

National Archives Administration Annual Report 2019



National Archives Administration

Annual Report 2019

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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.

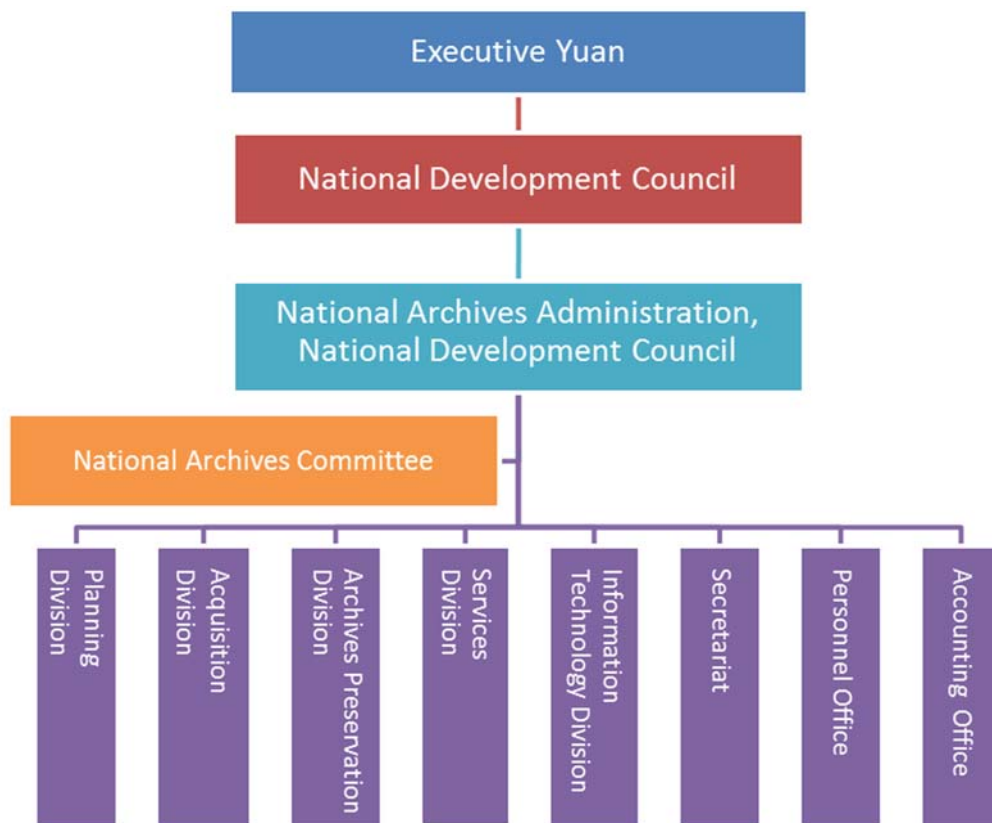


Chart 1 Organizational structure

(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 129 staff members, 8 qualified archives volunteers and 45 volunteers providing guide services for Taiwan Provincial Administration Information Hall (as of December 31, 2019).

B. Medium-term strategic plan

(A) Vision and strategy

1. Core value and development strategies

- (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.

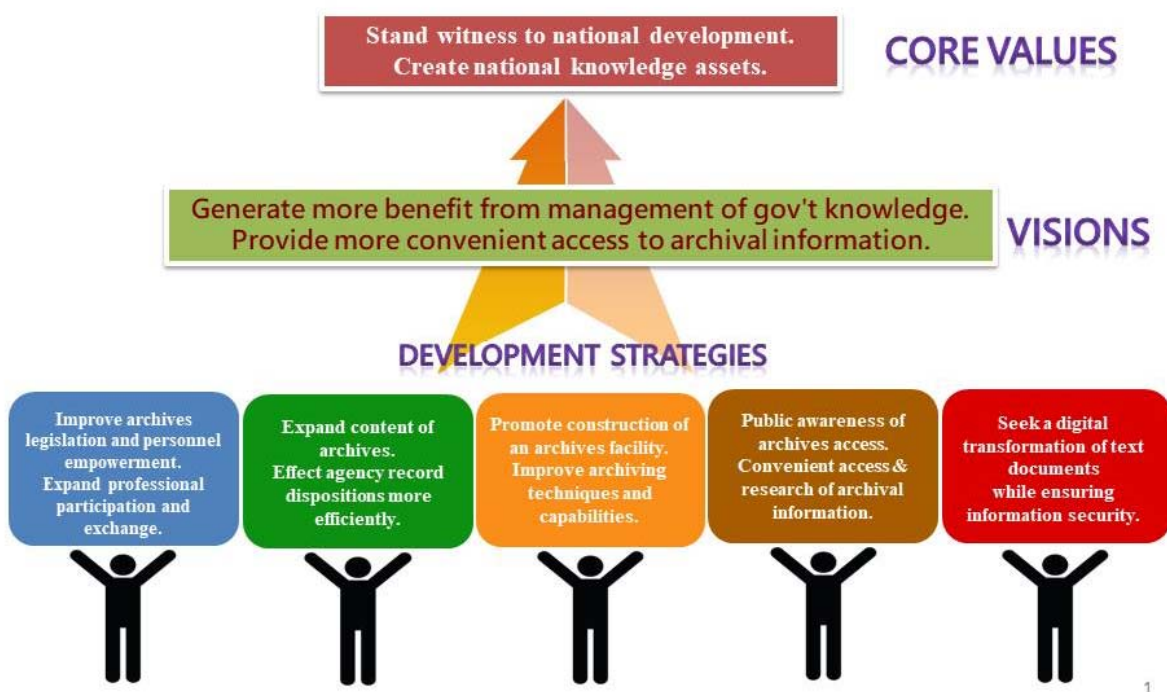


Chart 2 Core value and development strategies

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 its 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 building 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 (2018-2025)

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 for the year	21,000	45,178
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 for the year	20	71
3. To construct the National Archives and to improve preservation techniques and storage capacity.	Length of archives added	Length of archives added for the year (meters)	400	400
	Quantity of archives transferred into digital form	Number of pages of archives transferred into digital form for the year (ten thousand pages)	105	142

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 electronic archives	Number of pages of electronic archives for which preliminary review was completed	360,000	360,515
	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% (Completion of the trial assessment and finishing review of related regulations)	100% (In 2019, NAA received 814 applications, including 454 to use "first read and transcribe" service.)
	Web browsing of electronic archives	(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 confirm service processes and system functions; 2019–to offer a browsing service.)	100% (Completion of the service process and system)	100% (Speeding up the opening up of political archives for public access; NAA as of the end of 2019 had allowed browsing and duplication of more than 300,000 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.)	80%	100%

(B) Major projects

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

Outcomes in 2019 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 "Agricultural and Industrial Development and Transformation in Taiwan" archival records to the Archival Resources for Teaching website; completed teaching lesson plans on Name change policies in the period of Japanese colonization and Nationalist Government; released "Archives LOHAS" No.139 to No.150; created archives cultural goods including a "Bamboo Hourglass for Sweet Moment", "Archives Handbag" and "Archives Line Pictures" ; and hosted two exhibitions -- "A Dialogue with Maps: Stories Behind the National Archives' Maps" and "Sweet Memories: Taiwan Sugar Archives Exhibition". Also established an online exhibition system.
- (3) NAA handled the review and selection of 1952-1992 archival records of the National Security Council, and approved the results.
- (4) NAA converted 601,713 pages of archives into digital form.
- (5) NAA repaired 24,000 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 2019 were as follows:

- (1) NAA provided certification of the Electronic Document and Records Management System (EDRMS), and completed system validation for 191 agencies.

- (2) NAA obtained certifications for ISO 27001 and ISO 22301, and also 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) NAA maintained the regular audit of the SPEED system in various agencies.
 - (4) In 2019, a total of 135,313,470 official documents were exchanged through the SPEED system, including 66,850,455 documents received, and 68,463,015 sent. Each document would have cost NT\$25 to send by registered letter so the SPEED system saved NT\$1.71 billion in postage costs.
 - (5) A total of 5,663 agencies/schools have implemented the electronic document online approval with digital signatures, and 5,697 agencies/schools have implemented double-sided printing operations.
 - (6) NAA expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 99 different websites.
 - (7) NAA released 132 datasets for access via the Government Open Data Platform.
 - (8) NAA planned and constructed Citizen Archivist Platform (trial version), which has reached 1,056 registrants, and 2,148 archive images have been transcribed, 1,837 photographs have been described.
 - (9) The NAA held 19 training courses on documents and archives information systems and information security education. These training sessions attracted a total attendance of 1,256.
3. Program for Inventorying, Acquisition, and Arrangement of Political Archives (2017-2019)
- Outcomes in 2019 were as follows:
- (1) NAA 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) As of the end of 2019, NAA had completed the transfer and arrangement of 1,725.13 meters (137,687 files) of records from 33 government agencies, such as the Military Intelligence Bureau..
 - (3) NAA collected a grand total of 2,435.6 meters of political archives and completed digitization of over 4.47 million pages. Except for some of the 6th transfer records, all of the political archives catalog is available online. NAA has provided access to over 300,000 political archival pages and 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 (2018-2025)
- Outcomes in 2019 were as follows:
- (1) NAA completed the basic design and the urban design review for the National Archives building.
 - (2) NAA adjusted the content of the tender project to smoothly execute the subsequent construction plan.
 - (3) NAA completed the review and approval of archival catalogs and appraisal reports of the agency records over 25 years old from 59 agencies.
 - (4) NAA completed the development and testing of 2 file format conversion programs. The programs were certified and officially made available online.
 - (5) NAA designed the future National Archives visual classification system, and applied it to 26 objects and marketing promotion.

C. Annual budget

The NAA annual budget was NT\$399,846,000 and the budget execution rate was 99.93%.

D. Applying for cultural heritage preservation funding

In 2019, NAA conducted "Preservation and Repair Project of Taiwan Railway Archives (significant antiquities), second phase", a project funded by the Bureau of Cultural Heritage (BOCH), Ministry of Culture.

In addition, the project "Digitization and Utilization Project of the 228 Incident and the White Terror Archives" was submitted to and received a grant from BOCH.

E. Legal amendments

(A) Enacting of the "Political Archives Act"

The "Political Archives Act" was promulgated and enacted on 24 July, 2019 with Presidential Order. The act expands and preserves the political records of government agencies (institutions), simplifies the procedures of declassification or downgrading of confidential records, distinguishes the applicants of archives, and ensures accessibility of the political archives.

(B) Review and amendment of laws and regulations

13 regulations and directions were amended in 2019.

F. Research and development

(A) Monographs and research

NAA published Volume No. 18 of the "Archives Semiannual", volumes No.139 to No.150 of "Archives LOHAS", "The Compilation of the Taiwan Sugar Archives", and the "National Archives Administration 2018 Annual Report (e-book)".

(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 one outside research project and completed six in-house studies in 2019. NAA also organized an awards event to encourage access to archives for research purposes. Nine research papers and five innovative works received awards.

(C) Visits and meetings

1. Visited the Commonwealth of Australia to study archives management and electronic development

To understand more about the management of archives as well as the construction of new archival facilities and long term preservation of electronic document, from November 10 to 17, 2019, an NAA delegation visited archives and agencies in the Commonwealth of Australia, including the National Archives of Australia, National Film and Sound Archive, National Library of Australia, National Museum of Australia, and Public Record Office Victoria.



Director-General of NAA Chiu-Yen Lin (3rd from the left) with Director-General of National Archives of Australia David Fricker (middle)

2. Attended 2019 ARA Conference

From August 26 to September 2, 2019, an NAA delegation attended the 2019 ARA Conference held by the Archives and Records Association, UK & Ireland (ARA). In addition, the delegation visited the West Yorkshire History Centre (WYHC) and “Van Gogh: the Immersive Experience Exhibition” to serve as reference for the complete development of archival practice and records management in Taiwan.



NAA division director Hsiao-Chin Tu (2nd from the left) with WYHC manager Teresa (1st from the left), director Shirley (2nd from the right), and specialist Stefanie (1st from the right)

3. Attended the 2019 International Conference on Information Technology and Computer Communication (ITCC)

From August 15 to 19, 2019, an NAA delegation attended 2019 International Conference on Information Technology and Computer Communication (ITCC) in Singapore and visited the National Archives of Singapore during the meeting.



NAA Section Chiefs Yuan-Yuan Hong and Wen-Fang Lai (3rd and 4th from the left of 2nd row) with the participants of the 2019 International Conference on Information Technology and Computer Communication

(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 2019, NAA cooperated with the Ministry of Transportation and the Communications and the 13 other agencies to hold archives-related workshops, seminars, and exhibitions (including building an online exhibition website and publishing specified books). NAA also signed an MOU for cooperation with the Ministry of Culture's Department of Cultural Resources and 7 other agencies. Furthermore, NAA cooperated with private enterprises to promote archive knowledge. For example, NAA worked with the News Lens and National Education Radio to promote the "Archives LOHAS" and authorized the electronic text of the "Archives Quarterly" and "Archives Semiannual" for the use of the National Central library and the 3 private companies.

(E) 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 2nd "Archives Month" event was held in November 2019. The activity theme was "Archives, Memory and Story," which emphasizes the correlation between archives and local memories. NAA and 74 government agencies and schools organized 95 archives and records promotion activities, which attracted more than 230,000 participants. These activities are briefly introduced below:

1. Grand opening for the "Archives Month"

On November 1, 2019, a grand opening ceremony for "Archives Month" was held at the Green Gallery in the Xinzhuang Joint Office Tower, Executive Yuan. Booths entitled "Look • Face to face with archives," "Meet • Interact with archives," "Listen • Dialogue with archives" provided insights into the content of archives, which can at

turns be professional, lively, and interesting.



The grand opening for the 2019 Archives Month was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan. Minister of National Development Council Mei-Ling Chen (3rd from the left), Director-General of NAA Chiu-Yen Lin (3rd from the right), Director-General of Northern Region Water Resources Office, Water Resources Agency Ministry of Economic Affairs Ming-Lang Chiang (2nd from the right), Director of Third Maintenance Office Directorate General of Highways, MOTC Ching-Chou Lin (top left), Director of Secretariat of Taiwan Power Company Hui-Chun Su (Top right) and Director of Luzhou District Office New Taipei City Government Te-Yang Shih (2nd from the left), announced together the launch of the "Archives Month"

And on the day of the grand opening for the 2019 Archives Month, the winners of the 2019 "Best Partner-Archive Research Application Award Promotion" and "Citizen Archivist Collaboration" were publicly awarded prizes.



The winners of the 2019 "Best Partner-Archive Research Application Award" and "Citizen Archivist Collaboration" were publicly awarded prizes by Director-General of NAA Chiu-Yen Lin

2. Series of activities

NAA held total 11 events planned with 3 main themes: "Telling the stories", "Preserving for eternity" and "Having fun with interaction", involving more than 5,000 participants.



Archives Month series activities

3. Joint events with other government agencies around Taiwan

NAA joined with 74 government agencies and schools to organize several archives promotion activities, and invited the public to participate in the online activities on the NAA Facebook page.

4. Related marketing and promotion activities

NAA promoted Archives Month through Facebook, the NAA official website, videos and other channels to attract people's attention and encourage their participation.

5. Other activities

NAA organized activities such as archives-related workshops, archives management seminars, guided tours for the National Archives Repository, and movie appreciation events.



2019 Archives Month website

(F) Visitor reception

In 2019, NAA received visits from 25 agencies (organizations) from Taiwan and abroad.

G. The maintenance and operation of Taiwan Provincial

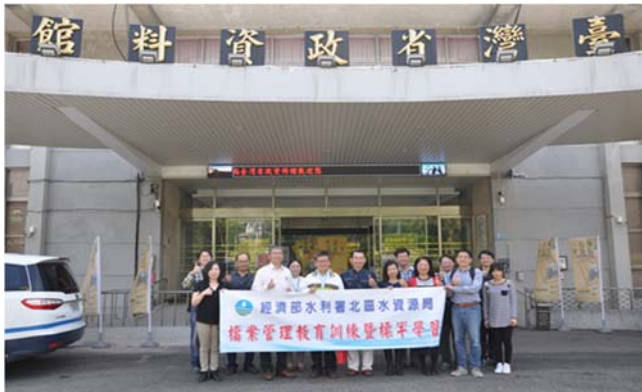
Administration Information Hall

The main tasks of the Taiwan Provincial Administration Information Hall, of which personnel matters and operations has been taken over by NAA since July 1, 2018, are as follows.

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

The Taiwan Provincial Administration Information Hall is opened to the public. The front block of the Taiwan Provincial Administration Information Hall and the Lotus Garden, was designated as a historic building by the Nantou County Government on April 13, 2011. In 2019,

there were 26,228 visitors, and the visitor satisfaction rate (based on sample survey) was 96.72%.



Director-General of Northern Region Water Resources Office, Water Resources Agency, MOEA Ming-Lang Chiang and his colleagues visited the Taiwan Provincial Administration Information Hall on April 17, 2019

To enrich the collection and improve the quality of service, NAA has been continuously processing the photo digitalization of Taiwan Provincial Government important events and holding the volunteer guide training and observation and learning activities. To implement the protection and the maintenance of the historic building, NAA renewed and upgraded the equipment in the conference rooms, and planned to build a more accessible environment and to strengthen seismic resistance of the building.

(B) Archive and art exhibitions and promotion activities

The Taiwan Provincial Administration Information Hall is a high quality exhibition hall in central Taiwan, and has social educational and cultural functions. The hall not only has permanent exhibitions, but also holds special exhibitions and activities. These exhibitions combine archives and art, to help visitors to realize the importance of archives preservation and accelerate the applications for archives.

In 2019, there were six exhibitions held in the special exhibition rooms and the art gallery, attracting 39,563 visitors. In addition, four art promotion activities were held, attracting 234 attendees.



Director-General of NAA
Chiu-Yen Lin (7th from the
left) participated in the
opening tea party of "1950-
1960 Those Were the Days"
archives exhibition on
January 26, 2019

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 National Security Council, Judicial Yuan, 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 2019, records totaling 1,832.218 meters in length were acquired from 113 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" 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 facade and the entire district configuration. Detailed design of architect is currently underway. After the completion of the National Archives building in 2025, 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 23,784.795 meters of archives. In terms of archival materials, there are 22,874.75 meters of paper materials, 222.32 meters of photographic materials, 662.455 meters of audio-visual materials, 13.025meters of digital/electronic materials, and 12.245 meters of other materials (official seals, agency name plates).

(2) By provenance

In terms of provenance, as of the end of 2019, 22,769.5 meters of paper archives and 906.895 meters of non-paper archives had been transferred from 483 government agencies. 105.07 meters of paper archives and 3.15 meters of non-paper archives had been donated by 35 civic groups and individuals. 0.18 meters of paper archives had been transferred from the Kuomintang political party.

(3) By categories of the archives classification scheme

As of the end of 2019, archival collections consisted of the following 22 categories.

Table 2 The length of various categories of archives

Item	Classification ID	Category	Length (Meters)
1	010	Government Policy	282.145
2	020	Legislation and Control Affairs	218.95
3	030	Judicial and Legal Affairs	579.53
4	040	Recruitment, Qualification and Personnel Affairs	41.34
5	050	Interior Affairs	293.29
6	060	Foreign and Overseas Community Affairs	959.48
7	080	National Defense and Veterans Affairs	4,835.24
8	090	Fiscal and Financial Affairs	4,136.3
9	100	Education and Sports Affairs	591.1
10	110	Economic and Trade Affairs	3,043.66
11	120	Transportation and Public Works Affairs	4,699.85
12	130	Ethnicity Affairs	4.62
13	140	Culture and Media Affairs	315.16
14	150	Health Care Affairs	1.595
15	160	Environmental Resource Affairs	2.4
16	180	Labor and Human Resources Affairs	6.7
17	190	Humanities and Technology Development Affairs	1.18
18	200	Agricultural Affairs	180.19
19	500	Local Affairs	1,367.495
20	600	Political Affairs	2,116.36
21	700	Civic groups	105.86
22	800	Individuals	2.35
Grand Total			23,784.795

2. Management of archives

(1) Description of archives

Pursuant to the National Memory Deepening Formation Program (Phase I, 2016-2019) and other projects, in 2019, NAA completed file-level archival description of 12,401 files.

(2) Inventorying of archives

In 2019, NAA inventoried 1,809 files (2,648 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

48,232 pages of damaged archives were repaired in 2019. From 2001 to the end of 2019, a total of 557,425 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

76,684 files and 12,609 items of archives were declassified as of 2019. As of the end of 2019, 2,907 files and 2,105 items remained classified.

(5) Inventorying of reproductions of archives

In 2019, NAA inventoried reproductions of archives duplicated in 2015, including 38 hard disk drives.

(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 2019, 1,498,575 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, 1,830,123 pages of scanned images were copied from the Ministry of the Interior and the Transitional Justice Commission. From 2000 to the end of 2019, NAA made scanned copies of 16,349,133 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, 3,654

videotapes, 1,910 reel-to-reel tapes, 160 cassette tapes, 821 rolls of cinematic film, 90 vinyl records, and 80,184 photonegatives (including slides and photographic prints) have been converted.

(D) Management of archives preservation facilities

All control equipment, lighting equipment, fire safety arrangements, 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.

(E) 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 2019, a grand total of 878 pages of private documents related to 205 victims were identified. Among these 205 victims, 189 of them or their family members were contacted, and 116 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 archival resources); 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 (adopt 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; NAA also issued "Guidelines on Access to National Archives Services" and "Guidelines on the A⁺ website."

In addition, to enhance archival services, NAA in 2019 continued to promote a planned preview mechanism, and provided access to over 300,000 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 2019, the A⁺ website of NAA had been browsed over 12 million times, with an increase of 1,000,233 views in 2019.

In 2019, NAA responded to 354 inquiries from government agencies for access to 1,754,105 items of archives, and 1,754,098 items were provided. NAA received 816 applications from the public for access to 147,966 items (including 2 applications for access to 21 items deposited with other agencies), and 147,569 items were provided.



Archives Access Service website

(C) 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 archives catalogs queries. In 2019, there were 1,262 visits to the center. Responses to "purpose of visit" questionnaires (multiple choices allowed) indicated that 863 persons came to apply for access to archives, 138 persons for information inquiries, 24 persons for access to publications, and 303 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 2019. Among 794 customers who accessed archives (not including 2 customers who accessed archives deposited with other agencies), 261 individuals completed the survey. Average satisfaction across all evaluation indicators was 94.77%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 90.32%, 97.61%, and 96.37% respectively.

Table 3 Statistics and satisfaction rating for access to archives

Unit: percentage (%)							
Degree of satisfaction (N*=261)		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction
Application process	(1) Easy interface	62	135	36	9	2	90.32%
	(2) Understandability and legibility of application forms	68	144	29	3	0	
	(3) Result of inquiry meets needs	86	137	20	1	0	
Service personnel	(4) Attitude of service personnel is warm and kind	197	45	2	0	0	97.61%
	(5) Efficiency of service personnel	189	49	5	1	0	
Environment	(6) General environment is comfortable	147	62	2	1	0	96.37% (Non-visitors excluded)
	(7) Hardware is complete and works well	140	67	4	1	0	
Average satisfaction		94.77%					

*Note: N = Number of survey respondents

(D) Educational programs for archives promotion

1. 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 2019, 560 teachers and students from 23 universities and high schools visited NAA, where they filled out satisfaction surveys. A total of 285 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 92.13%.

2. Promotion of access to Archival Resources for Teaching (ART)

In 2019, to enhance the use of archives for teaching and research, NAA added 70 items pertaining to "Agricultural and Industrial Development and Transformation in Taiwan" to the ART website (<https://art.archives.gov.tw>). Also teaching lesson plans on name change policies in the period of Japanese colonization and Nationalist Government were completed. Furthermore, 13 outreach programs were arranged for students and teachers, with a total of 431 participants.



Homepage of Archival Resources for Teaching (ART)

3. 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, 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 2019, a total of 12 issues of "Archives LOHAS", from Issue No.139 to No.150, were published, and the number of subscribers reached more than 17,000.



Homepage of
"Archives LOHAS"
No. 139

In addition, NAA promotes "Archives LOHAS" on different types of media platforms as follows:

(1) Collaboration with The News Lens

In order to increase reader reviews and enhance promotion effectiveness, NAA created a column on the News Lens platform to publish articles from "Archives LOHAS" in accordance with current events.



NAA column on the News Lens

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

To disseminate information about archives service, NAA has 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

(3) Archives Line Stickers

NAA commissioned an artist to create 24 Line stickers using the picture of the archives mascot for promotions and sale.



Archives Line stickers

(E) Archives exhibitions

There were four exhibitions held at NAA Exhibition Hall in 2019, including "A Dialogue with Maps: Stories Behind the National Archives' Maps," "The Sketches of Formosa," and "Sweet Memories: Taiwan Sugar Archives." The total number of visitors was 78,755.



On October 23, 2019, Director of the National Palace Museum Mi-Cha Wu (middle), Chairman of Taiwan Sugar Corporation Chao-Yih Chen (left), and Director-General of NAA Chiu-Yen Lin (right) attended the opening ceremony of the exhibition "Sweet Memories: Taiwan Sugar Archives Exhibition"

(F) Sales of archives cultural goods

To promote the sale of archives-related cultural goods, NAA established a showcase in the Exhibition Hall, and has sold them on the official website since October 20, 2017. In 2019, NAA launched some new archives cultural goods, including "Bamboo Hourglass for Sweet Moment" and "Archives Handbag." A total of 18 products have been launched.



New Archives cultural goods launched in 2019

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 2019, 7,442 retention schedules for government agency records had been approved. In 2019, 104 schedules were reviewed, and 80 schedules were approved, involving 181 agencies.

- (B) Review and approval of catalogues of destroyed government agency records
A total of 3,767 destruction catalogs were reviewed and approved in 2019. As of the end of 2019, a total of 40,672 such destruction catalogs had been 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 NAA.

In 2019, under the National Archival Acquisition Plan (2016-2019), NAA reviewed 3,889 records from the Ministry of National Defense, the Armed Forces Reserve Command, and the Ministry of Examination, and selected 18.1% (704 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 7 government agencies were approved, including the Ministry of Science and Technology and the Ministry of the Interior.

- (E) Promotion of risk management for government agency records
- In order to promote standardization of risk management for government agencies records and strengthen the risk awareness of records managers, NAA formulated the "Program for Implementation of a Government Agency Records Risk Management System" in 2018. In 2019, NAA held 4 briefings for Government Agency Records Risk Management System, gave advice for 16 agencies to complete self-assessment, and sent official letters to 243 agencies under the Executive Yuan to complete the trial version of Government Agency Records Risk Management System.

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 2019, NAA offered 64 training sessions for 4,996 participants. Via the learning platform of 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 2019, a total of 403,000 persons had participated in e-courses and 286,000 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	28	2,552
2	Cooperative training	8	765
3	Support other agencies' training	28	1,679
Total		64	4,996

C. Evaluation of records management

In order to set the benchmark for records management, NAA organized the 17th Records Management Quality Awards and Outstanding Records Manager Awards. In 2019, 13 government agencies and 16 individuals received awards. The award ceremony was held on September 11, 2019 at the International Conference Hall of the National Central Library. Premier Tseng-Chang Su presented the prizes to the winners.



On September 11, 2019, Premier Tseng-Chang Su and Minister of National Development Council Mei-Ling Chen posed for a photo with winners of the 17th Records Management Quality Awards



On September 11, 2019, Premier Tseng-Chang Su and Minister of National Development Council Mei-Ling Chen posed for a photo with winners of the 17th Outstanding Records Manager Awards

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of the end of 2019, the total number of government agency records catalogs published on NAA's NEAR website (<https://near.archives.gov.tw>) stood at 484,236,104.



Navigating Electronic Agencies' Records (NEAR) website

(B) Statistics on NEAR usage

In 2019, a total of 149,834 users visited NEAR. The total number of searches in 2019 was 246,014, including 59,789 simple searches (24.3%) and 186,225 advanced searches (75.7%).

(C) Statistics on ACROSS usage

By the end of 2019, the ACROSS website (<https://across.archives.gov.tw>) had integrated 99 databases developed by 36 libraries, museums, and archives in Taiwan. In 2019, 280,889 visitors to ACROSS made a total of 197,564 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 2019, NAA monitored the progress of official document processing at National Palace Museum, Transitional Justice Commission, Hakka Affairs Council and the Veterans Affairs Council, and provided comments with suggestions for improvement.

(C) Documents flow process management seminars

To raise government agencies' awareness of the Guidelines for Official Documents Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held 2 sessions of documents flow process management seminars in 2019, with 406 attendances.

B. Electronic documents and records service

The NAA in 2019 received 27 requests for electronic records technical services and handled a total of 2,572 items of storage media.

C. Documents and records information system performance and security

In 2019, the related functions of various official document information systems were upgraded as scheduled, and the system maintenance process was used to appropriately adjust hardware and software resources to improve the operational efficiency of each system.

In addition, NAA has an information security policy. There has been an information security management system in place since 2003. It was re-validated in 2018 through ISO27001:2013 Information Security Management System (ISMS) international standard. The renewal operation was completed in 2019.

In accordance with ISMS regulations, NAA conducts information assets assessment, risk treatment planning, disaster recovery drills, training and awareness, third party external auditing, management review and other security matters. In accordance with the requirements of the Cyber Security Management Act, NAA does information asset classification, double internal audits, and audits by superior authorities (National Development Council).

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