



HiSoftware Case Study State of Arizona

Customer

State of Arizona
Find-It! Arizona
Pilot GILS Web Site

Category

State Agency

Application

Provide better access and enhanced searching of state government information via metadata application

“TagGen helped us jumpstart the **Find-It! Arizona** project by proving a simple, very effective method to index library and state agency content with rich GILS metadata -- without requiring extensive customization. We can automatically apply metatags across multiple files and directories. As a result, we have dramatically increased both the content and relevancy of information being accessed through **Find-It! Arizona**.”

-- Susan Alden, Library Consultant at the Arizona State Library and Project Manager for the Arizona GILS project

More information on the project can be found at <http://find-it.lib.az.us/>

The Business Problem

The State of Arizona wanted to improve public and state agency Internet access to government information.

To accomplish this mission, the state decided in 1999 to launch a Government Information Locator Service (GILS) website, called **Find-It! Arizona**. Already in use in over 20 states, a GILS web site gathers information across government web sites, allowing citizens and state agencies to search for information without needing to know which agency provides the information or service.

“The advantage of using a GILS-specialized search engine is that it yields more relevant search results than full text searching alone,” explains Susan Alden, Library Consultant at the Arizona State Library and Project Manager for the Arizona GILS project. “GILS looks for metatags, which accurately index the content of a web page and enhance search precision and relevancy. The GILS search engine provides a higher relevancy ranking for metatagged documents, which enables people to find what they need more quickly. In addition, GILS provides subject categories as an alternative search method for users who prefer to browse for information.”

Although Arizona was sold on the benefits of using GILS, there remained two problems. The first was the labor required to embed metadata in legacy and archived documents in order to make them indexable and searchable. The second hurdle was devising a simple solution that would enable individual state agencies and libraries to embed metadata into new documents on an ongoing basis with minimal labor and training.

The Solution

The State of Arizona solved both of these hurdles with TagGen™, an automated metadata tagging solution from Hiawatha Island Software Company, Inc. (HiSoftware).

“TagGen helped us jumpstart the Find-It! Arizona project by proving a simple, very effective method to index library and state agency content with rich GILS metadata. Tested in the summer and brought up in Fall2000, it was the only solution we found that supported the GILS metadata schema without requiring extensive customization. We can automatically apply metatags across multiple files and directories. As a

result, we have dramatically increased both the content and relevancy of information being accessed through Find-It! Arizona,” said Ms. Alden.

The ***Find-It! Arizona*** GILS website is currently a pilot project through June 2001. Once the pilot project is complete, it will be considered as a link from the State of Arizona Web Portal, currently under development.