Making DOJ agency sites more accessible to search engine users

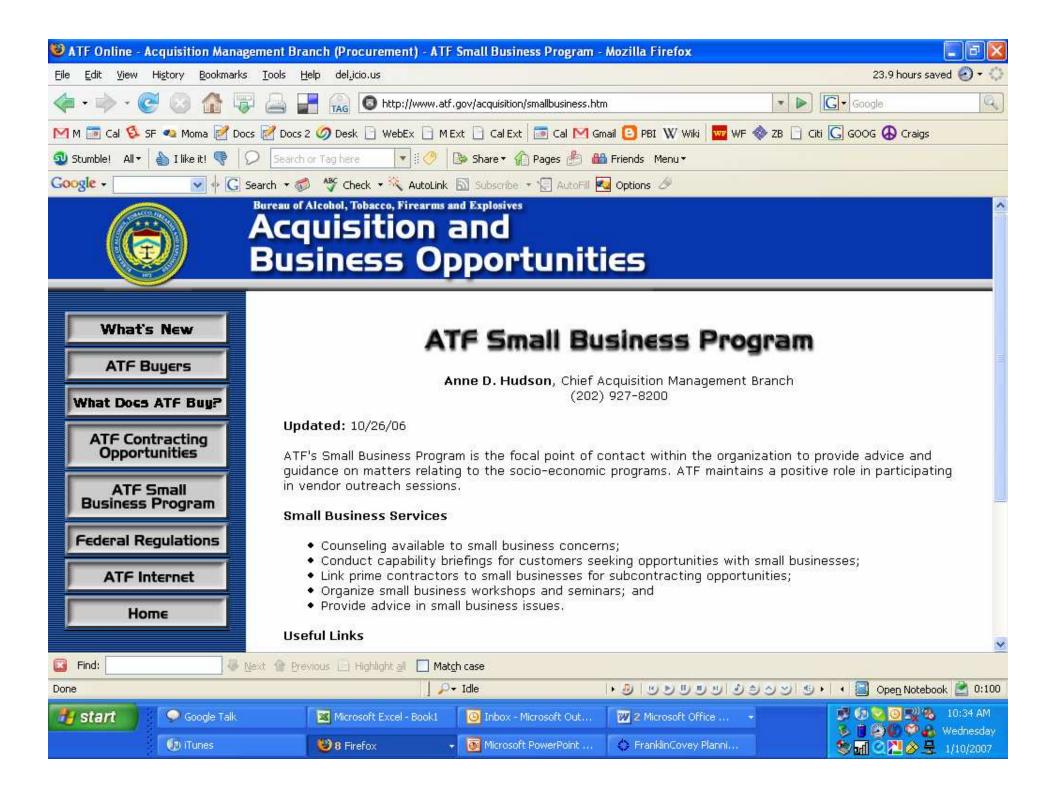
Implementing the Sitemap protocol

What can make DOJ agency sites inaccessible

- Sample search 1: [atf small business]
 - Among relevant ATF site pages a search engine user does not find: <u>http://www.atf.gov/acquisition/smallbusiness.htm</u>
 - Reason: Robots.txt



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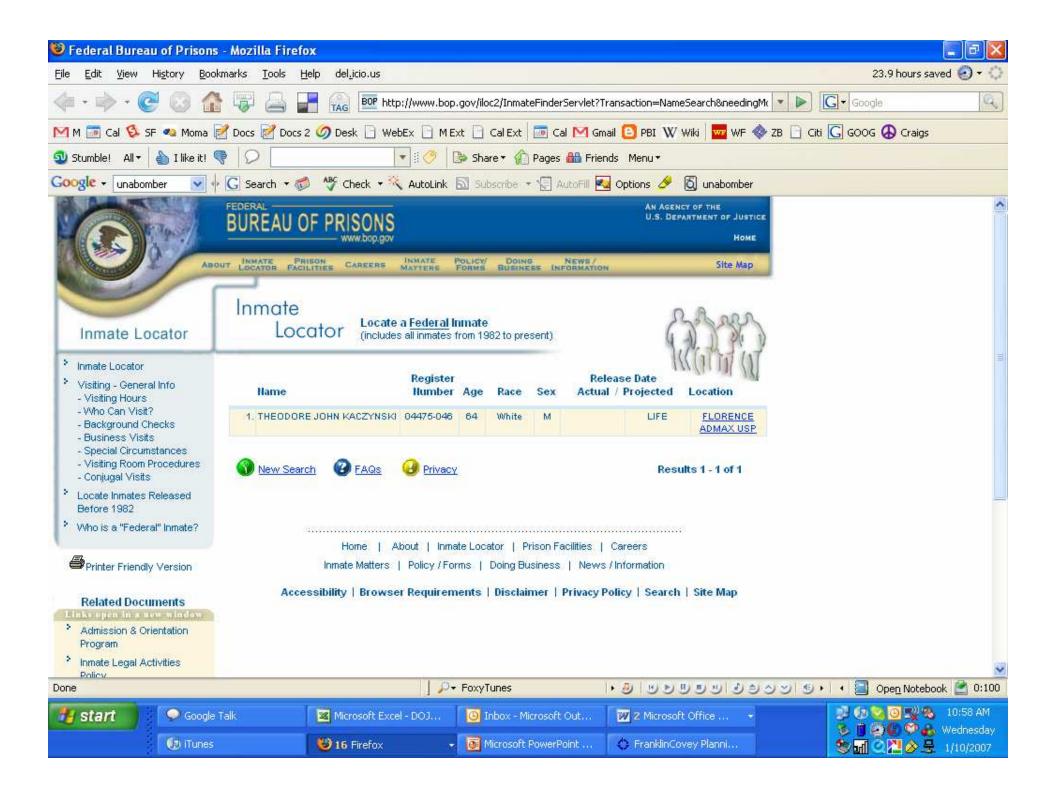
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What can make DOJ agency sites inaccessible

- Sample search 2: [theodore kaczynski federal prison]
 - What a search engine user does not find: <u>http://www.bop.gov/iloc2/InmateFinderServlet?Transaction=Name</u> <u>Search&needingMoreList=false&LastName=Kaczynski&Middle=&</u> <u>FirstName=Theodore&Race=U&Sex=U&Age=&x=0&y=0</u>
 - Reason: Search form



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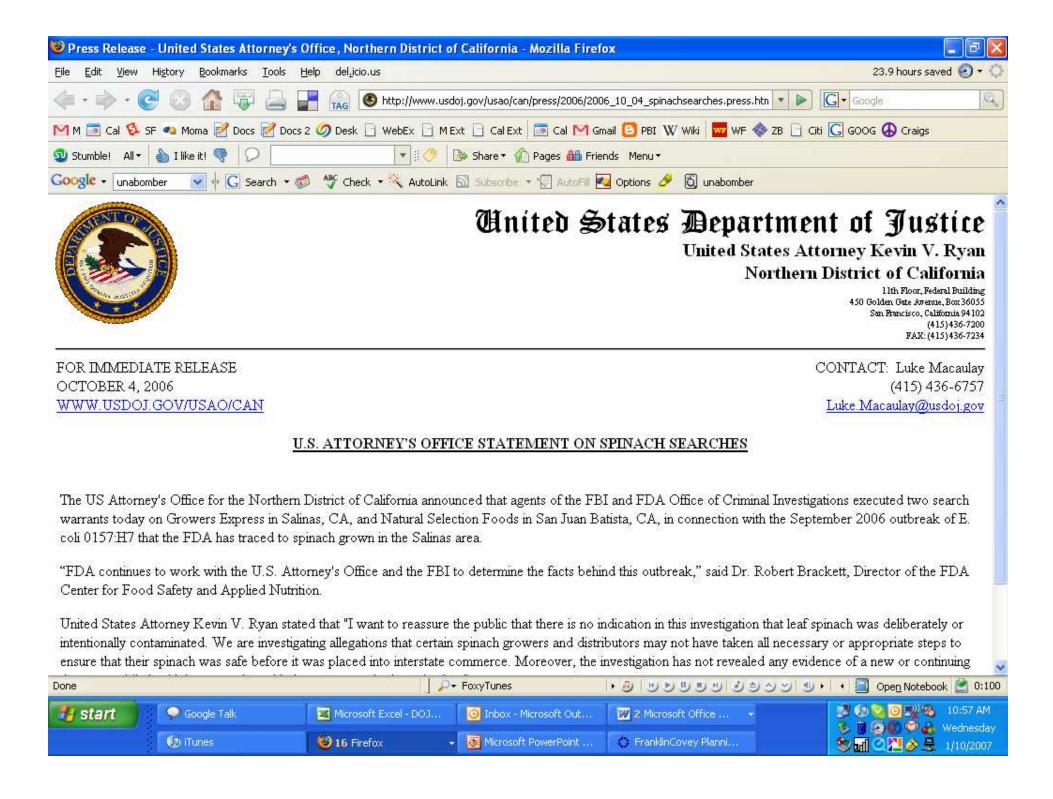


What can make DOJ agency sites inaccessible

- Sample search 3: [fbi spinach salinas]
 - What a search engine user does not find (for a few days): <u>http://www.usdoj.gov/usao/can/press/2006/2006_10_04_spinachs</u> <u>earches.press.html</u>
 - Reason: Google not including the news releases hub for US Attorney's Office, Northern District of California, in news crawling; site not tagged by publisher in sitemap at highest priority



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Agenda

Supporting the two levels of public search

Sitemaps for search engines

Success stories, benefits

Next steps

Q&A

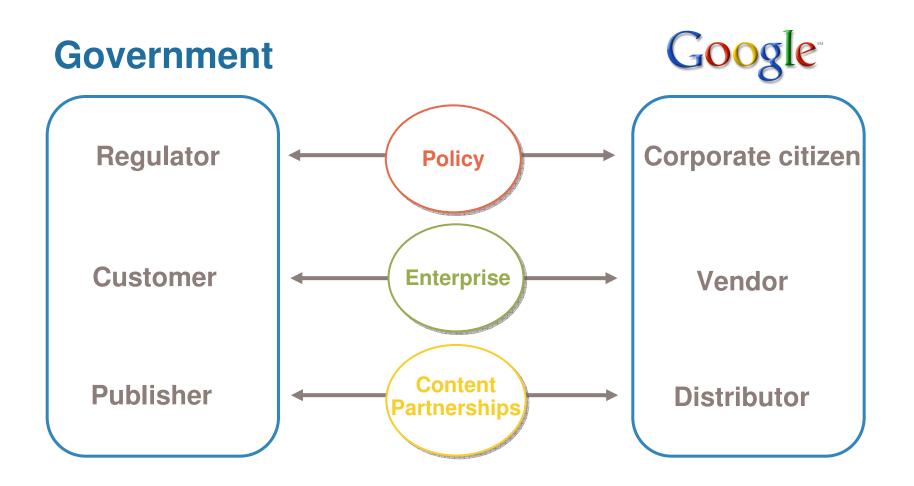


Common concerns

- No direct cost
- Non-proprietary
- No security risk
- Public content only

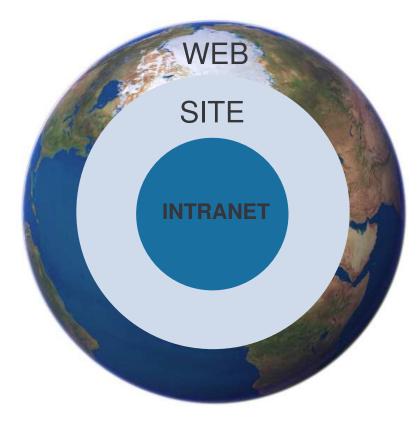


Government's relationships with Google



What we're talking about

- Intranet: Not your intranet or internal information
- Site: Nor search within your public site
- Web: Making content on your site accessible to web search engine users





Web search vs. site search

Supporting the two levels of public search



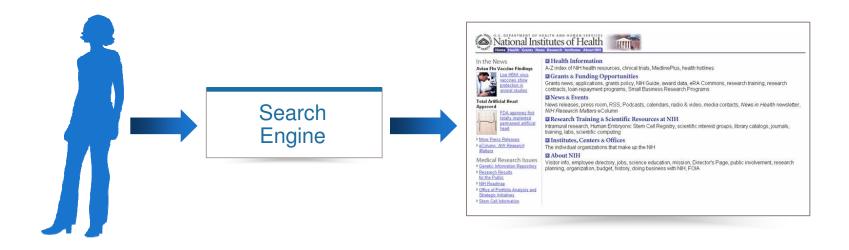


All of the open and accessible deep web	Search scope	A segment of your public site's content
Citizens and professionals	User	Professionals and citizens
Googlebot's crawling intervals	Freshness	Customizable
Limited by robots.txt, dynamic content.	Crawling	Limited by server capacity and cost
High-level stats	Reporting tools	More detailed, all facets
Free	Cost	Varies

Citizens increasingly access government through search engines

National Institutes of Health (nih.gov)

 70% of unique users in July 2006 were referred by search engines (Google, Yahoo, MSN, AOL, Ask)

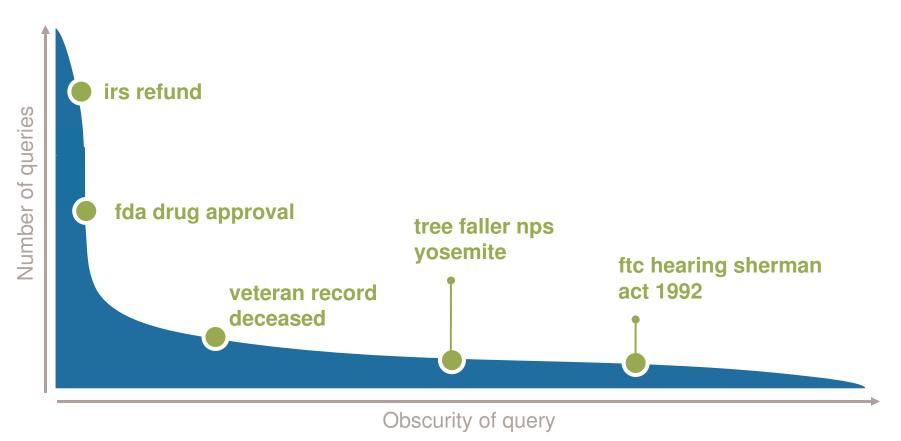


- Only 4% of unique users came directly to nih.gov

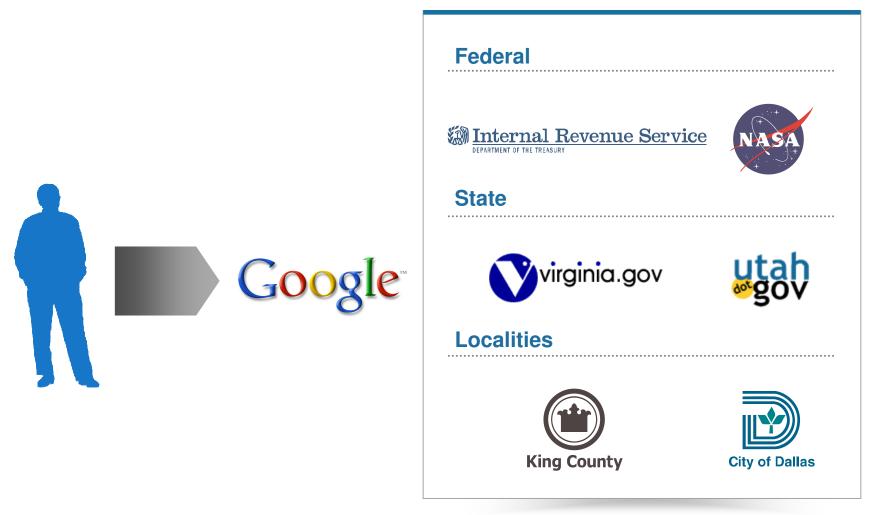
Source: ComScore, 2006

And they expect to find everything

The long tail of federal government information



Search engines are the point of departure, government sites are the destination

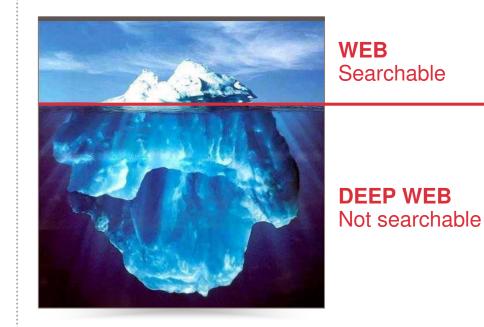




Growing deeper and more dynamic

Challenges to web crawling are growing and multiplying

- Outdated robots.txt
 crawling instructions
- Non-html links
- Content "hidden" behind search forms
- Server errors (crawler times out when fetching content)
- Orphaned URLs
- Rich media: audio, video
- Paid/premium content databases





Crawlers cannot navigate search forms

Home → Business Services	→ Search database		
Business Services			
 Search database 	 Database info 	 Online Forms 	 <u>e-Filing</u>
 Search 4B7 database 	 <u>Choosing a Business</u> 	 Fee Schedule 	 e-Filing your forms
 Search the archives 	 <u>Resource Links</u> 	 Legal matters 	 <u>e-Filing reports</u>
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When crawled

	john smith		Results 1 – 18 of 3
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	Inactive	Legal	SMITH AND CO., INC.
	Active	Legal	SMITH & COMPANY, INC.
144521	Inective	Former	SMITH & ACKLEY, INC.
	Active	Legal	SMITH 8 ASSOCIATES, L.L.C.
	Active		SMITH & ASSOCIATES INSURANCE SERVICES, INC.
252270	Active	Legal	SMITH & CARSON, INC.
	Inactive	Fictitious name	SMITH & HATCH, INC.
	Inactive	Legal	SMITH & HOLTKAMP, P.C.
179923			SMITH AND JONES INC.
		Result Page:	- 2 3 4 5 6 7 8 9 10 Next

Search results are invisible



The solution: Sitemaps

The Sitemap protocol enables a web publisher to proactively manage search engine crawling

Google YAHOO! Microsoft

"The launch of Sitemaps is significant because it allows for a single, easy way for websites to provide content and metadata to search engines"

—Tim Mayer, Senior Director of Product Management, Yahoo Search

"We are 100% behind this protocol - this kind of collaboration will help improve the search experience for all of our customers"

—Ken Moss, General Manager, Live Search

- Sitemap protocol developed by Google in June 2005 and released under Creative Commons License
- Adopted as an industry standard in November 2006: www.sitemaps.org

Navigational sitemap

A browse index or sitemap enables a user to navigate throughout a site

SITE INDEX

To view or print the PDF content on this page, download the free Adobe@ Acrobat® Reader®.

NEWS

OFFICES

Treasury Deputy Secretary Kimmitt Travels to Asia this week to Discuss Compact with Irag

KEY TOPICS

General Interest Law Enforcement International Taxes Financial Markets Currency & Coins Small Business Accounting & Budget Technology

PRESS ROOM

Public Schedule

Office of Domestic Finance Debt Management Advanced Counterfeit Deterrence Office of Financial Institutions Federal Financing Bank Financial Institutions Financial Markets Fiscal Service

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Office of Economic Policy Working Papers Total Taxable Resources

Terrorism and Financial Intelligence Office of Foreign Assets Control Executive Order 13324 National Money Laundering Strategy Executive Office for Asset Forfeiture



Sitemaps for search engines

- HTML
- Simple text
- XML



Simple text sitemap

A comprehensive list of URLs

http://www.firstgov.gov/index.shtml http://www.firstgov.gov/About.shtml http://www.firstgov.gov/Citizen/Services/Address_Changes.shtml http://www.firstgov.gov/Topics/Parents_Adoptive.shtml http://www.firstgov.gov/Government/State_Local/Ag_Environment.shtml http://www.firstgov.gov/Citizen/Topics/Environment_Agriculture/Agriculture.shtml http://www.firstgov.gov/Citizen/Facts/Facts_Agriculture.shtml http://www.firstgov.gov/Agencies/Federal/Executive/Agriculture.shtml



XML sitemap

- A comprehensive list of URLs in XML
- Tagged with each URL's location, last modification, change frequency and priority

```
<?xml version="1.0" encoding="UTF-8"?>
<urlset xmlns="http://www.google.com/schemas/sitemap/0.84">
   <ur1>
      <loc>http://www.example.com/</loc>
      <lastmod>2005-01-01</lastmod>
      <changefreq>monthly</changefreq>
      <priority>0.8</priority>
   </url>
   <ur1>
      <loc>http://www.example.com/catalog?item=12&amp;desc=vacation hawaii</loc>
      <<u>changefreq</u>>weekly</changefreq>
   </url>
   <ur1>
      <loc>http://www.example.com/catalog?item=73&amp;desc=vacation new zealand</loc>
      <lastmod>2004-12-23</lastmod>
      <changefreq>weekly</changefreq>
   </url>
   <ur1>
      <loc>http://www.example.com/catalog?item=74&amp;desc=vacation newfoundland</loc>
      <lastmod>2004-12-23T18:00:15+00:00</lastmod>
      <priority>0.3</priority>
   </url>
   <ur1>
      <loc>http://www.example.com/catalog?item=83&amp;desc=vacation usa</loc>
      <lastmod>2004-11-23</lastmod>
   </url>
</urlset>
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Introducing Google Webmaster Tools

Free resources and tools to help you implement sitemaps and improve your sites' visibility in Google search results



Welcome to your one-stop shop for comprehensive info about how Google crawls and indexes websites. You can learn here how to ensure that your site is easily crawled and indexed and access tools that will enable you to diagnose crawling issues, study statistics on how your site is doing in our index, and tell us how you'd like your site to be crawled and indexed.

Site status wizard

Find out whether your site is currently being indexed by Google.

Webmaster tools (including Sitemaps) Statistics, diagnostics and management of Google's crawling and indexing of your website, including Sitemap submission and reporting.

Submit your content to Google

Learn about submitting content for Google properties such as Google Base and Google Book Search.

Google's blog for webmasters

The latest news and info on how Google crawls and indexes websites.

Google's discussion group for webmasters

Talk with your fellow webmasters and share your feedback with us.

Webmaster help center

See answers to frequently asked questions about crawling, indexing, ranking and other webmaster issues.

Learn more at: http://www.google.com/sitemapsgov

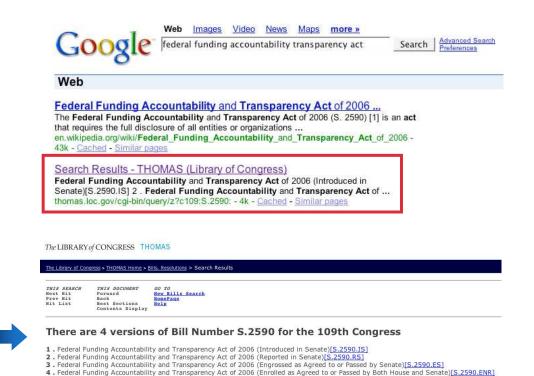
Link to appendix 1

Google Confidential



THOMAS success story

- A Library of Congress service that provides access to the proceedings of Congress
- Removed robots.txt restrictions to enable crawling
- Opened hundreds of thousands of bills, nominations, resolutions, and other documents to search engine users





THIS SEARCH Next Hit Prev Hit Hit List THIS DOCUMENT Forward Back Best Sections Contents Display

New Bills Search HomePage Help

NCES success story

- US Department of Education agency that provides statistical information about districts, schools, and other educational facilities
- Technical web manager submitted sitemaps to open five dynamic databases to crawling, adding ~180K URLs
- Now surfacing database records previously invisible to search engine users



Web	Images	<u>Video</u>	News	Maps	more »	
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	Google Se	arch	I'm Fee	eling Lu	cky	Language Tools

Advertising Programs - Business Solutions - About Google

©2006 Google



NCES success story



- Tens of thousands of potential search hits and links to NCES and its databases
- Taking their place alongside records from commercial services replicating sometimes dated NCES data



PlainLanguage.gov success story



- Federal interagency effort to encourage clarity in government communications
- Before/after examples served dynamically, thus uncrawlable
- Web manager successfully implemented sitemap in ~8 hours through trial and error, using freely available and in-house tools



Relevant legislation and OMB policy*

- The Sitemap protocol supports the **E-Government Act of 2002** requirements to:
 - "Organize and categorize information intended for public access and ensure it is searchable across agencies...[using] sophisticated Internet search functions (including their crawl and index mechanisms)..."
 - "...publish your information directly to the Internet...expos[ing] information to freely available and other search functions [that] adequately [organize] and [categorize] your information."
 - "...[When] disseminating significant information dissemination products, advance preparation, such as using formal information models, may be necessary to ensure effective interchange or dissemination. This procedure is needed when freely available and other search functions do not adequately organize and categorize your information."

• The Sitemap protocol also supports the Federal Enterprise Architecture's Data Reference Model 2.0 requirements to:

- "Identify how information and data are created, maintained, accessed, and used...[and] Define data and describe relationships among data elements used in the agency's information systems."
- * Source: Federal Sitemaps (http://colab.cim3.net/cgi-bin/wiki.pl?FederalSitemaps), managed by the federal Semantic Interoperability (SICoP) and XML (xmICoP) Community of Practice.



Making your agency more accessible

- Implementing sitemaps can enhance, but does not replace, Google's crawling
- It does not guarantee inclusion, but helps to deliver more information and fresher results to users
 - Most sitemaping tools are free and can be easy to implement
 - Makes Google crawling more efficient, reducing demands on servers
 - Google Webmaster Tools reporting tools uncover and pinpoint technical errors

- The Sitemap protocol is open industry standard
- Ensures all your public information are services are discoverable by all potential users
- Accelerates the inclusion of new information in search results



The virtuous circle

Google's benefits

- Expands the reach of Google's Web Search service
- Incorporates more authoritative, trustworthy, fresh content
- Increases crawling efficiency

Citizen users' benefits

- More and better information from trusted sources
- Quicker access to and navigation of government information and services
- Enables serendipitous discovery



Next steps

- Watch for:
 - Copy of this presentation
 - Link to selected list of uncrawlable DOJ agency sites
 - Invitation to attend upcoming webinars on implementing the Sitemap protocol
- Sign up at www.google.com/sitemapsgov
- Verify your site ownership, generate and upload your sitemap(s)
- Get answers:
 - At Webmaster Central: www.google/com/webmasters
 - Or directly: sitemap-partners@google.com
- Track your progress



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3	Agency	Site/database name/description	Issue	URL						
4	ATF	Fully blocked by robots.txt	Blocked by robots.txt	www.atf.gov						
5	Bureau of Justice Statistics	Fully blocked by robots.txt. Some of the statistical data is summarized in reports available elsewhere that are crawled.	Blocked by robots.txt	http://bjsdata.ojp.usdoj.gov/dataonl						
		Library abstracts database is not crawlable (results are behind a form and the results are also blocked by robots.txt). However,								
6	National Criminal Justice Reference Service (NCJRS)	many of the abstracts are included in the publications database, which is crawlable.	Uncrawlable, to sitemap	http://www.ncjrs.gov/abstractdb/sea						
7	National Criminal Justice Reference Service (NCJRS)	Justice Events calendar. Blocked by robots.txt so links to events are in Google, but events themselves cannot be crawled.	Robots.txt	http://www.ncjrs.gov/eventscalenda						
8	Community Capacity Development Office (CCDO)	Weed and Seed Data Center. Website for community-based approach to law enforcement.	Uncrawlable, to sitemap	http://www.weedandseeddatacente						
9	Executive Office for Immigration	Virtual Library: Immigration Related Federal Register Notices: Uncrawlable due to Javascript	Uncrawlable, to sitemap							
10	Review (EOIR)	Looks Too Good To Be True website: Looks Too Good To Be True website: Warns public of fraud and scams. Victims' stories are not fully indexed because they appear in a pop up. Therefore	1	ntip.//www.asadj.goweoin/nineareg/						
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