National Archives Administration, National Development Council

Annual Report 2013

National Archives Administration
Annual Report 2013
Contents

Tables

Charts

I. About NAA

A. Organization and Personnel

(A) Organizational Evolution

1. On December 15, 1999, The Archives Act was promulgated by the President, stipulating the establishment of the central archives authority-in-charge.

2. On March 1, 2000, The Provisional Office for National Archives Administration (NAA) was established and began to develop organizations, systems and legislation for archives management.

3. On October 24, 2001, The Organization Act of the National Archives Administration was promulgated by the President.

4. On November 2, 2001, The Executive Yuan made an order that Archives Act shall enter into force on Jun.1 2002.

5. On November 23, 2001, The NAA was established.

6. On January 12, 2002, The NAA moved from the provisional office in LiJu building on HoPing E.Rd to the building on YiTong street.

7. On August 21, 2013, The Organic Act for the National Archives Administration under the National Development Council was promulgated by the President.

8. In December, 2013, The NAA relocated from the building on YiTong street to Xinzhuang Joint Office Tower, Executive Yuan.

(B) Organizational Structure

The NAA 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 application policy.

Executive Yuan

Research, Development and Evaluation Commission of the Executive Yuan

National Archives Administration

National Archives Committee

Planning Division

Acquisition Division

Archives Preservation Division

Services Division

Archives Information Division

Secretariate

Personnel Office

Accounting and Statistics Office
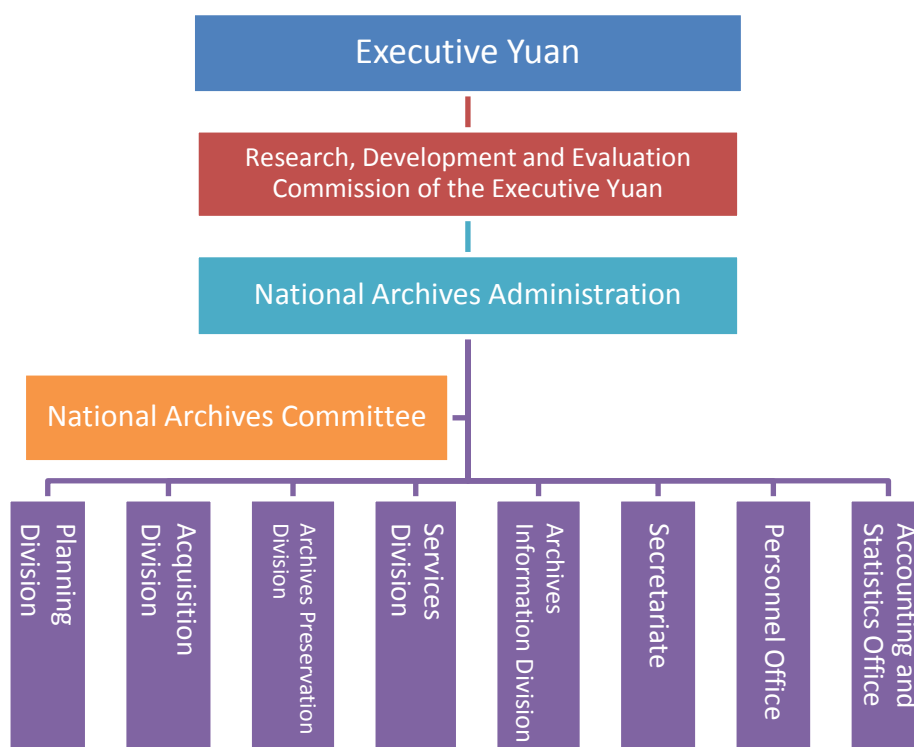
Chart 1　Organizational Structure

(C) Organizational Functions
1. Plan and formulate archive 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 archive management issues.
6. Plan and promote national archives management infrastructure to facilitate acquisition, transfer, sorting, preservation, and accessibility of national archives.
7. Plan and coordinate donation, entrustment or acquisition of private or organizational documents or records.
8. Plan and carry out the opening and utilization of national

archives.

9. Plan and build a national archives information system.
10. Conduct staff training, archives publications, technology development, academic exchanges and international cooperation, and explore new measures of archives management and applications
11. Other archives-related matters.

(D) Human Resources

Current number of personnel: 113 (as of December 31, 2013)

B. Medium-term Strategic Plans

(A) Vision and Strategy
1. Core Values and Development Objective
   (1) Core Value：Provide the progressive evidences of the country and create the intellectual property of the country.
   (2) Vision：Promote efficiency of governmental knowledge management and offer easy access to governmental archives and records.

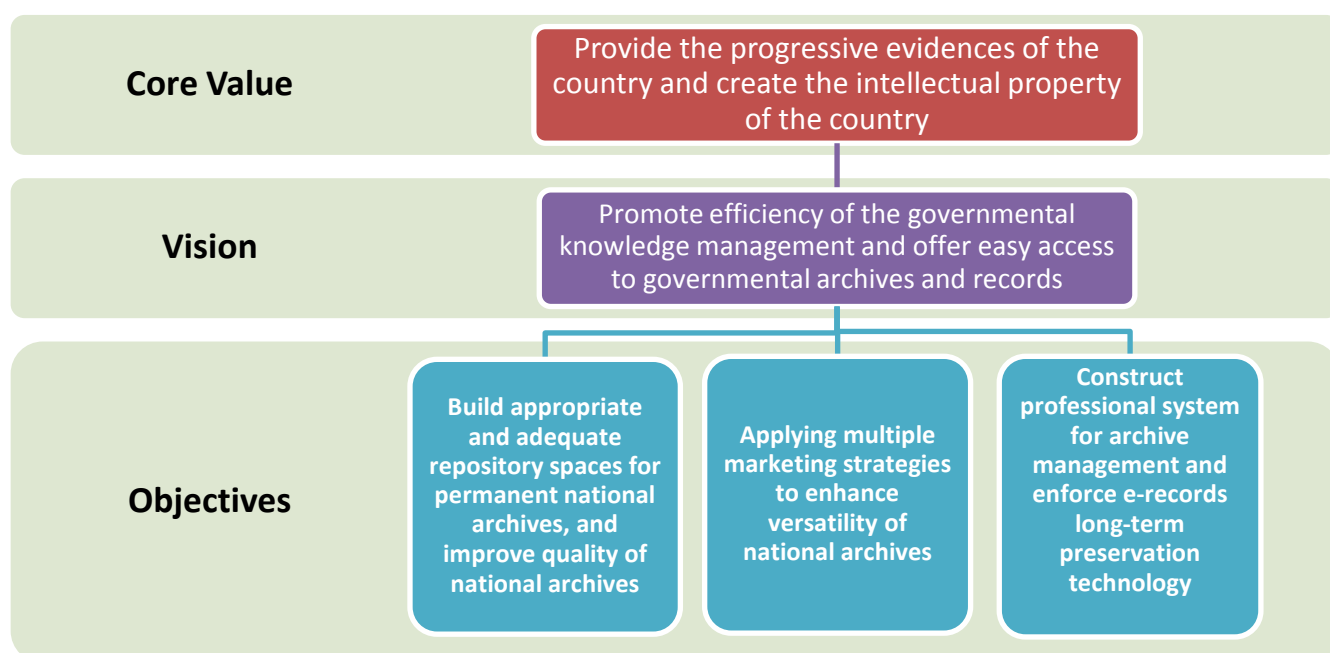|		
Core Value	Provide the progressive evidences of the country and create the intellectual property of the country	
Vision	Promote efficiency of the governmental knowledge management and offer easy access to governmental archives and records	
Objectives	Build appropriate and adequate repository spaces for permanent national archives, and improve quality of national archives	Applying multiple marketing strategies to enhance versatility of national archives	Construct professional system for archive management and enforce e-records long-term preservation technology

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

2.   Planning and Promotion of Medium-Term Plan

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

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

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

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

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

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

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

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

(5) To enhance versatility of national archives, and to create new value of national archives.

(6) To enhance application of the online official document signing (electronic signature) and exchange platform, and to establish standards for online system for official document and archives management.

4. Performance Targets of 2013

All NAA's performance targets of 2013 have been achieved or exceeded.

Table 1   Achievement of Performance Targets of 2013

Key Performance Targets	Key Performance Indicators	Evaluation Criteria	2013	
			Targets	Outcomes
1. To enhance quality of records management of government agencies that haven't participated in competition for Golden Award of Archives, and to promote archivist attendance in training	Number of people participated in archive management training courses	Number of people participated in archive management lectures and e-seminars of the year	17,000	30,673
2. To establish records retention standards, and to create a more efficient records disposition assessment mechanism	Number of records schedules of government agencies verified	Number of records schedules verified	17	82
	Number of general Records Schedules for government agencies(GRS) edited	Number of GRS edited	3	3

Key Performance Targets	Key Performance Indicators	Evaluation Criteria	2013	
			Targets	Outcomes
3. To expand the scope of national archives, and to improve the quality and quantity of national archives.	Length of national archives added	Length of national archives added per annum (meters)	1,500	1,998
4. To build Xinzhuang National Archives Center, and to facilitate research and development for applications and management of multimedia records	Storage volume of national archives added	Storage volume of national archives added per annum (kilometers)	0	0
	Quantity of national archives transferred into digital form	Number of pages of national archives transferred into digital form (ten thousand pages)	4.5	4.6
5. To provide national archives access services of high quality, and to create new value for national archives	Total increased number of visits to the Archives Access Service website	Number of visits to the Archives Access Service-website of this year minus the previous year's one	1,000,000	1,020,000

Key Performance Targets	Key Performance Indicators	Evaluation Criteria	2013	
			Targets	Outcomes
6. To enhance application of the online official document signing (electronic signature) and exchange platform, and to establish standards for online system for official document and archives management.	Reduction of maintenance and operation costs of online official documents platform	Costs of the previous year minus costs of this year (in thousand NTD)	500	3,475
	Increase in the number of local government agencies using the integrated archives system	Number of local government agencies actually using the integrated archives system	350	3,421
	Percentage of government agencies using the most up-to-date version of integrated electronic official document system	Percentage of second-class central government agencies and first-class local government agencies using the most up-to-date version of the system	35%	50%
	Number of government agencies processing official documents online	Number of government agencies actually processing official documents online	750	4,038

Key Performance Targets	Key Performance Indicators	Evaluation Criteria	2013	
			Targets	Outcomes
	Satisfaction surveys for users of various electronic official document systems and electronic archives management consultation services	Percentage of satisfied users	86%	97%

(B) Major Projects:
1. National Archives Sustainability and Multiple Applications Development Plan (2011-2015)

The NAA formulated a five-year (2011-2015) "National Archives Sustainability and Multiple Applications Development Plan" which includes efforts to build the Xinzhuang National Archives Center into a headquarter for NAA operations, medium-term national archives collection and multiple application development, collection and preservation of major national archives detailing developmental history of the Republic of China, research on national archives preservation and cleaning technologies and value-added applications, and national archives multiple application services.

Results of the five-year plan in 2013 are as follows:

(1) NAA has reviewed Executive Yuan archives on the subject of interior administration and Morakot Post-Disaster Reconstruction Council archives and selected archives with collection values.

(2) NAA has reviewed records schedules pertaining to adjustments of functions and organizations of 17 Executive Yuan agencies, and held 15 sessions of national archives acquisition.

(3) NAA has completed file level archival description 358 meters and archive arrangement 265 meters.

(4) NAA has transferred 304,000 pages of national archives into digital form, and 258,000 pages of national archives have been converted to microfilm.

(5) NAA has repaired 22,800 pages of damaged national archives.

(6) NAA has completed a commissioned research project "A Study on Repair, Preservation, and Duplication of National Photographic Archives: Film Archives."

(7) NAA has published "Selection of Taiwan's Transportation Archives," released LOHAS Archives e-papers No.67 to No.78, and finished editing the "Archival Resources on Pre-1949 KMT-CCP Relationship."

(8) NAA has completed in 2013 layout design of national archives storage facilities.

(9) NAA has completed construction of Xinzhuang National Archives Center and its Archival Resources Counseling Room.

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

NAA is responsible for the institutionalizing of the government records management applications in the fourth stage of the electronic government program and the integrated electronic documents and archives system program under the organizational reform of the Executive Yuan. In addition to continued focus on sustainable preservation of various records, the NAA also seeks to provide a full range of services to companies and the general public by pushing for integrated process solutions with other government agencies. Drawing on the results of the National Archives Digital Service Project in 2008-2011, the NAA introduces the Documents and Archives Information Network All-In-One Program for 2012 to 2016 to promote integrated official document flow solution, research and

development of regulations governing electronic exchange of official documents between the government and companies (G2B), online processing of official documents, transforming official documents and national archives into digital form, and introduction of authentication mechanism to official documents and national archives management systems to enhance administrative efficiency of e-government.

Results of the program in 2013 are as follows:

(1) Established a stand-alone file directory maintenance system to assist government agencies to supplement data entries before data transfer.

(2) Built and released the Taipei City Integrated Official Document Exchange System. At present, all municipalities, cities, and counties of Taiwan all use one single official document exchange system to avoid the issue of incompatibility. Over 45% of local governments have upgraded to the latest version of the system, exceeding the target set for 2013 (45%).

(3) Up to 89,992,556 pieces of official documents have been exchanged through the Official Document Exchange System, saving NTD 1.33 billion in postage costs and enhancing efficiency of official document exchanges.

(4) The total operation costs of electronic official document exchange for 2013 is NTD 218.60 million, down by NTD 3.475 million compared to 2012.

(5) 35 sessions of Electronic Document Exchange System eClient training were conducted in 2013, with up to 1,077 people in attendance, to enhance official document processing skills of government clerks.

(6) Up to 34,388 cases of customer services have been handled, and problems related to the use of the system have been successfully resolved, thereby facilitating efficiency of official document exchanges and processing.

(7) To ensure authenticity, integrity, and accessibility of

official documents processed online, and to make sure the integrated official document management systems used by government agencies are built in accordance with related regulations, NAA conducts validation tests for the electronic official documents and government records management systems to facilitate effective management of electronic documents and records, facilitate production of standard format electronic archives, and reduce problems of incompatibility and inaccessibility. By the end of 2013, NAA has helped 96 companies pass the validation test, and up to 3,324 companies are now using validated systems.

(8) ERTSC has handled 24 requests for assistance in migration, destruction, and recovery of electronic files, and has repaired 6,533 pieces of storage media, thereby solving problems of electronic files storage.

(9) 42 sessions of electronic official document and records system and e-archives sustainability technologies training have been conducted, with up to 1,304 people in attendance.

(10) 50 national archives were migrated from slide and film formats into electronic formats, and quality checking was conducted on 41 CD/DVD discs on August 30, 2013.

(11) Test runs for new formats of electronic official documents were conducted on October 30, 2013, and results of the test runs were reported.

(12) New features were added to the National Archives Information System and National Archives Management Information Network on December 15, 2013.

(13) Designed and built the portal site "Archival Resources for Teaching (ART)".

C. Annual Budget

NT$ 362,834,000

D. Legal Amendment

（A）Review and Amendment of Laws and Regulations

NAA proposed draft amendments to "Archives Act" on February 27, 2013. Executive Yuan submitted the proposed amendments to Legislative Yuan for deliberation on May 27, 2013. Other 12 regulations and directives that were amended in 2013 included "Fee Standards for Viewing, Hand-copying or Duplication of Archives".

（B）Promotion of Archives Regulations

NAA invited specialists to deliver key-note speeches to raise staff awareness of "International Covenants on Civil and Political Rights" and "International Covenants on Economic, Social and Cultural Rights." Two speeches were delivered in 2013: "Anti-Discrimination Laws: Ideals and Reality" and "Personal Information Protection Act."

E. Research and Development

（A）Monographs and Research

Volume No. 12 of the "Archives Quarterly", "Proud of Glory: Archival Selections of RSEA Engineering Corp." "The Selection of Taiwan's Transportation Archives" and "National Archives Administration 2011 Annual Report" were released in 2013.

（B）Visits and Meeting

1. Participated in the 2013 Annual Meeting of the Society of American Archivists.

From the 11th to 19th of August 2013, the delegation of NAA attended to the Annual Meeting of the Society of American Archivists held at New Orleans. The topics included digital preservation, electronic records management, open-source tools, digitization and descriptive standards, ethics, management and leadership, fundraising, etc. In the meeting, NAA joined the poster presentation to introduce ACROSS to all the attendees. Besides, the delegation also visited the Louisiana State Archives and the New Orleans Public Library. NAA expects to improve interaction and cooperation via participation in these international and

professional activities.

2. Visited Germany for Archives Management and Access Services

For the improvement of the management of visual and audio archives as well as the practical work of access service, from September 24 to October 2, 2013, selected personnel of NAA visited organizations and agencies in Germany, including the Stasi Museum, the Berlin-Hohenschönhausen Memorial, the agency of the Federal Commissioner for the Stasi records (BStU), Landesarchiv Berlin, and agencies of the Federal Archives located in Berlin-Lichterfelde, Berlin-Wilmersdorf (The Federal Film Archive) and Hoppegarten.

3. Participated in the 7th international conference on practice and theory of electronic government (iceGOV) October 22-25, 2013

Wen-Hsi Chang and Yi-Shen Fan attended the 7th international conference on practice and theory of electronic government held in KINTEX exhibition center, Goyang (suburb of Seoul), South Korea for better understanding of the current situation and trends in e-governance in the world.
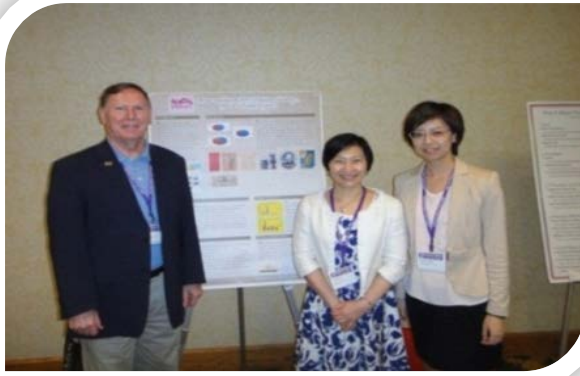
Picture1 The delegation and director of Louisiana State Archives, Dr. Florent Hardy Jr.(left) in front of ACROSS poster.

Picture 2 The delegation and the technical manager of Hoppegarten, Filmarchiv, Mr. Marlo Boelens (middle)

Picture 3 Mr. Wen-Hsi Chang (left), Chief of Information Technology Division, ROC National Archives Administration, and Mr. Jeongwon Yoon (right), Executive Director, Global IT Cooperation Division, National Information Society Agency of Republic of Korea

（C）Cooperation and Exchange

On May 29, 2013, NAA signed a cooperation agreement with the Taiwan Historica. In 2013, NAA received 126 visitors from 13 agencies (organizations).

Picture 4 The Director of Taiwan Historica, Mr. Zhang Hong-Ming (right), and the Deputy Director General of NAA, Mr. Chang Tsung-ming (left) on May 29, 2013.

II. Management and Services of National Archives

A. Archives Acquisition

（A） Acquisition Strategy

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

Executive Yuan Archives

（B） Acquisitions

In 2013, records totaling 2,001.84 meters in length from 76 agencies including the Executive Yuan were acquired. These records are classified into nine categories such as "foreign affairs and overseas Chinese affairs." Of these records, 1,974.3 meters were acquired from 72 government agencies. In addition, four farmer associations, including one based in Taichung, donated 27.54 meters of records to NAA.

B. Archives Collection

（A）Expansion of Repository Space for National Archives

To meet the urgent demand of space for national archives. For short-term project, NAA has obtained the approval to use 7 & 8 floors of Xinzhuang Joint office Tower, Executive Yuan for setting up archives repository with the storage capacity about 30 kilometers and destined to open in 2014. For long-term project, 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 kilometers.

（B）Types and Quantity of National Archives Collection

1. Overview of National Archives Collection

Since first starting up as a preparatory office in 2000, NAA has been collecting national archives to ensure proper preservation of archives worth preserving. By the end of 2013, national archives NAA has acquired included 15,145.34 meters of paper records, 202.73 meters of photo files, 244.64 meters of audio-visual files, 12.68 meters of electronic media records and 3.16 meters of other materials. Totally the collection has 15,608.55 meters of national archives.

Archives Repository

2. Overview of National Archives Management

　(1) Archival Profiles

　　　In 2013, NAA has completed file level archival description for 5,612 files including RSEA Engineering Corporation, Confederation of Trade Unions of Taiwan Tobacco & Liquor Company, Jhushan Township Farmers Association, Neimen District Farmers Association, Fung-Rung District Farmers Association, Houlong Township Farmers Association and Taiwan Metal Mining Corporation.

　(2) National Archives Check

　　　In 2013, NAA has checked paper files of Military History and Translation Bureau. There were 6,274 files (7,880 folders) in total. By the end of 2013, NAA has checked 20,266 paper files (33,854 folders), and 66,321 items, and 10,512 rolls (pieces) of non-paper files.

　(3) Reparation of Damaged National Archives

　　　34,800 pages of damaged archives were repaired in 2013. Between May 2001 and December 31, 2013, a total of 303,117 pages of damaged archives were repaired.

　(4) Review of Released and Overdue Classified Archives

　　　From 2001 to 2013, a total of 8,965 items and 3,066 files of classified national archives were released as non-classified archives. By the end of 2013, there were 166 items and 316 files of classified archives.

　(5) National Archives Reproduction Check

　　　In 2013, NAA has finished checking reproductions of national archives made between 2005 and 2008, including 9,195 pieces of optical disc and 60 hard disk drives.

(C) National Archives Digitization

　1. Paper Records Digitization

　　To preserve national archives properly, and to provide fast and convenient access to national archives, NAA regularly makes scanned copies of records and archives to create a pool of digital archives. In 2013, 354,546 archival pages from government

agencies such as Military Intelligence Bureau were scanned. From March 2000 to the end of 2013, NAA made scanned copies of 5,191,560 archival pages.

2. Reproduction and Storage of Special Media Archives

To facilitate permanent preservation of national archives, the NAA has been converting image files into microfilm format since 2004 under the national archives digitalization project, and has converted 3,440,673 pages to date. In addition, in order to preserve media archives properly, NAA continued to convert audio/video archives into digital format. To date, 2,746 rolls of videotapes, 1,928 rolls of reel to reel tapes, 754 rolls of films, and 90 pieces of disk records have been converted.

Digitization of Videotape

Multimedia Archives Studio

(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 and 36 items transferred from Kaohsiung

Ammonium Sulfate Co., Ltd. was entrusted to the National Science and Technology Museum in Kaohsiung for the period from Dec. 2006 to Dec. 2016. The custody of the 13,394 folders transferred from the Ministry of Foreign Affairs was entrusted to the Institute of Modern History, Academia Sinica for the period from Jul. 2009 to Dec. 2014. In addition, the custody of the 414 folders dating before 1949 transferred from the National Palace Museum was entrusted to the National Palace Museum itself for the period from Oct. 2013 to Dec. 2018.

(E) National Archives Management Guidelines

All control equipment, lighting equipment, 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.

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

In order to comply with the universal values of democracy and human rights, and to respond to social expectations of transitional justice, on July 14, 2011, NAA established the "Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression." NAA continued to comply with the instructions based on the President Ma Ying-jeou's opening speech in the ceremony to integrate the resources of related agencies and implement the "Private Documents in the Archives of Victims of Political Oppression Inventory Project," and to take the initiative to uncover the national archives containing the private documents of political victims. From September 1 to November 30, 2011, there were 36,911 folders (around 8 million pages) checked, and among those documents, there were 776 pages of private documents qualified for returning, involving 177 victims.

By the end of 2013, 168 of the 177 victims had been successfully contacted, and 103 had requested their private documents be returned in original condition or as duplicates. NAA will keep working with

other government agencies to contact the victims or their families to return the private documents promptly.

(G) National Archives Preservation and Restoration

　　In order to improve quality of National Archives preservation and restoration, NAA established the "Archives Preservation Center" consisting of (1) Paper Archives Conservation Room for archival reparation, which includes facilities for repair operations and experiments; (2) Archives Description and Digitalization Room for archival reproduction and description, which has facilities for archival digitalization and storage; (3) Multimedia Archives Studio to facilitate access, reparation, and conversion of multimedia archives and also research and development of archival reparation and reproduction technologies. To promote the concepts of archival reparation and conservation, NAA established the "Archival Media Exhibition Zone" to display paper archives, film archives, audio archives, and electronic archives. NAA also set up the "Archival Reparation Exhibition Zone" to stage multimedia display of equipment and materials involved in archival reparation.

Archival Reparation
Exhibition Zone

國家檔案保存維護中心
Archives Preservation Center

Archival Media
Exhibition Zone

Archives Description and
Digitalization Room

Paper Archives
Conservation Room

C. Access and Participation

（A）Service Policy

Based on the "2013-2016 Archives A$^+$ Service Action Declaration", NAA established five service objectives: "Archives Awareness A$^+$", "Archives Application A$^+$", "Archives Content A$^+$", "Archives Preservation A$^+$", and "Archives Information A$^+$". Key areas of service include: promote archives application education, facilitate joint archival work, enhance efficiency and knowledge of records management, increase the efficiency of the usage of national archival collection, promote value-added archival research, expand the range and scope of archival collections, expand more sources of archival acquisition, enhance acquisition of memorable personal letters, increase repository space for national archives, upgrade technologies and facilities for archival reparation, enhance

multimedia archive storage capacities, enhance technologies for permanent preservation of e-archives, promote integrated archival inquiry services, promote energy conservation and reduced uses of paper, promote all-in-one archival information network, and introduce cloud-based e-government services.

（B） Access Service

In 2013, responded to 186 inquiries from government agencies for access to 35,322 items of national archives, and 27,484 items provided. NAA received 377 applications from the public for access to 59,084 items of national archives (including entrusted custody) and–56,514 items provided.

A^+
(Archives Access service)

Archives Access Service Center

Homepage of ACROSS

Table 2   Access to National Archives 2002 to 2013

Access by government agencies				
Numbers / Year	Inquires	Items requested	Items provided	Items rejected
2002	72	763	763	0
2003	75	1,172	1,158	14
2004	77	572	572	0
2005	15	20,786	20,786	0
2006	46	629	629	0
2007	123	4,342	4,305	37
2008	57	8,094	8,093	1
2009	70	18,685	18,670	15
2010	213	85,813	85,795	18
2011	144	3,346	3,339	7
2012	130	7,966	7,965	1
2013	186	35,322	27,484	0
Total	1,208	187,490	179,559	93
Access by the public				
Numbers / Year	Inquires	Items requested	Items provided	Items rejected
2002	110	2,429	2,399	30
2003	184	6,842	6,481	361
2004	248	16,410	16,241	169
2005	134	12,631	12,589	42
2006	105	60,775	58,781	1,994
2007	175	58,063	57,567	496
2008	158	73,164	72,308	856
2009	261	68,053	67,378	675
2010	353	75,998	75,802	196
2011	302	78,550	78,127	423
2012	342	53,977	51,311	341
2013	377	59,084	56,514	21
Total	2,749	565,976	555,498	5,604

*As of December 31, 2013, there are 7, 388 items requested by the government agencies and 2,549 items by the public still under process.

（C） Publishing Online Newsletter "Archives LOHAS"

    To spread national archives messages and promote archive access, NAA on July 16, 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 2013, a total of 12 issues, from Issue No.67 to No. 78, of Archives LOHAS were released.

Homepage of Archives LOHAS
No. 77

（D） Information Service

    1. National Reference Services

        The National Archives Reading and Information Center , established on Mar. 1, 2002, where members of the public can make applications for national archives, access to publications of archives and record management, and make reference requests. In 2013, 574 on-site visits to the center. Based on statistics of service types (multiple choice ok), 487 persons were for access applications, 149 persons for information inquiries, 24 persons for access to publications, and the rest counted for 19 persons.

Table 3   On-site Visits to the National Archives Reading and Information Reading Center

Unit: person/trip

Services \ Year	Access applications	Information retrieve	Access to publications	Others	Total
2002	53	35	33	7	128
2003	31	89	63	5	188
2004	75	119	69	43	306
2005	119	49	54	34	256
2006	86	204	45	27	362
2007	187	164	72	80	503
2008	145	140	45	28	358
2009	209	166	14	9	398
2010	196	107	23	21	347
2011	213	87	16	21	337
2012	552	54	13	25	644
2013	487	149	24	19	679
Total	2,353	1,363	471	319	4,506

2. Satisfaction Rating on Access Services

In order to improve the access services, the survey of customer satisfaction has been conducted in 2013, among 377 customers—with experience of access to archives, 265 individuals have completed the survey. Average satisfaction of all evaluation indicators was 93.78%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 90.62%, 95.98%, and 94.75% respectively.

Table 4　2013 Statistics and Satisfaction Rating Access Services to National Archives

Unit: Percentage (%)

Options of Degree of Satisfactions（N*=265）		Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	Average Satisfaction for Individual Item
Application Process	(1)　easy operation of interface	89	130	25	18	0	90.62 %
	(2)　understandability legibility of application forms	84	141	27	9	0	
	(3)　the result of inquiry can meet your needs	109	121	19	5	0	
Service Personnel	(4)　attitude of service personnel is warm and kind	192	71	2	0	0	95.98 %
	(5)　the efficiency of service personnel	171	74	13	6	0	
Environment	(6)　general environment is comfortable	142	106	5	1	0	94.75 % (Non-visitor excluded)
	(7)　the hardware is complete and well-functioned	140	102	8	1	2	
Average Satisfaction						93.78	

*Number of sample for conducting this satisfaction survey

3. Promotion of Archives Application Education

In 2013, 238 visitors from 5 universities and high schools visited NAA, including National Taiwan University. The satisfaction survey of visitors was conducted, and a total of 188 valid questionnaires were collected. The overall satisfaction of the visitors with the services was 95.55%.
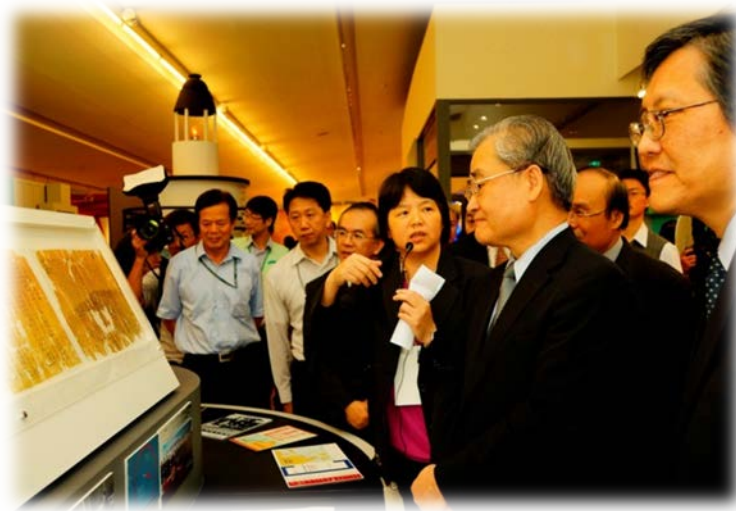
(E) Archives Exhibition

To enhance public awareness of the development history of Taiwan's transportation, NAA conducted "A Centenary Exhibition of Taiwan's Transportation Archives" at National Dr. Sun Yat-sen Memorial Hall and Kaohsiung Museum of History in 2013. The total number of visitors was 23,710. The overall satisfaction of the visitors with the exhibition was over 90%.

In December 2013, NAA relocated to Xinzhuang Joint Office Tower of the Executive Yuan. To introduce to the public the range of government services available at the joint office tower, NAA conducted "Archives Exhibition of Entry to Xinzhuang Centeral Government Office" in the NAA exhibition hall. A preview exhibition was held on December 31, 2013, and was attended by elected representatives, neighborhood magistrates, and principals of local schools.

Picture 5 On October 1, 2013, the opening of " A Centenary Exhibition of Taiwan's Transportation Archives" was held at National Dr. Sun Yat-sen Memorial Hall. Vice Premier of the Executive Yuan, Mao Chi-kuo (center), the Minister without Portfolio of the Executive Yuan, Lin Jung-tzer (2nd from the left), the Minister of the RDEC, Sung Yu-hsieh (2nd from the right), Political Deputy Minister of MOTC, Chen Jian-yu (1nd from the left), and Deputy Minister of the RDEC, Tai Hao-chun (1st from the right) attended the opening of the exhibition.

Picture 6 On October 1, 2013, Vice Premier of the Executive Yuan, Mao Chi-kuo attended "A Centenary Exhibition of Taiwan's Transportation Archives" after the opening ceremony.

Picture 7 On December 31, 2013, Legislator Lee Hung-chun (center), Minister of the RDEC Sung Yu-hsieh (2nd from the left), Deputy Minister of the RDEC Tai Hao-chun (1st from the left), Secretary General of the RDEC Chao Ching-Lien (1st from the right), and Director General of NAA Chen Hsu-lin (2nd from the right) attended the preview of "Archives Exhibition of Entry to Xinzhuang Central Government Office".

(F) Promotion of Archives Research

In 2013, NAA published "Proud of Glory: Archival Selections of RSEA Engineering Corp." to promote the national archive program. In addition, NAA finished editing "Archival Resources on Pre-1949 KMT-CCP Relationship" and added new archival resources to the portal site "Archival Resources for Teaching (ART) to provide high school teachers with resources for history education.

III. Advancement of Government Agency Records Management System

A. Advancement of Important Regulation Systems

(A) Review and Approval the Records Schedules of Government Agencies

In the end of 2013, 7,050 records schedules of government agencies had been approved. In 2013, 81 records schedules of government agencies were reviewed, 82 records schedules of government agencies were approved, involving 109 agencies.

(B) Review and Approval of Destruction Catalogs of Government Agencies

In the end of 2013, 26,455 destruction catalogs of government agencies were reviewed and 24,955 were approved. In 2013, 2,633 agencies were reviewed.

(C) Archives Appraisal

In accordance with Archives Act and Regulations for Transfer of National Archives, government agencies should appraise the value of archives over 25 years old and produce archival catalog and appraisal report to be reviewed by the NAA.

In 2013, under the national archives selection plan (2010-2015), NAA reviewed 6,381 files of records from the Executive Yuan (1950-1971, interior affairs and educational affairs) and Morakot Post-Disaster Reconstruction Council, and selected 20.2% (1,286 files) as national archives.

(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. Furthermore, in order to manage and control the progress of the planning and implementation of the records transference of the Executive Yuan, NAA enacted the Plan of Agency Records Transference of the Executive Yuan and conducted quarterly review

of agency records transference and onsite visits and consultations to assist each authority to complete their projects on time. In 2013, NAA conducted onsite visits to the Ministry of Finance, the Ministry of Education, and the Ministry of Health and Welfare. For assisting government agencies to review and revise their records schedules successfully, NAA set up the "Schedule for Submitting the Records Schedules of the Central Government agencies above level 3 and the Incorporated Administrative Agency," and held the Presentation of Editing (Amending) the Records Schedules.

(E) To promote disposition of agency records

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

B. Cultivation of Human Resources

In 2013, NAA offered 143 sessions and trained 7,959 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of Executive Yuan, NAA conducted 46 sessions of digital archives training opened to the public. In 2013, 60,758 persons participated in the training and a total of 41,698 persons have been issued certificates after successful completion of the training.

Table 5　2013 Training Programs for Archives Management

No.	Training Type	Number of Sessions	Number of Trainees
1	Collaboration	4	184
2	NAA	70	2,595
3	Supporting Other Agency	69	5,180
	Total	143	7,959

C. Evaluation of Administrative Records Management

In order to set the benchmark of archives management, NAA continues to carry out the 11th Archives Management Quality Award and the Outstanding Archivist Award. In 2013, 16 government agencies and 20 individuals were awarded.

NAA held an award ceremony at the International Conference Hall of the Taipei Youth Activity Center. Mao Chi-Kuo, Vice Premier of the Executive Yuan, presented awards at the ceremony, which was also attended by previous Archives Award winners and government agencies.

Picture 8   Winners of the 11th Archives Management Quality Award with Mao Chi-Kuo (center), Vice Premier of the Executive Yuan, on September 18, 2013.

Picture 9   Winners of the 11th Outstanding Archivist Award with Mao Chi-Kuo (center) , Vice Premier of the Executive Yuan, on September 18, 2013.

D. Records Submission and Website Utilization

（A）Records Submission by Government Agencies

By the end of 2013, the total number of records published in NAA's NEAR (https://near.archives.gov.tw) is 529,446,534.

Homepage of NEAR

（B）Statistics of NEAR Usage

From September 17, 2002 to December 2013, NEAR was visited by 1,260,778 online users. In 2013, 108,475 users visited NEAR. The total number of searches in 2013 is 102,563, including 78,163 simple searches (76.2%) and 24,400 advanced searches (23.8%).

（C）Statistics of ACROSS Usage

By the end of 2013, the ACROSS had integrated 88 databases developed by 26 libraries, museums and archive in Taiwan. It was browsed by 2,865,777 users since March 10, 2010. In 2013, there were 33,537 visitors at ACROSS. The total number of web searches was 46,340.

IV. Documents Flow Process Management and Computerization of Documents and Records Management

A. Documents Flow Process Management

(A) Statistics of Official Document Processing Status

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

(B) Timeliness Management of Official Document Processing

In accordance with the Guidelines for Official Document Flow Management, NAA is responsible for monitoring timeliness of official document processing of all agencies under the Executive Yuan. In 2013, NAA monitored progress of official document processing at the Ministry of the Interior, Council of Indigenous Peoples, the Ministry of Finance, and Fair Trade Commission, and provided comments and suggestions for improvement in writing.

(C) Document Flow Process Management Seminars

To raise public awareness of the Guidelines for Official Document Flow Management and related regulations, and to enhance efficiency of official document processing, NAA held a document flow process management seminar at the International Conference Hall of National Taiwan Library on November 19, 2013. The event was attended by 207 persons.

B. Electronic Documents and Records Management Training

The Electronic Documents and Records Service Center (EDRSC) inaugurated on December 26, 2013. It is responsible for conducting research regarding electronic documents and records preservation, development, maintenance and operation of electronic document
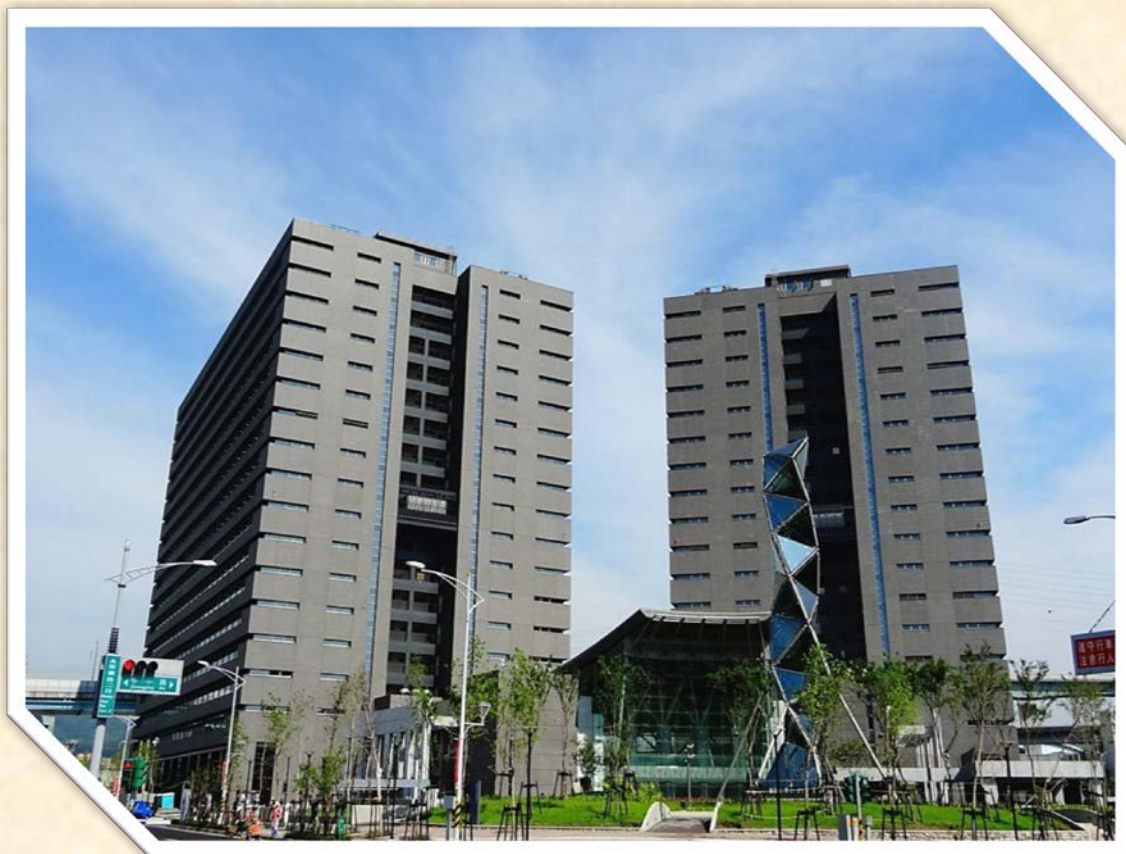
exchange systems and multimedia preservation etc. NAA held 42 training sessions on records management information technologies and electronic records preservation. A total of 1,304 persons attended the training sessions and 97% of them were satisfied or highly satisfied with the training sessions.

Picture 10 Sung Yu-hsieh (left), Minister of Research, Development and Evaluation Commission , and Chen Hsu-Lin (right), Director-general of National Archives Administration jointly unveiled the Electronic Documents and Records Service Center of National Archives Administration, on December 26, 2013.

C. Performance and Security of Government Document and Records Management Systems

To improve performance of government record management systems, the Executive Yuan proposes a plan to set up optimal scale archives exchange systems which would reduce security risks and accelerate disaster recovery. Under the plan, existing government record management systems are to be combined to form larger, optimal scale management systems run by local governments and Cabinet-level departments to enhance efficiency and security of government records management.