

National Archives Administration, National Development Council Annual Report 2023



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

Annual Report 2023

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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 regarding archives management and access policy.

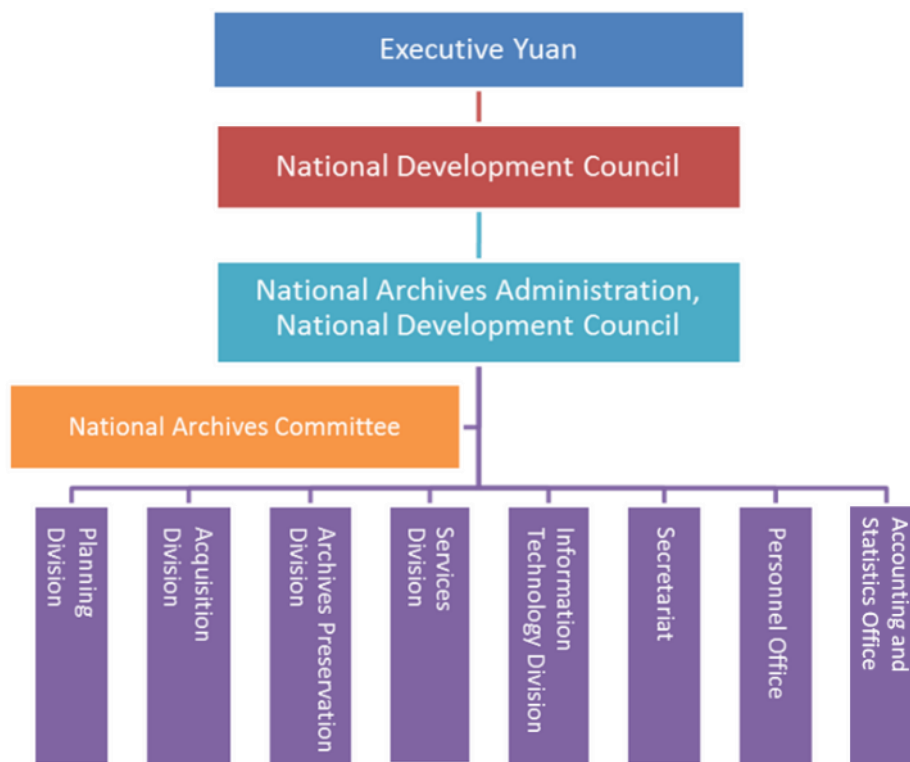


Chart 1 Organizational structure

(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, 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, 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 2023, NAA had 139 staff members and 51 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.

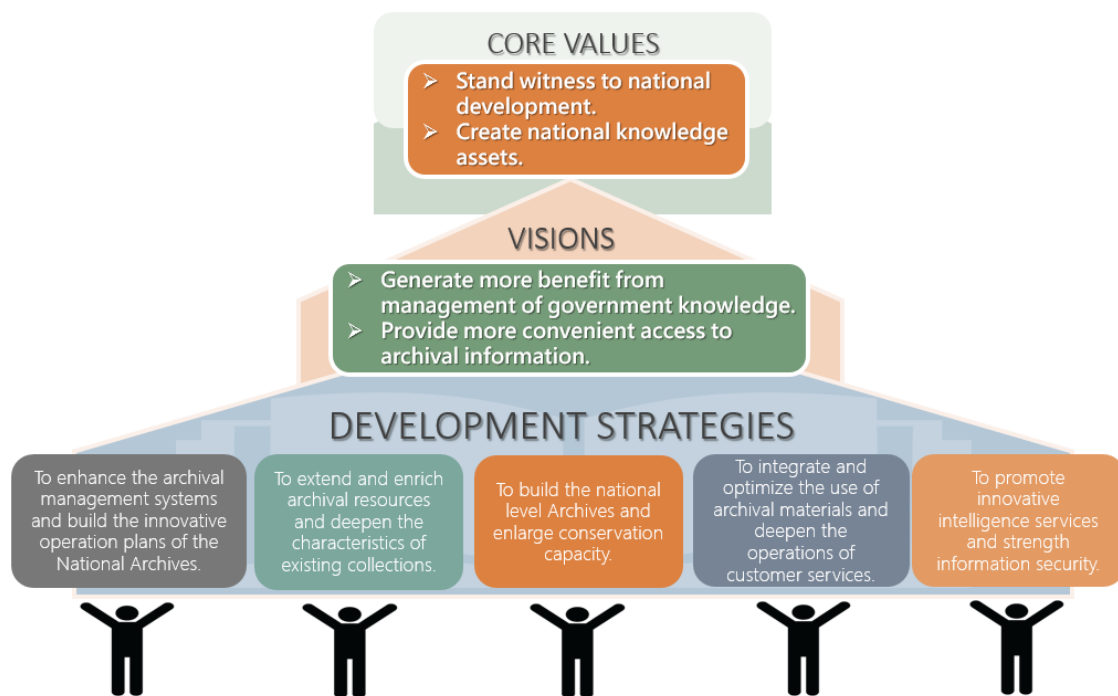


Chart 2 Core values and development strategies

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 5 directions of future development were 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 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 2023 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 during the year	150	574
	B. Number of times that pre-guidance agencies completed archives transfers	Number of times that NAA visited pre-guidance agencies during the year	20	24
	C. Length of transferred archives	Length of transferred archives during 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 during the year	900,000 pages	1,160,000 pages

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
	C. Progress in the construction of national archives	Percentage of cumulative project progress	63%	63%
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	280,000 pages	370,000 pages
	B. Number of outreach activities for archives held	Number of on-site and online outreach activities for archives held during the year	14	56
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	160	500
	B. Number of format conversion tools developed for digital archives	Number of new format conversion tools developed for digital archives during the year	1	1

(B) Progress on major projects in 2023

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

Outcomes in 2023 were as follows:

- (1) NAA completed the arrangement and file-level archival description of 4,680 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 Salt Industry," "Development and Transformation of Taiwan's Gold and Copper Industries," and "Development and Transition during Taiwan's Massive Construction Period" archival records to the "Archival Resources for Teaching" website, published the "Archives LOHAS"(online newsletter) No.187 to No.198, and hosted exhibitions which include "An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980" and "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry "(Tainan session). In addition, NAA published theme books, produced documentary, and held a series of educational activity.
- (4) A total of 485 destruction catalogs were first reviewed in 2023. 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 20 government agencies, including the Executive Yuan, Changhua County Government, the Second Special Police Corps, National Police Agency, Ministry of the Interior, and National Chengchi University.
- (6) NAA converted 250,000 pages of archives into digital format and repaired 24,000 pages of damaged archives.

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

Outcomes in 2023 were as follows:

- (1) NAA provided new certification of the Electronic Documents and Records Management System (EDRMS), there had 306 agencies apply for certification and 271 agencies were certified. A total of 6,040 agencies used the verification system.
- (2) NAA obtained ISO 270014 certification 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 161,370,765 official documents were exchanged through the SPEED system, including received 80,374,020 documents and sent 80,996,745 documents, saving NT\$2,260,000,000 in postage costs.
- (5) NAA expanded and maintained the Archives Cross boundaries (ACROSS) website, providing access to databases on 78 different websites.
- (6) NAA released 144 datasets for access via the Government Open Data Platform.
- (7) NAA held 17 training courses on document and archive information systems and information security education, with 1,309 participants.

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

Outcomes in 2023 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 2023, the project was completed 63%, which was 0.73% ahead of the scheduled progress (62.27%).
- (2) NAA completed the review and approval of archival catalogs and appraisal reports for records dating back over 25 years for 84 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 design and production project of the National Archives exhibition and its execution plan.

C. Annual budget

The NAA annual budget was NT\$1,272,687,000 with 99.04% 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 and completed in 2023. Meanwhile, the project "Preservation, Repair, and Digitization Project of Taiwan Railway Archives (significant antiquities) from 2024 to 2025" was submitted in 2023, implemented in 2024, and expected to be completed in 2025.

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 Tutelage Period" were submitted to BOCH in 2022. Both were completed in 2023.

E. Legal amendments

NAA comprehensively reviewed the Political Archives Act and drafted a proposed amendment to certain parts of it. 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. After the Executive Yuan discussed and approved the amendment in the 3,876th session, the Legislative Yuan completed the legislative process on

December 8, the president promulgated the amendment on December 27, and it came into effect on February 28, 2024. In 2023, NAA formulated and amended 13 regulations and directions.

F. Research development and cooperation

(A) Publications

NAA published "Archives Semiannual" No. 22, "Archives LOHAS" (online newsletter) No. 187 to No. 198, "National Archives Newsletter" No. 52 to No. 55, "The Compilation of the Archives on Selected Taiwanese Construction Projects 1970-1980" (book), and the "National Archives Administration 2022 Annual Report"(e-book).

(B) Research projects

In order to improve archives management services and encourage innovative research, NAA completed 7 in-house studies in 2023. In addition, NAA organized an awards event to encourage access to archives for research purposes, selecting 8 research papers and 14 innovative works.



The winners of the 2023 "Archive Research Application Award" were awarded by Director-General of NAA Chiu-Yen Lin

(C) Cooperation and exchange

In 2023, NAA invited various cooperating agencies (the Kaohsiung Museum of History, Taiwan 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 the "Archives Exhibition." In order to promote social and cultural education and improve research on history and archives by utilizing all partners' resources, NAA sent "Archives Semiannual" No. 22 to all cooperating agencies.

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 the "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 held the national "Archives Month" in November each year.

In 2023, the theme of "Archives Month" remained to be "Archives, Memory and Story," and a total of 48 government agencies and schools organized 54 archives and records promotion activities, which attracted more than 270,000 participants. These activities are briefly introduced below:

1. Grand opening

NAA held the grand opening ceremony for "Archives Month" on November 4, 2023 at Songshan Cultural and Creative Park. To attract large crowds, it was the first time NAA has held the activity on the weekend. NAA also held display booths, a National Archives display panel, and activities such as handmade soap, handmade bookmarks, and balloon performances.



The grand opening for the 2023 “Archives Month” was held at Songshan Cultural and Creative Park.

2. Live activities

NAA held 15 live activities, attracting over 4,000 participants.

3. Online activities

NAA held 1 online activity to publicize "Archives Month" events.

4. Joint events with government agencies around Taiwan.

NAA joined with 48 government agencies and schools to organize several archives promotion activities.

5. Marketing and promotion

NAA promoted "Archives Month" events by Facebook, an official website, videos, and other channels to attract people's attention and encourage their participation.

(E) Visitor reception

In 2023, NAA received 22 visits from domestic and foreign agencies.

G. Maintenance and operation of the Taiwan Provincial Administration Information Hall

To make the building more substantial, the Taiwan Provincial Administration Information Hall was temporarily closed in 2021, and reopened on April 23, 2022. Outcomes in 2023 were as follows:

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

In 2023, there were 13,352 visitors, 23 times government agencies, schools, and groups applied to use the facility, and 20 rooms of the Lotus Garden were used. To promote the transformation of the hall, the "Taiwan Provincial Administration Information Hall Exhibit Planning Proposal" was completed, and the "Taiwan Provincial Administration Information Hall Transformation Project" was integrated into the "Zhongxing New Village North, Central Core Public Asset Activation Construction Plan". In addition, the Taiwan Provincial Administration Information Hall also held the volunteer guide training programs to enhance the service quality

(B) Archives and art exhibitions and promotion activities

The Taiwan Provincial Administration Information Hall is a high-quality exhibition hall in central Taiwan, and has social educational and cultural functions. The hall is used for permanent exhibitions, special exhibitions, and activities. Those exhibitions combine archives and art to let visitors realize the importance of archival preservation and application. In 2023, there were held 7 archives and art exhibitions at the Provincial Administration Information Hall.



The artist Chang-Yi Bai introduced the exhibition.

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

Pursuant to the amendments to the Act on Promoting Transitional Justice on May 27, 2022, the National Development Council (NDC) is designated as the overseeing authority for the management of the Transitional Justice Fund. The 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 NDC Chairperson, is responsible for convening regular meetings in March and October 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.

In 2023, a budget of NT\$90,314,000 was allocated to the Ministry of the Interior, the Ministry of Education, the Ministry of Justice, the Ministry of Health and Welfare, the Ministry of Culture, and the NDC, to carry out activities such as removing authoritarian symbols, restoring the rights of those who have been victimized by illegal acts of the state, conducting transitional justice education, redressing illegal acts of the state, identifying and dealing with perpetrators, caring for the victims of political oppression and their family members, researching political archives and preserving sites of injustice, and collecting and utilizing archival evidence and records.

II. Management of and access to archives

A. Archives acquisition

(A) Acquisition strategy

In 2019, in order to continue strengthen the diversity and balance of 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 2023, NAA completed the transfer of records totaling 1,541 meters in length from 299 government agencies. In addition, NAA handled the review and selection archives of archives of the diplomacy categories from the Executive Yuan and the former Taiwan Provincial Government Transportation Department, and completed the transfer of major political case archives from the Ministry of National Defense, All-Out Defense Mobilization Agency, the Second Special Police Corps, National Police Agency, and Ministry of the Interior, 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, which expand 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. Structures from floor B2 to 6th floor were completed in 2022. Structures from floor B2 to roof protrusion (including the 10th floor structure and the parapet) were completed in 2023, and the construction of exterior glass curtains, interior decoration, file racks, landscape facilities, utilities, fire safety equipment, and air conditioning are in progress. The National Archives facility is expected to be completed and inaugurated in 2025, with a storage capacity of 100 kilometers of archival records.



National Archives building facade simulation

(B) Types and quantities of archives collection

1. Archives collection

(1) By materials

NAA had acquired a total of more than 28 kilometers of archival records. In terms of archival materials, there were 28,024.095 meters of paper archives, 249.76 meters of photographic archives, 663.945 meters of audio-visual archives, 13.175 meters of digital/electronic archives, and 15.44 meters of other archives (official seals, agency nameplates).

(2) By provenance

In terms of provenance, 27,903.8 meters of paper archives and 935.7 meters of non-paper archives had been transferred from 852

government agencies as of 2023. Moreover, 112.94 meters of paper archives and 6.62 meters of non-paper archives had been donated by 46 institutions and individuals. As for archives transferred from political parties, 7.355 meters of paper archives had been transferred from the Kuomintang political party.

(3) By categories of the archives classification scheme

As of 2023, archival records consisted of the following 25 categories based on the archives classification scheme:

Table 2 Length of Archival Records by Categories

Item	Classification ID	Category	Length (Meters)
1	010	Government Policy	458.95
2	020	Legislation and Control Affairs	238.81
3	030	Judicial and Legal Affairs	814.481
4	040	Recruitment, Qualification, and Personnel Affairs	84.95
5	050	Interior Affairs	430.279
6	060	Foreign and Overseas Community Affairs	1,028.64
7	070	Cross-Strait Relations	3.2
8	080	National Defense and Veterans Affairs	5146.328
9	090	Fiscal and Financial Affairs	6,532.739
10	100	Education and Sports Affairs	636.727
11	110	Economic and Trade Affairs	3560.912
12	120	Transportation and Public Works	4743.142
13	130	Ethnic Affairs	14.97
14	140	Culture and Media Affairs	336.476
15	150	Health Care Affairs	5.76
16	160	Environmental Resource Affairs	103.155
17	170	Marine Affairs	1.29
18	180	Labor and Human Resources	19.39

Item	Classification ID	Category	Length (Meters)
19	190	Humanities and Technology Development	11.79
20	200	Agricultural Affairs	402.146
21	210	Electoral Affairs	2
22	500	Local Affairs	1495.555
23	600	Political Affairs	2775.175
24	700	Civic groups	109.98
25	800	Individuals	9.57
Grand Total			28,966.415

2. Management of archives

(1) Description of archives

In 2023, Under the National Memory Deepening Formation Program and other projects, NAA completed file-level archival descriptions of 21,828 files.

(2) Inventorying of archives

In 2023, NAA inventoried 10,283 files (12,233 folders) of paper materials, 250 rolls of films, and 150 videotapes.

(3) Repair of damaged archives

In 2023, 69,797 pages of damaged archives were repaired. From 2001 to 2023, a total of 822,196 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

From 2001 to 2023, 79,827 files and 13,541 items of archives were declassified. As of 2023, 1,563 files and 1,461 items were remained classified.

(5) Inventorying of reproductions of archives

In 2023, NAA inventoried reproductions of archives duplicated from 2015 to 2019, including 117 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 2023, 1,253,743 archival pages from government agencies such as the Office of the President, Executive Yuan, National Police Agency, Ministry of the Interior, the Armed Forces Reserve Command, Ministry of National Defense, the Taiwan Railways Administration, Taiwan Provincial Government, and Ministry of Culture were scanned. Also, 235,551 pages of scanned images were copied from the Executive Yuan, Ministry of Justice, and Ministry of National Defense. From 2000 to 2023, NAA had scanned 25,429,174 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 2023, 1,958 reel-to-reel tapes, 544 cassette tapes, 8,542 videotapes, 5,264 rolls of cinematic film, 90 vinyl records, and 529,982 photo negatives (including slides and photographic prints) had been converted.

(D) Collaborative National Archives Collection

In September 2021, NAA and the Academia Historica signed a contract to entrust 80 items of important historical archives transferred from the Academia 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." NAA archivists are responsible for regular maintenance, such as checking, adjustment, and replacement of consumable supplies, 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 2023, a total of 1,067 pages of private documents related to 215 victims had been identified.

Among these 215 victims, 192 of them or their family members were contacted, and 121 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 2023, 2,348 users had been registered, and more than 42,818 archives, images and photographs had been transcribed or described with over 9,930,000 words in total.

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 5 AI³ 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⁺ website (<https://aa.archives.gov.tw>) to foster multiple searches. The A⁺ website provided over 2,980,000 pages of images, an index with over 700,000

personal names, and over 2,840,000 analyzed contents in 2023.



Archives Access Service website

(B) Access service

In 2023, there had been over 14,318,908 visits to the A⁺ website, up by a factor of 253,086 in comparison with the previous year.

In 2023, NAA handled 520 inquiries from government agencies with 186,453 applications for archives access and provided 186,444 items of archives. NAA handled 1,292 applications from the public and provided 128,442 items of archives (including 100 applications and 835 items deposited from other agencies).

(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 2023, NAA was served a total of 1,363 people, and provided 1,390 items from archives. According to the "Purpose of Visit" questionnaires (multiple choices were allowed), 832 people applied for access to archives, 108 people applied for information inquiries, 15 people applied for access to publications, and 435 people applied for other purposes.

2. Satisfaction rating on access services

To improve access to services, a customer satisfaction survey was conducted in 2023. Among 1,261 applicants who accessed archives, 343 individuals completed the survey. The overall satisfaction rate was 95.24% on average. Individual satisfaction levels for "application

process," "pickup service," "service personnel," and "environment" were 92.77%, 94.37%, 96.81%, and 97.01%, respectively.



Archives Access Center provides archival access to the public.

Table 3 Statistics and satisfaction rates 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.	141	165	24	12	1	91.46%	92.77%
	(2) Instructions on application forms and notice are easy to understand.	147	168	25	3	0	92.84%	
	(3) The inquiry result is satisfactory.	169	152	19	3	0	94.02%	
Pickup service	(1) It is easy to operate the online pickup process.	120	60	158	2	3	94.10%	94.37%
	(2) The online pickup service is convenient.	145	45	150	3	0	96.38%	

Degree of satisfaction		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction	Average satisfaction
	(3) The onsite pickup service meets your needs to storage electronic files.	120	50	170	3	0	93.44%	
	(4) The price of the reusable storage device sold in the center is appropriate.	94	57	92	0	0	91.27%	
	(5) Multi-pickup services enhance your willingness to access archives.	143	49	151	0	0	96.66%	
Service personnel	(1) The personnel are easy-going, polite, and enthusiastic.	295	48	0	0	0	98.60%	96.81%
	(2) The personnel offer fast and efficient service.	253	70	8	5	7	95.01%	
Environment	(1) The environment is comfortable and cozy.	223	80	39	1	0	96.57%	97.01% (Online applicants were excluded)
	(2) The devices and utilities work well.	232	73	37	1	0	97.46%	
Average satisfaction		95.24%						

(D) Educational programs for archives outreach activities

1. Archives outreach activities

To interest school teachers, students, and institutional staff in accessing archives, NAA continues to organize school visits, including field trips to NAA and visits by staff to schools. In 2023, 990 teachers and students, 26 groups in total, visited NAA. The level of satisfaction with overall arrangements was 93.95% from a total of 674 valid questionnaires.

2. Promotion of Archival Resources for Teaching (ART)

In 2023, the NAA added the "Transitional Justice Education Resource Section" and 3 archival education datasets including "Establishment and Development of Taiwan's Salt Industry," "Development and Transformation of Taiwan's Gold and Copper Industries," and "Development and Transition during Taiwan's Massive Construction Period" in the ART website (<https://art.archives.gov.tw>), providing free public access. In addition, the NAA held 7 activities about promotion of archival resources for teaching, with a total of 272 teachers and students attended.



Archival Resources for Teaching website

3. Publication of "Archives LOHAS"

To promote the information and use of archives, NAA published the first issue of the monthly archives news "Archives LOHAS" on July 16, 2007. It provides information about policies, services, access to archives, and latest NAA events, 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 2023, 12 issues of "Archives LOHAS" covering editions No.187 to No.198 were published, and the number of subscribers rose to over 14,320.



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 Liberty Times, StoryStudio, and Vocus to publish articles on "Archives LOHAS" through various channels and social media pages.



NAA column in the Liberty Times

(2) Radio program on "Listening to Archives, Telling Stories"

To promote archives services, NAA has worked with the National Education Radio (NER) Taipei to produce a regular program called "Listening to Archives, Telling Stories" since January 20, 2017. People can listen to the program every fourth Friday morning of the month. In 2023, 12 programs were broadcast.



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

(E) Archives exhibitions

There were 3 exhibitions held in 2023, including "An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980," "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry (Tainan session)" and "Taiwan Golden Ages: An Archival Pop-up Exhibition on Gold and Copper Industries" with 40,622 visitors in total. To promote these exhibitions, 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.



The grand opening night of "An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980".



Photos from "An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980".



A tour of "Taiwan Golden Ages: An Archival Pop-up Exhibition on Gold and Copper Industries".

(F) Sales of archives-related cultural products

To promote the cultural products developed by NAA, a 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 2023, NAA launched "Time Travel-Locking Luggage Scale Gift Set" and "Story Telling / Memory Collecting Mug and Coaster Sets." A total of 25 items of archives-related cultural goods were for sale.





New archives-related cultural goods were launched in 2023

(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 "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 via channels like Books.com.tw, Eslite Online, Kingstone Bookstore, etc. In addition, the comic book "Wind Chaser under the Blue Sky" won the gold prize of the "17th Japan International MANGA Award".



The comic book "Wind Chaser under the Blue Sky" won the gold prize of "the 17th Japan International MANGA Award".

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 2023, 106 records retention schedules were reviewed, and 102 schedules were approved. Some government agencies with the same type of operations use the same schedules, so the reviewed schedules applied to 301 agencies. As of 2023, a total of 7,891 agencies' schedules had been approved.

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

A total of 3,730 destruction catalogs were reviewed and approved in 2023. As of 2023, a total of 57,195 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 2023, according to the National Archival Acquisition Plan (2020-2023), NAA reviewed the records of the diplomacy categories (1972-1992) from the Executive Yuan, a total of 9,502 files were reviewed, 3,089 (14.47%) were selected as archives. NAA also reviewed records (1955-1999) from the Taiwan Provincial Government Transportation Department, a total of 48,131 files were reviewed, 6,965 files (14.47%) 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 563 agencies were completed in 2023.

(D) Implementing the disposition of agency records

In 2023, to facilitate the process of records disposition and the archives review/selection project, NAA reviewed and approved records disposition appraisal reports from 9 agencies, such as the Ministry of Health and Welfare, National Land Management Agency, Ministry of the Interior, 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 2023, NAA reviewed 14,692 political records (9,822 files, 4,753 items, 117 books) from 174 agencies. A total of 10,332 files (182,525 items) from 173 agencies were approved and transferred.

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

As of 2023, NAA had reviewed 8,454 political archives and transferred 7,532 political archives held by political parties and party-affiliated organizations. NAA issued the "Fine Determination Criteria for Violations of the Act on Promoting Transitional Justice or the Political Archives Act".

B. Cultivation of human resources

(A) Documents and Records Management training

In order to fully build up the 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 2023, NAA offered 48 training sessions for 4,367 participants. Via the "Learning Platform of the Civil Service Development Institute" under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 36 professional archives-related e-courses. As of 2023, a total of 776,000 participants had attended e-courses and 544,000 participants had been certificated after completing the training sessions.

Table 4 Training programs for records management

No.	Training type	Number of sessions	Number of participants
1	In-house training	16	2,170
2	Cooperative training	5	582
3	Support for other agencies' training	27	1,615
Total		48	4,367

(B) Professional Certification of Records Managers

NAA established the "Professional Certification of Records Managers" to promote the cultivation of records managers, as well as to improve the records management of government agencies. This is two-level certification. The basic-level examination will start in 2024, and the advanced-level examination will start in 2025. The basic level question database was completed and the "Fee-charging Standards for Professional Certification of Records Manager" was promulgated in 2023.

C. Evaluation of records management

(A) Awards for Records Management Quality

In order to set the benchmark for records management, NAA organized the 20th Records Management Quality Awards and Outstanding Records Manager Awards. In 2023, 12 government agencies and 11 individuals received awards. The award ceremony was held on September 5, 2023 at the International Conference Hall of the National Central Library. Premier Chien-Jen Chen 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 central and local government agencies at all levels to evaluate records management operations for themselves and their subordinate agencies, including records checks, cataloging, preservation, and access processes, starting in 2023. NAA started evaluating the central and local agencies in 2023.

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of 2023, a total of over 457,938,941 government agency records catalogs have been published on NAA's NEAR website (<https://near.archives.gov.tw>).



Navigating Electronic Agencies' Records (NEAR) website

(B) Statistics on NEAR usage

In 2023, a total of 206,149 users visited NEAR, with a total of 170,093 searches on the website.

(C) Statistics on ACROSS usage

The ACROSS website (<https://across.archives.gov.tw>) activated at March 10, 2010. In 2023, a total of 9,480 users visited ACROSS, with a total of 69,337 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

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 second-level agencies monthly 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 for all agencies under the Executive Yuan. On February 14, February 15, October 31, and December 6, 2023, 4 agencies (the Environmental Protection Administration of the Executive Yuan, the Atomic Energy Council of the Executive Yuan, the Mainland Affairs Council, and the Ministry of Finance) were reviewed.

(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 on July 12 and October 4 in 2023, with a total of 385 participants.

B. Electronic documents and records service

In 2023, the Electronic Documents and Records Service Center handled 30,210 customer service with satisfaction rate of over 98.9%, and 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 2023, 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 2023.

In 2023, 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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