outstanding performance in use of Substitute Services Draftees in the second half of 2008.



NAA was awarded by the Ministry of The Interior on Nov. 18, 2008 as an agency with outstanding performance in use of Substitute Services Draftees in the second half of 2008.

## B. Professional Training

In 2008 offered 15 types of training sessions involving 113 courses and 5,128 participants.

**Table 9. Records Management Training Programs Conducted in 2008**

Program	Number of courses	Number of Trainees
Support for Training by other agencies	25	1,299
Records Management workshop (contracted to Civil Service Development Institute and the Regional Civil Service Development Institutes)	7	304
Records Management Training for Substitute Services Draftees	2	58
Seminar for Observation of Records Duplication and Storage	4	235
Seminar on Records Duplication and Storage	2	176
Seminar on Records Preservation and Maintenance	2	161
2008 Honorary Lecture Seminar on File Management	1	37
Records Arrangement and Description Workshop (including courses operated by NAA alone and in cooperation with other agencies and courses commissioned to the Regional Civil Service Development Institutes)	26	1,036
Teacher Training in Records Arrangement and Description	1	17
E-Document Records Management System Training	25	709
2008 Information Technology Class for Chiefs of Records Departments	1	48
Electronic Records Management Skill Training	4	212
Presentation for Promotion of Small Document File Management Systems	7	356
Records Appraisals Workshop	5	456
Archival Description Training (Commissioned to Public and Business Administration Center of National Chengchi University)	1	32
Total	113	5,136

In 2008, NAA completed the “Records Management for Beginners” and 14 other

professional digital courses on records management, available at the Virtual Archives website (<http://va.archives.gov.tw>)

**Table 10. Specialized Courses on Archives Digitalization in 2008**

Serial Number	Name of the Course	Hours
1	Records Management for Beginners	2
2	Reservation of File Storage	2
3	Records Management Computerization	1
4	Cataloging of Agencies Records	1.5
5	Records Appraisals	1.5
6	Records Disposal	2
7	Application Service of Archives	2
8	Management of Confidential Archives	1.5
9	Overview of Archives Management Planning	1
10	Introduction to Regulations on Electronic Records	1
11	Introduction to Electronic Records I	1
12	Introduction to Electronic Records II	1
13	Security of Archival Information	1
14	Introduction to Small Document File Management Systems I	45
15	Introduction to Small Document File Management Systems II	45
Total		20

#### C. Archives Management Award

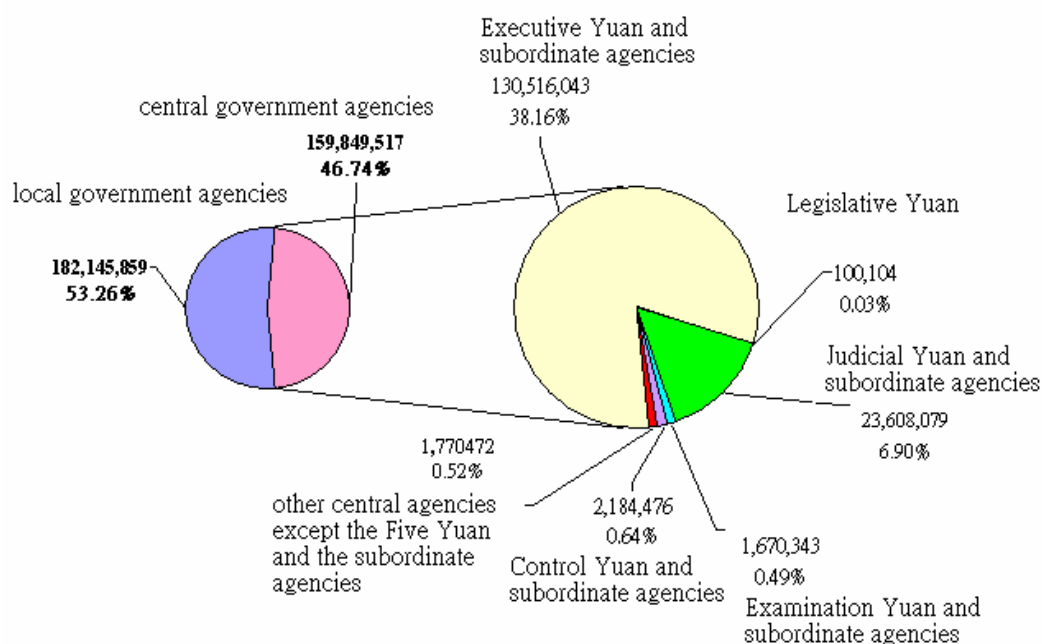
The 6<sup>th</sup> Archives Management Quality Award and the Outstanding Archivist Award were carried out, 25 agencies as well as 30 individuals were awarded the honor.

#### D. Application Services

##### a. Cataloging and Publishment by Agencies

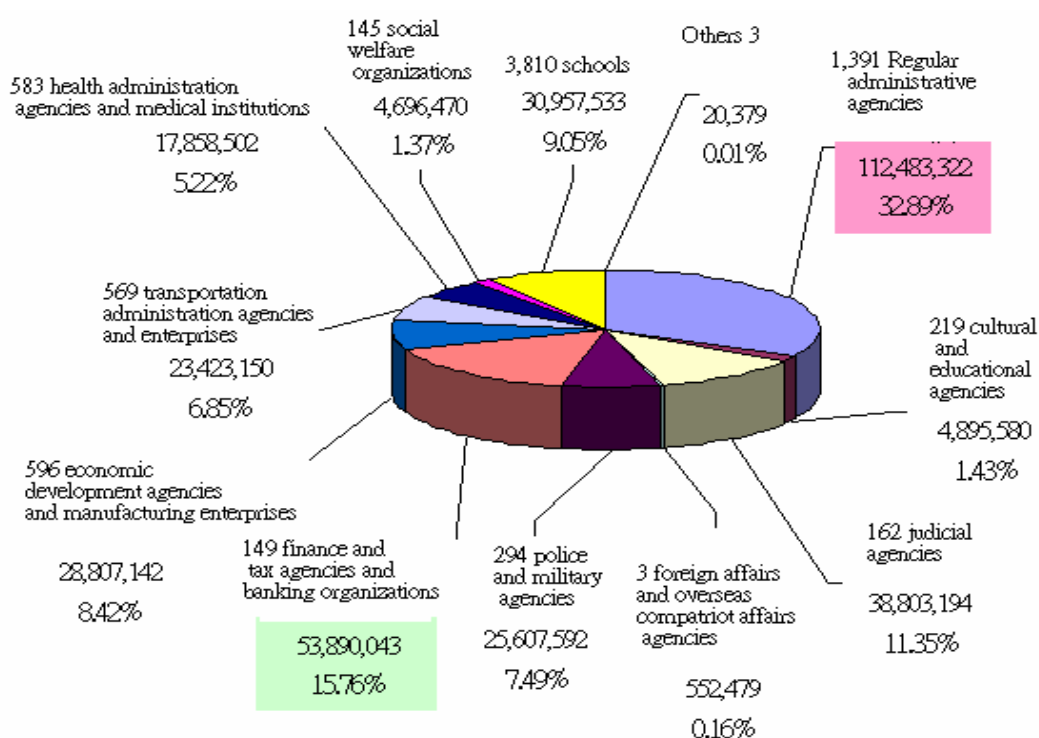
By the end of 2008, the total number of files catalogued and published in NEAR is 341,995,386.

If files are divided according to central and local agencies, the catalog of records submitted by central government agencies has 159,849,517 items (46.47% of the total) and the catalog of records submitted by local government agencies has 182,145,869 items (53.26% of the total).

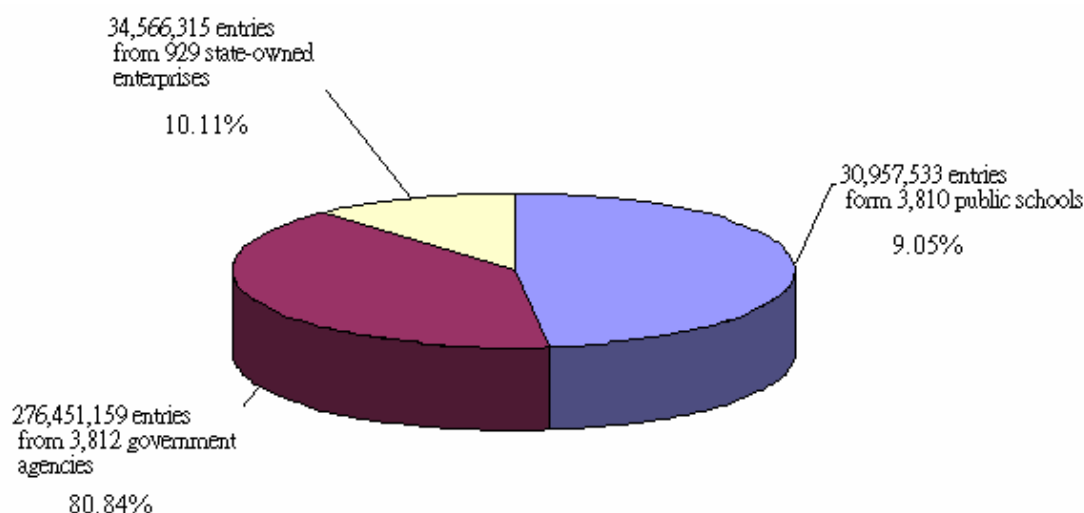


**Chart 3. Central and Local Government Agency Records Statistics**

If files are divided according to agency nature, general administrative agencies submitted the most number of files with 112,483,322 items (32.89%), followed by financial administrative agencies and financial institutions with 53,890,043 items (15.76%), and schools with 30,957,533 items (9.05%)



**Chart 4. Distribution of Records from Agencies of Different Functions**



**Chart 5. Distribution of Records from Agencies of Different Categories**

Note: "Agency Categories" are classified according to the "agency and school classification" principle from the Central Personnel Administration of the Executive Yuan for coding for government agencies and schools. The state-owned enterprises include position classification production, regular production, transportation, banking businesses, as well as health and medical institutions.

#### b. Agency Record Application Service

To examine agency record application services in 2008, 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 42,853 applications, in which 41,157 (96.04%) were approved and 1,696 (3.96%) were disapproved. The public filed for access to government records primarily for protection of their rights and then for evidence inspection.

**Table 11. Approved and Disapproved Applications for Access to Agency Records**

Result \ Year	2007		2008	
	Number of Agencies	Percentage ( % )	Number of Agencies	Percentage ( % )
Approved	65,206	99.36	41,157	96.04
Disapproved	418	0.64	1,696	3.96
Total	65,624	100	42,853	100

**Table 12. Purposes of Application from Private Citizens for Records Access**

Purpose \ Year	2007		2008	
	Number of Agencies	Percentage ( % )	Number of Agencies	Percentage ( % )
Historical investigation	5	9.62	6	12.24
Academic research	20	38.46	20	40.82
Evidence investigation	22	42.31	22	44.90
Operational reference	20	38.46	17	34.69
Protection of rights	47	90.39	36	73.47
Others	2	3.85	6	12.24

c. Utilization of the NEAR Website

By the end of 2008, the NEAR website was visited by 515,508 internet users. In 2008, 1,071,241 queries were made at NEAR. 1,031,362 of them, or 96,28%, were simple queries, and 39,879, or 3.72%, were advanced queries. Distinguished by the inquiry mode, there were 1,052,664, or 98.27%, online queries (for records catalogs posted after Dec. 31, 2008) and 18,577, 1.73%, semi-online queries (for records catalogs posted before Dec. 30, 2008.)

#### **IV. Records Management Computerization**

A. Promotion and Assistance for Records Management computerization at Government Agencies

The Call Center of-Records Management Information Systems processed over 18,000 phone calls for assistance and helped government agencies and public schools solve more than 12,000 questions related to records management. Satisfaction with the information service workers stood at 91%.

B. Development of Technologies for Electronic Records Long-term Preservation

In response to the tendency of electronic records, NAA has made active efforts in developing technologies for long-term preservation of electronic records to sustain government information. So far NAA has completed the analysis of



requirements for an electronic records long-term preservation laboratory as well as the planning for operation models, collected and studied related strategies, methods and techniques applied in other countries, and verified various digitalization instruments and draft strategies for promoting electronic records application in Taiwan.

#### C. Reinforcement of Management Functions of the National Archives Information System

The national archives information system has been improved with the addition of image batch import function, simplified records access application procedures, remote management function of national archives for delegated custodian organizations, and thumbnail pictures for previewing national archives.

#### D. Establishment of Themed Web Pages for Records on Development of Taiwanese Industrial Economy

State-owned enterprises had made significant contributions to the recovery of post-WWII economy in Taiwan. However, as economic growth in the private sector escalated, they finally entered the stage of privatization. To help the public understand the glorious history of state-owned enterprises, NAA completed the themed web pages on the “Veterans Plastic Works of the Veterans Affairs Commission of the Executive Yuan” and “Taiwan Chung Hsin Paper Corporation” and placed them in the themed archives section of NAA’s Virtual Archives website (<http://va.archives.gov.tw>) for public access.

#### E. Reinforcement of Information Security

NAA continued to promote measures for information security, completed internal auditing for the information security management system twice, conducted

drills for system and web page recovery after disasters as well as updating of information security management tools for the computer room invasion detection system and the integrated information equipment log surveillance management system to reinforce information security. In February and August of 2008, NAA passed the certification of ISO 27001:2005 information security management systems for further evaluation, an indication of the reliability of the information security management system at NAA.

## **V. Future Prospects**

Archives management is a long-term task that involves the continuation of and attestation to the history of a country. National archives preserve the common memories of the state and its people. The concern and effort of every person are required to bring fruition and progress in this field.

In the future, based on the established foundation and plans, NAA shall make endeavors in the directions of ensuring “appropriate management” and “convenient access and application” of national archives to perfect the management system and functions of archives; expand depository facilities and establish the National Archives, accelerate and extend collection and preservation of national archives, increase cooperation and exchanges between libraries, museums and archives depositories; promote archives knowledge and digitalization, as well as increase the prevalence of value-added application of national archives in order to sustain the past of Taiwan and make forward plans for the future. For the challenges and opportunities, NAA shall continue to improve the archives and collaborate with various sectors to continue to create possibilities for national archives.

## Major Events

Date	Outline of Major Event
Jan. 15 (Tue.)	Transfer of records dating before 1949 that had been in the custody of Taipei and Hualien Railway Workshops of the Taiwan Railways Administration of the Ministry of Transportation and Communications
Jan. 16 (Wed.)	Release of Issue No. 7 of “Archives LOHAS”
Jan. 21 (Mon.)	Transfer of records before privatization from Tongsiao Salt Refinery of Taiyen Corporation
Jan. 28 (Mon.)	Transfer of records on major political events from the Reserve Command of the Ministry of National Defense
Jan. 31 (Thu.)	Transfer of records on Taiwan Metal Mining Co.
Feb. 18 (Mon.)	Release of Issue No. 8 of “Archives LOHAS”
Feb. 19 (Tue.)	Transfer of records on major political events from the Ministry of National Defense
Feb. 21 (Thu.)	Transfer of records on major political events from the Bureau of Military Intelligence
Mar. 7 (Fri.)	<ol style="list-style-type: none"> <li>1. Transfer of records dating before 1949 in the custody of the Ministry of National Defense</li> <li>2. On-site evaluation and selection of records from Taiwan Power Company intended for destruction</li> </ol>
Mar. 17 (Mon.)	Release of Issue No. 9 of “Archives LOHAS”
Mar. 25 (Tue.)	Release of Issue No. 1 of Volume 9 of the “Archives Quarterly”
Mar. 26 (Wed.)	Transfer of records from Tang Eng Iron Works Co., Ltd.
Apr. 1 (Tue.)	Transfer of records dating before 1949 from the Taiwan Railways Administration of the Ministry of Transportation and Communications
Apr. 2 (Wed.)	On-site evaluation and selection of records from Miaoli County Government intended for destruction
Apr. 8 (Tue.)	<ol style="list-style-type: none"> <li>1. On-site evaluation and selection of records from Taiwan Motor Transport Co., Ltd. and Taiwan Railway Freight Co., Ltd. intended for transfer</li> <li>2. On-site evaluation and selection of records from Taiwan Power Company intended for destruction</li> <li>3. On-site evaluation and selection of records from the First River Management Office of the Water Resources Agency of the Ministry of Economic Affairs intended for destruction</li> </ol>
Apr. 15 (Tue.)	Initial on-site inspection visit to Kaohsiung County Government by the NAA Records Management Service Team
Apr. 16 (Wed.)	<ol style="list-style-type: none"> <li>1. Initial on-site inspection visit to Tainan City Government by the NAA Records Management Service Team</li> <li>2. Publication of Issue No. 10 of “Archives LOHAS”</li> </ol>
Apr. 23 (Wed.)	Destruction of expired records (1989 to 2006) in the custody of NAA
Apr. 29 (Tue.)	Transfer of records from the Head Office of Taiyen Corporation

Date	Outline of Major Event
May 16 (Fri.)	Publication of Issue No. 11 of “Archives LOHAS”
May 20 (Tue.)	Convocation of the 1 <sup>st</sup> meeting on the amendment draft for the Archives Act
May 27 (Tue.) – 28 (Wed.)	Visit to Tainan City Government by the 2008 NAA Records Management Service Team for on-site consultation
Jun. 2 (Mon.) – 4 (Tue.)	Visit to Kaohsiung County Government by the 2008 NAA Records Management Service Team for on-site consultation
Jun. 12 (Thu.)	Approval of the amendment of Article 28 of the Archives Act at the third reading
Jun. 16 (Mon.)	Publication of Issue No. 12 of “Archives LOHAS”
Jun. 17 (Tue.)	Transfer of records dating before 1949 from the Ministry of National Defense
Jun. 18 (Wed.)	1. Transfer of records from the Engineering Department of the Taiwan Railways Administration and the Railroad Department of the Bureau of Transportation of the Governor’s Office during Japanese Rule 2. Transportation and storage of files from the Railroad Department of the Taiwan Railways Administration
Jun. 25 (Wed.)	1. Release of Issue No. 2 of Volume 7 of the “Archives Quarterly” 2. Presentation of the amended Article 28 of the Archives Act by the Legislative Yuan to the President for promulgation
Jul. 2 (Wed.)	Transfer of records dating before 1949 from the Ministry of Audit
Jul. 15 (Tue.)	Transfer of records dating before 1949 from the Ministry of Examination and Ministry of Civil Service
Jun. 21 (Mon.)	Publication of Issue 13 of “Archives LOHAS”
Aug. 7 (Thu.)	On-site evaluation and selection of records from the State-Owned Enterprise Commission of the Ministry of Economic Affairs intended for destruction
Aug. 8 (Fri.)	Transfer of records dating before 1949 from Academia Sinica
Aug. 25 (Mon.)	On-site evaluation and selection of records from the South Region Water Resource Office of the Water Resource Agency of the Ministry of Economic Affairs intended for destruction
Sep. 1 (Mon.)	Installation ceremony of the new NAA director-general
Sep. 2 (Tue.)	Transfer of records dating before 1949 from the Ministry of Justice
Sep. 25 (Thu.)	Release of Issue No. 3 of Volume 7 of the “Archives Quarterly”
Oct. 2 (Thu.)	1. The 6 <sup>th</sup> Archives Management Quality Award and Outstanding Archivist Award Ceremony 2. The 2008 Government Records Inventory
Oct. 6 (Mon.) – 23 (Thu.)	Taiwan Economy Archives Exhibition (Taipei)
Oct. 8 (Wed.)	Convocation of the 2 <sup>nd</sup> meeting on the amendment draft for the Archives Act

Date	Outline of Major Event
Oct. 21 (Tue.)	Convocation of the 3 <sup>rd</sup> meeting on the amendment draft for the Archives Act
Oct. 28 (Tue.) – 29 (Wed.)	Visit to Taoyuan County Government by the NAA 2008 Archives Management Service Team for on-site consultation
Nov. 7 (Fri.) – 23 (Sun.)	Taiwan Economy Archives Exhibition (Kaohsiung)
Nov. 11 (Tue.)	Transfer of records dating before 1949 from Taitung County Council and Taipei County Jinshan Township Representative Council
Nov. 11 (Tue.) – 12 (Wed.)	Visit to Changhwa County Government by the NAA 2008 Archives Management Service Team for on-site consultation
Nov. 20 (Thu.)	On-site evaluation and selection of records from the Central Region Office of the Ministry of the Interior intended for destruction
Dec. 12 (Fri.)	Convocation of the 4 <sup>th</sup> meeting on the amendment draft for the Archives Act
Dec. 18 (Thu.)	Transfer of records dating before 1949 from the Yunlin County Revenue Service Bureau and Taichung City Police Bureau
Dec. 25 (Thu.)	Release of Issue No. 4 of Volume 7 of the “Archives Quarterly”