

Delaware.gov Adds a New Phone Directory Search Tool

DOVER, Del. (February 29, 2012) – The Delaware Government Information Center ([GIC](#)) has released an innovative new phone directory search tool designed to help citizens find the right state office to answer their questions or provide them with desired services. The new search tool, [phonedirectory.delaware.gov](#), is part of the state's award-winning web portal and is designed to work equally well on desktop computers, laptops, pad-style devices and smartphone browsers.



“We strive each day to make government more accessible to the public and to provide exceptional service in all that we do,” said Governor Jack Markell. “A critical part of accessibility is making sure people can easily find the contact information they need.”

The system pulls information from a database created and maintained by staff in the GIC, working with state agency leaders. The database is based on internal state agency phone listings but has been updated with new types of information and carefully edited and augmented in order to guide users to the most helpful contact points within state government.

The new directory allows users to search by individual, agency or thing. A person seeking recreational opportunities might search for “Parks and Recreation,” or simply “trails” and find not only phone numbers to call, but maps of office locations, website links and links to any social media that agencies use, as well.

Each listing also includes a Quick Response (QR) Code that links to a virtual business card listing, designed for ease of

use on smartphone and mobile screens and which can be saved to a user's personal contacts list.



“We are working to make government more efficient and effective by creating easy-to-use eGovernment tools for Delawareans,” said GIC Director Greg Hughes. “This is part of a larger eGovernment effort, led by GIC and involving partners from agencies throughout state government.”

The GIC is part of the [Delaware Department of State](#) and is charged with ensuring that the public has free and equal access to state, local, and federal government information and resources or, as the GIC staff like to put it: “connecting citizens to government.”

The GIC manages the [delaware.gov](#) web portal; advises state agencies on website design, eGovernment, and social media policy; and assists local governments with their web sites.