

# National Archives Administration, National Development Council **Annual Report 2022**



國家發展委員會檔案管理局  
National Archives Administration  
National Development Council  
[www.archives.gov.tw](http://www.archives.gov.tw)

# National Archives Administration

## Annual Report 2022

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# **I. About NAA**

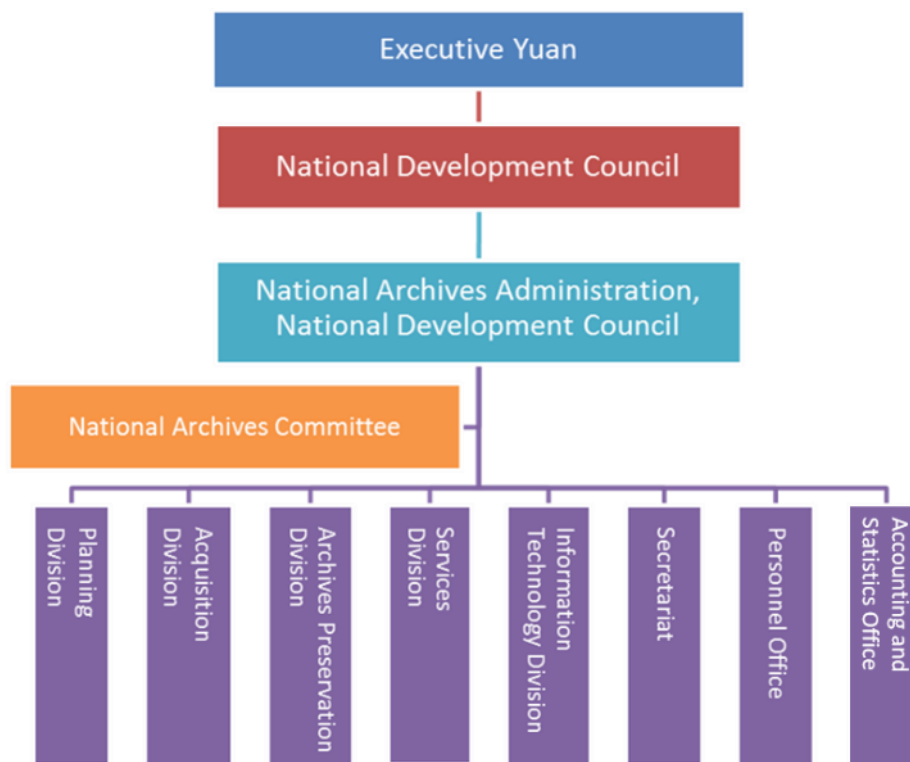
## **A. Organization and personnel**

### **(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 the management of archives.
3. On October 24, 2001, the Organization Act of the NAA was promulgated by the president.
4. On November 2, 2001, the Executive Yuan issued an order that the Archives Act enters into force on January 1, 2002.
5. On November 23, 2001, NAA was established.
6. On January 12, 2002, 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 January 22, 2014.
9. On December 2013, 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, NAA was established under the National Development Council (NDC).
11. On July 1, 2018, NAA took over the Taiwan Provincial Administration Information Hall and Archives Center.

(B) Organizational structure

NAA, operating under the NDC, consists of 5 divisions and 3 offices: Planning Division, Acquisition Division, Archives Preservation Division, Services Division, Information Technology Division, Secretariat, Personnel Office, and Accounting and Statistics 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 about archives.

(D) Human resources

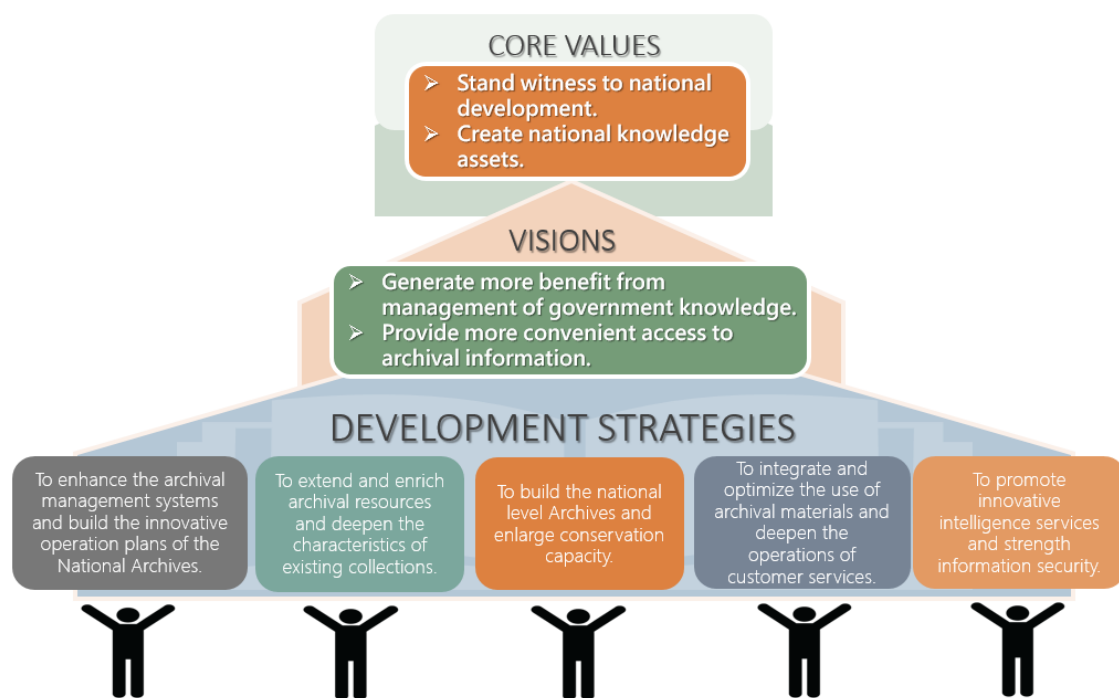
As of 2022, NAA had 134 staff members and 52 qualified archives volunteers.

## B. Medium-term strategic plan

### (A) Vision and strategy

#### 1. Core values and development strategies

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



**Chart 2 Core values and development strategies**

#### 2. Medium-term governance plan

Over the 20 years since the establishment of 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 the 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 3 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 2022 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	Number of times that archives management training courses were held during the year	15	16
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	574
	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	24
	C. Length of transferred archives	Length of transferred archives for the year	1,500 meters	1,510 meters
3. To build national archives and enlarge conservation capacity	A. Length of added political archives	Length of added political archives for the year	400 meters	635 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	1,650,000 pages

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
	C. Progress in the construction of national archives	Percentage of cumulative project progress	28%	28.38%
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	830,000 pages
	B. Number of activities for archives outreach held	Number of on-site and online activities for archives outreach held during the year	12	45
5. To promote innovative intelligence services and enhance information security	A. Number of NGOs using the Service for Passing & Exchanging Electronic Documents (SPEED)	Number of new organizations and companies using the Services for Passing & Exchanging Electronic Documents(SPEED) for the year	80	428
	B. Number of format conversion tools developed for digital archives	Number of new format conversion tools developed for digital archives during the year	1	2

(B) Progress on major projects in 2022

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

Outcomes in 2022 were as follows:

- (1) NAA completed the arrangement and file-level archival description of 4,650 files and archival processing of 180 meters of archives.
- (2) NAA completed the right-check and pre-review for 360,000 pages of archives.
- (3) NAA uploaded the "Establishment and Development of Taiwan's Healthcare System" archival records to the "Archival Resources for Teaching" website, published the "Archives LOHAS" No. 175 to No. 186, designed two cultural goods ("Carrying the Salt and the Light | Coaster Gift Box and Memories of the Railway Life Circle | Glass set"), and hosted two exhibitions "Eat More, Eat Better: Exhibition Archives on the Dietary Culture of Taiwan" (Miaoli session) and "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry". In addition, NAA established an online exhibition system, published a theme book, and held a series of educational activities.
- (4) A total of 318 destruction catalogs were first reviewed in 2022. This is helpful for government agencies to implement archival disposition and improve the efficiency of the archival 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 provided preparatory counsel of archives transfer for 24 government agencies, including the Ministry of Foreign Affairs, National Taiwan University, National Palace Museum, Taiwan Railways Administration, Armed Forces Reserve Command, All-out Defense Mobilization Agency of the Ministry of National Defense, and Military Police Command.
- (6) NAA converted 262,217 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 2022 were as follows:

- (1) NAA provided new certification of the Electronic Documents and Records Management System (EDRMS), and completed system validation for 238 agencies. A total of 5,710 agencies used 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 at each integration center.
- (3) NAA regularly audited the information security of agencies' SPEED systems.
- (4) A total of 156,460,479 official documents were exchanged through the SPEED system, including 78,240,940 documents received and 78,219,539 sent, saving NT\$2,190,000,000 in postage costs.
- (5) NAA expanded and maintained the Archives Cross boundaries (ACROSS) website, providing access to databases on 87 different websites.
- (6) NAA released 141 datasets for access via the Government Open Data Platform.
- (7) NAA held 29 training courses on document and archive information systems and information security education, with 1,185 participants.

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

Outcomes in 2022 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 2022, the project was 28.38% complete, which was 0.38% ahead of the scheduled progress (28%).
- (2) NAA completed the review and approval of archival catalogs and appraisal reports for records dating back over 25 years for 81 central agencies at third-level and above, as well as first-level

local agencies.

- (3) NAA completed the development and testing of 2 file format conversion programs which were officially certified and made available online.
- (4) NAA completed the outsourced project final report for the National Archives exhibitions and the procurement procedure of outsourced project and supervision of the National Archives exhibition.

### **C. Annual budget**

The NAA annual budget was NT\$759,005,000 with 99.82% execution rate.

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

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

The project "Utilization and Promotion Project of Taiwan's Gold and Copper Industries Archives" and "Digitization Project of the Executive Yuan Meeting Proceedings during the Republic of China's Political Training Period" were submitted to BOCH in 2022. Both are under implementation and expected to be completed by the end of 2023.

### **E. Legal amendments**

NAA comprehensively reviewed the Political Archives Act and drafted a proposed amendment to certain parts of the Political Archives Act. The proposed amendment focuses on balancing national security, personal privacy, and access to political archives, as well as reconciling the legal application of the Political Archives Act, the Classified National Security Information Protection Act, and the National Intelligence Service Act. Meanwhile, 17 regulations and directions were amended in 2022.

## F. Research development and cooperation

### (A) Publications

NAA has published Volume No. 21 of the semiannual journal "Archives", volumes No. 175 to No. 186 of "Archives LOHAS", "The Compilation of the Archives on Taiwan's Salt Industry", "The Wind Chaser under the Blue Sky", and the "National Archives Administration 2021 Annual Report (e-book)".

### (B) Research projects

In order to improve archives management services and encourage innovative research, NAA completed 8 in-house studies in 2022. In addition, NAA organized an awards event to encourage access to archives for research purposes, selecting 8 research papers and 10 innovative works.



The winners of the 2022 "Archive Research Application Award" were awarded by Director-General of NAA - Chiu-Yen Lin

### (C) Cooperation and exchange

In 2022, NAA invited the cooperating agencies, the Kaohsiung Museum of History, the Taiwan Historica of Academia Historica, the Taiwan Hakka Culture Development Center, the Hakka Affairs Council, and the Institute of Yilan County History, to attend the grand opening event of "Archives Month" and "Archives Exhibition". In order to promote social and cultural education, and improve research on history and

archives by utilizing all partners' resources, NAA sent the Volume No. 21 of the semiannual journal "Archives" to all cooperating agencies. NAA signed MOUs with the Taiwan Creative Content Agency, Gold Museum (New Taipei City Government) and other agencies. In addition, NAA cooperated with the College of Music, National Taiwan Normal University, and private enterprises to promote national archives, publications, and cultural commodities.

NAA set up the "International Exchange Center for Archives" to join the "International Council on Archives" and also applied for membership in "International Council on Monuments and Sites".

#### (D) Archives Month events

In order to raise public awareness of archives and strengthen communication with archival institutions and government agencies, NAA holds a national event "Archives Month" every November.

In 2022, it was the first time for NAA to hold the launching ceremony and activities with National Taiwan University on the lawn outside National Taiwan University Archives on November 2. The theme was "Archives, Memory and Story", emphasizing the correlation between archives and local memories. A total of 64 government agencies and schools organized 75 archives and records promotion activities, which attracted more than 190,000 participants. These activities are briefly introduced below:

##### 1. Grand opening

NAA held the grand opening ceremony for "Archives Month" on November 2, 2022 on the lawn outside National Taiwan University Archives, and invited honored guests to attend. NAA also held a "The Archives and The Comics" lecture, a handmade book, workshop, and several booths.





The grand opening for the 2022 Archives Month was held at the lawn outside National Taiwan University Archives.

2. Live activities

NAA held 14 live activities, attracting over 5,000 participants.

3. Online activities

NAA held 3 online activities to publicize Archives Month events.

4. Joint events with government agencies around Taiwan

NAA joined with 64 government agencies and schools to organize several archives promotion activities.

5. Marketing and promotion

NAA promote “Archives Month” events by Facebook, official website, videos, and other channels to attract people's attention and encourage their participation.

(E) Visitor reception

In 2022, NAA received 22 visits from domestic and foreign agencies.



## **G. The maintenance and operation of Taiwan Provincial**

### **Administration Information Hall**

To make the buildings more earthquake-resistant, the Taiwan Provincial Administration Information Hall was temporarily closed in 2021 and reopened on April 23, 2022. The main tasks of the Taiwan Provincial Administration Information Hall are as follows:

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

##### **1. The re-opening ceremony**

“Reopen & Innovate – The overall planning of Zhongxing New Village and the re-opening ceremony of Taiwan Provincial Administration Information Hall” was held on April 23, 2022. Premier of the Executive Yuan Tseng-Chang Su attended the ceremony and promoted the transformation of the Taiwan Provincial Administration Information Hall, including systematically organized archives of the Taiwan Provincial Government to present the variety of development in Taiwan, and gradually digitalized archives to provide users convenient access service.



Premier of the Executive Yuan Tseng-Chang Su attended “The overall planning of Zhongxing New Village and the re-opening ceremony of Taiwan Provincial Administration Information Hall” on April 23, 2022.

##### **2. Operation of Taiwan Provincial Administration Information Hall**

The Taiwan Provincial Administration Information Hall was re-opened on April 23, 2022. There were 7,163 visitors in 2022.

To enrich the content of exhibitions and optimize service quality, there were several exhibitions and events held at the Taiwan Provincial

Administration Information Hall, including "FUN Archives Lab". In order to promote the meaning and history of the building, exhibitions such as "ABIDING CONNECTIONS" – Images & Memories of the Taiwan Provincial Government" and "The 65th Anniversary Photography Exhibition of Zhongxing New Village " were held, introduction video "Lectures on Provincial Government - The memory of Provincial Governor" and volunteer guide training programs made. The reinforcement and maintenance projects of this historical buildings were also carried out.

#### (B) Exhibitions and promotion

The Taiwan Provincial Administration Information Hall is one of the high-quality exhibition halls in central Taiwan with social, educational and cultural functions. The hall not only has permanent exhibitions, but also holds special exhibitions and activities. These exhibitions combined archives and art to make visitors realize the importance of archives preservation and to accelerate the use of archives. In 2022, The Taiwan Provincial Administration Information Hall held 1 archive exhibition, 6 art exhibitions, and several volunteer guide training programs.



Memories of Harbors: An Archival Exhibition on the South and North Ports of Taiwan.



Artist Yean-Jone Jean introduced the exhibition.



Director Le-Ren Chen introduced the photography exhibition.

## **H. Promoting and advancing the management of the Transitional Justice Fund.**

Pursuant to the amendments made to the Act on Promoting Transitional Justice on May 27, 2022, the NDC is designated as the overseeing authority for the management of the Transitional Justice Fund. NDC is empowered to establish or revise relevant regulations pertaining to the Transitional Justice Fund and has tasked this agency with the execution of administrative operations. The Fund Management Committee, chaired by the Chairperson of NDC, is responsible for convening regular meetings in March and September of each year. In addition to coordinating the income and expenditures related to fund management, the committee also provides support to various ministries in obtaining the resources necessary for carrying out transitional justice initiatives.

## **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 2022, NAA completed the transfer of records totaling 1,510 meters in length from 324 agencies. In addition, NAA handled the review and selection of main affairs, the categories of general affairs, overseas, Mongolian and Tibetan, traffic affairs archives from the Executive Yuan, and completed the transfer of major political case archives from Academia Historica, National Security Bureau, Ministry of National Defense, Ministry of Justice Investigation Bureau and Adolescents' Home, Ministry of Health and Welfare 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 the storage capacity of 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 in 2021; B2F to 6F structures have been completed in 2022, and the National Archives is expected to be completed and inaugurated in 2025, with a storage capacity of 100 kilometers.



National Archives building façade simulation

## (B) Types and quantities of archives collection

### 1. Archives collection

#### (1) By materials

NAA has acquired a total of more than 27 kilometers of archives as of 2022. In terms of archival materials, there were 26,834.985 meters of paper materials, 249.76 meters of photographic materials, 662.455 meters of audio-visual materials, 13.175 meters of digital/electronic materials, and 14.745 meters of other materials (official seals, agency nameplates).

#### (2) By provenance

In terms of provenance, as of 2022, 26,719.5 meters of paper archives and 934.77 meters of non-paper archives had been transferred from 788 government agencies. 108.16 meters of paper archives and 5.37 meters of non-paper archives had been donated by 40 civic groups and individuals. 7.33 meters of paper archives had been transferred from the Kuomintang political party.

#### (3) By categories of the archives classification scheme

As of 2022, archival collections consisted of the following 25 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	447.648
2	020	Legislation and Control Affairs	238.81
3	030	Judicial and Legal Affairs	787.549
4	040	Recruitment, Qualification, and Personnel Affairs	80.575
5	050	Interior Affairs	373.762
6	060	Foreign and Overseas Community Affairs	969.985
7	070	Cross-Strait Relations Affairs	3.2
8	080	National Defense and Veterans Affairs	5,085.38
9	090	Fiscal and Financial Affairs	5,850.985
10	100	Education and Sports Affairs	612.219
11	110	Economic and Trade Affairs	3,557.27
12	120	Transportation and Public Works Affairs	4,737.712
13	130	Ethnicity Affairs	4.62
14	140	Culture and Media Affairs	325.036
15	150	Health Care Affairs	5.195
16	160	Environmental Resource Affairs	87.755
17	170	Marine Affairs	1.29
18	180	Labor and Human Resources Affairs	7.62
19	190	Humanities and Technology Development Affairs	11.205
20	200	Agricultural Affairs	290.374
21	210	Electoral Affairs	2
22	500	Local Affairs	1,451.359
23	600	Political Affairs	2,730.051
24	700	Civic groups	106.06
25	800	Individuals	7.46
<b>Grand Total</b>			<b>27,775.12</b>



## 2. Management of archives

### (1) Description of archives

Under the National Memory Deepening Formation Program (Phase II, 2020-2023) and other projects, NAA completed file-level archival descriptions of 23,350 files in 2022.

### (2) Inventorying of archives

In 2022, NAA inventoried 8,346 files (9,322 folders) of paper materials, 250 rolls of films, and 171 files of positives and negatives (including photographs) of non-paper materials.

### (3) Repair of damaged archives

68,750 pages of damaged archives were repaired in 2022. From 2001 to 2022, a total of 752,399 pages of damaged archives were repaired.

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

79,599 files and 13,238 items of archives had been declassified from 2001 to 2022. As of 2022, 1,448 files and 1,746 items remained classified.

### (5) Inventorying of reproductions of archives

In 2022, NAA inventoried reproductions of archives duplicated from 2010 to 2016, including 120 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 2022, 1,188,169 archival pages from government agencies, such as the Executive Yuan, the Ministry of National Defense, the Armed Forces Reserve Command, and the Taiwan Railways Administration were scanned. Also, 641,095 pages of scanned images were copied from the National Security Bureau and the Ministry of Justice Investigation Bureau. From 2000 to 2022, NAA had scanned 23,939,880 pages.

### 2. Reproduction and storage of special media archives

To preserve special media archives properly, NAA continued to convert

audio/video archives into digital format. As of 2022, 1,958 reel-to-reel tapes, 528 cassette tapes, 8,462 videotapes, 4,658 rolls of cinematic film, 90 vinyl records, and 494,305 photo negatives (including slides and photographic prints) had 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 until December 31, 2026.

(E) Management of archives preservation facilities

All the facilities of the storage environment controlling system, lighting and fire safety tools, personnel access, and control monitor of archives repositories met the 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" was 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 2022, a total of 1,040 pages of private documents related to 209 victims had been identified. Among these 209 victims, 192 of them or their family members were contacted, and 120 applied to return their originals or copies of private documents. NAA will keep working with other agencies to assist the victims or their families in reclaiming their originals or copies of private documents.



(G) Citizen Archivist Platform

NAA planned and constructed a Citizen Archivist Platform in 2020. As of 2022, 353 subjects had been supplied, 1,964 users had been registered, and more than 27,000 archives, images and photographs had been 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 (AI<sup>3</sup>) 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 AI<sup>3</sup> goals, NAA has expanded the 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 3 different channels (onsite, fax, and email), and launched the A<sup>+</sup> website (<https://aa.archives.gov.tw>) to foster multiple searches. The A<sup>+</sup> website provided over 2,610,000 pages of images, an index with over 690,000 personal names, and over 2,520,000 analyzed contents in 2022.

(B) Access service

As of 2022, there were over 14,065,822 visits to the A<sup>+</sup> website, up by a factor of 191,892 in comparison with the previous year. In 2022, NAA handled 331 inquiries from government agencies with 188,801 applications for archives access and provided 188,781 items of archives. NAA handled 1,110 applications from the public and provided 125,337 items of archives (including 83 applications and 705 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 catalog queries, providing professional publications on archives management, and introducing archival holdings. In 2022, a total of 1,178 people were served and 1,228 items from the archives were provided. According to the "Purpose of Visit" questionnaires (multiple choices were allowed), 970 people applied for access to archives, 54 people applied for information inquiries, 27 people applied for access to publications, and 177 people applied for other purposes.



Archives Access Center provides archival access to the public

## 2. Satisfaction rating on access services

To improve access to services, a customer satisfaction survey was conducted in 2022. Among 1,077 applicants who accessed archives (excluding one person who accessed archives deposited by other agencies), 336 individuals completed the survey. The overall satisfaction was 94.5% on average. Individual satisfaction levels for "application process", "service personnel", and "environment" were 90.41%, 96.38%, and 96.71%, 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 <sup>+</sup> system is user-friendly	111	172	25	10	4	90.17%	90.41%
	(2) Instructions on application forms and notice are easy to understand	121	138	44	17	2	89.16%	
	(3) The inquiry result is satisfactory	123	175	15	8	1	91.91%	
Service personnel	(4) The personnel are easy-going, polite, and enthusiastic	272	50	0	0	0	98.45%	96.38%
	(5) The personnel offer fast and efficient service	251	49	0	9	11	94.31%	
Environment	(6) The environment is comfortable and cozy	221	67	9	0	0	96.99%	96.71%

Degree of satisfaction		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction	Average satisfaction
	(7) The devices and utilities work well	206	81	10	0	0	96.43%	(Online applicants were excluded)
Average satisfaction		<b>94.5%</b>						

(D) Educational programs for archives outreach activities

1. Archives outreach activities

To draw attention from school teachers, students, and institutional staff to accessing archives, NAA continues to organize school visits, including field trips to NAA and visits by staff to schools. In 2022, 477 teachers and students, 19 groups in total, visited NAA. The level of satisfaction with overall arrangements was 94.14% from a total of 307 valid questionnaires.

2. Promotion of Archival Resources for Teaching (ART)

In 2022, to enhance the use of archival resources for teaching and research, NAA added the subject "The Establishment and Development of Taiwan's Healthcare System" to the ART website (<https://art.archives.gov.tw>) with 70 materials covering pestilence, public health, nursing education, and health education for the public to download free of charge. In addition, NAA held 16 outreach programs to promote educational implementation for students and teachers, with a total of 469 participants. In addition, NAA collaborated with the Human Rights Resource Center, the K-12 Education Administration, and the Ministry of Education on "Maps for Not Getting Lost during the Period of White Terror - Tainan in the 1950s" which integrated archival records into the development of educational resources regarding areas of sociology.

### 3. Publication of "Archives LOHAS" online newsletter

To promote the information and use of archives, NAA published the first issue of monthly archives news "Archives LOHAS" on July 16, 2007. It provides information about policies, services, access to archives, and latest events of NAA, as well as new knowledge concerning archives. Subscribers include 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 2022, 12 issues of "Archives LOHAS" covering No. 175 to No. 186 were published, and the number of subscribers reached over 18,311.



Homepage updating of "Archives LOHAS"

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

#### (1) Collaboration with new media platforms

In order to increase browsing frequency and enhance promotion effectiveness, NAA has collaborated with new media platforms such as the News Lens, the Liberty Times, StoryStudio, and Vocus to publish articles on "Archives LOHAS" through various channels and social media pages.



NAA column on the Liberty Times

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

To promote archives services, NAA has worked with the National Education Radio (NER) Taipei to produce a program called "Listening to Archives, Telling Stories" since the first broadcast on January 20, 2017. People can listen to the program every fourth Friday morning of the month. In 2022, 12 programs were broadcast in 2022.



The radio program "Listening to Archives, Telling Stories" of the NER

## (E) Archives exhibitions

There were 3 exhibitions held at the NAA Exhibition Hall in 2022, including "Eat More, Eat Better: An Archival Exhibition on the Dietary Culture of Taiwan (Miaoli session)", "Think Big Exhibition", and "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry" with 28,295 visitors in total. To promote these exhibition, NAA held diverse educational outreach activities to meet the needs of various groups of audiences, such as publishing theme books, broadcasting short films, and creating a 360-degree virtual tour (embedded with a real person's guide).





The grand opening for "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry" was held at the Green Gallery in Xinzhuang Joint Office Tower, Executive Yuan, on October 19, 2022.



Photos from "Think Big Exhibition" (top left), "Eat More, Eat Better: An Archival Exhibition on the Dietary Culture of Taiwan" (top right) and "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry" (bottom)



Educational activities

(F) Sales of archives-related cultural products

To promote cultural products of NAA, the showcase was established in the Exhibition Hall as well as on the official website. Since 2019, NAA has expanded consignment sales channels at the National Chiang Kai-shek Memorial Hall, Taoyuan International Airport Terminal 1 and Terminal 2, the Government Publications Bookstore, Academia Historica, the National Museum of Taiwan Literature, and the Yang Ming Oceanic Culture and Art Museum. In 2022, NAA launched "Carrying the Salt and the Light | Coaster Gift Box" and "Memory · One Pair Glasses with Railway Life Icons". A total of 23 items of archives-related cultural goods have been launched.



New archives-related cultural goods were launched in 2022



(G) Publication of comic books

NAA collaborated with BOCH, Ministry of Culture on the “2021-2022 Research and Publication Project of Taiwan Railway Archives (Significant Antiquities)”. Cartoonist Jia-Cheng Jian was commissioned to draw the comic book "The Wind Chaser under the Blue Sky", authorized by NAA based on archival records selected as significant antiquities by the Ministry of Culture. NAA granted Gaea Books the rights to publish and promote the comic book, which is available on channels like Books.com.tw, Eslite Online, Kingstone Bookstore, etc.



The comic book “Wind Chaser under the Blue Sky”

### **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 2022, 95 records retention schedules were reviewed, and 77 schedules were approved. Some government agencies with the same type of operations use the same schedules, so the reviewed schedules applied to 515 agencies. As of 2022, a total of 7,779 agencies' schedules had been approved.

(B) Review and approval of catalogs of destroyed government agency records  
A total of 4,235 destruction catalogs were reviewed and approved in 2022. As of 2022, a total of 52,052 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 2022, according to the National Archival Acquisition Plan (2020-2023), NAA reviewed main affairs, the categories of general affairs, overseas, Mongolian and Tibetan, and traffic affairs archives (1972-1992) from the Executive Yuan. A total of 35,489 files were reviewed, and 8,579 files (24.2%) were selected as archives. Furthermore, the archival catalogs and appraisal reports of the government agencies (including central agencies at the fourth-level and above, as well as local agencies at the second-level and above) were reviewed and approved by NAA, and reviews of a total of 493 agencies were completed in 2022.

(D) Implementing the disposition of agency records  
In 2022, to facilitate the process of records disposition and the archives review/selection project, NAA reviewed and approved records

disposition appraisal reports from 8 agencies, such as the Ministry of Health and Welfare, the Ministry of Labor, the Directorate General of Budget, Accounting and Statistics, the Executive Yuan, 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 2022, NAA reviewed 14,692 political records (9,822 files, 4,753 items, 117 books) from 174 agencies. A total of 8,433 files (150,505 items) from 170 agencies were approved and transferred.

(F) Review of political archives held by political parties, party-affiliated organizations and party-owned entities

As of 2022, NAA had reviewed 7,572 political archives and transferred 7,513 political archives held by political parties. NAA issued not only “Regulations on Investigative Procedures of Political Archival Records Held or Possessed by Political Parties, Party-affiliated Organizations and Party-owned Entities”, but also “Directions for Determinations by the National Development Council Reviewing Political Archival Records Held or Possessed by Political Parties, Party-Affiliated Organizations and Party-Owned Entities”.

## **B. Cultivation of human resources**

(A) Documents and Records Management training

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

In 2022, NAA offered 45 training sessions for 4,027 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 2022, a total of 662,000 participants had attended e-courses and 465,000 participants had been certificated after completing the training sessions.

**Table 4 Training programs for records management**

<b>No.</b>	<b>Training type</b>	<b>Number of sessions</b>	<b>Number of participants</b>
1	In-house training	13	2,178
2	Cooperative training	3	353
3	Support other agencies' training	29	1,496
<b>Total</b>		<b>45</b>	<b>4,027</b>

**(B) Professional Certification of Records Manager**

The "Professional Certification of Records Manager" is established to promote the cultivation of records managers, and improve the archives management and the open use of archives of various agencies. The exam will start in 2024, including two-level (basic and advanced) certification. In 2022, NAA started establishing the question database, and the "Guide to Professional Certification of Records Manager" was made.

**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 2022, 14 government agencies and 14 individuals received awards. The award ceremony was held on October 5, 2022, at the International Conference Hall of the National Central Library. Premier Tseng-Chang Su presented the prizes to the winners.

**(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 the Directions for Evaluating Government Agencies Records Management in 2020. The directions require the central and local agencies at all levels should evaluate the records management operations for themselves and their subordinate agencies, including records checks, cataloging,

preservation, and access processes, starting in 2022. NAA will start evaluating the central and local agencies since 2023.

## D. Records information submission and website utilization

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

As of 2022, a total of over 462,867,529 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 2022, a total of 229,486 users visited NEAR, with a total of 155,825 searches on the website.

### (C) Statistics on ACROSS usage

The ACROSS website (<https://across.archives.gov.tw>) had integrated 87 databases developed by 35 libraries, museums, and archives in Taiwan as of 2022. In 2022, a total of 7,626 users visited ACROSS, with a total of 63,128 searches on the 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

Accordance the Directions for Documents Flow Process Management, NAA assembles statistical data regarding the processing status of official documents from the Executive Yuan and its second-level agencies monthly and publishes it on the NAA website.

(B) Timeliness management of official document processing

Accordance the Directions for Documents Flow Process Management, NAA is responsible for monitoring the timeliness of official document processing for all agencies under the Executive Yuan. In 2022, NAA monitored the progress of official document processing at the Ministry of Health and Welfare and the Financial Supervisory Commission, and provided comments with suggestions for improvement.

(C) Document flow process management seminars

To improve government agencies' understanding of the Directions for Document Process Management and related regulations and to enhance the efficiency of the official document process, NAA held 2 online training sessions in 2022, with a total of 370 participants.

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

In 2022, NAA received 26 requests for electronic records technical services and handled a total of 3,498 items of storage media.

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

In 2022, 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 measures for information security. The construction of an information security management system has been in place since 2003. Its Information Security Management System (ISMS) ISO 27001:2013 certification was renewed in 2022.

In 2022, according to the ISMS regulations, NAA conducted an information asset inventory and assessment, a cyber security protection plan, disaster recovery drills, training and awareness, third-party external auditing, and other security matters. With the requirements of the cyber security responsibility level (level A) regulated by the Cyber Security Management Act, NAA conducted a cyber security governance maturity assessment, grouping and classifying of information assets, 2 internal audits, higher-authority audits, etc. Furthermore, NAA continuously handled firewall, antivirus software deployment, vulnerability detection, intrusion detection, 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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