National
Archives
Administration

2011
ANNUAL
REPORT

Contents

Tables

Charts

2011 ANNUAL REPORT

I. About NAA

1. Organization and Personnel

A. Organizational Evolution and Structure

The National Archives Administration (NAA) was established on November 23, 2001 and operates under the jurisdiction of the Research, Development and Evaluation Commission (RDEC) 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. The 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 applications policy.

```
                    Executive Yuan
                          |
    Research, Development and Evaluation
    Commission of the Executive Yuan
                          |
          National Archives Administration
                          |———————— National Archives Committee
    ┌─────┬─────┬─────┬─────┬─────┬─────┬─────┐
 Planning  Acquisition  Archives   Services  Archives    Secretariate  Personnel  Accounting
 Division   Division    Preservation Division Information              Office     Office
                        Division             Division
```
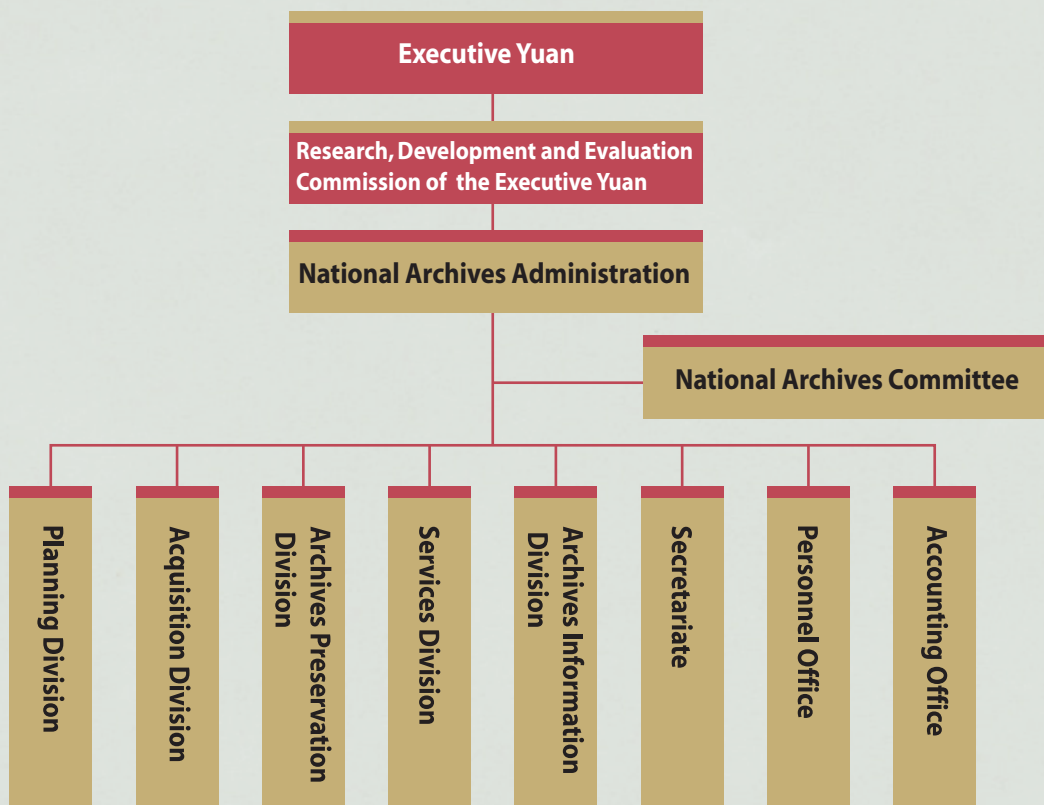
Chart 1 Organizational Structure

B. Organizational 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

Actual number of personnel: 110 (up to December 31, 2011)

2. Medium-term Strategic Plan

A. Vision and Strategy

(1) Core Values and Development Objective

- Core Value: Provide the progressive evidences of the country and create the intellectual property of the country

- Vision: We promote efficiency of the governmental knowledge management and offer easy access to governmental archives and records

Vision
We promote efficiency of the governmental knowledge management and offer easy access to governmental archives and records

Objectives
Build appropriate and adequate repository spaces for permanent national archives, and improve quality of national archives

Objectives
Applying multiple marketing strategies to elevate the effects of the public utilizing archives

Core Value
Provide the progressive evidences of the country and create the intellectual property of the country

Objectives
Construct professional system for archives management and build e-records long-term preservation techology

Chart 2 Medium-term National Archives Business Plan (2010~2013)

(2) Planning and Promotion of Medium-term Plan

NAA coordinates with compiling operation of RDEC medium-term business plan (2010-2013) to propose focal points of future development for critical strategic objective of "promoting government information circulation and assisting the public to participate in public affairs". In addition, NAA formulates the following four medium-term projects:

(I) *The Digital Preservation Project of Digital Preservation Project of Taiwan Industrial Economy Archives (2007-2012)*

(II) *National Archives Digital Service Project (2008-2011)*

(III) *National Archives Sustainable Collection and Multiple Service Program (2011-2015)*

(IV) The Records Information and Archives Information Network Integration Program (2012-2016)

(3) Focal Points of Medium-term Business Plan (2010-2013)

◎ Critical Strategic Objective: Promoting government information circulation and assisting the public to participate in public affairs

Priorities:

(I) Build appropriate and adequate repository spaces for permanent national archives, and improve quality of national archives

In order to improve the quality of national archives, NAA shall build an appropriate and adequate permanent repository with application spaces for national archives. Our short-term plan is to expand temporary repository spaces at the National Archives Repository in Kuangfu S. Road, Taipei city, before Xinzhuang Fuduxin Central Joint Office Building at New Taipei city is completed. Our medium-term plan is to establish repository and application spaces for permanent national archives at the Xinzhuang Fuduxin Central Joint Office Building. For our long-term plan, NAA is looking for a location to build the National Archives Building. NAA is also actively choosing appropriate government agency for cooperation of national archives repository. In addition to continual promotion of national archives collection, examination and selection of important government archives are implemented as well. Apart from promoting authorization mechanism for government archives cleanup, NAA is actively integrating with external resources and enhancing the effectiveness and professional competence of national archives preservation and restoration. The establishment of dual-track system of digital image storage and microfilm storage takes account of both archive circulation added-values and permanent preservation needs, developing repository environment and technology for diverse preservation of national archives.

(II) Applying multiple marketing strategies to elevate the effects of the public utilizing archives

In order to improve the effectiveness of the public access of archives, NAA actively promotes incentive award programs of archive research and application, including application archives for academic papers, archives of value-added products, and development of primary and secondary school teaching materials. Diverse expansion of theme research for national archives

and compilation of research reports are also primary focuses for improving efficiency of public access to archives. Special archive exhibition or exhibition tour (e.g. The Democracy Archives:Celebrating the Centennial of the ROC), which is in harmony with a special event or is highly associated with people's life, shall be selected and held by NAA. Convenient online application process of national archives shall also be established. NAA gradually expands content scopes and functions of Archives Cross Boundaries(ACROSS).

(III.) Construct professional system for archives management, enforce e-records long-term preservation technology

Constructing a professional system for archive management, developing the Archive Management Training Programs with different learning levels, building digital training platforms, designing training courses for hierarchical archive management, intensifying professional knowledge of archive management personnel, and continuing the promotion of performance evaluation mechanism and benchmarking for archive management are focal points of archive management. Management mechanism of electronic records life cycle shall be improved, and implementation suggestions of electronic records disposition destruction and online transfer shall be proposed. In addition, the electronic records long-term preservation laboratory and electronic records technical service center shall be established in order to reinforce long-term preservation technology for electronic records, provide consultation and services for relative issues of electronic records management and improve text image retrieval technology.

(4) 2011 Target Achievements for Administrative Performance

The attainment of the 2011 performance indicator, except for "growth rate of national archives available for access," reached or exceeded the established goal for each indicator.

Table 1 2011 Fulfillment Ratio of Administrative Goals

Strategic Performance Goals	Evaluation Indicator	Evaluation Criteria	2011	
			Original Goals	Actual Achievement
1.Build appropriate and adequate repository spaces for permanent national archives & improve quality of national archives	1. Transferring length of national archives	Transferring length per annum(meters)	1,500	2,818.66
	2.Quantity of digitized national archives	1. Accumulated number of pages scanned for archive digitization (pages)	800,000	800,000
		2. Quantity of digiting recording tapes/ videotapes(roll)	350	629
2. Applying multiple marketing strategies to elevate the effects of the public utilizing archives	3. Increase rate of inquiries at the Archives Access service website	[(number of users of Archives Access service website of this year minus previous year's number of users of Archives Access service website)/previous year's number of users of Archives Access service website]×100%	9.5%	229%
	4.Growth rate of national archives available for access	[(2011 total number of application for access to national archives minus 2010 total number of application for access to national archives) / 2010 total number of application for access to national archives] × 100%	5%	3% (note) (including entrusted custody)
	5.Number of people participated in the archive management training courses	Number of people participated in the archive management training courses plus the number of people certified by the digital learning courses for the year	3,200	20,765

Strategic Performance Goals	Evaluation Indicator	Evaluation Criteria	2011	
			Original Goals	Actual Achievement
3.Construct professional system for archive management, enforce e-Records long-term preservation technology	6.Number of completed format migration for electronic records	Electronic records migration format for the year (type)	2	2

Note: In 2011, the "growth rate of national archives available for access" did not reach the established goal. The main reason was that the number of people that applied was 51 people less than year 2010.

Major Projects:

(1) Digital Preservation Project of Taiwan Industrial Economy Archives (2007-2012)

This project is designed for a period of six years. The state-owned enterprises and organizations are scheduled every year to handle operations of archive selections, catalog archiving, digitization and value-added applications in coordination with project objective, archive transfer period and measurement of archive content and quantity. The integration of category or policy contents will be implemented during the last two years of this project.

The executive strategy of this project is to select materials of archives highly associated with people's life and by forming a team of experts and scholars from different fields for in-depth study. Through narrative approach, information technology combined with creativity and knowledge will be shown in the themed web pages, digital learning materials and research reports. In 2011, this project implemented more than 900 cases of archive descriptions ofthe Taiwan Cooperative Bank, the Aerospace Industrial Development Corporation, and the RSEA Engineering Corp. Scanning of selected archives, such as the Taiwan Cooperative Bank, the RSEA Engineering Corp., and the Aerospace Industrial Development Corporation, totaled 240,338 pages. Furthermore, the archive value-added studyes of Tang Eng Iron Works Co., Ltd. and China Shipbuilding Corp. have been completed. The subject archives collections and eBooks of Taiwan Machinery Co., Ltd. and Tang Eng Iron Works Co. were published; the themed web pages of Taiwan Machinery Co. , Ltd. were created as well..

(2) 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". This project focused on establishing structural platform for the long-term preservation of electronic records, conducting research in long-term preservation technology, security and preservation formats, studying problems of records preservation derived from computer software and hardware upgrades, tracking format changes in electronic records to ensure future integrity of the records, transposing old images and developing film restoration technology and studying the information security technology impact to long-term preservation. This project has been included in the "High-quality online government plan" and "i-Taiwan 12 Projects" infrastructure plans of major governmental construction projects.

The execution results of 2011 are listed in the following:

(I)   *By the end of 2011, the "Archive Education Center" has introduced 38 e-Archivist courses. Total number of 15,227 trainees has participated in the training classes, and 32,710 trainees have passed the certification.*

(II)   *A total of 568,186 pages of archives were scanned. The archives include the Ministry of Justice before 1949, the major political event archives from the Department of National Defense, the records from the Transportation Ministry of Railways, the Railway Commission of Governor General of Taiwan, and the Public Works Department of the Ministry of Transportation Taiwan Railway Administration (date between the Japanese Colonial Rule period and 1977). There are 560,582 pages of archives transferred to microfilm. The archives include Taiwan Machinery Co., Ltd., the major political events records of the Ministry of National Defense Reserve Command and other organizations, and the Central Bank of the Republic of China (Taiwan) before 1949 There are 629 videos of national archives that were converted into digital files for the purposes of the multi-media preservations and the reducing the risks of the national archives'loss. There are 7,000 cases, which were completed natioanl archives description, to provide the online catalog for the public to access via the internet.*

(III) *Edited and published "The Stories of Archives, Part 5: A Good Memory That Never Fades-Out" and e-Book, which can be accessed online by the public. Accomplished the Executive Yuan organizational reform archival research*

project.

(IV) *Handled the outsourcing service cases of "Editing, Distribution and Marketing of 2011 Archives LOHAS e-Paper", marketing national archives and conveying the message of the national archive application services. The total number of subscribers has reached 11,643.*

(V) *Completed two digital courses in "The Documentary Analysis and Historical Education - Since the Republic of China in Taiwan,"and "From Encouraging Investment to Promoting Industry Upgrade –the Economic Development of Taiwan from 1961 to 1981,"and held "A Workshop of the Appication of Archive Resources in Historical Instruction" in Taipei, Taichung and Kaohsiung to encourage students to access the archival resources and enhance the knowledge of archiveapplications, and to inspire teachers to merge archival resources into historical instruction.*

(VI) *Continued to expand ACROSS, including 15 integrated databases to facilitate access of archives resources preserved by different agencies for the public. Accumulated number of visits of ACROSS has reached more than 2,460,000.*

(VII) *Completed building operations of the electronic records technology service center which started on April 29, 2011. It provides the electronic archive conversion, restoration, and destruction related technology services to solve the issues of digital file saving, application, security, etc..*

(VIII) *Integrated the research and development of the quality assessment of electronic records migration and strengthening software to ensure quality of electronic records migration.*

(IX) *Completed the delivery system of the archive administration information network catalog and the classification browsing function of the NEAR to provide the public online multi-search archival information services.*

(X) *Hosted 19 seminars of Electronic Archive Management Technology Training and one International Seminar. There were 1,870 people attended.*

(XI) *Validated records management information system for 89 agencies. A total of 70 agencies passed the certifications. The certification operations accelerate archive management standardization and improve efficiency of archive operations. Initiating the validation standards and the validation procedures for official records and record management information system There were 15 official records and record management information systems validated, and 8 systems were certificated among them.*

(XII) *Completed the development and application of the preliminary electronic archives online conversion system. Discussed the possibility of the validation of*

the electronic archives online conversion with the Research, Development, and Evaluation Commission, Executive Yuan.

(XIII) *By the end of 2011, the records information service center has assisted agencies in resolving problems of 12,672 cases regarding records management.*

(XIV) *Completed amending the information security protection plan and risk assessment report. Passed ISO 27001:2005 International Information Security management Standards external audits. To ensure information security of NAA and protect personal information security of colleagues and the public who use the related information and system of NAA.*

(XV) *Electronic Archives Professional Certification: Hosted three blend training programs and two online learning trainingpromotion activities. Completed the productions and verifications of 17 digital courses.*

(XVI) *The Integration and Analysis of the National Archive Information: Completed the national archives description with 7,000 cases in total, a 100% completion.*

(XVII) *National Archives Long-Term Reserved Program: Completed and verified the scanning images of natioanl archives and digital image records transferring into microfilm with a total of 1,120,000 pages. Completed and verified 629 digital videos of national archives.*

(XVIII) *The Electronic Application of National Archives: Completed the development of historical teaching lessons and hosted three training seminars. Completed and published the "A Selection of Republic of China Centennial Democratic Archives", the production of the online demonstration system, and the assigned services.*

3. National Archives Sustainable Collection and Multi-Service Program (2011-2015)

For the establishment of Xinzhuang National Archives Center to provide a place for official affairs , immplemetation of mid-term national archive collections and multi-services, to collect important national archives for reserving a complete national development histories , to enforce archive preservation, disposition technology, archival value-added research, and multi-services, NAA initiated a five-year "National Archives Sustainable Collection and Multi-Service Programs (2011-2015)."

The accomplishments of this program in 2011 are in the following :

(1) Complete the request for proposal of Xinzhuang National Archives Center.

(2) Publishing and delivery the Guideline of Archive Cataloging for Government Agency Records to assist archivists in cataloging the photographs, maps, blue prints, videos, and electronic media.

(3) In charge of the Organization and Description of the National Archives: A total of 350 meters of national archives files catalogued and 250 meters of archives organized were completed before December 28.

(4) Completed the records appraisal of organizational reform agencies, including the Office of the President, the National Youth Commission of Executive Yuan, and preserved the important organizational reform national archives, and established the national archives diverse collection features.

(5) Completed the research of military maps archives around the year of 1949 to promote the national archives content and its value-added application.

4. Customer Service White Paper (2009-2012 Archival Service Declaration of "UP"s)

"2009 - 2012 Archives Customer Service White Paper" declares the vision, goal and practice of archives services in the next four years and changes its name to "The Unlimited Potentiality of Archives: 2009-2012 Archives Service UP Declaration". Five service objectives are established: "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 Website", "Archives Application "UP". Easy Access to Archives", and "Archives Awareness "UP": Sustainable Past for Sustainable Future.

5. The Records Information and Archives Information Network Integration Program (2012 –2016)

NAA is responsible for the institutionalizing of the government archives management applications to correspond with the fourth stage of the electronic government program and the records information and archives information system integration policy. It emphasizes on all kinds of archives in long-term preservation and provide a full service to the public and major companies will continue to follow the National Archives Digital Service Project of 2008 to 2011. The Records Information and Archives Information Network Integration Program (2012 –2016) was initiated to promote the documentary integration system, the document electronic exchange system between the government and corporations

(G2B), the regulation regarding the procedures of computerizing documents and records to implement the documents and records management system functional validation, in order to improve the administration efficiency of the government.

.

3. Annual Budget

NT$ 269,480,000

4. Legal Amendment

A. Review and Amendment of Laws

NAA revised totally 7 laws in 2011 after reviewing and studying relevant regulations, including Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression, and will be released in accordance with the law to the public, or issued a decree to the related authorities and personnel to follow.

B. Promoting-Legal Education and Training

To enhance the civil servants' understanding of the records and archives management, NAA and the Civil Service Development Institute developed the digital learning program of "The Archives Management Laws and Practices"to provide to the public a reference and learning resource. While the law was amended, the website information will be updated in the meantime as well. The public can visit and learn from the website of the "Public Service e-Learning Web"of the Civil Service Development Institute.

### C. Publishing the Guideline of Archive Cataloging for Government Agency Records

In order to standardize archive cataloging procedures, NAA had set up guidelines and a manual for archive cataloging procedures. Furthermore, due to the multiple formats of archives and the needs of practice , a Guideline of Archive

Cataloging for Government Agency Records was developed during 2010 and 2011. The contents of the Guideline were edited based on the media types of the archivewith detailed instructions and examples as a reference for archivists to follow. The manual was published in December and delivered to the central and local government agencies for their reference.

5. Research and Development

There were 13 publications released, including Volume No. 10 of the "Archives Quarterly", "Transmission Century: Selection of Taiwan Machinery Co., Ltd."At the same time, two topic research projects were conducted.

Since October 3, 2011 to October 9, 2011, selected personnel visited the National Archives of Australia, the National Sound Archive and the War Museum to learn by visiting to improve our archives management, as well as to study the application of records management, the strategy of the training policy,the electronic archives management system, and the advanced collection facilities.
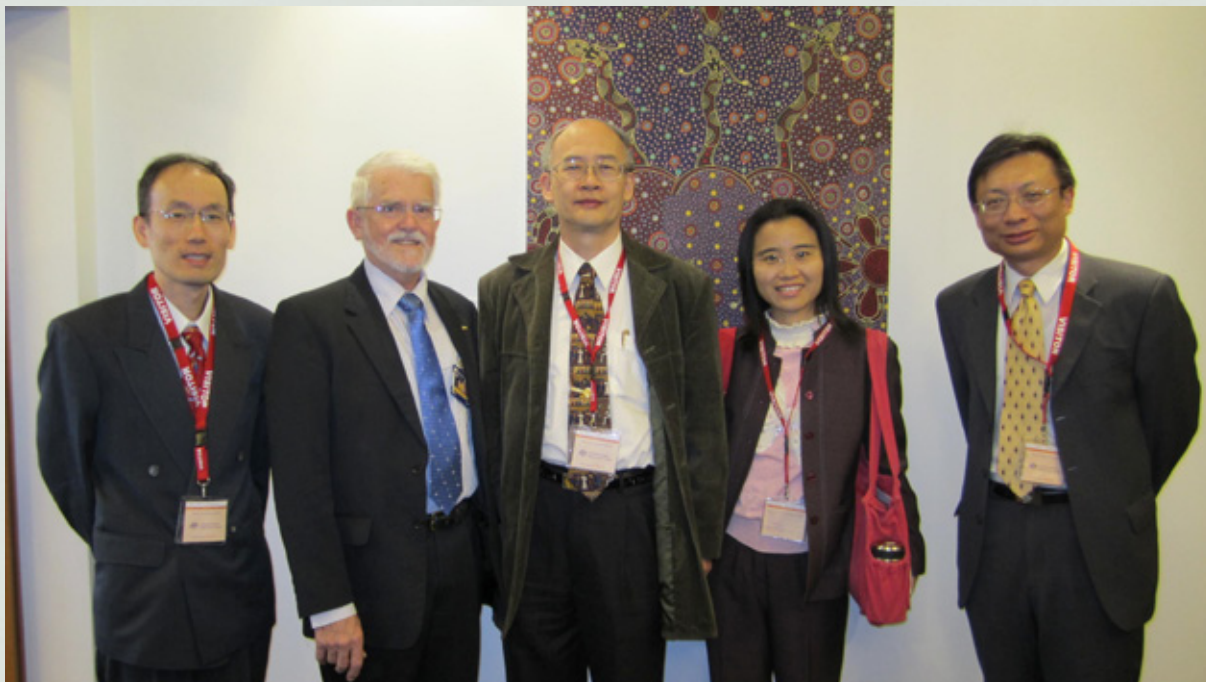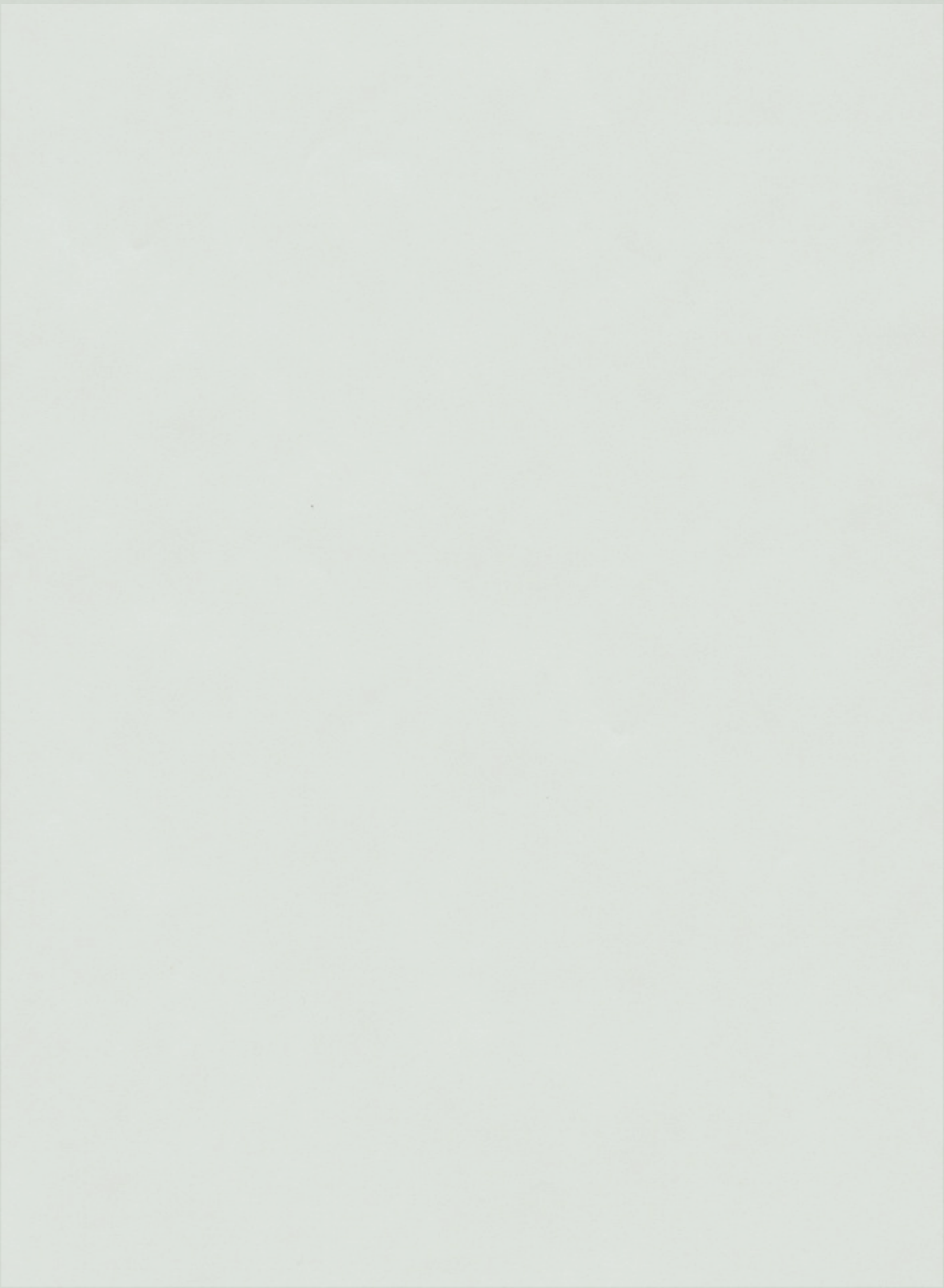

On October 5, 2011, the Survey Team took a photo with the curator of the National Archives of Australia

On October 5, 2011, the Faces of Australia of the Photo Wall of the Archives Applications District

II. Management and Application of National Archives

II. Management and Application of National Archives

1.Archives Acquisition

A.Acquisition Strategy

Pursuant to the promulgation of National Archival Acquisition Plan 2010-2013), NAA has reviewed and selected agency records from the office of the President, ROC (Taiwan), Executive Yuan, Legislative Yuan, Examination Yuan and Control Yuan as well as Ministry of Finance, Ministry of Justice, National Audit office and other agencies actively, furthermore, to expand the acquisition from personal or organizational precious records as well. NAA also carried on with transfer of records from central and local government agencies dating before 1949 and from government public enterprises to create diversity collection.

B.Acquisition Achievements

In 2011, records totaling 2,818.66 meters in length were transferred, including records from the Executive Yuan and 96 plus agencies consisting of 15 main categories (e.g. Government policy). There are 2,803.9 meters in length that were transferred from the government agency Furthermore, NAA is expanding the acquisition from personal or organizational valuable records. Taiwan's agricultural organizations developed for more than a century, By the government policy of promoting farming techniques, and founding credit departments to stabilize the financial situation in the rural area; there were many important historical value archives in agricultural organizations. Through the assistance from the National Training Institute for Farmers'Organization NAA started a project of acquisiting records from the Farmers'Associations. In 2011, NAA had visited 11 Farmers'Associations for records appraisal. There are 8 Farmers' Associations in the district of Fung-Rung Hualien County agreed to donate records total 14.76 meters in length.

.

Table 2. The Statistics of National Archives Transferred in 2011

Unit: meter

Category	Transfer Agency	Length Transferred	Total
Justice and Judicial Affairs	Taipei District Prosecutors Office	2.26	3.26
	Tainan Prison, Agency of Corrections, Ministry of Justice	1.00	
Domestic Affair	Taiwan Police College	1.59	21.33
	National Police Agency, Ministry of The Interior	19.74	
Foreign and Overseas Chinese Affairs	Overseas Compatriot Affairs Commission, R.O.C (Taiwan)	185.64	185.64
National Defense and Veterans Affairs	Bureau of Military Intelligence, MND	15.09	15.09
Finance	Kaohsiung Customs Office	2.50	2.50
Economical and Trading	Fifth District Administration Office, Taiwan Water Corporation	0.05	3.685
	Sixth District Administration Office, Taiwan Water Corporation	0.27	
	Nineth District Administration Office, Taiwan Water Corporation	0.15	
	Tainan Branch, Bureau of Standards, Metrology & Inspection, M.O.E.A., R.O.C.	0.675	
	Taichung Branch, Bureau of Standards, Metrology & Inspection, M.O.E.A., R.O.C.	0.69	
	Kaohsiung Branch, Bureau of Standards, Metrology & Inspection, M.O.E.A., R.O.C.	0.54	
	Sixth River Management Office, WRA	0.42	
	Hsinchu Branch, Bureau of Standards, Metrology & Inspection, M.O.E.A., R.O.C.	0.05	
	Keelung Branch, Bureau of Standards, Metrology & Inspection, M.O.E.A., R.O.C.	0.60	
	Third River Management Office, WRA	0.06	

Category	Transfer Agency	Length Transferred	Total
	Kaohsiung Branch, Taiwan Power Company	0.18	
	Taiwan Sugar Corporation	47.04	
Transportation and Public Construction	Taiwan Railways Administration, MOTC	306.00	306.00
Culture and Media	National Central Library	0.03	0.03
Agriculture	Hengchuen Branch, Taiwan Livestock Research Institute, COA, Executive Yuan	0.03	152.15
	Eastern Region Branch, Agriculture and Food Agrency, Council of Agriculture, Executive Yuan	0.15	
	Nantou Forest District Office, Forestry Bureau, Council of Agriculture, Executive Yuan	5.49	
	Fenglin Tropical Gardenig Branch, Taiwan Agricultural Research Institute, Council of Agriculture, Executive Yuan	0.90	
	Forestry Bureau, Council of Agriculture, Executive Yuan	116.85	
	Pingtung Forest District Office, Forestry Bureau, Council of Agriculture, Executive Yuan	1.23	
	Hsinchu Forest District Office, Forestry Bureau, Council of Agriculture, Executive Yuan	4.40	
	Chiayi Forest District Office, Forestry Bureau, Council of Agriculture, Executive Yuan	23.10	
State-owned Enterprise Agencies	Taiwan Machinery Co. Ltd.	25.00	1,782.45
	Taiwan Shin Sheng Press Enterprise Co. Ltd.	22.50	
	Taiwan Shin Sheng Daily News	24.00	
	Taiwan News	43.50	

Category	Transfer Agency	Length Transferred	Total
	Kaohsiung Refinery Plant, Refining Business Division, CPC Corporation, Taiwan	0.21	
	Refining and Manufacturing Research Institute, CPC Corporation, Taiwan	13.68	
	Exploration & Production Business Division, CPC Corporation, Taiwan	10.77	
	Production Branch, Exploration & Production Business Division, CPC Corporation, Taiwan	1.32	
	Natural Gas Processing Plant, Exploration & Production Business Division, CPC Corporation, Taiwan	0.57	
	Taiwan Shin Sheng Press Enterprise Co. Ltd.	4.50	
	Taiwan News	0.40	
	Taiwan Tobacco & Liquor Corporation	860.00	
	Taiwan Railway Freight Corporation	64.00	
	Taiwan Motor Transport Co., Ltd.	712.00	
Local Affair	Taichung City Government	24.15	331.765
	Taichung City Council (Formerly Taichung County Council)	0.30	
	Nantun District Office, Taichung City	0.03	
	Yuli Land Administration Office, Hualien County Government	0.09	
	Jhubei Land Administrative Office, HsinChu County Government	0.27	
	Yunlin County Government	0.54	
	Hualien County Police Bureau	2.19	
	Emei Township Administration Office, HsinChu County Government	0.24	
	Beitou District Administration, Taipei City	0.24	
	Jutang Township Administration, Changhua County Government	0.06	

Category	Transfer Agency	Length Transferred	Total
	Hualien County Council	0.21	
	Lugang Township Administration, Changhua County Government	1.14	
	Lugang Township Representative Council, Changhua County Government	0.57	
	Xiluo Land Office, Yunlin County	0.09	
	Beitou District Household Registration Office, Taipei City	0.06	
	Penghu County Government	2.40	
	Changhua County Government	2.50	
	Beidou Township Public Health Center, Changhua County Government	0.18	
	Keelung City Government	1.80	
	Department of Land, Taipei City Government	1.00	
	Jushan Land Office, Nantou County Government	0.66	
	Taitung County Government	1.35	
	Lugang Township Household Registration Office, Changhua County Government	0.015	
	Taichung County Government (Formerly Taichung City Government)	25.60	
	Hualien County Government	13.50	
	Taipei City Government	9.63	
	Gueiren Land Office of Tainan City	0.42	
	Sinhua Land Office of Tainan City	0.33	
	Jiali Land Office of Tainan City	0.72	
	Ligang Land Office, Pintung County Government	0.96	
	Shilin District Household Registration Office, Taipei City	0.15	
	Songshan District Household Registration Office, Taipei City	0.02	

Category	Transfer Agency	Length Transferred	Total
	East District Household Registration Office, Tainan City Government	0.20	
	Dajia District Office, Taichung City	0.03	
	Qingshui District Office, Taichung City	0.10	
	Dadu District Office, Taichung City	0.90	
	Changhua Land Office, Changhua County Government	0.06	
	Beimen Township Council, Tainan County City Government	0.09	
	Yanshuei Township Office, Tainan City Government	0.06	
	Annan District Household Registration Office, Tainan City Government	0.03	
	Taichung City Government Police Department (Formerly Taichung County Government)	1.26	
	Taiwan Province Government	80.77	
	Kaohsiung City Government (Formerly Kaohsiung County Government)	50.14	
	Tainan City Government (Included formerly Tainan City Government and Tainan County Government)	46.41	
	New Taipei City Government	4.62	
	Kaohsiung City Government	55.68	
Civil Group	Fung-Rung District Farmer's Association, Hualien County and other 8 farmer's accociations	14.76	14.76
Total			2,818.66

2. Archives Collection

A. Expansion of Repository 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 short-term goal, the Shin-lin Depository at Taipei city was available for use in 2006 with the capacity of almost 6 kilometers; National Depository on Kuangfu South Road was open in April, 2010 and was officially opened in August, 2010, with storage capacity of 10.5 kilometers. 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 at New Taipei City for office space, storage of national archives as well as providing application services with the storage capacity about 30 kms and destined to open in 2015. Efforts are being made to acquire a piece of public land in Linkuo District, New Taipei City, of 2.71 acres to build the National Archives with capacity of about 128 kms.

B. Types and Numbers of National Archives Collection

(1)Profile of National Archives Collection

Since the preparatory period of NAA in 2000, NAA has continued transferring national archives in order to ensure proper preservation of archives with values of permanent preservation. By the end of 2011, the national archives NAA has acquired included 12,060.63 meters of paper records, 90.36 meters of photo files, 151.2 meters of audio-visual files and 3.08 meters of electronic media records. Totally the collection is of 12,305.67 meters.

(2)Profile of National Archives Management

I.Archival Description

In 2011, NAA has completed archival description in file level for Chiayi Machinery Factory of Taiwan Agricultural & Industrial Development Co., Keelung Flour Factory of Taiwan Agricultural & Industrial Development Co., RSEA Engineering Corp., Taiwan Cooperative Bank, Aerospace Industrial Development Corporation, Ministry of Foreign Affairs, Taiwan Railways Administration, Ministry of Railway period, a total of 11,000 files. Furthermore, 361 records of the title deed archives of Tainan Prison are catalogued in file level.

II.National Archives Check

In 2011, NAA implemented paper records check procedure to 35 departments of the Ministry of National Defense. The total of national archives is revised from 3,919 files (7,810 folders) into 3,952 files (7,831 folders) after check procedure .There were 162 video tapes, 1,055 master copies, 348 duplicate copies, and 90 DVDs of the Ret-Ser Engineering Agency Engineering Corp (RSEA Engineering Corp). By the end of 2011, NAA has reviewed 10,290 paper files (18,224 folders), 66,321 items, and 8,923 rolls (pieces) of non-paper files.

III.Reparation of Damaged National Archives

28,800 pages were repaired in 2011, between May, 2001 and December 31, 2011, among which 239,517 pages were repaired.

IV.Review of Released and Overdue Classified Archives

Starting from 2001 to 2011, a total of 8,650 items and 1,792 files of classified national archives were released as non-classified archives. Currently there are 213 items and 163 files of classified archives.

C. National Archives Digitization

In 2011, 808,524 archival pages were scanned. Starting from 2000 to the end of 2011, NAA has completed national archives digitization and scanned 4,586,680 pages. In addition, in order to preserve media type archives properly, NAA continued to convert 535 rolls of 16mm film copies and 94 rolls of videotapes. The total number of digitized audio/video archives included 2,746 rolls of videotapes, 1,928 rolls of reel to reel tapes, 754 rolls of films and 90 pieces of disk records.

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 folders 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. The contract was renewed at the end of 2008 and in January, 2012 and entrust extended to December 31, 2016.

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, checking archives are conducted each year according to regulations, and damaged files are restored.

F. Directions for Applications for the Return of Private Letters in the National Archives

In order to comply with the universal values of democracy and human rights, and to respond to social expectations of transitional justice, on July 14, 2011, NAA established the "Directions for Applications for the Return of Private Letters in the Archives ". On July 15, the President Ma Ying-jeou attended the "Ceremonies to Commemorate the Victims of the Martial Law Era (1949-1987) in 2011." and for the first time, the President Ma returned the letters of Mr. Huang, a political victim, to his families . NAA continued to comply with the instructions based on the President's opening speech in the ceremony to integrate the resources of related agencies and implement the "Private Letters of Political Victims included in the nation's archives Inventory Project", and take the initiative to uncover the national archives containing the private letters of political victims. From September 1 to November 30, 2011, there were 36,911 folders (around 8 million pages) checked, and among those documents, there are 776 pages private documents qualified for returning, involving 177 victims. Mr. Liao Yuan-hao, an associate professor of National Chengchi University, was not only to take charge for the consulting of this project, but also to be a witness of the events. The results of the project were reported to the President and the Premier on December 8, 2011. After approval, two Foundations, the Memorial Foundation of 228 Incident and the Compensation Foundation of the Improper Rebellion and Espionage Trial Cases during the Martial Law Period, contact with the families of victims to return the private documents promptly.

3. Archives Application

A. Service Policy

Based on "The Unlimited Potentiality of Archives: 2009-2012 Archives Service "UP" Declaration", there were five service objectives 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 Website", "Archives Application "UP": Easy Access to Archives", and "Archives Awareness "UP": Sustainable Past for Sustainable Future". NAA has pushed the envelope to make archives as accessible as possible for the civilians with fast e-application, transparent information and artificial intelligence 2.0. Eventually it is our goal to raise the overall efficiency and universal dissemination of archival knowledge.

In order to popularize archive applications, NAA has established the "National Archives Reading and Information Center" to serve archive access application and provide on-site consulting services and assistance. Fax and e-Mail consulting services are also provided. The "A$^+$" is also set up to provide a 24-hour full-time and cross-district searching services. In addition, NAA has published the "National Archives Catalog Inquiry and Access Application Guide" to promote the archives application and brief introduction in folded pages for the public. In 2011, for the user's convenience to access archives, NAA provided an archive copy stand.

B. Access Application

National Archives Access Application Condition

In 2011, NAA received 144 archives applications from agencies for access to 3,346 items of national archives and approved access to 3,339 items. NAA received archives applications from 302 persons for access to 78,550 items of national archives (including entrusted custody) and approved access to 78,127 items.

Table 3. Statistics of Application for National Archives

Official Applications by Government Agencies				
Year \ Items	Agencies (number of requests)	Volume of application (cases)	Volume of approval (cases)	Unable to provide (cases)
2002	72	763	763	0
2003	75	1,172	1,158	14
2004	77	572	572	0
2005	15	20,786	20,786	0
2006	46	629	629	0
2007	123	4,342	4,305	37
2008	57	8,094	8,093	1
2009	70	18,685	18,670	15
2010	213	85,313	85,795	18
2011	144	3,346	3,339	7
Total	**892**	**144,202**	**144,110**	**92**
Applications by the Public				
Year \ Items	No. of applicants (persons)	Volume of application (cases)	Volume of approval (cases)	Unable to provide (cases)
2002	110	2,429	2,399	30
2003	184	6,842	6,481	361
2004	248	16,410	16,241	169
2005	134	12,631	12,589	42
2006	105	60,775	58,781	1,994
2007	175	58,063	57,567	496
2008	158	73,164	72,308	856
2009	261	68,053	67,378	675
2010	353	75,998	75,802	196
2011	302	78,550	78,127	423
Total	**2,030**	**452,915**	**447,673**	**5,242**

Note: In 2011, the number of file applications was less than in the year of 2010. The main reason is that the number of people applied for entrusted custody was 55 people less than the year 2010.

(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 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 2011, a total of 12 issues, from Issue No. 43 to No. 54, of Archives LOHAS 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, national archives access application procedures and services, introduction to library collections, and archives catalog searches. In 2011, the center has services 337 persons. Based on statistics of service types (multiple choice ok), 213 persons were for applications of files and records, 87 persons for information inquiries, 16 persons for utilization of books, the rest counted for 21 persons.

Table 4. Statistics of Usage of National Archives and Books Reading Center

Unit: person/trip

Year \ Services	Request for access to archives	Information retrieve	Access to books and periodicals	Others	Total
2002	53	35	33	7	128
2003	31	89	63	5	188
2004	75	119	69	43	306
2005	119	49	54	34	256
2006	86	204	45	27	362
2007	187	164	72	80	503
2008	145	140	45	28	358
2009	209	166	14	9	398

Services / Year	Request for access to archives	Information retrieve	Access to books and periodicals	Others	Total
2010	196	107	23	21	347
2011	213	87	16	21	337
Total	**1,314**	**1,160**	**434**	**275**	**3,183**

(2)Customer Satisfaction Survey for the Archives Application Services

In order to understand conditions of actual use of national archives of application services, a customer satisfaction survey has been conducted in 2011 among 296 customers (excluding entrusted custody) of national archives application and 256 customers have completed the survey. Average satisfaction of all evaluation indicators reached 91.29%.

Table 5. 2010 Statistics and Analysis of Users Satisfaction on the Application Services of National Archives

Unit: Percentage (%)

Options of Degree of Satisfactions(N*=212)		Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	Average Satisfaction for Individual Item
Application Process	1. easy operation of interface	64	113	32	36	1	86.94%
	2. understandability legibility of application forms	68	119	31	27	1	
	3. the result of inquiry can meet your needs	97	113	20	16	0	
Service Personnel	4. attitude of service personnel is warm and kind	184	61	11	0	0	94.82 %
	5. the efficiency of service personnel	174	51	13	17	1	
Environment	6. general environment is comfortable	128	88	5	0	0	94.26 % (Non-visitor excluded)
	7. the hardware is complete and well-functioned	100	103	16	2	0	
Average Satisfaction						**91.29**	

*Number of sample for conducting this satisfaction survey.

(3)Promotion of Archives Application Education

In 2011, 216 visitors from 5 colleges and universities visited NAA, including National Taiwan University. The satisfaction survey of visitors was conducted, a total of 189 valid questionnaires. The overall satisfaction of the visitors with the services reached 95.26%.

(4)Visitors to NAA

In 2011, NAA welcomed 148 visitors from 9 agencies (organizations), including 34 foreign visitors from the University of Osaka, Japan, and Graduate Course in Archival Science of Gakushuin University, Japan

Picture of the professors of the University of Osaka, Japan, and the Director General of NAA, Chen Shu-lin on March 23, 2011 (the 7th from the left)

Picture of the students and professors of Graduate Course in Archival Science of Gakushuin University, Japan, and the Deputy Director General of NAA, Chang Tsung-ming on March 23, 2011 (the 3rd from the left, the first low)
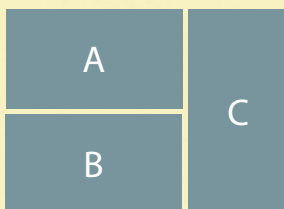
D. Archives Exhibition

The regular archive showcases were set up for national archives exhibition at the first floor lobby of NAA. In 2011, representative archives were selected from the economic archives for serial exhibitions. The year 2011 marked the one hundred year anniversary for the founding of the Republic of China. "The Democracy Archives Exhibition: Celebrating the Centennial of the ROC " was held to overview the trajectory of the national development and witness the achievements of democracy during the past one hundred years, and was organized by four government agencies, the Research, Development and Evaluation Commission of Executive Yuan , the Ministry of the Interior, the Central Election Commission, and the Taiwan Provincial Consultative Council. The Democracy Archives Exhibition was hosted by NAA, and was running from October 7 to 27, 2011, October 25 to December 25, and February 23 to March 15, 2012 at National Dr. Sun Yat-sen Memorial Hall, the Memorial Park of the Taiwan Provincial Assembly, and Kaohsiung Museum of History . The total number of visitors had reached to 14,995. Also, according to the service questionnaire survey results , 90% of visitors were satisfied with the Exhibition .

On October 6, 2011, the opening of "The Democracy Archives Exhibtion: Celebrating the Centennial of the ROC "was held at National Dr. Sun Yat-sen Memorial Hall in Taipei. The Premier of the Executive Yuan, Wu Den-yih, (3rd from the right), the Chairperson of the Central Election Commission, Chang Po-ya (2nd from the right), the Minister of the Research, Development and Evaluation Commission, Chu Chin-peng (2nd from the left), the Deputy Minister of the Ministry of the Interior, Chien Tai-lang (1st from the right) and the Chairman speaker of Taiwan Provincial Consultative Council, Lee Yuan-chuan (1st from the left) attended theopening of the exhibition.

A	
B	C

A. On October 6, 2011, the opening of "The Democracy Archives Exhibtion: Celebrating the Centennial of the ROC " was held at National Dr. Sun Yat-sen Memorial Hall, the convener of the Selection Committee, Professor Ji Jun-chen (middle), explains the contents of the exhibition.

B. On February 23, 2012, the opening of "The Democracy Archives Exhibtion:Celebrating the Centennial of the ROC " was held at Kaohsiung Museum of History . The Chairperson of the Central Election Commission , Chang Po-ya (2nd from the right), the Deputy Minister of the Research, Development and Evaluation Commission, Huang Min-gong (2nd from the left), the Chairman speaker of Taiwan Provincial Consultative Council, Lee Yuan-chuan (1st from the right), and the Director General of NAA, Chen Hsu-lin attended the opening of the exhibition.

C. "The Democracy Archives Exhibtion:Celebrating the Centennial of the ROC " was held in Kaohsiung; the visitors were using the online exhibition system at Kaohsiung Museum of History.

E. Promotion of Archives Research

In 2011, NAA entrusted experts and scholars to edit the value-added research cases of Tang Eng Iron Works Co., Ltd., China Shipbuilding Corp., and the military maps archives around the year of 1949. To promote the national archives program, NAA published the "Overcoming Any Steel-making Challenges: Tang Eng Iron Works Co., Ltd. Archives Selections", "Transition of Century: Taiwan Machinery Co., Ltd. Archives Selections" and "A Selection of Republic of China Centennial Democratic Archives ", "A Guide to the Exhibition on ROC Centennial Democratic Archives" and "The Stories of Archives, Part 5: A Good Memory that Never Fades-Out".

III. Advancement of Administrative Records Management System

III. Advancement of Administrative Records Management System

1.Advancement of Important Systems

A. Review and Approval the Records Schedules of Government Agencies

In the end of 2011, 6,903 records schedules of government agencies had been approved. In 2011, 148 agencies were reviewed, and 82 agencies were approved.

B. Review and Approval the Destruction Catalogs of Government Agencies

In the end of 2011, 20,651 destruction catalogs of government agencies were reviewed and 19,954 were approved. In 2011, 1,871 agencies were reviewed.

C. National Archives Appraisal

In 2011, in order to coordinate with the recorganized program of the Executive Yuan, NAA started to appraisal agency reords researched and organized the organizational reform policy of the Executive Yuan, established and amended the regulations, promoted the policy, etc. There were six authorities that regarding the organizational reform including the Office of the President, the Examination Yuan, the Executive Yuan, the Ministry of Civil Service, the Research, Development and Evaluation Commission (RDEC) of the Executive Yuan, and the Directorate-General Personnel Administration, Executive Yuan. Also, to coordinate the recorganized of the Executive Yuan, NAA was focused on those three authorities with a long history or those who required a trememdous adjustment including the Financial Ministry, the National Youth Commission and the Government Information Bureau, Executive Yuan to do the archives appraisal projects. For the archives appraisal projects, it was not only to hold the committee meeting of the archives appraisal and selection, it was also to confirm the archives appraisal principles and key points, but also to do 46 (forty six) sessions of the archives appraisal and selection on the field. In the future, NAA will continue to appraise important national archives by following the guidelines of the National Archives Collection Program (2010-2013).

Table 6 The Number of National Archives Appraisal and Selection in 2011

Type of Authority	Authority	On Field Session	Number of Appraisal and Selection	Transferred Number	Percentage
Organizational Reform Authority	Office of the President , Republic of China (Taiwan)	2	44 files	35 files	79.55%
	Examination Yuan	2	124 files	31 files	25.00%
	Executive Yuan	1	115 files	59 files	51.30%
	the Ministry of Civil Service	1	54 files	28 files	51.85%
	RDEC, Executive Yuan	2	220 files	195 files	88.64%
	Directorate- General Personnel Administration, Executive Yuan	2	47 files	38 files	80.85%
Restructuring Authority	Ministry of Finance	2	9,401 files	1,125 files	11.97%
	National Youth Commission and the Government Information Bureau, Executive Yuan	6	6,738 files	564 files	8.37%
	Government Information Bureau, Executive Yuan	28	309,995 files	411 files (Note)	-
Total		46	326,738 files	2,486 files (Note)	-

Note: There are 19 categories in the archives appraisal and selection in the Government Information Bureau, Executive Yuan. After the meeting of the archives preservation value determination, the committees confirmed 3 selected categories and were counted into the number of transferred archives based on the final number of the appraisal and selection by the end of December, 2011.

D. To Assist the Organizational Reform of the Executive Yuan to Transfer the Agency Records

To coordinate with the recorganized program of the Executive Yuan, NAA is in charge of the planning and promotion of the Agency Records Transferring Task Force of Executive Yuan. In order to work on the project smoothly, in addition to

setting up the specification of record transfer and complete the Q & A regarding the issues of transferring the records related to the restructuring organization of the Executive Yuan, NAA also coordinated with the actual operation procedures of each authority to make the appropriate adjustments to meet their needs. Furthermore, in order to manage and control the progress of the the planning and implementation of the records transference of the Executive Yuan, NAA held two sessions for the responsibility of the Agency Records Transferring Task Force of Executive Yuan, and twenty sessions for the records transference onsite visits and counsultations, and provided telephone counseling as well as following up the progress regularly to assist each authority to complete their projects on time. For assisting the government agencies to review and revise their records schdules successfully, NAA set up the "Schedule for Submitting the Records Schdules of the Central Government agencies above level 3 and the Incorporated Administrative Agency," and held the Presentation of Editting(Amending) the Records Schedules .

E. Utilization of Human Resources

In 2011, NAA acquired 90 Substitute Civilian Servicemen from Ministry of the Interior, help with records management. They were assigned to serve 22 agencies after 7 days of NAA professional training.

2.Cultivation of Human Resources

In 2011, NAA offered 103 sessions and trained 5,188 participants. NAA also established "e-Archivist", an online learning platform, (http://e-archivist.archives.gov.tw/) and it was officially launched on January 15, 2009. e-Archivist provided 15 courses of "Records Management for Beginners" in 2008, 8 courses of "Introduction of Electronic Records Online Wikipedia" in 2009, and 15 courses of "Qualities of Public Servants on Archives Management," 4 courses of "The Preparation of the Records Schedules " in 2011. These professional digital archives courses were placed on e-Archivist for the public to learn about archives. In 2011, a total of 15,227 persons participated in the training course and the total accumulated participants getting learning certification were 32,710.

Table 7. 2011 Training Programs for Archives Management

No.	Training Type	Number of Sessions	Number of Trainees
1	Collaboration	8	298
2	NAA	44	2,974
3	Supporting Other Agency	48	1,772
4	Blended Learning	3	144
	Total	**103**	**5,188**

3.Evaluation of Administrative Records Management

In order to set the benchmark of archives management, NAA continues to carry out the 9th Archives Management Quality Award and the Outstanding Archivist Award. In 2011, 17 agencies as well as 19 individuals were awarded.

For celebrating the 10 [th] anniversary of the establishment of NAA in 2011, the 9 [th] Archives Management Quality Award and the Outstanding Archivist Award ceremony was held at the Guo-Guang Hall of the CPC Corporate Building with an expanding celebration. The Premier of the Executive Yuan, Wu Den-yih, presented the awards ceremony and invited the previous Archives Management Quality Award winning authorities, and the winners of Outstanding Archivist Award to attend the ceremony . We also held the exhibition for the previous achievements and produced a film of the previous awards ceremonies. There were 800 guests that attended the event.

Picture of the 9th Archives Management Quality Award winning authorities and the Premier of the Executive Yuan, Wu Den-yih on September 28, 2011

Picture of the 9th Outstanding Archivist Award receivers and the Premier of the Executive Yuan, Wu Den-yih on September 28, 2011
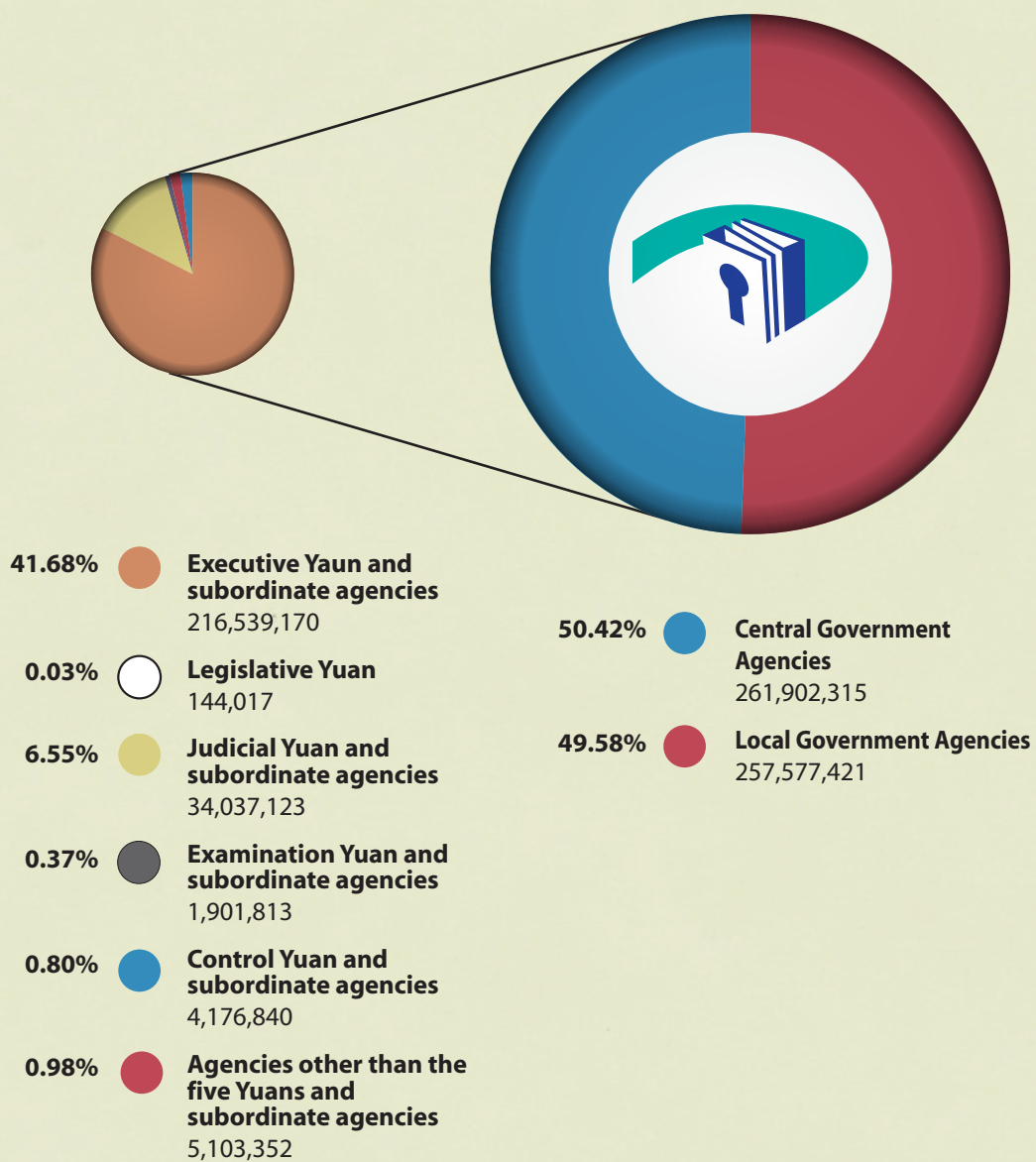
NAA celebrated the 10th anniversary by presenting the exhibition of the previous achievements of the Archives Management Quality Award and the Outstanding Archivist Award on September 28, 2011

4.Application Services

A.Archival Cataloging and Submission by Government Agencies

By the end of 2011, the total number of files catalogued and published in NAA's NEAR (https://near.archives.gov.tw) is 519,479,905. According to statistics of central and local government agencies, the catalog of records submitted by central government agencies has 261,902,315 items (50.42% of the total) and the catalog of records submitted by local government agencies has 257,577,421 items (49.58% of the total). In addition, there were 169 items of the archival catalogs delivered by entrusted groups.

41.68% **Executive Yaun and subordinate agencies**
216,539,170

0.03% **Legislative Yuan**
144,017

6.55% **Judicial Yuan and subordinate agencies**
34,037,123

0.37% **Examination Yuan and subordinate agencies**
1,901,813

0.80% **Control Yuan and subordinate agencies**
4,176,840

0.98% **Agencies other than the five Yuans and subordinate agencies**
5,103,352

50.42% **Central Government Agencies**
261,902,315
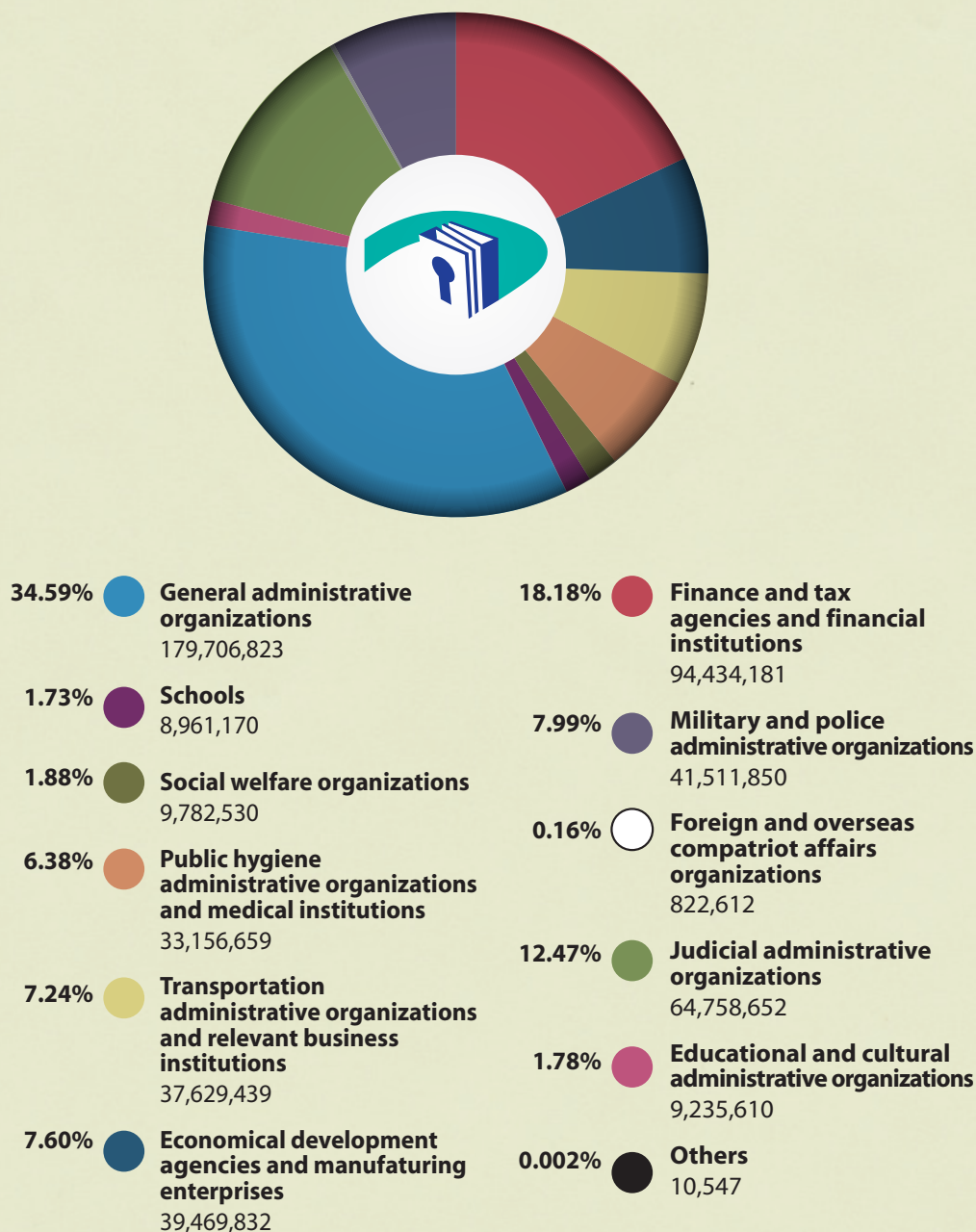
49.58% **Local Government Agencies**
257,577,421

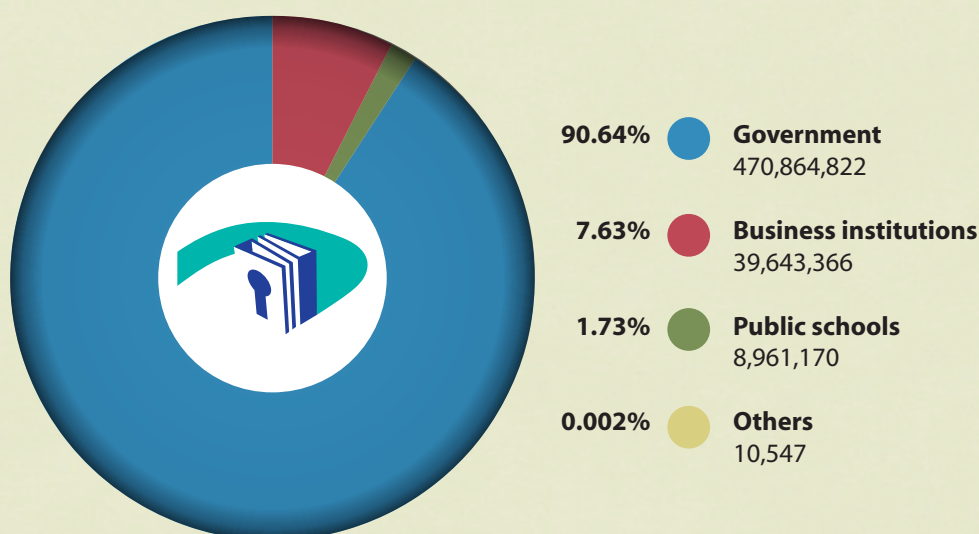**Chart 3. Statistic of Central and Local Government Agencies' Archival Records**

According to statistics of agency nature, general administrative agencies submitted the largest number of files with 179,706,823 items (34.59%), followed by financial administrative agencies and financial institutions with 94,434,181 items (18.18%).

34.59% **General administrative organizations**
179,706,823

1.73% **Schools**
8,961,170

1.88% **Social welfare organizations**
9,782,530

6.38% **Public hygiene administrative organizations and medical institutions**
33,156,659

7.24% **Transportation administrative organizations and relevant business institutions**
37,629,439

7.60% **Economical development agencies and manufaturing enterprises**
39,469,832

18.18% **Finance and tax agencies and financial institutions**
94,434,181

7.99% **Military and police administrative organizations**
41,511,850

0.16% **Foreign and overseas compatriot affairs organizations**
822,612

12.47% **Judicial administrative organizations**
64,758,652

1.78% **Educational and cultural administrative organizations**
9,235,610

0.002% **Others**
10,547

Chart 4. Allocations of Records among Organizations of various characters

According to statistics of administrative categories, governmental agencies submitted the largest number of files with 470,864,822 items (90.64%), followed by business institutions with 39,643,366 items (7.63%), public schools with 8,961,170 items (1.73%) and others (such as thetraining institutions, political parties and social groups, etc.) with 10,547 items (0.002%).

90.64%	●	**Government** 470,864,822
7.63%	●	**Business institutions** 39,643,366
1.73%	●	**Public schools** 8,961,170
0.002%	●	**Others** 10,547

Chart 5. Allocations of Records among Organizations of various types

Notes: "Agency Category" is determined according to "Agency & School Code Principles", published by the Directorate-General of Personnel Administration, Executive Yuan. State-owned enterprises include enterprises of position classification production, general production, transportation and finance and healthcare institutions. Others include mission organizations or abolished agencies.

B. Utilization of the NEAR Website

NEAR added the archive classification table inquery and directory browsing functions in 2011. As a result, the "The User Manual of NEAR" was revised and reprinted so that the public was able to search the archival directory and access archive easily. By the end of 2011 , the NEAR website was visited by 1,005,757 Internet users starting from Sep. 17, 2002. In 2011, 286,277 searches were made at NEAR. 238,847 of searches, or 83.43%, were simple search, and 47,430, or 16.57%, were advanced search.

C. The Statistics of the ACROSS Usage

By the end of 2011 , the ACROSS was browsed by 2,467,315 online users since March 10, 2010. In 2011, there were 24,168 visitors at ACROSS. The total number of web searches was 26,844.

**Table 8 The Number of the ACROSS Online Users and Searches**

Date and Month	Number of Users	Number of Searches
Jan. 2011	2,256	2,291
Feb. 2011	1,172	2,027
March 2011	1,681	2,697
April 2011	1,335	2,224
May 2011	1,792	2,127
June 2011	1,811	1,506
July 2011	1,395	1,499
Aug. 2011	1,660	1,765
Sept. 2011	2,617	1,764
Oct. 2011	1,662	2,738
Nov. 2011	3,738	3,206
Dec. 2011	3,049	3,000
Total	**24,168**	**26,844**
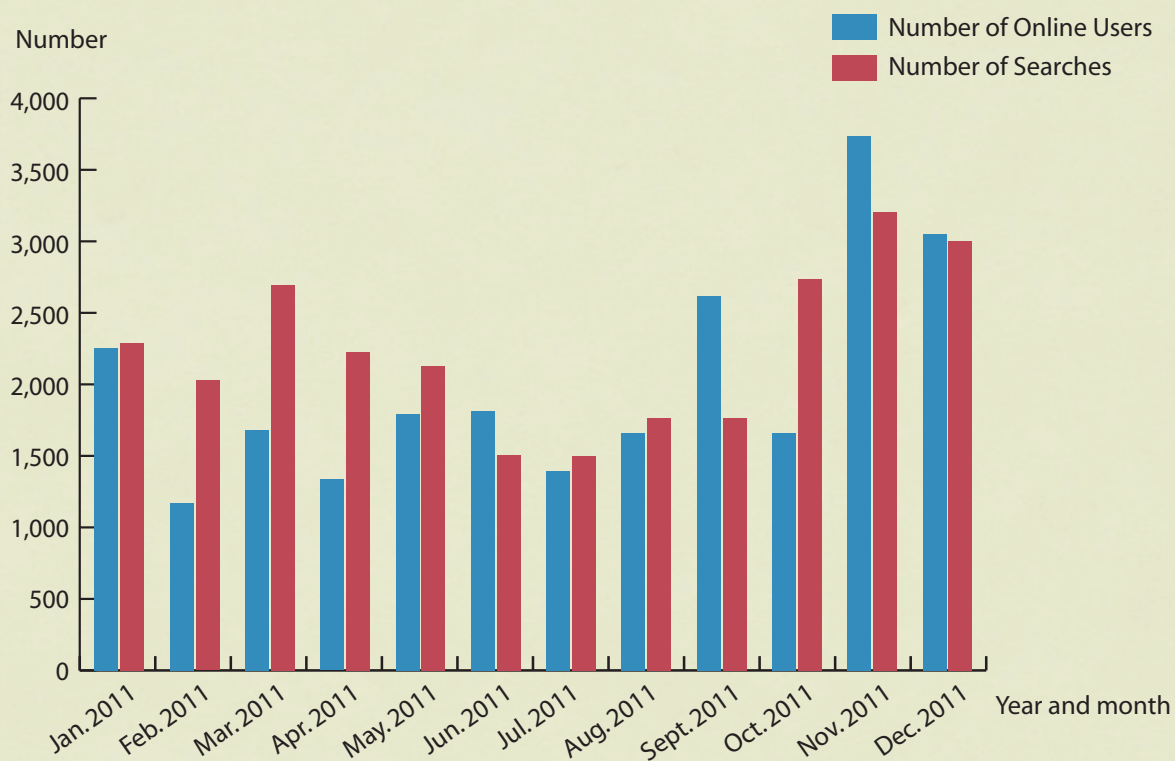
Chart 6 The Number of the ACROSS Online Users and Searches Summary
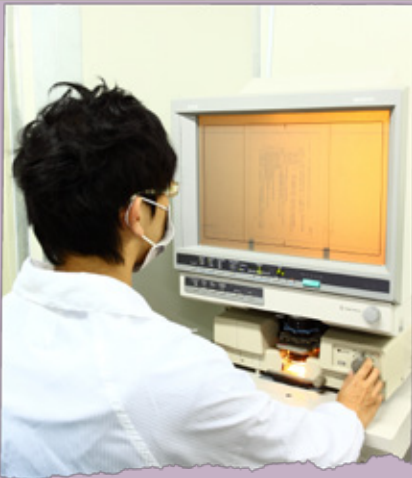
IV. Computerization of Records Management
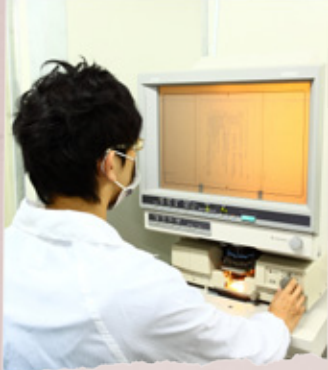
IV. Computerization of Records Management

1. Providing the Electronic Records Technology Services and Expanding the Technology of Research and Development

To assist the authorities in dealing with the issues of electronic records regarding preservation, application, and security, NAA set up the electronic records Technical Service Center on April 29, 2011 to provide the electronic records technology and consultation services to solve the issues in digital migration, recovery and destruction. NAA also continues to expand the electronic records preservation software tools, to collect old software versions, old hardware equipment, and the simulation software to design the electronic records online transfer prototype system, and to propose the ISO 28500 Chinese Version documents .

In order to assist the authorities in understanding the related technology of the electronic records management, NAA has held nineteen sessions of e-Records management technology training program, eight sessions of e- Records management technology training program , and two sessions of e-Records management intergration training program. The International e-Records Management Technology Seminar was held on September 22 and 23, 2011 at the Chien Chan Hall of Howard International House, Taipei. The participants from Taiwan, Singapore, Malaysia, Australia, Korea, etc. deliver keynote speeches in the seminar and discuss with archivists regarding the issues of e-Records management and promotion strategies.

NAA applied a natural person certification to develop the e-Records long-term preservation management platform. The platform system performs many functions. For example, a natural person will certify the identify of the document sign-off person online and re-sign the documents with the archivist's natural person certification and the authority certification card while re-checking and filing the archives. The platform system provides e-Records sealing checking tools and the e-Records technology appraisal tool to assist the authorities in handling the e-Records inventory system. This platform system received the 5th Natural Person Certification Application Award of the Ministry of the Interior in March 2011.

2. Creating Online Submmission and Inquiry Functions of the Government Agencies'Archival Classification

The archival classification is a system of coding and organizing archives according to their subject and charateristics. The characteristics include archives source, the time created, the completeness, and the sequence . Through archives classification , the public can understand the categories of government affairs, and access archiveby searching the archives classification .

To promote the archive application, NAA added the archive classification online submission function on the archive management information network, and built the browser and the inquiry function on the archive classification inquiry network. Due to the archive classification maintaining files in government agencies were stored in the EXCEL software, NAA has developed a format exchange software in online submission function for archive classification file in EXCEL file format transferred into XML file formate.

3. The Intergration of National Archive Information Services

In order to enforce the government information transparency policy and make sure that the important archives are preserved appropriately and permantely and to promote open use of the archives, NAA has deveopled and built the national archives information system and the theme archives hall since 2003. Not only is it to be the interior management platform for the national archives, but also to provide the public with a channel to access the national archives.

To respond to the needs of developing the national archives management application , to consider rapidly changing information technology , and to maintain the cost-effectiveness for the adjustment the national archives management processes, NAA has developed a new version of the national archives information system in 2011 by integrating the theme archives hall and NAA information network websites to enhance the website more user-friendly and to provide one-stop service.

.

4. Starting the Pre-transferring Records Stage of Records Integrated with Archives Procedure

The management of records and archives is one of the most important operations for government agencies. To respond the organizational reform operation of the Executive Yuan, NAA is taking over the responsibilities of regulating the records and archives processes and document informationization transferred from the Research, Development and Evaluation Commission (RDEC) of the Executive Yuan. Since 2011, NAA has coordinated the the records and archives system integration policy aggressively and has started the pre-transferring stage of records and archives integration procedure.

To take over five information systems successfully, the "Document e-Exchange Network System,"the "Docuemt G2B2C Pre-operation Processor,"the "Document Editing Network Service Intergration System,"the "Authorities Document Intergration System,"and the "Basic Offices Application Software System"transferred from the Research, Development and Evaluation Commission (RDEC) of the Executive Yuan, NAA has participated project meetings, presentation, training seminars, and coordinate meetings (e.g. the meeting of Modifications to the Organization of the Executive Yuan, the document production and exchange test of the organizational reform of the Executive Yuan, the coordination of the documents and archives transference, and information managers meetings) since January 2011, to be 103 sessions in total.

In order to implement records Integrated with Archives information system policy, the "Operational Guidelines of the archive management informationization"was combined into the "Operational Guidelines of the archive management Computerization" in May 2010. Therefore, NAA started to initiate the "Document and Archive Management Information System Certification Services" in 2011. Based on the system function, the certification was categorized into four versions: the simple version, the standard version, the advance version, and the complete version. seven sessions of the promotion presentations was held in June and 635 people participated. On July 1, NAA began to accept the application of certificationThere were 15 records and archives management information systems applied , and eight of them were certified.

V. Recordation of Major Events

V. Recordation of Major Events

Date	Events Summary
Jan. 18 (Tues.) Jan. 28 (Fri.)	Holding the 2nd and 3rd meeting of the "ROC Centennial Democratic Archives Advisory and Selection Committee"
Feb. 11 (Fri.)	Meeting with the Department of Supervision Management, RDEC to discuss the thrasferrence of the document processing control issues
Feb.21 (Mon.)	Holding the 1st meeting of the team project for e-Records transfers (deliveries)
March 3 (Thurs.)	Attending the meeting of "ECFA Trade Service Technology Hierarchy Agreement" hosted by the Bureau of Foreign Trade, MOEA to NAA's positon regarding the archive service businesses
Mar. 9 (Wed.) to 11 (Fri.), June 8 (Wed.) to 10 (Fri.), Sept. 7 (Wed.) to 9 (Fri.), Nov. 16 (Wed.) to 18 (Fri.)	Collaborating with the Regional Civil Service Development Institute, DGPA, Executive Yuan to hold the 19th, 20th, 21st and 22nd archives management training classes
March 11 (Fri.), April 11 (Mon.)	Holding the 1st and 2nd meetings for the purpose of external suggestions regarding the operational guidance of the personal documents of political victims preserved in the national the archives (draft plan)
March 15 (Tues.), 24 (Thurs.)	Holding the presentation regarding the Gernal Records Schdules (Taipei, Kaohsiung sessions)
March 22(Tues.), May 3 (Tues.), Oct. 20 (Thurs.)	Attending the 1st through 3rd meetings hosted by the National Development Committee Preparation Team
March 22 (Tues.)	Attending the "Citizen Digital Certificate Application Award Ceremony and the Observation Seminar" to present the award, share the experience, and present the system
March 30 (Wed.)	Receiving the 2nd place award for the Central Authorities B Group for the project of "Management of the National Properties and the Use-Effectivness Enforcement."
March 31 (Thurs.), June 27 (Mon.), Sept. 26 (Mon.), Dec. 26 (Mon.)	Issuing volume no. 10, 1- 4 editions of the "Archives Quarterly"
April 7 (Thurs.), Sept. 29 (Thurs.)	Holding the 1st and 2nd sessions of the seminar for the "Archives Preservation Value Authentication in 2011"

Date	Events Summary
April 8 (Fri.), May 12 (Thurs.), May 19 (Thurs.), May 31 (Tues.), July 18 (Mon.)	Holding the 1st through 5th appraisal committee meetings of the "Archival Quintessence and Exhibition Planning " for the Organizational Reform of the Executive Yuan.
April 12 (Tues.), June 13 (Mon.)	Holding the 1st and 2nd meetings for the preparation team, the Archive Management Department of the National Development Committee regarding the job descriptions of each teams
April 13 (Wed.) to 14 (Thurs.)	Participating the 7th of the 7th session meeting for the "National Development Committee Review, and the Draft Law of the Organizational Affiliations" of the Legislative Yuan
April 18 (Mon.) to 20 (Wed.), May 18 (Wed.) to 20 (Fri.), June 15 (Wed.) to 17 (Fri.), July 27 (Wed.) to 29 (Fri.)	Collaborating the 1st, 2nd, 3rd, and 4th sessions for the archive management seminars with the Civil Service Development Institute, the Central Personnel Administration of the Executive Yuan.
April 21 (Thurs.), May 27 (Fri.), Aug. 1 (Mon.)	Holding the 1st through 3rd committee meetings for the 9th Archives Management Quality Award and the Outstanding Archivist Award
April 22 (Fri.)	Holding the meeting for the "Needs and Layout Design of Xinzhuang National Archives Center (draft plan)"
April 25 (Mon.)	The RDEC approved the "Executive Yuan functions and organizational restructuring the national non-valuable real estate land, the transferring inventory of the building," and the "Executive Yuan functions and organizational restructuring, the value summary of the national non-valuable real estate land" of NAA.
April 26 (Tues.)	Coordinating with the Minitry of Justice for the 2009-2011 national human rights report responsibility table and submitting the two provisions of the convention regarding the questions correspondence that are in charged by NAA
April 27 (Wed.)	The Deputy-Minister of RDEC, Huang Ming-gong visited NAA
April 28 (Thurs.) to 29 (Fri.), May 11 (Wed.) to 12 (Thurs.) , May 19 (Thurs.), 20 (Fri.), June 1 (Wed.) to 3 (Fri.)	Holding the "2011 Electronic Records Technology Training Programs," the basic level, in Taipei, Taichung, Ilang, Hualien, and Kaohisung.
April 29 (Fri.)	Electronic Records Technical Service Center was officially opened.

Date	Events Summary
May 2 (Mon.) to May 9 (Mon.)	Holding the NAA 93rd session for the draftee professional traning of the Substitute Service of the Public Administration Service (archive)
May 5 (Thurs.)	The inspection team of the 2010 governemnt computer operation effectiveness visited NAA for inspection
May 11 (Wed.)	The Deputy-Minister of RDEC, Huang Ming-gong, visited the Shihlin National Archives Preservation Place
May 16 (Mon.)	Holding the archives transference onsite visit of Tainan City Government and Council
May 18 (Wed.)	Holding the archives transference onsite visit of Taichung City Government and Council
	Collaborating the "International Seminar of the Modern Paper Archives Preservation" with the National Yunlin University of Science and Technology
May 23 (Mon.)	Holding Handling the archives transference onsite visit of the New Taipei City Government
May 24 (Tues.)	Holding the amendment and consulting meeting for the Human Resources Archive Records Schedules
May 25 (Wed.), June 1 (Wed.), 15 (Wed.)	Holding the "2011 Authority Archives Storage Facilities and Layout Seminar" in the North, East, and Central of Taiwan
May 31 (Tues.)	Holding the meeting for the amendment and consulting of the Ethnic Archive Records Schedules
	Holding the meeting of "Doucments and Archives Management Information System Certification Procedures" with the agencies
June 1 (Wed.), Nov. 3 (Thurs.)	Holding the 2nd and 3rd meeting for the 5th National Archives Management Committee
June 3(Fri.)	Holding the "2nd session of the 5th Archive Preservation Protection Advisory Committee Meeting"
June 9 (Thurs.)	The Control Yuan monitors, Zhou Yang-shan, Ma Shu-ju, and Lee Bing-nan visited NAA for comprehending about the overview of the National Archives Collections digitization.
June 14 (Tues.) to 15 (Wed.)	Holding the "2011 e-Records Management Technology Advance Training Program" in Taipei

Date	Events Summary
June 14 (Tues.)	The Deputy-Minister of RDEC, Huang Ming-gong, hosted the study meeting to discuss the "NAA coordinated with local agencies to promote the archives management business"
June 15 (Wed.), 17 (Fri.), 20 (Mon.), to 21 (Tues.), 22 (Wed.), 28 (Tues.), 29 (Wed.)	Holding the "Promotion Presentation of the Document and Archive Management Information System Certification Services" in East Haulien, Taichung, Changhua, Nantou, Taipei, Keelung, ILang, Taoyuan, Xinchu, Maoli, Kaohsiung, Pingtung, Yunlin, and in South Chaiyi
June 17 (Fri.), Aug. 15 (Mon.), Oct. 12 (Wed.)	Holding the "Archive Management Practices Research Combination Course" in the North, Central and South part of Taiwan
June 21 (Tues.)	Holding the archives transference onsite visit for the Council of Labor Affairs, Executive Yuan
June 22 (Wed.)	Holding the archives transference onsite visit for the Veterans Affairs Commission, Executive Yuan
June 22 (Wed.)	Holding the archives transference onsite visit for the Council of Agriculture, Executive Yuan
June 23 (Thurs.) to 24 (Fr.)	Holding the "2011 e-Records Management Technology Training Program for the Manager"
June 29 (Wed.)	Holdling the archives transference onsite visit for the Department of Health, Executive Yuan
July 8 (Fri.)	The "Advance on Live, or Destreut to Die - Selection of Military Archives Around the Year of 1949" published by NAA received the "3rd National Publication Award," and was recognized
July 11 (Mon.), 12 (Tues.), 12 (Tues.), 13 (Wed.), 15 (Fri.)	Holding the Addintional Basic Classes of the "2011 e-Records Management Technology Advance Training Program" (the 16th, 17th, 18th, and 19th sessions)
July 14 (Thurs.)	Publishing the "Operational Guidance for the Return of Personal Documents to the Political Victims Preserved in the National Archives"
July 15 (Fri.)	Assist holding the 2011 Memorial Service for the political victims during the Martial Law Period and return 5 home letters to Mr. Huang Wen-gong
Aug. 3 (Wed.)	Holding the archives transference onsite visit for the Preparation Team of the Minintry of Culutre
Aug. 4(Thurs.)	Holding the archives transference onsite visit for the Preparation Team of the Directorate-General of Budget, Accounting, and Statistics, Executive Yuan

Date	Events Summary
Aug. 8 (Mon.)	Informing each agency of the regulations and laws of establishing an administrative institute and its archives management procedures, reglulations, and laws
Aug. 9 (Tues.)	Holding the 1st meeting for the 5th Archives Preservation Value Authentication Committee to confirm the final appraisal archive of the, Executive Yuan(financial archives) and the Ministry of Finance
Aug. 10 (Wed.), 11 (Thurs.), 17 (Wed.), 18 (Thurs.)	Holding the "2011 e-Records Technology Training Program" the 1st through 8th sessions of the implementation courses
Aug. 11 (Thurs.)	Holding the archives transference onsite visit for the Preparation Team of the Directorate-General of Personnel Adminstration, Executive Yuan
Aug. 16 (Tues.)	Holding the archives transference onsite visit for the Preparation Team of the Minitry of Justice
Aug. 17 (Wed.)	Holding the 2nd meeting for the 5th Archives Preservation Value Apprasial Committee to confirm the final appraisal archive of the promotion team meetings regarding the organizational reform of the Executive Yuan
Aug. 18 (Thurs.)	Holding the archives transference onsite visit for the Preparation Team of the National Development Commission
Aug. 19 (Fri.)	Holding the archives transference onsite visit for the Preparation Team of the Mainlan Affairs Council
Aug. 22 (Mon.) to Aug. 29 (Mon.)	Holding the NAA 98th session of the draftee professional traning of the Substitute Service of the Public Administration Service (file)
Aug. 22 (Mon.), 23 (Tues.)	Holding the 1st and 2nd meetings of editing procedures for the Archives Catalog Index in order to gather the suggestions from the professionals and scholars
Aug. 25 (Thurs.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of Finanace
Aug. 29 (Mon.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of Education
Aug. 30 (Tues.) to 31 (Wed.), Sept. 6 (Tues.) to 7 (Wed.)	Holding the 1st and 2nd of the "2011 Archive Restoration Basic Course"
Aug. 30 (Tues.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of Science and Technology
Aug. 31 (Wed.)	Holding the meeting for the admendment and consulting of the government human resource record schedules of government agencies

Date	Events Summary
Sept. 5 (Mon.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of Foreign Affairs
Sept. 6 (Tues.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of Interior
Sept. 7 (Wed.)	Holding the archives transference onsite visit for the Preparation Team of the Department of Traffic and Construction, Executive Yuan
Sept. 9 (Fri.)	Holding the archives transference onsite visit for the Preparation Team of the Ocean Commission
Sept. 14 (Wed.)	Holding the archives transference onsite visit for the Preparation Team of the Ministry of the National Defense
Sept. 21 (Wed.)	Holding the archives transference onsite visit for the Preparation Team of the Department of Economy and Energy
Sept. 22 (Thurs.) to 23 (Fri.)	Holding the "International e-Records Management Technology Seminar" at the Chien Chan Hall of Howard International House, Taipei
Sept. 27 (Tues.)	Holding the NAA Document Process Management Evaluation
Sept. 28 (Wed.)	Holding presentation ceremony for the 9th Archives Management Quality Award and the Outstanding Archivist Award and the exhibition of the previous achievements at the CPC Conference Hall
Sept. 29 (Thurs.)	Holding the meeting for the "Editing Procedures for the Archives Catalog Index of Each Authorities"
Sept. 30 (Fri.)	Holding the archives transference onsite visit for the Preparation Team of the Department of Environmental Resources
	Holding the job seminar for the "The Democracy Archives:Celebrating the Centennial of the ROC " in Taipei
Oct. 4 (Tues.)	Holding the meeting for the Ethnic Archive Records Draft Schedules
Oct. 5 (Wed.)	Issuing the ROC Centennial Democratic Archives Exhibition Publication
Oct. 6 (Thurs.)	Holding the opening of "The Democracy Archives:Celebrating the Centennial of the ROC " at National Dr. Sun Yat-sen Memorial Hall in Taipei
Oct. 12 (Wed.)	Holding the meeting for suggestions and consultance regarding the local cultural national archives appraisal
Oct. 13 (Thurs.)	Receiving the 2011 outstanding service unit for the Substitute Civilian Servicemen from the National Conscription Agency, Ministry of the Interior

Date	Events Summary
Oct. 17 (Fri.)	The e-exchange host is converted into e-Client online
Oct. 19 (Wed.)	Attending the "Authorities of Each Department of the Documents and Archives Management Related Businesses Research Meeting"
Oct. 21 (Fri.)	Holding the meeting regarding the application of the political national archives releasing information that involved the personal privacy or the rights of the third party
Oct. 25 (Tues.)	Holding the opening of "The Democracy Archives:Celebrating the Centennial of the ROC " in Central Taiwan at the Memorial Park of the Taiwan Provincial Assembly
Oct. 25 (Tues.)	Receiving the "2011 Clean Home National Exercise Movement Outstanding Award" to the Central Authorities for keeping the environment clean and in good condition
Nov. 2 (Wed.)	Holding the external meeting for the "Indivusal Case Regarding the Return of Personal Documents of the Political Victims Preserved in the National Archives"
Nov. 8 (Tues.)	Holding the 2nd internal meeting of the "Archival Quintessence and Exhibition Planning "for the Organizational Reform of the Executive Yuan
Nov. 11 (Fri.), 14 (Mon.)	Holding the "e-Records Management In-One Seminar" in Hualien and Taipei
Nov. 16 (Wed.)	Completing the 2011 Archives Cross Boundaries (ACROSS) with 11 additional agencies and 15 integrated databases
Nov. 23 (Wed.)	National Archives Sustainable Collection and Multiple Service Program (2011 – 2015) amendment, submitted to the Executive Yuan for approval
Nov. 23 (Wed.)	Holding the Celebration of the 10th Anniversary of NAA
Nov. 29 (Tues.)	Receiving the Outstanding Award regarding the effectiveness of the implementation of the "Comprehensive Carbon Reduction Movement for the Government Agencies and Schools"
Nov. 30 (Wed.)	Holding the Presentation of Editting (Amending) of the Records Schedules
Nov. 30 (Wed.)	Holding the document process administration and practice training program
Dec. 5 (Mon.)	Holding the e-Records Strategy Guidance Meeting
Dec. 12 (Mon.)	Holding the meeting for the local cultural national archives appraisal
Dec. 16 (Fri.)	Publishing the NAA Archive Classification and the Records Schedules

檔案管理局
National Archives
Administration
www.archives.gov.tw