

National Archives
Administration,
National Development Council
Annual Report 2021



國家發展委員會檔案管理局
National Archives Administration
National Development Council
www.archives.gov.tw

National Archives Administration

Annual Report 2021

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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.

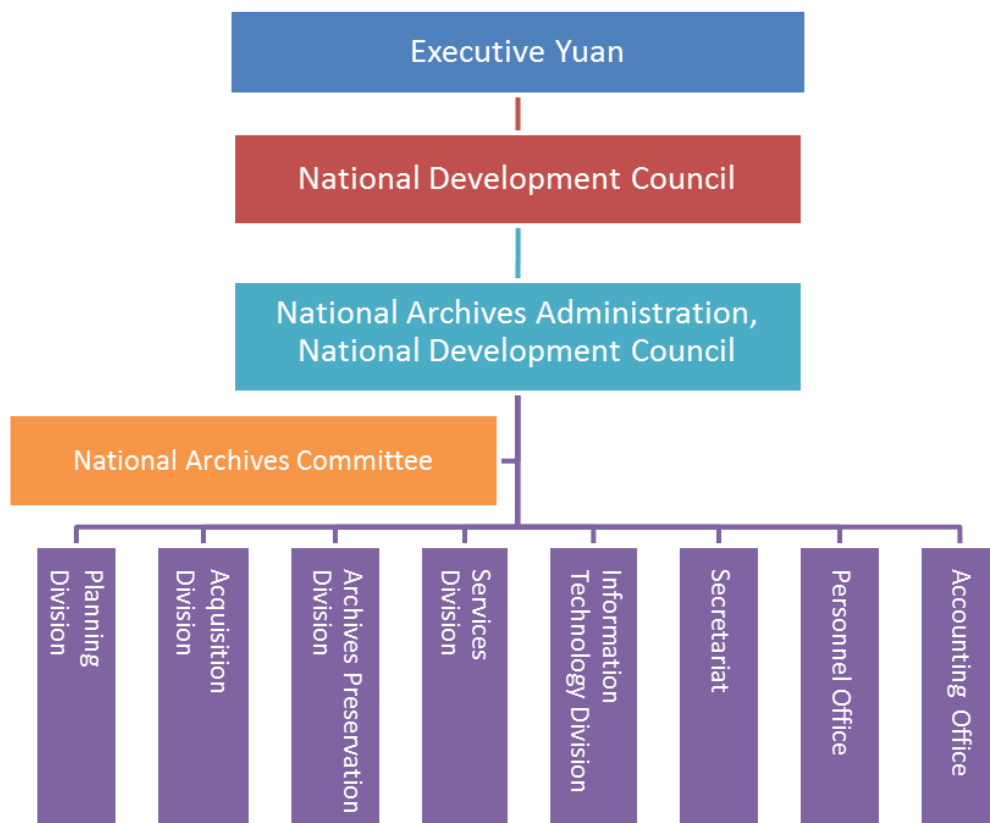


Chart 1 Organizational structure

(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 131 staff members, 15 qualified archives volunteers, and 42 volunteers providing guide services for Taiwan Provincial Administration Information Hall (as of December 31, 2021).

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.

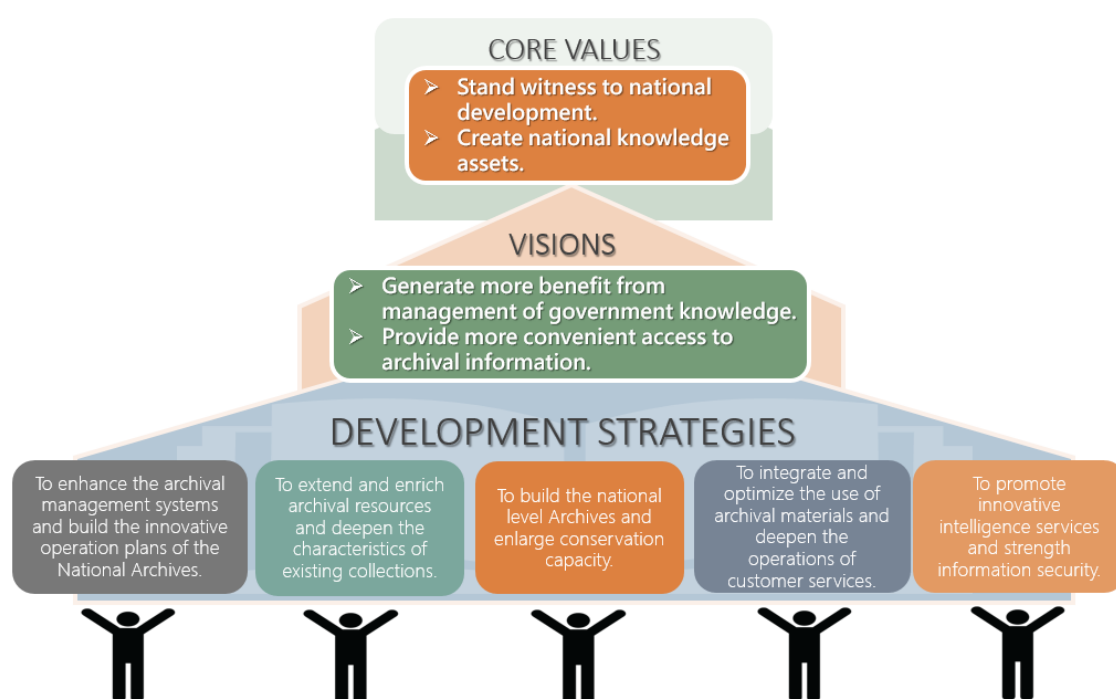


Chart 2 Core values and development strategies

2. Medium-term governance plan

On the 20th anniversary of the establishment of the NAA, various operations of national archives and records have been gradually institutionalized. In the future, we will concentrate on integration, innovation and intelligence of archives management and related services. The five directions of future development are as follows:

- (1) Advance archival expertise: To enhance the archival management systems and build the innovative operation plans of the National Archives.

- (2) Optimize archival acquisition: To extend and enrich archival resources and deepen the characteristics of existing collections.
- (3) Upgrade archival collection: To build the national level archives and enlarge conservation capacity.
- (4) Integrate archival access: To integrate and optimize the use of archival materials and deepen customer service operations.
- (5) Enhance archival intelligence: To promote innovative intelligence services and enhance information security.

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

- (1) National Memory Deepening Formation Program (Phase II, 2020-2023)
- (2) The Construction Program of Archives Preservation and Service (2018-2025)
- (3) Documents and Records Wisdom Chain Project (2021-2025)

Table 1 Achievement of the 2021 performance goals

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
1. To enhance the archival management systems and build the innovative operation plans of the National Archives	Archives management training courses	No. of times that archives management training courses were held during the year	15	19
2. To extend and enrich archival resources and deepen the characteristics of existing collections	A. Number of government agencies that completed archives appraisals	Number of government agencies that completed archives appraisals for the year	150	565
	B. Number of archives transfer pre-advising counseling for government agencies	Number of archives transfer pre-advising counseling for government agencies for the year	20	22
	C. Length of transferred archives	Length of transferred archives for the year	1,200 meters	1,290 meters
3. To build the national level archives and enlarge conservation capacity	A. Length of added political archives	Length of added political archives for the year	400 meters	400 meters
	B. Quantity of political archives transferred into digital form	Number of pages of political archives transferred into digital form for the year	900,000 pages	1,010,000 pages

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
	C. Progress in construction of the National Archives	Percentage of cumulative project progress ([actual cumulative direct project budget execution ÷ project contract amount] × 100%)	8%	9.33%
4. To integrate and optimize the use of archival materials and enhance customer services	A. Number of full-text images of archives made available to the public online	Full-text images of archives made available to the public online for the year	270,000 pages	580,000 pages
	B. No. of archives outreaching activities held	No. of on-site and online archives outreaching held during the year	10	40
5. To promote innovative intelligence services and enhance information security	A. Number of NGOs that use the Service for Passing & Exchanging Electronic Documents (SPEED)	Number of new organizations and companies that use the Services for Passing & Exchanging Electronic Documents for the year	40	288
	B. Number of format conversion tools developed for the digital archives	Number of new format conversion tools developed for the digital archives for the year	1	2

(B) Progress on major projects in 2021

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

Outcomes in 2021 were as follows:

- (1) NAA completed the arrangement and file-level archival description of 5,500 files and archival processing of 320 meters of archives.
- (2) NAA completed the right-check and pre-review for 360,000 pages of archives.
- (3) NAA uploaded the "The Development and Changes of the Livelihood Economy in Taiwan" archival records to the "Archival Resources for Teaching" website; the archival records contain archives of dietary, clothing, housing, transportation, education and recreation. NAA published "Archives LOHAS" No.163 to No.174, designed a cultural good ("Eating Together/Porcelain Bowl Gift Box" bowl gift box), and hosted two exhibitions "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan" (Kaohsiung session) and "Eat More, Eat Better: Exhibition of Archives on the Dietary Culture of Taiwan." In addition, NAA established an online exhibition system, published a theme book, filmed a documentary, and held a series of educational activities.
- (4) A total of 559 destruction catalogs were first reviewed in 2021. This is helpful for the government agencies to implement archives disposition and improve the efficiency of the archives appraisal.
- (5) In order to strengthen government agency records management, ensure the transfer of high-quality catalogs of government agency records, and thus process the archives acquisition smoothly, NAA completed archives transfer pre-advising counseling for 22 government agencies, including Academia Historica, Ministry of the Interior, Ministry of Education, and National Treasury Administration of Ministry of Finance.
- (6) NAA converted 303,579 pages of archives into digital form and repaired 24,000 pages of damaged archives.

2. Documents and Records Wisdom Chain Project (2021-2025)

Outcomes in 2021 were as follows:

- (1) NAA provided certification of the Electronic Document and Records Management System (EDRMS), and completed system validation for 218 agencies. A total of 5,576 agencies use the verification system.
- (2) NAA obtained ISO 27001 and ISO 22301 certifications, and 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 regularly audits information security of agencies' SPEED systems.
- (4) A total of 146,655,410 official documents were exchanged through the SPEED system, including 73,358,199 documents received, and 73,297,211 sent, with NT\$2.052 billion postage costs saving.
- (5) NAA expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 88 different websites.
- (6) NAA released 138 datasets for access via the Government Open Data Platform.
- (7) Citizen Archivist Platform, which has reached 1,563 registrants, and more than 15,000 archive images and photographs have been transcribed.
- (8) The NAA held 42 training courses on documents and archives information systems and information security education, and 2,242 people participated in the training.

3. The Construction Program of the National Archives Preservation and Service (2018-2025)

Outcomes in 2021 were as follows:

- (1) The contract to build the National Archives was awarded on February 26, 2021, and the construction project started on April 12, 2021. By the end of 2021, the project was 9.326% complete,

which was 4.487 percentage points ahead of the scheduled progress (4.839%).

- (2) NAA completed the review and approval of archival catalogs and appraisal reports of the records dating back over 25 years for 78 central agencies at third-level and above and first-level local 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 second and third phases of an outsourced project report for the National Archives exhibitions, including the planning of permanent exhibitions, special exhibitions, and the NAA history center, as well as marketing strategies and archives tour plans.

C. Annual budget

The NAA annual budget was NT\$657,908,000 and the budget execution rate was 99.73%.

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 was completed by the end of 2021. The continuing project entitled "Preservation and Repair Project of Taiwan Railway Archives (significant antiquities), fourth phase" was submitted to BOCH, Ministry of Culture at the end of 2021; the project begins in 2022 and is expected to be completed by the end of 2023.

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 completed by the end of 2021.

E. Legal amendments

NAA comprehensively reviewed the Archives Act and drafted a proposed amendment to certain parts of the Archives Act. The proposed amendment focuses on strengthening the professional certification of archivists, the archives grading management mechanism, and access to archives. Meanwhile, 10 regulations and directions were amended in 2021.

F. Research development and cooperation

(A) Monographs and research

NAA published Volume No.20 of the "Archives Semiannual," volumes No.163 to No.174 of "Archives LOHAS," "The Compilation of the Archives on the Dietary Culture of Taiwan," a comic book on "Free China, the Chinese Junk," and the "National Archives Administration 2020 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 eight in-house studies in 2021. NAA also organized an awards event to encourage access to archives for research purposes. The selected works include eight research papers and nine innovative works.



The winners of the 2021 "Archive Research Application Award" were publicly awarded prizes by Director-General of NAA Chiu-Yen Lin

(C) Cooperation and exchange

NAA cooperated with the Kaohsiung Museum of History, the Taiwan Historica of Academia Historica, the Taiwan Hakka Culture Development Center, Hakka Affairs Council, and the Institute of Yilan County History. In 2021, NAA invited the cooperated agencies to attend the grand opening event of "Archives Month" and "Archives Exhibition," and sent them the Volume No. 20 of "Archives Semiannual" to promote social and cultural education and improve research on history and archives by utilizing all partners' resources. In 2021, NAA signed MOUs for cooperation with the Academia Historica and eight other agencies. NAA also cooperated with the Ministry of Education, Taichung City Government and seven other agencies to hold archives-related workshops, seminars, and exhibitions (including building an online exhibition website and publishing theme 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 three private companies. In addition, NAA signed MOUs for cooperation with Voices of Photography, Sanlih E-Television, and the Social Studies Promotion Center of the Ministry of Education Technology High School.

(D) Archives Month events

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

2021 is the 20th anniversary of NAA. To celebrate the anniversary, the "Archives Management Foresight and Trends Conference" was held on November 1 to 2, with discussions focusing on several archives management foresight issues. The "Archives Month" theme in 2021 was "Archives, Memory and Story," emphasizing the correlation

between archives and local memories. A total of 57 government agencies and schools organized 64 archives and records promotion activities, which attracted more than 130,000 participants. These activities are briefly introduced below:

1. Grand opening for the "Archives Month"

NAA held the grand opening ceremony for "Archives Month" on November 1, 2021 at the International Conference Hall of the Xinzhuang Joint Office Tower, Executive Yuan, and invited honored guests to attend. On the same day, a launch event for the "Records & Archives Management" theme book was held, with display panels as well as exhibition and experience areas arranged around the hall.



The grand opening for the 2021 Archives Month was held at International Conference Hall of Xinzhuang Joint Office Tower, Executive Yuan. Deputy Minister of National Development Council Chien-Hua Yu (4th from the left), Director-General of NAA Chiu-Yen Lin (3rd from the left), Director-General of Training Institute, Ministry of Finance Ning-Yu Hsu (3rd from the right), the honorary professor of Department and Graduate Institute of Library and Information Science, National Taiwan University Hsueh-Hua, Chen (2nd from the left), Director of Shihlin Branch, Administrative Enforcement Agency, Ministry of Justice Chun-Jen Chuang (2nd from the right), the professor of Department and Graduate Institute of Library, Information & Archival Studies, National Chengchi University Li-Kuei, Hsueh (top left), and Director of First Maintenance Office of Directorate General of Highways, MOTC Ying-Fu Chen (top right), announced together the launch of the "Archives Month"



A launch event for the "Records & Archives Management" theme book was held on November 1, 2021. The conveners included Director-General of NAA Chiu-Yen Lin (4th from the left), National Chengchi University Professor Li-Kuei Hsueh (3rd from the left), Shih Hsin University Associate Professor Tao-Ming Chuang (3rd from the right), National Chengchi University Professor Chiao-Min Lin (2nd from the left), the former Deputy Director-General of NAA Tsuang-Ming Chang (2nd from the right), the Dean of Department of Information Management at National Dong Hwa University Fang-Ming Hsu (top left), and the Director of Archives of Institute of Taiwan History, Academia Sinica Li-Chiao Wang (top right) jointly announced the launch of the theme book

2. Archives Management Foresight and Trends Conference:

After the opening of the "Archives Month," NAA held the 1.5-day "Archives Management Foresight and Trends Conference" at the same location. Several scholars, experts, industry representatives, and research paper publishers gathered to discuss and exchange experiences. Some of the over 600 participants attended the conference in person while others attended online.



Photos from the "Archives Management Foresight and Trends Conference"

3. Live activities

NAA held total of 10 live activities, attracting over 6,000 participants.

4. Online activities

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

5. Joint events with other government agencies around Taiwan

NAA joined with 57 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.

6. 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 2021, NAA received visits from five 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 (the personnel matters and operations of which were taken over by NAA on July 1st, 2018) are as follows.

(A) The operation of the Taiwan Provincial Administration Information Hall

In order to offer a wide variety of services, high quality, and a friendly environment, the Taiwan Provincial Administration Information Hall was temporarily closed and activities were postponed to allow for an earthquake reinforcement project beginning from January 1, 2021. The space project is expected to be completed in 2022.



National Development Council officers supervised a construction project at the Taiwan Provincial Administration Information Hall

To enrich the content of exhibitions and optimize service quality, the "Fun Archives Lab" was set up and volunteer guide training programs were held. Furthermore, in order to fulfill the target of management and maintenance of historical buildings, the barrier-free facilities and an earthquake reinforcement project were carried out.

(B) Archive and art exhibitions and promotion activities

To make the buildings more earthquake-resistant, the Taiwan Provincial Administration Information Hall was temporarily closed, and art exhibitions were also suspended in 2021. The exhibition "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan" was transferred to the Taiwan Provincial Administration Information Hall for its reopening in 2022.

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 2021, NAA completed the transfer of records totaling 1290.22 meters in length from 270 agencies. In addition, NAA handled the review and selection of economy, finance and internal affairs archives from the Executive Yuan, and completed the transfer of major political cases archives from the Academia Historica, the Control Yuan, the Executive Yuan, the Ministry of Education, and the National Security Bureau, etc.

B. Archives collection

(A) Expansion of archives repository and conservation capacity:

1. In response to the urgent need of space for archives, NAA, at the end of 2014, 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. According to "The Construction Program of Archives Preservation and Service (2018-2025)," NAA began to build the first National Archives in Taiwan to expand the archives repository. NAA signed a contract with an architectural firm, which proposed a detailed design of the project in 2020. A contract for this project was awarded on February 26, 2021, and construction started on June 7, 2021. Earthwork excavation, earth retaining facilities and foundational works have been completed, and the National Archives is expected to

be completed and inaugurated in 2025, with storage capacity for 100 kilometers of archives.



National Archives building façade simulation

(B) Types and quantities of archives collection

1. Archives collection

(1) By archival materials

NAA has acquired a total of more than 26 kilometers of archives. In terms of archival materials, there are 25,281.481 meters of paper materials, 249.76 meters of photographic materials, 662.455 meters of audio-visual materials, 13.065 meters of digital/electronic materials, and 14.385 meters of other materials (official seals, agency name plates).

(2) By provenance

In terms of provenance, as of the end of 2021, 25,170.441 meters of paper archives and 934.295 meters of non-paper archives had been transferred from 612 government agencies. 107.86 meters of paper archives and 5.37 meters of non-paper archives had been donated by 37 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 2021, archival collections consisted of the following 24 categories.

Table 2 Length of various categories of archives

Item	Classification ID	Category	Length (Meters)
1	010	Government Policy	449.065
2	020	Legislation and Control Affairs	238.81
3	030	Judicial and Legal Affairs	639.176
4	040	Recruitment, Qualification and Personnel Affairs	76.91
5	050	Interior Affairs	329.271
6	060	Foreign and Overseas Community Affairs	968.655
7	080	National Defense and Veterans Affairs	5,045.816
8	090	Fiscal and Financial Affairs	5,394.485
9	100	Education and Sports Affairs	603.544
10	110	Economic and Trade Affairs	3,073.23
11	120	Transportation and Public Works Affairs	4,718.372
12	130	Ethnicity Affairs	4.62
13	140	Culture and Media Affairs	319.153
14	150	Health Care Affairs	2.425
15	160	Environmental Resource Affairs	80.045
16	170	Marine Affairs	1.29
17	180	Labor and Human Resources Affairs	7.62
18	190	Humanities and Technology Development Affairs	3.165
19	200	Agricultural Affairs	200.364
20	210	Electoral Affairs	2
21	500	Local Affairs	1,418.171
22	600	Political Affairs	2,531.739
23	700	Civic groups	106.06
24	800	Individuals	7.16
Grand Total			26,221.146

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 22,740 files in 2021.

(2) Inventorying of archives

In 2021, NAA inventoried 8,366 files (8,822 folders) of paper materials, 250 rolls of films, and 170 files of positives and negatives (including photographs) of non-paper materials.

(3) Repair of damaged archives

70,617 pages of damaged archives were repaired in 2021. From 2001 to the end of 2021, a total of 683,649 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

79,386 files and 13,038 items of archives had been declassified from 2001 to 2021. As of the end of 2021, 1,935 files and 1,224 items remained classified.

(5) Inventorying of reproductions of archives

In 2021, NAA inventoried reproductions of archives duplicated during 2008 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 2021, 1,431,535 archival pages from government agencies, such as the Executive Yuan, the Ministry of National Defense, and the National Police Agency, were scanned. Also, 956,460 pages of scanned images were copied from the National Security Bureau and the Ministry of Justice Investigation Bureau. From 2000 to the end of 2021, NAA made scanned copies of 22,110,616 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. As of the end of 2021,

1,958 reel-to-reel tapes, 513 cassette tapes, 8,441 videotapes, 4,095 rolls of cinematic film, 90 vinyl records, and 141,026 photonegatives (including slides and photographic prints) have been converted.

(D) Collaborative National Archives Collection

In September 2021, NAA and the Academic Historica signed a contract to entrust 80 items of important historical archives transferred from the Academic Historica, and the contract is valid till December 31, 2026.

(E) Management of archives preservation facilities

All the facilities of storage environment controlling system, lighting and fire safety tools, personnel access, and control monitor of archives repositories met requirements set out in NAA's "Handbook on National Archives Management." Archivists of NAA are responsible for regular maintenance, such as checking, adjustment, and replacement of consumable items, as well as the detection of abnormal situations and determination of required measures to be taken in response.

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

To comply with the universal values of democracy and human rights and to respond to the demand of society for transitional justice, the "Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression" were issued on July 14, 2011. From September 1 to November 30, 2011, a total of 36,911 archival folders (about 8 million pages) were examined, and 776 pages of private documents related to 177 victims were identified. NAA has since proceeded to examine the archives. As of the end of 2021, a grand total of 906 pages of private documents related to 208 victims were identified. Among these 208 victims, 190 of them or their family members were contacted, and 117 applied to return their original or copies of private documents. NAA will keep working with other agencies to assist the victims or their families to reclaim their original or copies of private documents.

(G) Citizen Archivist Platform

NAA planned and constructed a Citizen Archivist Platform in 2020. As

of the end of 2021, 250 subjects were supplied, 1,563 users are registered, and more than 15,000 archives images and photographs were transcribed.

C. Access and participation

(A) Services policy

To provide archives services that meet the needs of society, NAA finalized the "Archives Integration, Innovation and Intelligence (AI³) Declaration of Service 2021-2024" by specifically planning four-year service goals and strategies to reinforce the integration, innovation and intelligence of archives management, including "Advancing Professionalism," "Facilitating Acquisition," "Improving Preservation," "Integrating Services," and "Intelligentized Records." Based on the five AI³ goals, NAA has expanded participation of the whole community to a wider range, regarding archives as shared assets.

To promote access to archives, NAA has established the Archives Access Center to provide archival access via three different channels (onsite, fax, and e-mail), and launched the A⁺ website (<https://aa.archives.gov.tw>) to foster multiple searches. In addition, to enhance archival access services, NAA promoted a preview mechanism on the A⁺ website, providing over 1,780,000 pages of images, 650,000 personal names index, and 2.14 million analyzed contents in 2021.

(B) Access service

As of the end of 2021, there have been 13,873,930 visits on the A⁺ website, up by a factor of 79,685 in comparison with previous year.

In 2021, NAA handled 337 inquiries from government agencies with 219,005 applications for archives access, and provided 219,000 items of archives. NAA handled 835 applications from the public and provided 107,081 items of archives (including 2 applications 14 items deposited from other agencies).



Archives Access Service website

(C) Information services

1. Archives access information services

The main services of the Archives Access Center include accepting applications for access to archives, facilitating archives catalogs queries, providing professional publications on archives management, and introducing archival holdings. In 2021, a total of 940 people were served and 1,000 items of archives were provided. According to the "Purpose of Visit" questionnaires (multiple choices were allowed), 841 people applied for access to archives, 63 people applied for information inquiries, 34 people applied for access to publications, and 62 persons applied for other purposes.



Archives Access Center provides archival access to the public

2. Satisfaction rating on access services

In order to improve access services, a customer satisfaction survey was conducted in 2021. Among 833 applicants who accessed archives (excluding one person who accessed archives deposited from other agencies), 370 individuals completed the survey. The overall satisfaction was 96.21% on average. Individual satisfaction levels for "application process," "service personnel," and "environment" were 91.61%, 99.24%, and 97.43%, respectively.

Table 3 Statistics and satisfaction rating for access to archives

Unit: number of person

Degree of satisfaction		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction	Average satisfaction
Application process	(1) The interface of the A ⁺ system is user-friendly	160	176	19	14	1	91.85%	91.96 %
	(2) Instructions on application forms and notice are easy to understand	162	145	51	12	0	91.01%	
	(3) The inquiry result is satisfactory	162	188	12	8	0	93.03%	
Service personnel	(4) The personnel are easygoing, polite and enthusiastic	349	21	0	0	0	99.43%	99.24%
	(5) The personnel deal with applications effectively and efficiently	335	35	0	0	0	99.05%	
Environment	(6) General facilities on-site are comfortable and cozy	267	70	3	0	0	97.72%	97.43% (online applicants were excluded)
	(7) The devices and utilities work well	252	82	6	0	0	97.15%	
Average satisfaction		96.21%						

(D) Educational programs for archives outreach activities

1. Archives outreach activities

To draw attention from school teachers, students, and institutional

staff in accessing archives, NAA continued to organize school visits, including field trips to NAA and visits by staff to schools. In 2021, 442 teachers and students visited NAA and completed the satisfaction survey. The level of satisfaction with overall arrangements was 93.9% from a total of 377 valid questionnaires.

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

In 2021, to enhance the use of archives for teaching and research, NAA added subject entitled "The Development and Changes of Livelihood Economy in Taiwan," with 70 items of materials covering dietary, clothing, housing, transportation, education, and recreation, to the ART website (<https://art.archives.gov.tw>) for the public to download for free. In addition, NAA held 16 outreach programs to promote educational implementation for students and teachers, with a total of 748 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 2021, 12 issues of "Archives LOHAS" covering from No.163 to No.174 were published, and the number of subscribers reached more than 17,811.



Homepage of
"Archives LOHAS"
No. 163

In addition, the NAA promotes "Archives LOHAS" on various media platforms such as:

(1) Collaboration with the News Lens

In order to increase browsing frequency and enhance promotion effectiveness, NAA has collaborated with the News Lens to publish articles related to current events from "Archives LOHAS."



NAA column on
the News Lens

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

To disseminate information about its archives services, the NAA has worked with National Education Radio (NER) Taipei to produce a program called "Listening to Archives, Telling Stories." Its first broadcast was on January 20, 2017. People can listen to the program every fourth Friday morning each month. In 2021, 12 programs were broadcasted.



The radio program
"Listening to Archives,
Telling Stories" airs on
NER

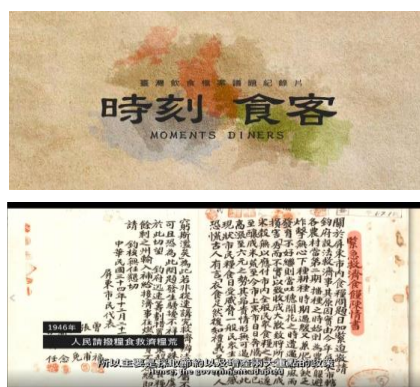
(E) Archives exhibitions

There were two exhibitions held at the NAA Exhibition Hall in 2021, including "Memories of Harbors: Exhibition of Archives on the South and North Ports of Taiwan (Kaohsiung session)" and "Eat More, Eat Better: Exhibition of Archives on the Dietary Culture of Taiwan." These exhibitions attracted 28,738 visitors in total.



The grand opening for the "Eat More, Eat Better: Exhibition of Archives on the Dietary Culture of Taiwan" was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan, on November 24, 2021. Premier of Executive Yuan Tseng-Chang Su (middle), Minister without Portfolio & Spokesperson of Executive Yuan Ping-Cheng Lo (3rd from the right), Member of the Legislative Yuan Pi-Ru Tsai (2nd from the right), Minister of National Development Council Ming-Hsin Kung (3rd from the left), Minister of Hakka Affairs Council Con-Ziin Yiong (2nd from the left), Deputy Minister of Council of Agriculture Tian-Shou Chen (top left), and Director-General of NAA Chiu-Yen Lin (top right), jointly announced the launch of the exhibition

In order to benefit more from our exhibitions, NAA integrated a new media marketing strategy with educational activities. For example, we have made a documentary called "Moments, Diners: Dietary Culture of Taiwan" for the first time, and have organized four workshops regarding subjects for soft drinks, Taiwan Railway bento, miniature food as well as food and agriculture education.



"Moments, Diners: Dietary Culture of Taiwan" documentary



Photos from the four workshops

(F) Sales of archives-related cultural products

To improve our visibility and to generate more sales of cultural products, the NAA established a showcase in the Exhibition Hall as well as on the official website. From 2019, NAA has expanded consignment sales channels at National Chiang Kai-shek Memorial Hall, Taoyuan International Airport Terminal 1 and Terminal 2, and the

Government Publications Bookstore. In 2021, NAA launched "Eating Together / Porcelain Bowl Gift Box" and "Archives USB Flash Drive." A total of 22 items of archives-related cultural goods have been launched.



New archives-related cultural goods were launched in 2021

(G)Publication of the NAA's first comic book

In 2020, the NAA worked with the Ministry of Culture to promote a publishing project entitled "When Archives Meet Comics: Stories of Ships." We also commissioned Gaea Books Company to produce a comic book based on archives and historical materials in relation to "Free China, the Chinese Junk." In 2021, the NAA authorized Gaea Books to publish and promote the comic book "Surges and Waves: Free China, the Chinese Junk," as well as held an online book launch event. The comic book is sold in Books Online, Eslite Bookstore, Kingstone Bookstore, etc.



The NAA's comic book
"Surges and Waves: Free
China, the Chinese Junk"



Online book launch event

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
In 2021, 88 records retention schedules were reviewed, and 80 schedules were approved. Some government agencies with the same type of operations use the same schedules, so the reviewed schedules were applicable to 134 agencies. As of the end of 2021, a total of 7,702 agencies' schedules had been approved.

(B) Review and approval of catalogues of destroyed government agency records

A total of 3,904 destruction catalogs were reviewed and approved in 2021. As of the end of 2021, a total of 47,817 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 2021, according to the National Archival Acquisition Plan (2020-2023), NAA reviewed economy, finance and internal affairs archives (1972-1992) from the Executive Yuan. A total of 34,980 files were reviewed, and 3,612 files (10.3%) were selected as archives.

Furthermore, the archival catalogs and appraisal reports of the government agencies (including central agencies at fourth-level and above, as well as local agencies at second-level and above) were reviewed and approved by NAA, and reviews of a total of 425 agencies were completed in 2021.

(D) Implementing the disposition of agency records

In 2021, in order to facilitate the process of records disposition and the

archives review/selection project, NAA reviewed and approved records disposition appraisal reports from six agencies, such as the Ministry of Health and Welfare, the Ministry of Labor, Department of Education, Taoyuan, etc. The purpose of these undertakings is to improve the efficiency of records disposition and archives selection.

(E) Review and approval of political archives

As of the end of 2021, NAA reviewed 14,692 political records (9,822 files, 4,753 items, 117 books) from 174 agencies. A total of 5,322 files (113,377 items) from 161 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 2021, NAA offered 49 training sessions for 4,413 participants. Via the "Learning Platform of the Civil Service Development Institute" under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 35 professional archives related e-courses. As of the end of 2021, a total of 562,000 participants had attended e-courses and 388,000 participants had been certificated after successfully completing the training sessions.

Table 4 Training programs for records management

No.	Training type	Number of sessions	Number of participants
1	In-house training	7	784
2	Cooperative training	12	2180
3	Support other agencies' training	30	1,449
Total		49	4,413

C. Evaluation of records management

(A) Awards for Records Management Quality

In order to set the benchmark for records management, NAA organized the 19th Records Management Quality Awards and Outstanding Records Manager Awards. In 2021, a total of 257 government agencies and 74 individuals participated in the awards. However, due to the impact of the Covid-19, the 19th Records Management Quality Awards and Outstanding Records Manager Awards were postponed to 2022.

(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 require that, starting from 2022, the central and local agencies at all levels should evaluate the records management operations of themselves and their subordinate agencies. The evaluation includes records checks, cataloging, preservation, and access processes.

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of the end of 2021, a total of 4,660,599,286 government agency records catalogs were published on NAA's NEAR website (<https://near.archives.gov.tw>).



Navigating Electronic Agencies' Records (NEAR) website

(B) Statistics on NEAR usage

In 2021, a total of 145,417 users visited NEAR, with a total of 175,117 searches on the website.

(C) Statistics on ACROSS usage

The ACROSS website (<https://across.archives.gov.tw>) had integrated 88 databases developed by 39 libraries, museums, and archives in Taiwan as of the end of 2021. In 2021, a total of 6,695 users visited ACROSS, with a total of 57,176 searches on the website.



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 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. NAA had originally planned to monitor the progress of official document processing for the Ministry of Finance, the Ministry of Culture, the Financial Supervisory Commission, and the National Communications Commission. However, due to the impact of Covid-19, the monitoring schedules were postponed until June, 2022.

(C) Document flow process management seminars

To improve government agencies' understanding of the Directions for Documents Flow Process Management and related regulations, and to enhance the efficiency of official document processing, NAA held two training sessions on documents flow process management in 2021, with a total of 223 participants. Following the epidemic prevention regulations, the first session featured in-person attendance (with seating spaced well apart to avoid the spread of COVID), and the other session was held online.

B. Electronic documents and records service

The NAA in 2021 received 28 requests for electronic records technical

services and handled a total of 2,818 items of storage media.

C. The performance and security of the documents and records information system

In 2021, 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 adopted a series of policy of information security measures. The construction of an information security management system has been in place since 2003. Its Information Security Management System (ISMS) ISO27001:2013 certification was renewed in 2021.

In 2021, according to the ISMS regulations, NAA conducted information assets inventory and assessment, cyber security protection plan, disaster recovery drills, training and awareness, third party external auditing, and other security matters. In accordance with the requirements of the Cyber Security Management Act, NAA conducted a cyber security governance maturity assessment, grouping and classifying of information assets, two internal audits, and higher-authority audits, etc. Furthermore, NAA continuously handled firewall, antivirus software deployment, vulnerability detection, intrusion detection and SOC monitoring, email social engineering drills, APT endpoint defense system, IoT device security and source code detection and other protection operations.

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