

National Archives Administration Annual Report 2018



國家發展委員會檔案管理局
National Archives Administration
National Development Council
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National Archives Administration

Annual Report 2018

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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 competent authority in charge of archival records.
2. On March 1, 2000, the National Archives Administration (NAA) Preparatory Office was established and began to develop organizations, systems, and legislation for management of archives.
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 issued an order that the Archives Act shall enter into force on Jan. 1, 2002.
5. On November 23, 2001, the NAA was established.
6. On January 12, 2002, the NAA moved from the preparatory office in the Li-Ju building on Heping E. Rd to the building on Yitong Street.
7. On August 21, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was promulgated by the president.
8. On October 30, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was approved by the Executive Yuan to be implemented on Jan. 22, 2014.
9. On December 2013, the NAA relocated from the building on Yitong Street to the Xinzhuang Joint Office Tower, Executive Yuan. The Yitong Street office became the Electronic Documents and Records Service Center.
10. On January 22, 2014, the NAA was established under the National Development Council (NDC).
11. On July 1, 2018, the NAA took over the Taiwan Provincial Administration Information Hall and Archives Center.

(B) Organizational structure

The NAA, operating under the NDC, consists of five divisions and three offices: Planning Division, Acquisition Division, Archives Preservation Division, Services Division, Information Technology Division, Secretariat, Personnel Office, and Accounting Office. The organization also includes the National Archives Committee, which is responsible for reviewing appraisals, classifications, retention periods, and disputes. The Committee also provides consultation services in regard to archives management and access policy.

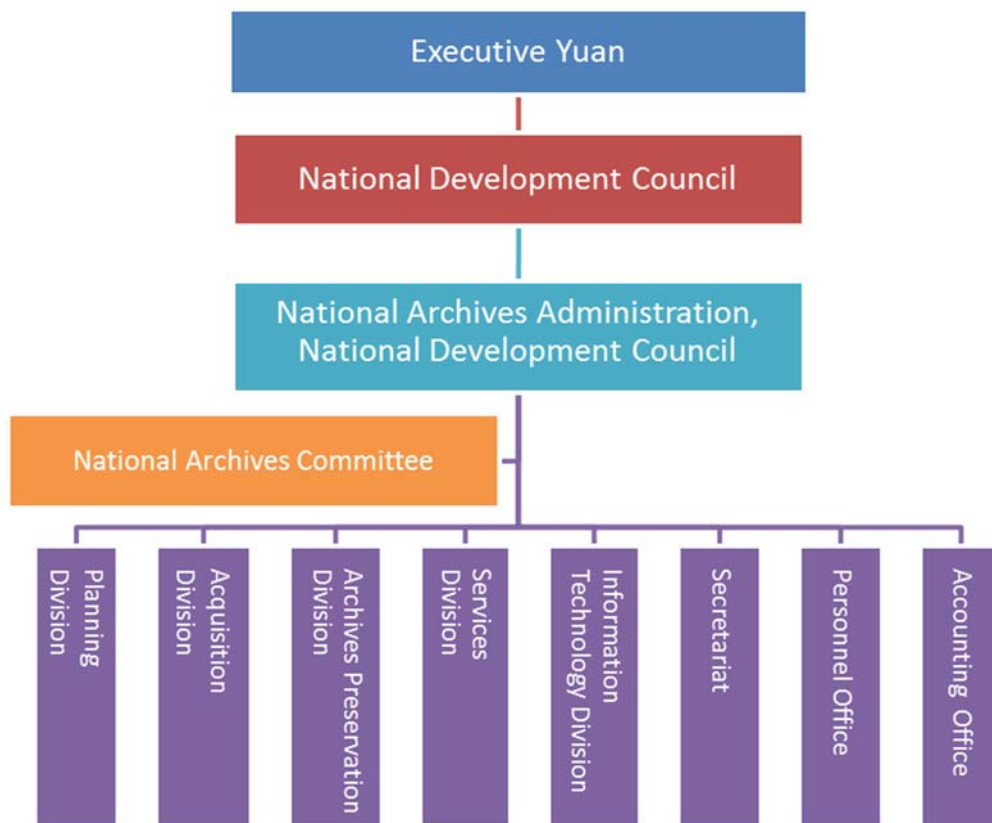


Chart 1 Organizational structure

(C) Organizational functions

1. Studying and drafting policies, legislation, and management systems for archives;
2. Supervising and assessing the management and use of government agency records, and compiling and publishing government agency records catalogs;
3. Reviewing government agency records retention periods and disposal practices;
4. Appraising and classifying archives, setting retention periods, and settling disputed matters;
5. Acquiring, transferring, organizing, and preserving archives, making them available for use, and planning and implementing the establishment of facilities;
6. Accepting donations of, accepting custody of, and purchasing documents or artifacts owned by private individuals or groups;
7. Planning and coordinating the building of information systems for documents and archives;
8. Researching the management and use of archives, conducting related publishing, technology development, academic exchange, and international cooperation, and training archives management personnel;
9. Planning and implementing document timeliness control at government agencies under the Executive Yuan;
10. Other matters pertaining to archives.

(D) Human resources

There are 132 staff members and 9 qualified archives volunteers (as of December 31, 2018).

B. Medium-term strategic plan

(A) Vision and strategy

1. Core value and development objective

- (1) Core Value: stand witness to national development and create national knowledge assets.
- (2) Vision: generate more benefit from management of government knowledge, and provide more convenient access to archival information.

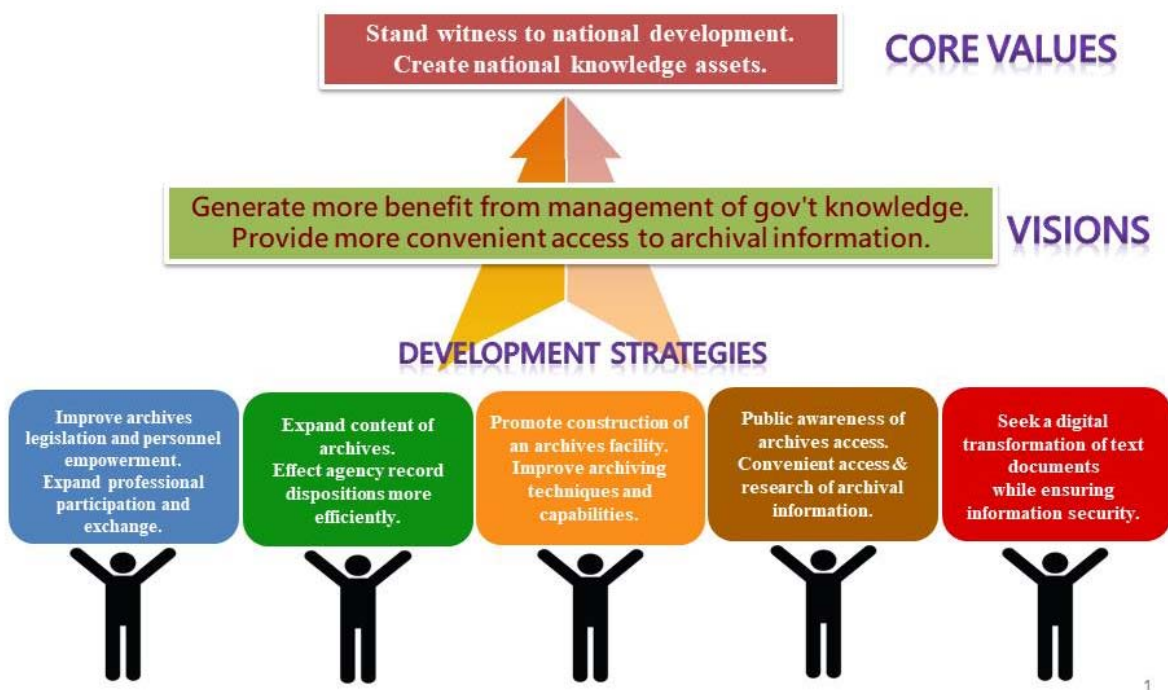


Chart 2 Core value and development objectives

2. Medium-term governance plan

As an integral component of the NDC Medium-term Governance Plan (2017-2020), NAA proposes as its key policy "Enhancing resource sharing and enhancing the benefits of integration of information resources", and strategic objectives as "Strengthening the efficiency of the management of documents and archives, and enhancing archives collection and utilization". The focuses of future development are as follows:

- (1) To strengthen the legal system of archives management and the cultivation of human resources; to enhance the participation of, and communication among, professional communities.
- (2) To expand the contents of archives and improve the benefits of records dispositions.
- (3) To construct the National Archives and to improve preservation techniques and storage capacity.
- (4) To deepen public awareness of the importance of archives and to facilitate access to archives for research.
- (5) To promote innovative management techniques for electronic documents and archives while taking care to maintain information security.

In addition, NAA has adopted the following four medium-term programs:

- (1) National Memory Deepening Formation Program (Phase I, 2016-2019)
- (2) Digital Documents and Records Innovative Project (2017-2020)
- (3) Program for Inventorying, Acquisition, and Arrangement of Political Archives (2017-2019)
- (4) The Construction Program of Archives Preservation and Service (2018-2023)

Table 1 Achievement of the 2018 performance goals

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
1. To strengthen the legal system of archives management and the cultivation of human resources; to enhance the participation of, and communication among, professional communities.	Number of people that participate in training courses	Number of people that participate in e-courses each year	20,000	39,467
2. To expand the contents of archives and improve the benefits of records dispositions.	Number of government agencies that completed archives appraisals	Number of government agencies that completed archives appraisals each year	15	53
3. To construct the National Archives and to improve preservation techniques and storage capacity.	Length of archives added	Length of archives added each year (meters)	400	400
	Quantity of archives transferred into digital form	Number of pages of archives transferred into digital form each year (Ten Thousand pages)	100	133

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
4. To deepen public awareness of the importance of archives and to facilitate access to archives for research.	Preliminary review of planned preliminary review of electronic archives	Number of pages of electronic archives for which preliminary review was completed	360,000	360,841
	Providing prompt archives access	(Actual finished work projects / scheduled work projects x 100%) (Note: Annual scheduled work project goals were: 2017 -- to complete the trial assessment and finish the review of related regulations; 2018 -- to provide the service)	100% (To complete the trial assessment and finish review of related regulations)	100% (In 2018, NAA received 621 applications, including 509 to use "first read and transcribe" service.)
	Web browsing of electronic archives	(Actual finished work projects / scheduled work projects x 100%) (Note: each annual scheduled work project goals were: 2017 – to complete the trial assessment and finish the review of related regulations; 2018 – to confirm service processes and system functions; 2019–to offer a browsing service.)	100% (To complete the service process and system.)	100% (To speed up the opening up of political archives for public access, NAA as of the end of 2018 had allowed browsing and duplication of more than 200,000 pages of political archives.)

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
5.To promote innovative management techniques for electronic documents and records, while taking care to maintain information security.	The percentage of agencies that have switched over to the new Services for Passing & Exchanging Electronic Documents system.	The number of target agencies that use the new Services for Passing & Exchanging Electronic Documents system / the number of target agencies x 100%. The term "target agencies" means first-tier and second-tier government agencies.	60%	88.63%

(B) Major projects

1. National Memory Deepening Formation Program (Phase I, 2016-2019)

Outcomes in 2018 were as follows:

- (1) NAA completed the arrangement and file-level archival description of 6,200 files and archival processing of 360 meters of archives created before 1949.
- (2) NAA uploaded the "The Development of Parliament and Local Self-government in Taiwan, 1945-1998" archival records to the Archival Resources for Teaching website; completed the compilation of archival resources on "Agricultural and Industrial Development and Transformation in Taiwan"; released "Archives LOHAS" No.127 to No.138; created archives cultural goods including a "Geologic Map Silk Scarf" and "Map Bookmarks"; hosted two exhibitions -- "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives" and "A Dialogue with Maps: Stories Behind the National Archives' Maps". Also established an online exhibition system.
- (3) NAA held 8 sessions to review acquisitions of archival records of the Ministry of National Defense and the Armed Forces Reserve Command, and approved the results.
- (4) NAA converted 612,880 pages of archives into digital form.
- (5) NAA repaired 24,066 pages of damaged archives.
- (6) NAA enacted the "Program for Implementation of a Government Agency Records Risk Management System" and the "Description of Government Agency Records Risk Management Operations" to promote the implementation of records risk management in government agencies, and to strengthen security and risk adaptation strategies for the overall document management mechanism.

2. Digital Documents and Records Innovative Project (2017-2020)

Outcomes in 2018 were as follows:

- (1) NAA provided certification of the Electronic Document and Records Management System (EDRMS), and completed system

validation for 174 agencies.

- (2) Obtained ISO 27001 and ISO 22301 certifications. Maintained the Security Operation Center (SOC) for the Services for Passing & Exchanging Electronic Documents (SPEED) to monitor the operation of exchange hosts of each integration center
 - (3) Conducted regular audits of the SPEED functionality of various agencies.
 - (4) In 2018, a total of 128,867,112 official documents were exchanged through the SPEED, including 64,496,585 documents received, and 64,370,527 sent. Each document would have cost NT\$25 to send by registered letter so the SPEED system saved NT\$1.61 billion in postage costs.
 - (5) A total of 5,649 agencies/schools have implemented electronic document online approval with digital signatures, and 5,667 agencies/schools now use double-sided printing operations.
 - (6) Expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 98 different websites.
 - (7) NAA released 124 datasets for access via the Government Open Data Platform.
 - (8) A total of 200,000 pages of political archives images and about 1.08 million content analyses were published on the A⁺ website.
 - (9) The NAA held 23 training courses on documents and archives information systems and information security education. These training sessions attracted a total attendance of 2,260.
3. Program for Inventorying, Acquisition, and Arrangement of Political Archives (2017-2019)
- Outcomes in 2018 were as follows:
- (1) Completed the 5th transfer and arrangement of 152 meters (7,262 files) of records from 83 government agencies; content analysis of 760,000 pages and 14,829 index terms.
 - (2) Completed the 6th transfer and arrangement of 417.46 meters (16,078 files) of records from 27 government agencies; and processing of 98.96 meters.

- (3) NAA collected a grand total of 1,037 meters of political archives and completed digitization of over 2.21 million pages. NAA has announced 1,080,000 content analyses of these archives on the A⁺ website and made them available for public use.
4. The Construction Program of Archives Preservation and Service (2018-2023)
- In order to develop a fully national knowledge system, NAA has proposed this program in an active effort to build up the national archives building and expand service space, with an eye to properly preserving government records and promoting access to archives. Also, a proposal for a new building was approved on 4th August, 2017 by the Executive Yuan. The building, sited on a 2.57-hectare site located in Linkou District, New Taipei City, will be completed in 2023. NAA's performance in implementing the program was evaluated as Grade A in 2018.
- Outcomes in 2018 were as follows:
- (1) Completed the land allocation for the National Archives.
 - (2) Completed the public tender process for the National Archives construction project and awarded a contract to Bio-architecture Formosana.
 - (3) The basic design and the budget of the National Archives were reviewed and approved by the Public Construction Commission, Executive Yuan. NAA applied to the New Taipei City Government for an urban design review.
 - (4) Completed the review and approval of archival catalogs and appraisal reports of the agency records over 25 years old from 36 agencies.
 - (5) Completed the development and testing of two file format conversion programs. The programs were certified and officially made available online.

C. Annual budget

The NAA annual budget was NT\$330,196,000 and the budget execution rate was 99.70%.

D. Legal amendments

(A) Review and amendment of laws and regulations

In order to acquire and preserve the political records of government agencies, simplify the procedures of declassification or downgrading of confidential records and ensure their use and accessibility, NAA completed the draft "Political Archives Act" so as to meet the goal of transitional justice. NAA forwarded it to the Executive Yuan on February 27, 2018. The Executive Yuan submitted the proposed bill to the Legislative Yuan on May 17, 2018. The Legislative Yuan submitted the proposed bill to Judiciary and Organic Laws and Statutes Committee for deliberations on May 25, 2018.

In addition, 15 other regulations and directives were amended in 2018.

(B) Education and promotions

Two speeches were delivered in 2018 on the subjects of "Personal Data Protection" and the "Administrative Appeal Act".

E. Research and development

(A) Monographs and research

The NAA published Volume No. 17 of the "Archives Semiannual", volumes No.127 to No.138 of "Archives LOHAS", "A Dialogue with Maps: Stories behind the National Archives' Maps", the "Handbook on Records Management for Government Agencies", and the "National Archives Administration 2017 Annual Report".

(B) Implementation of research projects and encouragement of access to archives for research purposes

In order to improve archives management services and spur innovative research, NAA commissioned two outside research projects and completed three in-house studies in 2018. The NAA also organized an awards event to encourage access to archives for research purposes. Six research papers and nine innovative works received awards.

(C) Visits and meetings

1. Visited Republic of Ireland to study archives management and access services:

To understand more about the management of archives as well as the practical work of preservation, exhibition, access, service marketing, talent cultivation, and the construction of new archival facilities, from May 27 to June 3, 2018, an NAA delegation visited organizations and agencies in the Republic of Ireland, including the National Archives of Ireland, Dublin City Library and Archives, University College Dublin Archives, Irish Film Archives, and National Library of Ireland.

2. Attended 2018 IIC Congress Torino Conference

From September 8 to 15, 2018, an NAA delegation attended the 2018 Torino Conference held by International Institute for Conservation of Historic and Artistic Works (IIC). In addition, the delegation visited Archivio di Stato di Torino and Archivio Storico Città di Torino to serve as reference for the complete development of archival practice and records management in Taiwan.

3. Attended ICISSC 2018: 20th International Conference on Information Systems Security and Cryptography

From September 9 to 15, 2018, the Section Chief of the Information Technology Division of the NAA, Mr. Chi-Fan Lin and Designer Mr. Bing-Ze Li attended ICISSC 2018: 20th International Conference on Information Systems Security and Cryptography in Japan. During the meeting, Mr. Lin and Mr. Li visited the Osaka Prefecture Nakanoshima Library and the Osaka Prefecture Archives.



James Buu, deputy representative of the Taipei Representative Office, John McDonough, curator of the National Archives of Ireland, and Wen-Yu Lu, senior executive officer of NAA (left to right)

NAA division director Yu-Hua Chang and assistant researcher Yu-Lin Chen (middle and 2nd from the right) with the librarians of Archivio di Stato di Torino.



NAA section chief Chi-Fan Lin and designer Bing-Ze Li (3rd and 4th from the left) with the participants of the ICISSC 2018: 20th International Conference on Information Systems Security and Cryptography.

(D) Cooperation and exchange

NAA cooperated with the Kaohsiung Museum of History, the Taiwan Historica of Academia Historica, and the Institute of Yilan County History to promote social and cultural education and improve research on history and archives by utilizing all partners' resources.

In 2018, NAA cooperated with several agencies to hold archives-related workshops, seminars, and exhibitions, and signed an MOU for cooperation with National Dong Hwa University and Tamkang University. Furthermore, NAA worked with the News Lens and National Education Radio to promote the "Archives LOHAS." Not only did we publish one or two articles on the News Lens website, we also introduced related articles via radio.

(E) International cooperation

"The 6th International Conference on Electronic Records Management and Technology" was held from November 14 to 15, 2018. Officials from home and abroad, as well as foreign experts from the United States, Dubai, Australia, the Netherlands, Singapore, Malaysia, Brazil and Russia, delivered keynote speeches, and took part in focus discussions. A total of 292 participants participated.



Secretary General of the National Development Council, Mr. Chuan-Te Ho (8th from the right), posed for a photo with conference participants from the United States, Australia, the Netherlands, Dubai, Singapore, Malaysia, Russia, and Director-General of NAA, Chiu-Yen Lin (8th from the left).

(F) Archives Month events

In order to raise public awareness of the importance of archives and strengthen supporting networks among archival institutions and government agencies, NAA holds an "Archives Month" event every November.

The first "Archives Month" event was held in November 2018. The activity theme was "Archives, Memory and Story," which emphasizes the correlation between archives and local memories. NAA and 60 government agencies and schools organized 90 archives and records promotion activities, which attracted more than 190,000 participants. These activities are briefly introduced as below:

1. Grand opening for the first "Archives Month"

On November 1, 2018, a grand opening for the first "Archives Month" launching ceremony was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan. Booths entitled "Shop", "Look", "Listen", "Do", and "Play" provided insights into the content of archives, which can at turns be professional, lively, and interesting.



The grand opening for the 2018 Archives Month, which focused on the theme of "Archives, Memory and Story," was held on November 1, 2018. Minister of National Development Council Mei-Ling Chen (3rd from the left), Director-General of NAA Chiu-Yen Lin (3rd from the right), President of Academia Historica Mi-Cha Wu (4th from the right), Director of Taiwan Historica Hong-Ming Chang (2nd from the left), Associate Vice President for General Affairs of National Taiwan University Bing-Yi Hsu (2nd from the right), Account Manager of Directorate General of Highway, MOTC, Shu-Ru Tang (top left) and Director of Xinzhuang Land Department, NTPC, Yong-Ling Lin (top right), announced together the launch of the "Archives Month".

2. Joint events with other government agencies around Taiwan
NAA joined with 60 government agencies and schools to organize several archives promotion activities. Online activities have also been held on the NAA Facebook page, attracting more than 500 participants.
3. Related marketing and promotion activities
NAA designed a logo for Archives Month and made a mascot, named Master Archives, as a spokesperson for archives. In addition, NAA set up an official website and shot a 30-second video to promote several activities and to convey concept of Archives Month.



Logo for Archives Month



The NAA's mascot,
Master Archives

4. Other activities

NAA organized activities such as Archives Travel programs, archives-related lectures, a National Archives Repository tour guide, and experience sharing sessions for archives management.

(G) Visitor reception

In 2018, NAA received visits from 18 agencies (organizations) from Taiwan and abroad.

F. The maintenance and operation of Taiwan Provincial Administration Information Hall

According to the 3606th meeting resolution passed by the Executive Yuan on June 28, 2018 and the official letter (Ref. No.: Fa-Mi 1071800770) issued by the Secretariat of the National Development Council on July 19, 2018, NAA has taken over responsibility for the personnel matters and operations of the Taiwan Provincial Administration Information Hall from July 1, 2018.

(A) The maintenance and administration of the Taiwan Provincial Administration Information Hall

1. Venue operation

The Taiwan Provincial Administration Information Hall is open to the public from 9 a.m. to 5 p.m. excluding national holidays and Mondays. In addition, the conference room, briefing room, international conference hall and banquet hall are available for rental.

In 2018, there were 31,817 visitors, and they expressed a satisfaction rate 96.6%.



The principal Chin-Hsien Hsiao and director Pei-Chun Lin of National Chung Hsing Senior High School accompanied the students of Pimpama State Secondary College, which is in Australia, to visit the Taiwan Provincial Administration Information Hall on September 27, 2018.

2. Preservation, digitization and archiving of provincial records

In the past, the Taiwan Provincial Administration Information Hall was one of the main venues for Governors of Taiwan Province to receive important guests. Some valuable photos of important events are kept here. In order to make good use of these precious records and photos, we are eager to process the cataloging, filing and digitization of these records. In 2018, we completed the cataloging and filing of 701 archives and digitization of 157,625 photos.

3. Volunteer Administration

The Taiwan Provincial Administration Information Hall has recruited volunteers since 2001. There were 41 volunteers in 2018. To optimize the volunteer administration system, the Hall set up a volunteer service plan and adopted several regulations for recruitment, annual assessment and training in August 31, 2018. Total volunteer service hours in 2018 came to 2,782 hours.

4. Maintenance and administration of the historical building

The Taiwan Provincial Administration Information Hall and the Lotus Garden were announced as historical buildings by the Nantou County Government in 2011. We completed the repainting work in

2018 to maintain the original color and pattern of the exterior walls and roof ridges of the Lotus Garden.



The exterior walls and roof ridges of the Lotus Garden were repainted in 2018.

(B) Art exhibits and promotion activities

The Taiwan Provincial Administration Information Hall is one of the high quality exhibition halls in central Taiwan, and has social, educational and cultural functions. The special exhibition room is designed to exhibit archives, records, and art pieces. Our art exhibits attract visitors from around the world, and communicates to the public the importance of preserving archives.

Five exhibitions were held in the special exhibition room and the art gallery in 2018, attracting 52,285 visitors. In addition, calligraphy writing activities were held in the art gallery, and 90 people participated.



NAA Deputy Director-General Hai-Hsiung Chen (left) participated in the opening ceremony on September 29, 2018 of the photography exhibition of The Birds of Taiwan.

II. Management of and access to archives

A. Archives acquisition

(A) Acquisition strategy

Pursuant to the National Archival Acquisition Plan (2016-2019), NAA has acquired selected agency records from the Ministry of National Defense, Armed Forces Reserve Command, and other agencies of the Republic of China government, and also acquired rare and valuable records from private individuals or groups. NAA has also continued collecting pre-1949 records from government agencies and state-owned enterprises.

(B) Acquisitions

In 2018, records totaling 2,238.94 meters in length were acquired from 96 agencies, individuals and civic groups, including the Executive Yuan.

B. Archives collection

(A) Expansion of repository space for archives

1. In response to the urgent need for space for archives, NAA as of the end of 2014 had set up an archives repository with storage capacity for about 30 kilometers on the 7th and 8th floors of the Xinzhuang Joint Office Tower.
2. Follow-up will be based on "The Construction Program of Archives Preservation and Service (2018-2023)" approved by the Executive Yuan on August 4, 2017. This Program calls for the first National Archives building in Taiwan to expand the archives repository. NAA has awarded a contract to an architectural firm, which has already completed the basic design of the building façade and the entire district configuration. After the completion of the National Archives building in 2023, the storage capacity will reach 100 kilometers.



National Archives building facade simulation

(B) Types and quantities of archives collection

1. Archives collection

(1) By archival materials

NAA has acquired a total of 22,563.42 meters of archives. In terms of archival materials, there are 21,653.845 meters of paper materials, 222.32 meters of photographic materials, 662.455 meters of audio-visual materials, 12.915 meters of digital/electronic materials, and 11.885 meters of other materials (official seals, agency name plates).

(2) By provenance

In terms of provenance, as of the end of 2018, 21,653.845 meters of paper archives and 909.575 meters of non-paper archives were transferred from 446 government agencies. 105.07 meters of paper archives and 3.05 meters of non-paper archives were donated by 35 civic groups and individuals.

(3) By categories of the archives classification scheme

As of the end of 2018, archival collections consisted of the following 21 categories.

Table 2 The length of various categories of archives

Item	Classification ID	Category	Length (Meters)
1	010	Government Policy	273.355
2	020	Legislation and Control Affairs	218.950
3	030	Judicial and Legal Affairs	576.750
4	040	Recruitment, Qualification and Personnel Affairs	24.610
5	050	Interior Affairs	250.980
6	060	Foreign and Overseas Community Affairs	941.880
7	080	National Defense and Veterans Affairs	4,829.840
8	090	Fiscal and Financial Affairs	4,133.180
9	100	Education and Sports Affairs	588.320
10	110	Economic and Trade Affairs	3,040.620
11	120	Transportation and Public Works Affairs	4,696.450
12	130	Ethnicity Affairs	4.620
13	140	Culture and Media Affairs	293.560
14	150	Health Care Affairs	1.250
15	180	Labor and Human Resources Affairs	6.700
16	190	Humanities and Technology Development Affairs	1.180
17	200	Agricultural Affairs	174.140
18	500	Local Affairs	1,361.145
19	600	Political Affairs	1,037.780
20	700	Civic groups	105.760
21	800	Individuals	2.350
Grand Total			22,563.420

2. Management of archives

(1) Description of archives

Pursuant to the National Memory Deepening Formation Program (Phase I, 2016-2019) and other projects, in 2018, NAA completed file-level archival description of 16,122 files.

(2) Inventorying of archives

In 2018, NAA inventoried 2,309 files (4,855 folders) of paper materials, 240 rolls of films, and 172 files of positives and negatives (including photographs) of non-paper materials.

(3) Repair of damaged archives

47,243 pages of damaged archives were repaired in 2018. From 2001 to the end of 2018, a total of 509,193 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

5,015 files and 9,363 items were declassified as of 2018. As of the end of 2018, 1,601 files and 3,955 items of archives remained classified.

(5) Inventorying of reproductions of archives

In 2018, NAA inventoried reproductions of archives duplicated in 2014 and 2015, including 20 hard disk drives with total capacity of 32TB.

(C) Digitization of archives

1. Digitization of paper archives

To preserve archives properly, and to provide fast and convenient access to them, NAA regularly makes scanned copies of archives to create a pool of digital archives. In 2018, 1,374,996 archival pages from government agencies, such as the Ministry of the Interior, the Ministry of Foreign Affairs, and the Ministry of Justice, were scanned. Also, 346,812 pages of scanned images were copied from the Examination Yuan and the Youth Development Administration of Ministry of Education. From 2000 to the end of 2018, NAA made scanned copies of 13,020,435 archival pages.

2. Reproduction and storage of special media archives

In order to preserve special media archives properly, NAA continued to convert audio/video archives into digital format. To date, 3,570 videotapes, 1,928 reel-to-reel tapes, 110 cassette tapes, 794 rolls of cinematic film, 90 vinyl records, and 56,316 photonegatives (including slides and photographic prints) have been converted.

(D) Deposited holding of archives

In October 2013, NAA and the National Palace Museum signed a contract by which 12.42 meters (414 folders) of archives transferred from the National Palace Museum were to be held in custody by the Museum until December 2018.

(E) Management of archives preservation facilities

All control equipment, lighting equipment, fire safety, and access control facilities of archives repositories comply with NAA's "Directions for the Management of the National Archives Repository." They undergo regular maintenance, inspection, repair, and correction, and special personnel monitor them at all times for any abnormal situations and take necessary measures when required.

(F) Returning private documents in archives to victims of political oppression

To comply with the universal values of democracy and human rights and to respond to the demand of society for transitional justice, the "Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression" were issued on July 14, 2011. From September 1 to November 30, 2011, a total of 36,911 archival folders (about 8 million pages) were examined, and 776 pages of private documents related to 177 victims were identified. NAA has since proceeded to examine the archives. As of the end of 2018, a grand total of 839 pages of private documents related to 191 victims were identified. Among these 191 victims, 177 of them or their family members were contacted, and 113 applications were processed. NAA will keep working with other agencies to assist the victims or their families with their private documents or reproductions.

C. Access and participation

(A) Services policy

To provide archives services for the needs of society, NAA finalized the "Open Government, Open Archives: 2017-2020 Archives Service Declaration." The Declaration established the following five service objectives: Archives Acquisition OPEN (explore new resources of archives); Archives Collection OPEN (create a new era of archives collection); Electronic Documents and Records OPEN (develop new technologies for electronic documents and records); Archives Application OPEN (discover new values of archives); and Archives Profession OPEN (build new regulations and embrace challenges). Based on the abovementioned "OPEN" concept, NAA optimized a variety of archives services, and expanded participation of the whole community to regard archives as shared heritage.

To promote access to archives, NAA established the Archives Access Center to provide for access to archives via three different channels (onsite, fax, and e-mail), and launched the A⁺ website (<https://aa.archives.gov.tw>) to foster multiple searches, also to provide "Guidelines on Access to National Archives Services" and "Guidelines on the A⁺ website." In addition, the Archives Access Center provided a set of "5W2H Guidelines on Access to Archival Holdings" brochures (Chinese and English versions) and a set of "NAA Official Website and Archives application related websites" postcards to help people apply to access archives.

In addition, to enhance archival services, NAA in 2018, has continued to promote a planned preview mechanism, and has provided access to over 200,000 pages on the A⁺ website's political records images release area. Applicants can access archives that are over 30 years old but still subject to access restrictions after furnishing a confidentiality pledge.

(B) Access service

As of the end of 2018, the A⁺ website of NAA has been browsed over 11 million times.

In 2018, NAA responded to 231 inquiries from government agencies

for access to 225,605 items of archives, and 225,594 items were provided. NAA received 629 applications from the public for access to 80,833 items, and 79,375 items were provided (including 4 applications for access to 167 items deposited with other agencies).



Archives Access Center



Information Retrieval Area of Archives Access Center



Archives Access Service website

(C) Publishing of "Archives LOHAS" online newsletter

To disseminate information about archives and promote increased use of them, NAA published issue No.1 of "Archives LOHAS" on July 16, 2007, and since then has continued to publish and deliver it by email each month, actively informing the public about NAA policies and services, the availability of access to archives, NAA activities, and new knowledge concerning archives. Subscribers have included applicants for access to archives; teachers at related departments in universities and colleges; scholars, specialists, and organizations conducting historical research; records managers from government agencies, and so on. In 2018, a total of 12 issues of "Archives LOHAS", from Issue No.127 to No.138, were published, and the number of subscribers reached more than 17,000.



Homepage of “Archives LOHAS” No. 127

(D) Broadcasting of "Listening to Archives, Telling Stories"

To disseminate information about archives service, NAA worked with National Education Radio (NER) to create a program called "Listening to Archives, Telling Stories." Its first broadcast was on January 20, 2017, and the program can be heard regularly on the fourth Friday morning of every month.



The radio program “Listening to Archives, Telling Stories” on NER

(E) Information services

1. Archives access information services

The Archives Access Center's main services include the following: It provides a professional publication on archives management; accepts applications for access to archives; introduces archival holdings; and facilitates queries of archives catalogs. In 2018, there were 1,142 visits to the center. Responses to "purpose of visit" questionnaires (multiple choices allowed) indicated that 651 persons came to apply for access to archives, 135 persons for information inquiries, 18 persons for access to publications, and 426 persons for other purposes.



Members of the public come in to access the archives.

2. Satisfaction rating on access services

In order to improve access services, a customer satisfaction survey was conducted in 2018. Among 613 customers who accessed archives (not including 4 customers who accessed archives deposited with other agencies), 270 individuals completed the survey. Average satisfaction across all evaluation indicators was 94.38%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 91.38%, 96.16%, and 95.61% respectively.

Table 3 Statistics and satisfaction rating for access to archives

Unit: percentage (%)

Degree of satisfaction (N*=270)		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Average satisfaction
Application process	(1) Easy interface	101	136	21	8	4	91.38%
	(2) Understandability and legibility of application forms	93	145	28	2	0	
	(3) Result of inquiry meets needs	118	118	32	1	1	
Service personnel	(4) Attitude of service personnel is warm and kind	226	44	0	0	0	96.16%
	(5) Efficiency of service personnel	175	76	9	5	5	
Environment	(6) General environment is comfortable	135	81	2	0	0	95.61% (Non-visitors excluded)
	(7) Hardware is complete and works well	126	83	9	0	0	
Average satisfaction		94.38%					

*Note: N = Number of survey respondents

3. Promotion of public awareness of access to archives

To make school teachers, students, and institutional staff more interested in accessing archives, NAA continued to organize school visits, including visits to NAA and having NAA staff visit schools. In 2018, 748 teachers and students from 22 universities and high schools visited NAA, where they filled out satisfaction surveys. A total of 532 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 98.12%.

(F) Archives exhibitions

There were three exhibitions held at NAA Exhibition Hall in 2018, including "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives", "Exhibition of Illustrations of Taoyuan 2018", and "A Dialogue with Maps: Stories Behind the National Archives' Maps". The total number of visitors was 30,034.



On October 24, 2018, President of the Control Yuan Po-Ya Chang (3rd from the left), President of Academia Historica Mi-Cha Wu (3rd from the right), Deputy Minister of Hakka Affairs Council Tso-Ming Fan (2nd from the left), Deputy Minister of National Development Council Shu-Cheng Tseng (2nd from the right), Director-General of Taiwan Hakka Culture Development Center Chin-Liang Ho (1st from the left) and Director-General of NAA Chiu-Yen Lin (top right) attended the opening ceremony of the exhibition "A Dialogue with Maps: Stories Behind the National Archives' Maps".



On March 31, 2018, students from Taoyuan Municipal Yang Ming Senior High School visited the exhibition "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives".

(G) Promotion of access to Archival Resources for Teaching (ART)

In 2017, to enhance the use of archives for teaching and research, NAA added 70 items pertaining to "The Development of Parliament and Local Self-government in Taiwan, 1945-1998" to the ART website (<https://art.archives.gov.tw>). Also the archival resources for teaching on the subject of "Agricultural and Industrial Development and Transformation in Taiwan" were completed. Furthermore, 18 outreach programs were arranged for teachers in 18 schools and a total of 872 teachers participated.



Homepage of Archival Resources for Teaching (ART)

(H) Sales of archives cultural goods

To promote the sale of archives-related cultural goods, NAA established a showcase in the Exhibition Hall, as well as on the official website since October 20, 2017. In 2018, NAA launched some new archives cultural goods, including a "Geologic map silk scarf", a "Sports towel", and "Map bookmarks". A total of 17 products have been launched.



New Archives cultural goods launched in 2018.

D. Reform program for archives management and services

To meet the strategic goals of convenient archives access and innovative services, a reform program was drafted and later approved by NAA on December 25, 2017. In 2018, NAA completed a special section on its website for accessing political archives, established a pre-guidance system on archives transfer, and revised the Handbook on Archives Management.

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

- (A) Review and approval of government agency records retention schedules
As of the end of 2018, 7,362 retention schedules for government agency records had been approved. In 2018, 162 schedules were reviewed, and 95 schedules were approved, involving 262 agencies.

- (B) Review and approval of catalogues of destroyed government agency records
A total of 2,910 destruction catalogs were reviewed and approved in 2018. As of the end of 2018, a total of 36,905 such destruction catalogs were reviewed and approved.

- (C) Archives appraisal
The "Archives Act" and the "Regulations for Transfer of National Archives" require government agencies to appraise the value of archives over 25 years old and to produce an archival catalog and appraisal report to be reviewed by the NAA.

In 2018, under the National Archival Acquisition Plan (2016-2019), NAA reviewed 38,999 records from the Ministry of National Defense, the Armed Forces Reserve Command, and the Ministry of Examination, and selected 4.54% (1,771 files) as archives.

- (D) Implementing the disposition of agency records
In order to facilitate the process of records disposition and link this with the work of review and selection of government documents, NAA held two public meetings to publicize the policy regarding implementation of the medium-term plan for Orderly Disposition of Agency Records (2016-2019). In addition, the medium-term plans for records disposition of 8 government agencies were approved, including the Ministry of Science and Technology and the Taipei City Government.

- (E) Promotion of risk management for government agency records

In order to promote standardization of risk management for government agencies records, strengthen the risk awareness of records managers, and guide all government agencies to implement risk management control systems, NAA formulated the "Program for Implementation of a Government Agency Records Risk Management System" and the "Description of Government Agency Records Risk Management Operations" in 2018.

B. Cultivation of human resources

In order to fully build up the expertise of the documents and records managers in government agencies, NAA formulated the "Graded Training Program for Documents and Records Management," and also the "Training Program for Seed Teachers of Records Management," to enhance training effectiveness.

In 2018, NAA offered 78 training sessions for 6,395 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 34 related e-courses. As of the end of 2018, a total of 338,000 persons had participated in e-courses and 239,000 persons had been issued certificates after successful completion.

Table 4 Training programs for records management

No.	Training type	Number of sessions	Number of participants
1	In-house training	31	2,555
2	Cooperative training	2	226
3	Support other agencies' training	45	3,614
Total		78	6,395

C. Evaluation of records management

In order to set the benchmark for records management, NAA organized the 16th Records Management Quality Awards and Outstanding Records Manager Awards. In 2018, 17 government agencies and 20 individuals received awards. The award ceremony was held on September 12, 2018 at the International Conference Hall of the National Central Library. Premier Ching-Te Lai presented at the ceremony and gave the prizes to the winners.



On September 12, 2018, Premier Ching-Te Lai (5th from the left in the front row) and Minister of National Development Council Mei-Ling Chen (6th from the right in the front row) posed for a photo with winners of the 16th Records Management Quality Awards.



On September 12, 2018, Premier Ching-Te Lai (6th from the left in the front row) and Minister of National Development Council Mei-Ling Chen (6th from the right in the front row) posed for a photo with winners of the 16th Outstanding Records Manager Awards.

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of the end of 2018, the total number of government agency records catalogs published on NAA's NEAR website (<https://near.archives.gov.tw>) stood at 508,426,453.



Navigating Electronic Agencies' Records (NEAR) website

(B) Statistics on NEAR usage

In 2018, a total of 117,461 users visited NEAR. The total number of searches in 2018 was 142,945, including 61,210 simple searches (42.27%) and 82,524 advanced searches (57.73%).

(C) Statistics on ACROSS usage

By the end of 2018, the ACROSS website (<https://across.archives.gov.tw>) had integrated 98 databases developed by 36 libraries, museums, and archives in Taiwan. In 2018, 15,309 visitors to ACROSS made a total of 49,822 searches.



Archives Cross Boundaries (ACROSS) website

IV. Documents flow process management and computerization of documents and records management

A. Documents flow process management

(A) Statistics on official document processing status

In accordance with the Guidelines for Official Documents Flow Management, NAA assembles statistical data regarding the processing status of official documents from the Executive Yuan and its first-level agencies on a monthly basis and publishes it on the NAA website.

(B) Timeliness management of official document processing

In accordance with the Guidelines for Official Documents Flow Management, NAA is responsible for monitoring the timeliness of official document processing of all agencies under the Executive Yuan. In 2018, NAA monitored the progress of official document processing at the Ministry of National Defense, the Central Bank, the Central Election Commission, and the Ocean Affairs Council, and provided comments with suggestions for improvement.

(C) Documents flow process management seminars

In 2018, to raise the public sector's awareness of the Guidelines for Official Documents Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held two documents flow process management seminars, with one session each held in northern and southern Taiwan. The events were attended by 373 persons.

B. Electronic documents and records service

The NAA in 2018 received 20 requests for electronic records technical services and handled a total of 1,869 items of storage media.

C. Documents and records information system performance and security

In 2018, the related functions of various official document information systems were upgraded as scheduled, and the system maintenance process was used to moderately adjust hardware and software resources to improve the operational efficiency of each system.

In addition, the NAA has an information security policy. An information security management system has been in place since 2003, and it has been updated in 2016 and 2017. It was re-validated in 2018 on the basis of the ISO27001:2013 Information Security Management System (ISMS) international standard.

According to the ISMS regulations, handling information assets assessment, risk treatment planning, disaster recovery drills, training and awareness, internal and external auditing, management review and other security matters.

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