

National Archives  
Administration,  
National Development Council  
**Annual Report 2020**



# National Archives Administration

## Annual Report 2020

### Contents

<b>I. ABOUT NAA .....</b>	<b>1</b>
A. ORGANIZATION AND PERSONNEL .....	1
B. MEDIUM-TERM STRATEGIC PLAN .....	4
C. ANNUAL BUDGET .....	10
D. APPLYING FOR CULTURAL HERITAGE PRESERVATION FUNDING .....	10
E. LEGAL AMENDMENTS .....	10
F. RESEARCH AND DEVELOPMENT .....	10
G. THE MAINTENANCE AND OPERATION OF TAIWAN PROVINCIAL ADMINISTRATION INFORMATION HALL.....	14
<b>II. MANAGEMENT OF AND ACCESS TO ARCHIVES.....</b>	<b>16</b>
A. ARCHIVES ACQUISITION.....	16
B. ARCHIVES COLLECTION.....	16
C. ACCESS AND PARTICIPATION .....	21
<b>III. ADVANCEMENT OF THE GOVERNMENT AGENCY     RECORDS MANAGEMENT SYSTEM.....</b>	<b>30</b>
A. ADVANCEMENT OF IMPORTANT REGULATION SYSTEMS .....	30
B. CULTIVATION OF HUMAN RESOURCES .....	31
C. EVALUATION OF RECORDS MANAGEMENT .....	31
D. RECORDS INFORMATION SUBMISSION AND WEBSITE UTILIZATION .....	33
<b>IV. DOCUMENTS FLOW PROCESS MANAGEMENT AND     COMPUTERIZATION OF DOCUMENTS AND RECORDS     MANAGEMENT.....</b>	<b>35</b>
A. LEGAL AMENDMENTS .....	35
B. DOCUMENTS FLOW PROCESS MANAGEMENT .....	35
C. ELECTRONIC DOCUMENTS AND RECORDS SERVICE.....	36
D. DOCUMENTS AND RECORDS INFORMATION SYSTEM PERFORMANCE AND SECURITY .....	36

## **Tables**

<b>Table 1 Achievement of the 2020 performance goals.....</b>	<b>6</b>
<b>Table 2 Length of various categories of archives .....</b>	<b>18</b>
<b>Table 3 Statistics and satisfaction rating for access to archives.....</b>	<b>23</b>
<b>Table 4 Training programs for records management .....</b>	<b>31</b>

## **Charts**

<b>Chart 1 Organizational structure .....</b>	<b>2</b>
<b>Chart 2 Core value and development strategies.....</b>	<b>4</b>

# **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

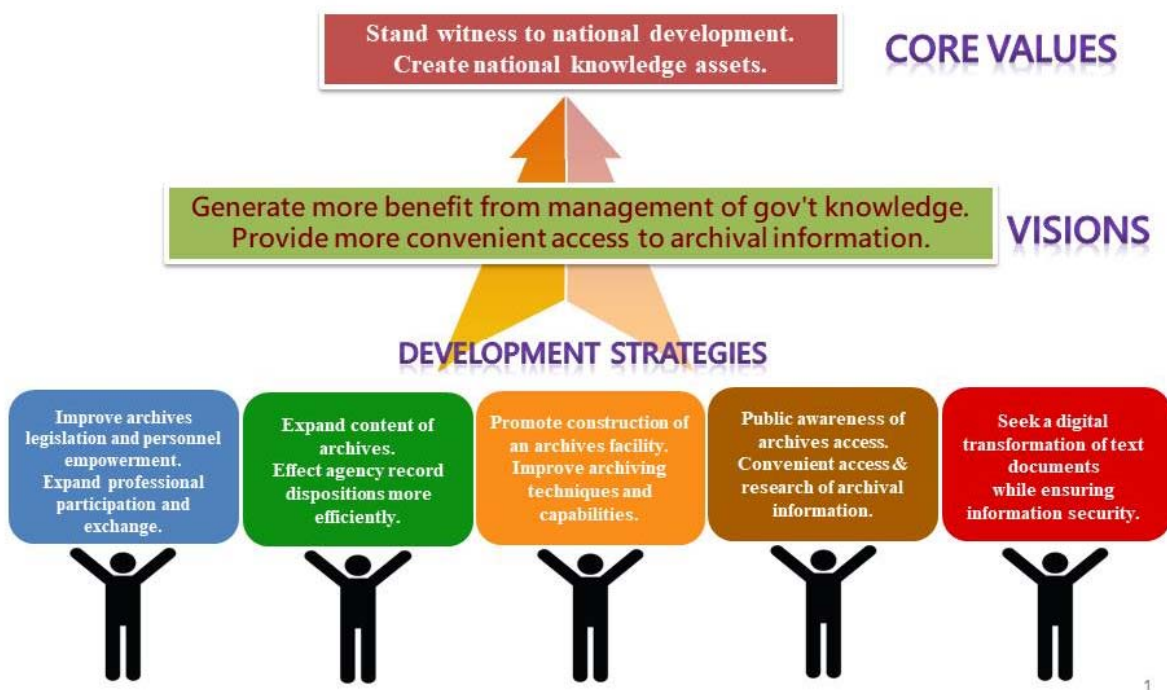
There are 126 staff members, 12 qualified archives volunteers, and 42 volunteers providing guide services for Taiwan Provincial Administration Information Hall (as of December 31, 2020).

## 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 II, 2020-2023)
- (2) Digital Documents and Records Innovative Project (2017-2020)
- (3) The Construction Program of Archives Preservation and Service (2018-2025)



**Table 1 Achievement of the 2020 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 participated in training courses	Number of people that participated in e-courses for the year	22,000	69,828
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	25	60
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)	65	179

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 (ten thousand pages)	36	36
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.)	90%	100%

## (B) Major projects

### 1. National Memory Deepening Formation Program (Phase II, 2020-2023)

Outcomes in 2020 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 "Transportation network and development in Taiwan" archival records to the Archival Resources for Teaching website; discussed the archives of railway, highway, maritime transportation, and airline transportation; released "Archives LOHAS" No.151 to No.162; created archives of cultural goods including a "Port Impression Table Mat", "Memories of Harbors canvas bag", daily life Line stickers of Archives mascot; and hosted two exhibitions - "Sweet Memories: Taiwan Sugar Archives Exhibition" (Kaohsiung session) and "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan". Also established an online exhibition system.
- (3) NAA handled the review and selection of education and national defense archives during 1972-1992 from the Executive Yuan, the archives of the former Taiwan Provincial Department of the Civil Service Ethics during 1967-1999, and approved the results.
- (4) NAA converted 474,028 pages of archives into digital form.
- (5) NAA repaired 24,000 pages of damaged archives.

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

Outcomes in 2020 were as follows:

- (1) NAA provided certification of the Electronic Document and Records Management System (EDRMS), and completed system validation for 203 agencies.
- (2) NAA obtained ISO 27001 and ISO 22301 certifications, 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 2020, a total of 143,920,092 official documents were exchanged through the SPEED system, including 71,935,635 documents received, and 71,984,457 sent. Each document would have cost NT\$25 to send by registered letter so the SPEED system saved NT\$1.799 billion in postage costs.
  - (5) NAA expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 102 different websites.
  - (6) NAA released 135 datasets for access via the Government Open Data Platform.
  - (7) NAA planned and constructed a Citizen Archivist Platform, which has reached 1,295 registrants, and more than 5,000 archive images and photographs have been transcribed.
  - (8) The NAA held 77 training courses on documents and archives information systems and information security education. These training sessions attracted a total attendance of 3,913.
3. The Construction Program of Archives Preservation and Service (2018-2025)

Outcomes in 2020 were as follows:

- (1) NAA completed the detailed design of the National Archives, and conducted project bidding procedures.
- (2) NAA completed the review and approval of archival catalogs and appraisal reports of the agency records dating back over 25 years from 60 agencies.
- (3) NAA completed the development and testing of two file format conversion programs. The programs were certified and officially made available online.
- (4) NAA completed the first phase of an outsourced project for the exhibition of the contents of the National Archives, including archives selection, audience targeting and curatorial discourse of different types of exhibitions.

## **C. Annual budget**

The NAA annual budget was NT\$444,172,000 and the budget execution rate was 99.77%.

## **D. Applying for cultural heritage preservation funding**

In 2020, the project entitled "Preservation and Repair Project of Taiwan Railway Archives (significant antiquities), third phase" was submitted to and received a grant from the Bureau of Cultural Heritage (BOCH), Ministry of Culture. The project is expected to be completed by the end of 2021.

In 2020, the project entitled "Digitization and Utilization Project of the 228 Incident and the White Terror Archives", which had been submitted to and received a grant from BOCH in 2019, was completed. Additionally, the project entitled "Digitization and Utilization Project of political and historical archives of the Taiwan Provincial Consultative Council" was submitted to and received a grant from BOCH in 2019. The project was implemented in 2020 and is expected to be completed by the end of 2021.

## **E. Legal amendments**

### **(A) Review and amendment of laws and regulations**

20 regulations and directions were amended in 2020.

### **(B) Compilation of Archives Legislation**

Due to the enactment of the "Political Archives Act" and the amendment of other regulations, NAA released an updated "Compilation of Archives Legislation" for public reference in November 2020.

## **F. Research and development**

### **(A) Monographs and research**

NAA published Volume No. 19 of the "Archives Semiannual", volumes

No.151 to No.162 of "Archives LOHAS", "The Compilation of the Archives on the South and North Ports of Taiwan", and the "National Archives Administration 2019 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 completed 3 in-house studies in 2020. NAA also organized an awards event to encourage access to archives for research purposes. The selected works include 7 research papers and 11 innovative works.

(C) 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 2020, NAA signed an MOU for cooperation with the Academia Historica and 7 other agencies. NAA also cooperated with the Ministry of Science and Technology and 11 other agencies to hold archives-related workshops, seminars, and exhibitions (including building an online exhibition website and publishing specified books). 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.

(D) 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 3rd "Archives Month" event was held in November 2020. The

activity theme was "Archives, Memory and Story," which emphasizes the correlation between archives and local memories. 60 government agencies and schools, responding to NAA, organized 72 archives and records promotion activities, which attracted more than 240,000 participants. These activities are briefly introduced below:

1. Grand opening for the "Archives Month"

On November 2, 2020, a grand opening ceremony for "Archives Month" was held at the Green Gallery in the Xinzhuang Joint Office Tower, Executive Yuan. Booths entitled "Talk about archives," "Recall the memories," and "Have fun with archives" provided insights into the content of archives, which can at turns be professional, lively, and interesting.



The grand opening for the 2020 Archives Month was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan. Deputy Minister of National Development Council Hsien-Kuei Kao (4th from the left), Director-General of NAA Chiu-Yen Lin (4th from the right), Director-General of National Treasury Administration, Ministry of Finance Chia-Chi Hsiao (3rd from the right), Director-General of Training Institute, Ministry of Finance Ning-Yu Hsu (3rd from the left), Director of Shihlin Branch, Administrative Enforcement Agency, Ministry of Justice Chun-Jen Chuang (2nd from the left), Director of First Maintenance Office of Directorate General of Highways, MOTC Ying-Fu Chen (2nd from the right), Director-General of Northern Region Water Resources Office, Water Resources Agency, Ministry of Economic Affairs Ming-Lang Chiang (top left), and Director of Nangang District Office, Taipei City Government Hsien-Li Wang (top right), announced together the launch of the "Archives Month"



And on the day of the grand opening for the 2020 Archives Month, the winners of the 2020 "Archive Research Application Award Promotion" were publicly awarded prizes.



The winners of the 2020 "Archive Research Application Award" were publicly awarded prizes by Director-General of NAA Chiu-Yen Lin

## 2. Live activities

NAA held a total of 9 live activities, involving more than 6,000 participants.



2020 Archives month activities

## 3. Online activities

NAA held a total of 2 online activities to publicize Archives Month activities.



4. Joint events with other government agencies around Taiwan  
NAA joined with 60 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.
5. 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.

(E) Visitor reception

In 2020, NAA received visits from 11 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 (where 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 open to the public. The front block of the Taiwan Provincial Administration Information Hall and the Lotus Garden, were declared historical buildings by the Nantou County Government on April 13, 2011. In 2020, the visitor or applicant count was 14,913.



Premier Tseng-Chang Su (3rd from the left) visited the Taiwan Provincial Administration Information Hall on July 27, 2020

To enrich collections and improve the quality of service, NAA has been continuously processing the photo-digitalization and records-acquisition of important records from the Taiwan Provincial Government. Also, NAA held training, observation and learning activities for volunteer guides. To implement the protection and the maintenance of the historic building, NAA started to build a more accessible environment and to make the building more earthquake-resistant.

## (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 realize the importance of archives preservation and spur more applications to access archives.

In 2020, there were 6 exhibitions held in the special exhibition rooms and the art gallery, attracting 20,185 visitors. In addition, 5 training programs for volunteer guides were held in order to better promote the art activities.



NAA Deputy Director-General Hai-Hsiung Chen (7th from right) participated in the opening of the Taichung Calligraphy Association Joint Exhibition on January 18, 2020



NAA Deputy Director-General Hai-Hsiung Chen (4th from left) participated in the opening of the Nantou County Heritage Society & Caotun Township Jiou Jiou Arts Society Joint Exhibition on September 19, 2020

## **II. Management of and access to archives**

### **A. Archives acquisition**

#### **(A) Acquisition strategy**

In 2019, in order to continue to strengthen the diversity and balance of the archives, NAA adopted the "National Archival Acquisition Plan (2020-2023)" as the basis for acquisition. The Plan facilitates systematic and organized acquisition, and creates an integrated NAA medium-term governance plan.

#### **(B) Acquisitions**

In 2020, NAA completed the transfer of records totaling 1722.87 meters in length from 294 agencies. In addition, NAA handled the review and selection of education and national defense archives from the Executive Yuan, the archives of the former Taiwan Provincial Department of Civil Service Ethics, and the political archives of the National Security Bureau and the Police Agency, Ministry of the Interior.

### **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. The repository was officially inaugurated in February 2015.
2. Follow-up will be based on "The Construction Program of Archives Preservation and Service (2018-2025)" as approved and revised by the Executive Yuan on August 4, 2017 and February 30, 2020. This Program calls for the first National Archives building in Taiwan to expand the archives repository. NAA has signed a contract with an architectural firm, which has already completed a detailed design of the project. This project was in tender at the end of 2020. 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 more than 25 kilometers of archives. In terms of archival materials, there are 24,595.316 meters of paper materials, 222.32 meters of photographic materials, 662.455 meters of audio-visual materials, 13.025 meters of digital/electronic materials, and 12.605 meters of other materials (official seals, agency name plates).

#### (2) By provenance

In terms of provenance, as of the end of 2020, 24,487.056 meters of paper archives and 907.255 meters of non-paper archives had been transferred from 612 government agencies. 105.08 meters of paper archives and 3.15 meters of non-paper archives had been donated by 36 civic groups and individuals. 3.18 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 2020, archival collections consisted of the following 23 categories.

**Table 2 Length of various categories of archives**

<b>Item</b>	<b>Classification ID</b>	<b>Category</b>	<b>Length (Meters)</b>
1	010	Government Policy	404.48
2	020	Legislation and Control Affairs	238.73
3	030	Judicial and Legal Affairs	606.255
4	040	Recruitment, Qualification and Personnel Affairs	75.88
5	050	Interior Affairs	295.08
6	060	Foreign and Overseas Community Affairs	967.495
7	080	National Defense and Veterans Affairs	4,943.613
8	090	Fiscal and Financial Affairs	5,050.41
9	100	Education and Sports Affairs	598.218
10	110	Economic and Trade Affairs	3,057.66
11	120	Transportation and Public Works Affairs	4,707.305
12	130	Ethnicity Affairs	4.62
13	140	Culture and Media Affairs	316.576
14	150	Health Care Affairs	1.675
15	160	Environmental Resource Affairs	77.3
16	180	Labor and Human Resources Affairs	6.7
17	190	Humanities and Technology Development Affairs	3.165
18	200	Agricultural Affairs	183.155
19	210	Electoral Affairs	2
20	500	Local Affairs	1,389.869
21	600	Political Affairs	2,467.315
22	700	Civic groups	105.86
23	800	Individuals	2.36
<b>Grand Total</b>			<b>25,505.721</b>

## 2. Management of archives

### (1) Description of archives

Pursuant to the National Memory Deepening Formation Program (Phase II, 2020-2023) and other projects, NAA completed file-level archival description of 19,408 files in 2020.

### (2) Inventorying of archives

In 2020, NAA inventoried 8,504 files (11,826 folders) of paper materials, 240 rolls of films, and 173 files of positives and negatives (including photographs) of non-paper materials.

### (3) Repair of damaged archives

55,607 pages of damaged archives were repaired in 2020. From 2001 to the end of 2020, a total of 613,032 pages of damaged archives were repaired.

### (4) Declassification and downgrading of confidential archives

79,023 files and 12,870 items of archives were declassified as of 2020. As of the end of 2020, 1,185 files and 2,059 items remained classified.

### (5) Inventorying of reproductions of archives

In 2020, NAA inventoried reproductions of archives duplicated in 2004 to 2010, including 119 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 2020, 1,799,677 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, 1,573,811 pages of scanned images were copied from the Ministry of the Interior and the Transitional Justice Commission. From 2000 to the end of 2020, NAA made scanned copies of 19,722,621 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, 1,915 reel-to-



reel tapes, 328 cassette tapes, 8,290 videotapes, 3,499 rolls of cinematic film, 90 vinyl records, and 97,456 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 "Handbook on National Archives Management." They undergo regular maintenance, inspection, repair, and correction, are monitored to detect any abnormal situations, and measures are taken 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 2020, a grand total of 880 pages of private documents related to 206 victims were identified. Among these 206 victims, 190 of them or their family members were contacted, and 117 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 that meet 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<sup>+</sup> website (<https://aa.archives.gov.tw>) to foster multiple searches. NAA in 2020 edited the "Archives access SO EASY" pamphlet for public request.

In addition, to enhance archival services, NAA in 2020 continued to promote a planned preview mechanism, and provided access to over 1,220,000 pages on the A<sup>+</sup> website. NAA amended the "Directions for Access to Archives", specifying the maximum number of applications for national archives and the deadline for replying, and providing free archival images online, in order to balance the service capacity and the rights and interests of all applicant.

### **(B) Access service**

As of the end of 2020, the A<sup>+</sup> website of NAA had been browsed over 13 million times, with an increase of 936,739 views in 2020.

In 2020, NAA responded to 373 inquiries from government agencies for access to 293,868 items of archives, and 293,868 items were provided. NAA provided 663 applications from the public for access to



88,227 items (including 3 applications for access to 27 items deposited with other agencies).



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 2020, there were 1,608 visits to the center. Responses to "purpose of visit" questionnaires (multiple choices allowed) indicated that 1,216 persons came to apply for access to archives, 178 persons for information inquiries, 64 persons for access to publications, and 218 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 2020. Among 649 customers who accessed archives (not including 3 customers who accessed archives deposited with other agencies), 299 individuals completed the survey. Average satisfaction across all evaluation indicators was 95.21%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 91.61%, 97.39%, and 96.63% respectively.

**Table 3 Statistics and satisfaction rating for access to archives**

Unit: percentage (%)							
Degree of satisfaction （N*=299）		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction
Application process	(1) Easy interface	105	125	29	8	3	91.61%
	(2) Understandability and legibility of application forms	132	107	30	5	3	
	(3) Result of inquiry meets needs	123	121	25	2	0	
Service personnel	(4) Attitude of service personnel is warm and kind	223	48	6	0	0	97.39%
	(5) Efficiency of service personnel	225	41	10	0	2	
Environment	(6) General environment is comfortable	194	53	10	0	0	96.63% (Non-visitors excluded)
	(7) Hardware is complete and works well	185	55	16	0	0	
Average satisfaction		95.21%					

\*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 2020, 165 teachers and students from 9 universities and high schools visited NAA, where they filled out satisfaction surveys. A total of 158 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 92.88%.

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

In 2020, to enhance the use of archives for teaching and research, NAA added 70 items pertaining to "Transportation network and development in Taiwan" to the ART website (<https://art.archives.gov.tw>), and held 8 outreach programs for students and teachers, with a total of 709 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 2020, a total of 12 issues of "Archives LOHAS", from Issue No.151 to No.162, were published, and the number of subscribers reached more than 17,580.



Homepage of  
"Archives LOHAS"  
No. 151

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" focusing on current events.



NAA column on  
The News Lens

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

To disseminate information about its archives services, 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. In 2020, a new series of daily life Line stickers featuring the Archives mascot was launched. It uses common words, expressions and actions to convey greetings, encouragement and friendship. This sticker is a promotion for NAA related activities and is available for the public to purchase.



Archives Line  
stickers



(E) Archives exhibitions

There were 3 exhibitions held at NAA Exhibition Hall in 2020, including "Sweet Memories: Taiwan Sugar Archives Exhibition", "Declassification of the Tan-Hsin Archives", and "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan" The total number of visitors was 37,072.



The grand opening for the "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan" was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan, on October 22, 2020. General manager of Taiwan International Ports Corporation, Ltd. Shao-Liang Chen, Minister of Taiwan Transportation Safety Board Hong-Chih Yang, Deputy Mayor of Keelung City Government Yong-Fa Lin, Minister of Ministry of Transportation and Communications Jia-Long Lin, Minister of National Development Council Ming-Hsin Kung, Deputy Mayor of Kaohsiung City of Government Da-Sheng Luo, Director of Academia Historica Yi-Shen Chen, Director-General of Maritime and Port Bureau Hsieh-Lung Yeh, and Director-General of NAA Chiu-Yen Lin (from left to right), announced together the launch of the exhibition.

In addition, NAA devised a new media marketing strategy and organized educational activities, including the new media project on "Moving Harbors for 100 years", "Meet a Curator" weekend workshops, and "Play the two ports" game and guided tours for high school students and so on.



A webpage of "Moving Harbors for 100 years"



"Play the two ports" game and guided tour



"Meet a Curator" weekend workshop



NAA Deputy Director-General Mei-Jung Chen (5th from the right in the front row) posed for a photo with participants in the "Meet a Curator" weekend workshop

(F) Sales of archives-related 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. From 2019, NAA has expanded consignment channels such as National Chiang Kai-shek Memorial Hall, Taoyuan International Airport Terminal 1 and 2, and Government Publications Bookstore. In 2020, NAA launched some new archives-related cultural goods, including a "Memories of Harbors canvas bag" and a "Port Impression Table Mat". A total of 20 products have been launched.



New Archives cultural goods launched in 2020



### **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 2020, 7,622 retention schedules for government agency records had been approved. In 2020, 140 schedules were reviewed, and 124 schedules were approved, involving 206 agencies.

(B) Review and approval of catalogues of destroyed government agency records  
A total of 3,241 destruction catalogs were reviewed and approved in 2020. As of the end of 2020, a total of 43,913 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 2020, under the National Archival Acquisition Plan (2020-2023), NAA reviewed education and national defense records from the Executive Yuan, and the records from the former Taiwan Provincial Department of Civil Service Ethics. A total of 35,351 files were reviewed, and 1,080 files (3.06%) were selected as archives.

(D) Implementing the disposition of agency records  
In 2020, in order to facilitate the process of records disposition and the archives review/selection project, NAA reviewed and approved records disposition appraisal reports of the Ministry of Education, the Ministry of Science and Technology, the Ministry of Internal Affairs and Construction Administration, the Taichung City Government, the Department of Education, Taoyuan City Government, and the Xinzhuang Land Office of the New Taipei City Government.

(E) Review and approval of political archives

As of the end of 2020, NAA reviewed 8,556 political records (3,803 files, 4,753 items) from 172 agencies. A total of 591 files (4,461 items) from 100 agencies were approved and transferred.

## 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 2020, NAA offered 48 training sessions for 3,909 participants. Via the learning platform of the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 33 related e-courses. As of the end of 2020, a total of 492,000 persons had participated in e-courses and 356,000 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	2,431
2	Cooperative training	2	299
3	Support other agencies' training	15	1,179
<b>Total</b>		<b>48</b>	<b>3,909</b>

## C. Evaluation of records management

(A) Awards for Records Management Quality

In order to set the benchmark for records management, NAA organized the 18th Records Management Quality Awards and Outstanding Records Manager Awards. In 2020, 15 government agencies and 15 individuals received awards. The award ceremony was held on September 9, 2020 at

the International Conference Hall of the National Central Library. Premier Tseng-Chang Su presented the prizes to the winners.



On September 9, 2020, Premier Tseng-Chang Su (5th from the right in the front row) and Minister of National Development Council Ming-Hsin Kung (4th from the left in the front row) posed for a photo with winners of the 18th Records Management Quality Awards



On September 9, 2020, Premier Tseng-Chang Su (5th from the right in the front row) and Minister of National Development Council Ming-Hsin Kung (4th from the left in the front row) posed for a photo with winners of the 18th Outstanding Records Manager Awards

(B) Evaluation of Agencies' Records Management

In order to improve the quality and efficiency of government agencies records management and implement the administrative principles of

hierarchical responsibility and graded assessment, NAA promulgated in 2020 the Directions for Evaluating Government Agencies Records Management. The directions regulate that the central and local agencies at all levels should evaluate the records management operations of itself and its subordinate agencies. The evaluation includes the records check, cataloging, preservation, and access process.

## D. Records information submission and website utilization

### (A) Records catalogs published by government agencies

As of the end of 2020, the total number of government agency records catalogs published on NAA's NEAR website (<https://near.archives.gov.tw>) stood at 471,453,636.



Navigating Electronic Agencies' Records (NEAR) website

### (B) Statistics on NEAR usage

In 2020, a total of 141,592 users visited NEAR. The total number of searches in 2020 was 223,424, including 20,545 simple searches (9.58%) and 193,992 advanced searches (90.42%).

### (C) Statistics on ACROSS usage

By the end of 2020, the ACROSS website (<https://across.archives.gov.tw>) had integrated 91 databases developed by 37 libraries, museums, and

archives in Taiwan. In 2020, 7,060 visitors to ACROSS made a total of 49,299 searches.



Archives Cross Boundaries (ACROSS) website



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

### **A. Legal amendments**

In December 2020, NAA amended the "Directions for Documents Flow Process Management" and the "Operational Guidelines for Government Documents and Records Management Computerization" to amend regulations about document flow processes and the electronic official documents transferring processes.

### **B. Documents flow process management**

#### **(A) Statistics on official document processing status**

In accordance with the Directions for Documents Flow Process 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 Directions for Documents Flow Process Management, NAA is responsible for monitoring the timeliness of official document processing of all agencies under the Executive Yuan. In 2020, NAA monitored the progress of official document processing at the Fair Trade Commission, Council of Agriculture, Ministry of Justice, and Council of Indigenous Peoples, and provided comments with suggestions for improvement.

#### **(C) Documents flow process management seminars**

To raise government agencies' awareness of the Directions for Documents Flow Process Management and related regulations, and to enhance the efficiency of official document processing, NAA held 2 documents flow process management seminars in 2020, attracting a combined total attendance of 392.

### **C. Electronic documents and records service**

The NAA in 2020 received 37 requests for electronic records technical services and handled a total of 3,114 items of storage media.

### **D. Documents and records information system performance and security**

In 2020, 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. Its ISO27001:2013 Information Security Management System (ISMS) certification was re-validated in 2018, and a renewal operation was completed in 2020.

Acting in accordance with ISMS regulations, NAA conducts information assets inventory and assessment, disaster recovery drills, training and awareness, internal auditing and third party external auditing, management review and other security matters. In accordance with the requirements of the Cyber Security Management Act, NAA does classification of levels and defense standards of cyber system, cyber governance maturity assessment, cyber security threat detection and health diagnosis, operation of government configuration standards and audits by superior authorities (National Development Council).

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