Dynamic Information Environments

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In collaboration with: Jaime Teevan, Eytan Adar, Jon Elsas, Dan Liebling, Richard Hughes

Outline

Web search and context

Temporal dynamics of information
 Characterizing change

 Content changes over time
 People re-visit and re-find
 Relationships between content change and re-access

 Improving retrieval and understanding

 Building support for understanding change (e.g., DiffIE)
 Leveraging dynamics for improved retrieval

Web Search at 15

What's available

Number of pages indexed

- 7/94 Lycos -
- 95 10^6 millions
- 97 10⁷
- 98 10⁸
- 01 10^9 billions
- **05 10^10 ...**
- Types of content
 - Web pages, newsgroups
 - Images, videos, maps
 - News, blogs, spaces
 - Shopping, local, desktop
 - Books, papers, many formats
 - Health, finance, travel ...

How it's accessed



Support for Searchers

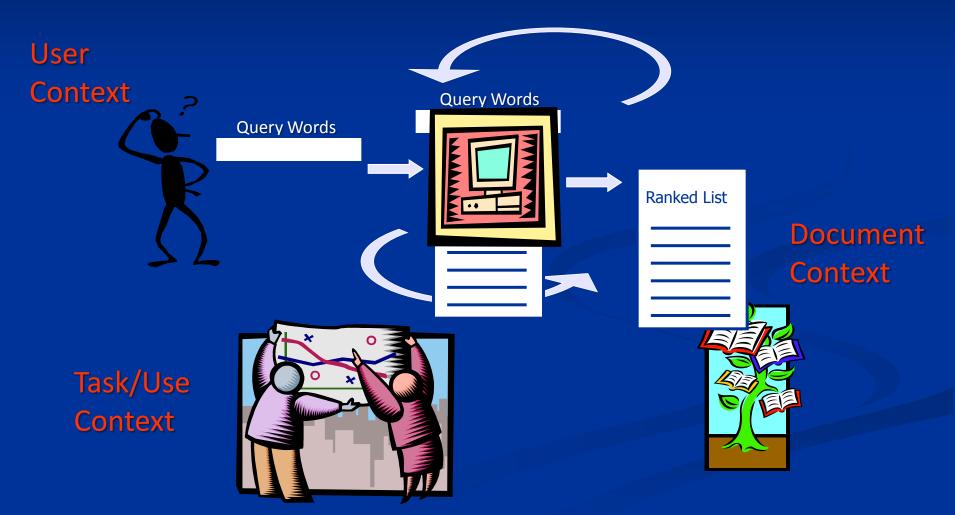
- The search box
- Spelling suggestions
- Query suggestions
- Auto complete
- Inline answers
- Richer snippets
- But, we can do be



Q



Seasebrachd Golavext



Systems/Prototypes

- New capabilities and experiences
- Algorithms and prototypes
- Deploy, evaluate and iterate

Inter-Relationships among Documents

Categorization and Metadata

Reuters, spam, landmarks, web categories ... Domain-specific features, time

Interfaces and Interaction

Ranked List

Stuff I've Seen, Phlat, Timelines, SWISH Tight coupling of browsing and search

Search and Context

Redundancy

Temporal Dynamics

Modeling Users Short vs. long term

Individual vs. group Implicit vs. explicit

Using User Models

Stuff I've Seen (re-finding) Personalized Search News Junkie (novelty) **User Behavior in Ranking Domain Expertise at Web-scale**

Contex

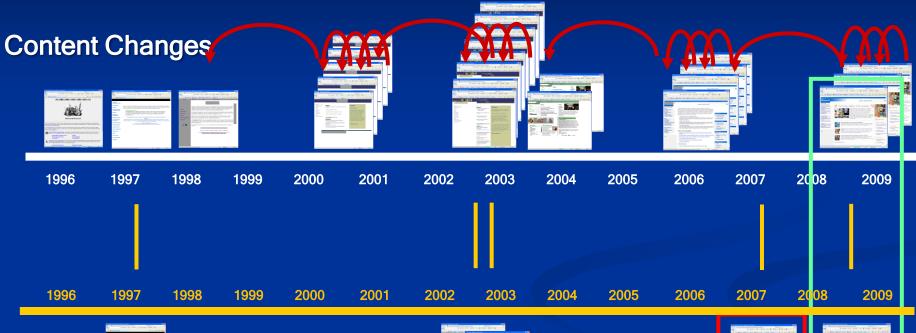
Context

Query Words

Evaluation

- Many methods, scales
- Individual components and their combinations

Information Dynamics







User Visitation/ReVisitation

Today's Browse and Search Experiences

But, ignores ...

Digital Dynamics Easy to Capture

Easy to capture Few tools support dynamics



Information Dynamics

Characterizing change Content changes over time People re-visit and re-find Relationships between content change and re-access Improving retrieval and understanding Building support for understanding change (e.g., DiffIE) Leveraging dynamics for improved retrieval

Characterizing Change



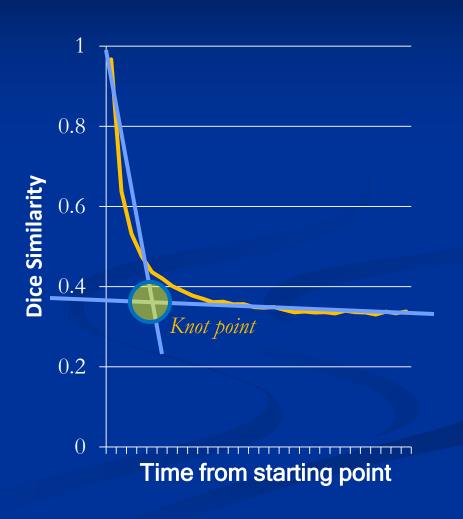
Large- scale Web crawls, over time

- Revisited pages
 - 55,000 pages crawled hourly for 18+ months
 - Unique users, visits/user, time between visits
- Judged pages (Relevance to a query)
 - 6 million pages crawled every two days for 6 months

Measuring Web Page Change

Summary metrics Number of changes Time between changes Amount of change Change curves Fixed starting point Measure similarity over different time intervals



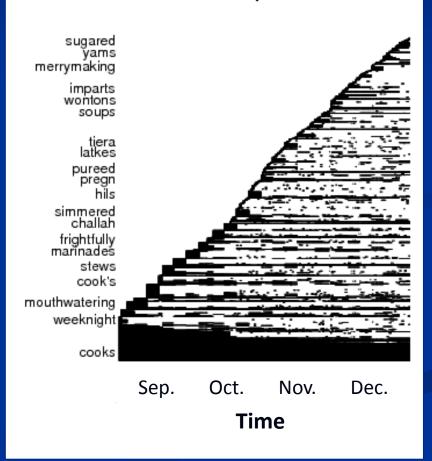


Measuring Within-Page Change

DOM structure changes
 Term use changes
 Divergence from norm
 cookbooks
 salads
 cheese
 ingredient

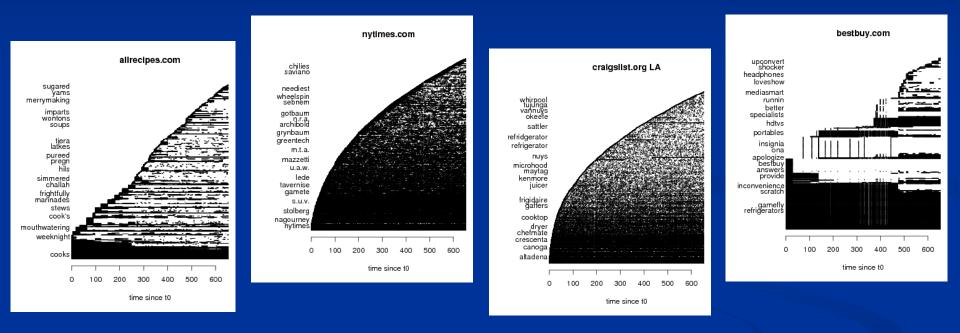
bbq

Staying power" in page



allrecipes.com

Example Term Longevity Graphs



Revisitation on the Web

- Revisitation patterns
 - Log analyses
 - Toolbar logs for revisitation
 - Query logs for *re-finding*
 - User survey to understand intent in revisitations



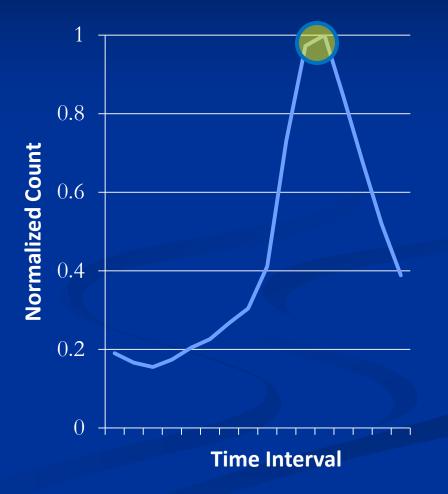
What's the last Web page you visited?

Measuring Revisitation

Summary metrics

- Unique visitors
- Visits/user
- Time between visits
- Revisitation curves
 - Histogram of revisit intervals
 - Normalized





Four Revisitation Patterns

Fast Hub-and-spoke Navigation within site Hybrid High quality fast pages Medium Popular homepages Mail and Web applications Slow Entry pages, bank pages Accessed via search engine

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Fidelity.com		
Log In	New User	
Customer ID*/SSN	New User Registration for customer: logged in.	
Remember me	Not sure if you're already a register	
PIN	Manage Your Log In	
Change your start page Log In	Change your Customer ID and PIN i periodically to keep them secure.	
	Reset a Forgotten or Blocked PIN	
9 Security Notice	Look Up Your Customer ID	
Log In	Change Your PIN	
Fidelity will never ask you for any personal information other than your Customer ID/SSN and PIN when logging into Fidelity.com.	Create or Change Your Customer	
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If you believe that you may have provided personal information in response to such an e-mail, or on a website or pop-up window linked to such an e- mail, please call us right away at 1-800-544-6666.		
Learn more about protecting yourself from identity theft		
* A Customer ID is an identifier you can create to use in place of your Social Security number (SSN) to log in.	- -	
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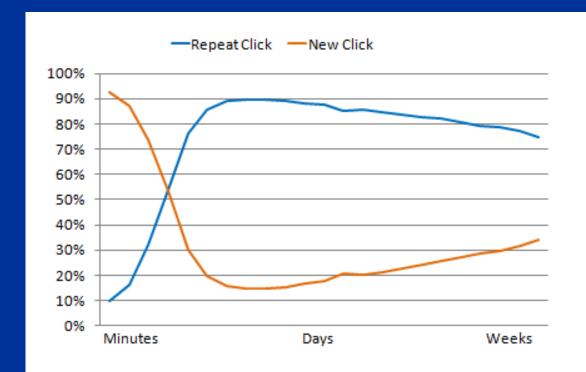
Search and Revisitation

Repeat query (33%) microsoft research Repeat click (39%) http://research.microsoft.com Q: microsoft research, msr ... Big opportunity (43%) 24% "navigational revisits"

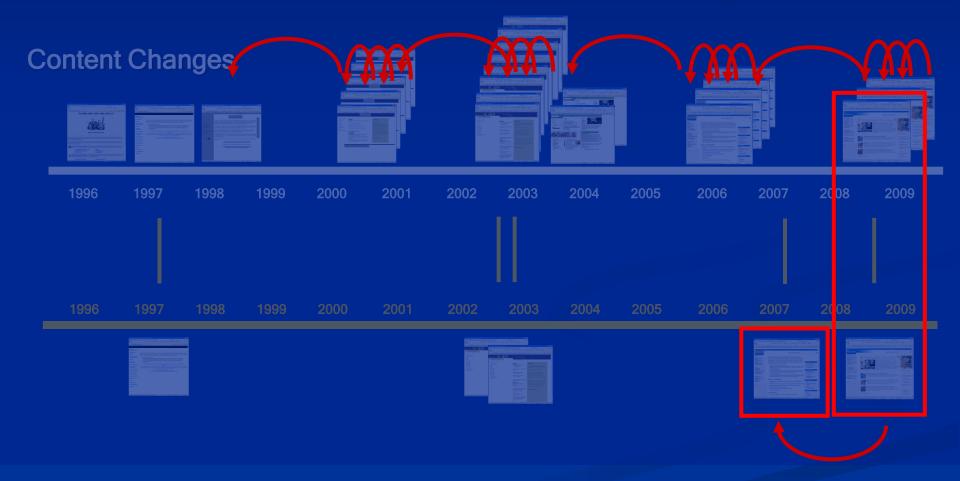
		Repeat Click	New Click
Repeat Query	33%	29%	4%
New Query	67%	10%	57%
		39%	61%

Repeat Clicks for Repeat Queries

Within session: Repeat query -> New click
 Across sessions: Repeat query -> Repeat click



Relationships Between Revisitation and Change



Why did you revisit the last Web page you revisited?

Possible Relationships

Image: Standard	🏉 MSFT - Stock Quote for I	Microsoft Corp - MSN Money - Windows Internet Explorer		
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Interested in change Monitor Effect change Transact Change unimportant Find new Change can interfere Re-find

Understanding the Relationship

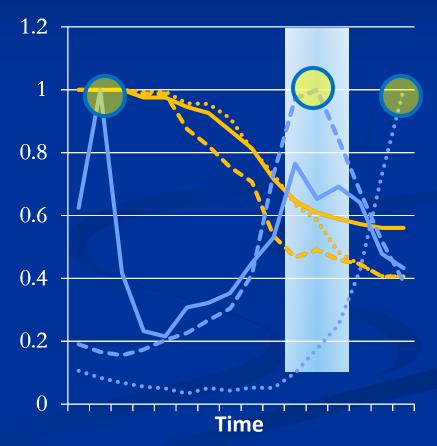
Compare summary metrics

- Revisits: Unique visitors, visits/user, interval
- Change: Number, interval, Dice

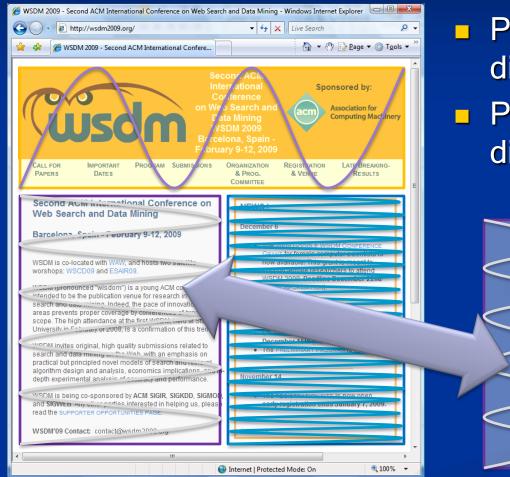
	Number of changes	Time between changes	Dice coefficient
2 visits/user	172.91	133.26	0.82
3 visits/user	200.51	119.24	0.82
4 visits/user	234.32	109.59	0.81
5 or 6 visits/user	269.63	94.54	0.82
7+ visits/user	341.43	81.80	0.81

Comparing Change and Revisit Curves

Three pages New York Times Woot.com Costco Similar change patterns **Different revisitation** NYT: *Fast* (news, forums) Woot: Medium Costco: Slow (retail)



Within-Page Relationship



Page elements change at different rates

 Pages revisited at different rates

> "Resonance"
> can serve as a filter for
> interesting
> content

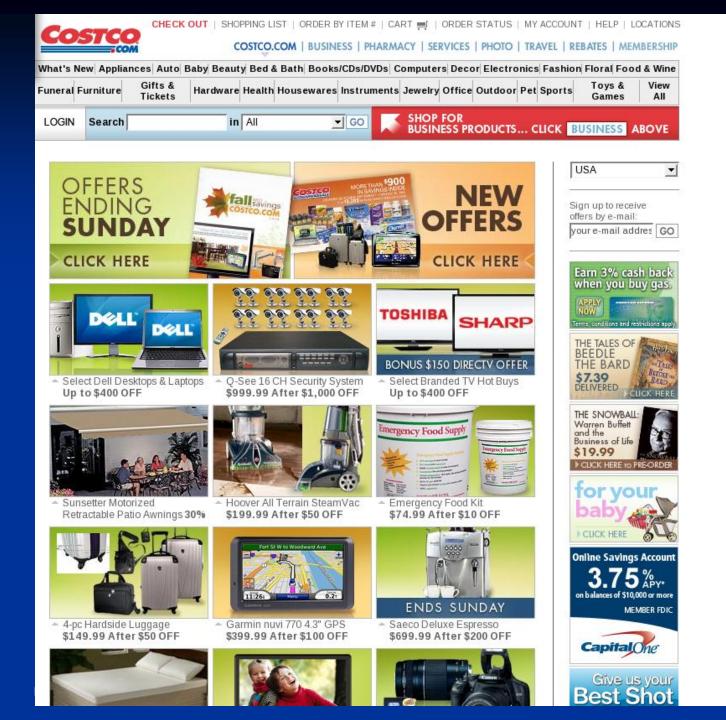


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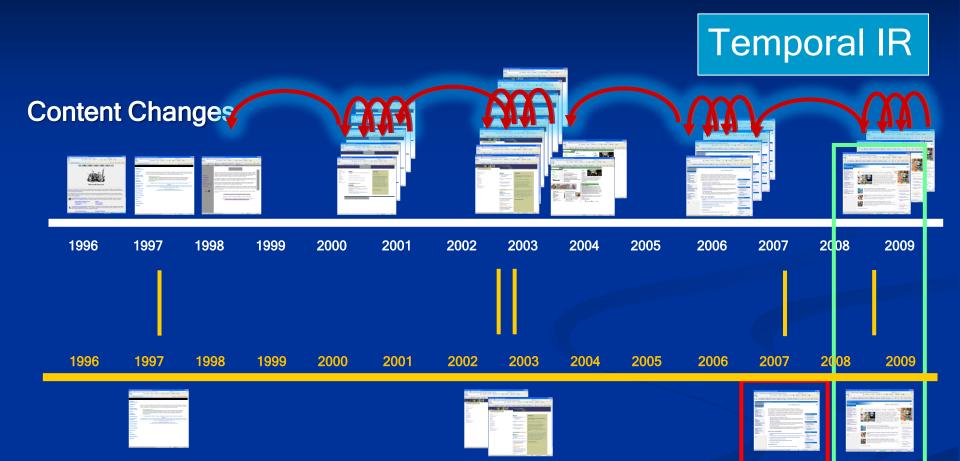




Dynamics of Information

Characterizing change Content changes over time People re-visit and re-find Relationships between content change and re-access Improving retrieval and understanding Building support for understanding change (e.g., DiffIE) Leveraging dynamics for improved retrieval

Building Support for Web Dynamics





DiffIE

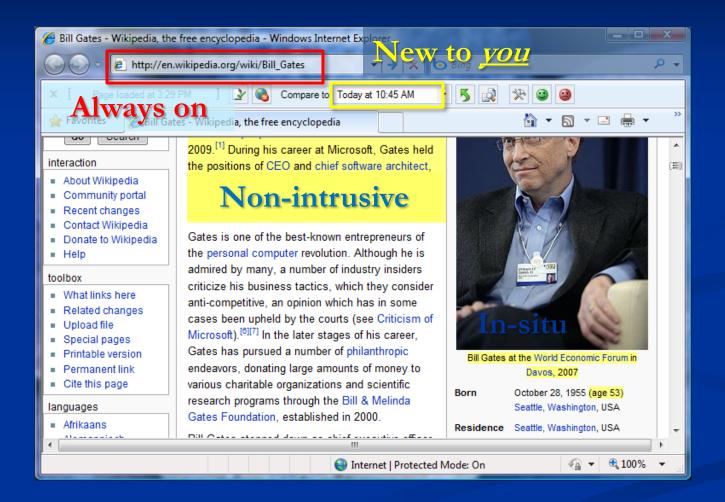


DiffIE toolbar

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interaction = About Wikipedia = Community portal = Recent changes = Contact Wikipedia	2009. ^[1] During his career at Microsoft, Gates held the positions of CEO and chief software architect, and remains the largest individual shareholder with more than 8 percent of the common stock. ^[5] He has also authored or co-authored several books.
 Contact Whipedia Donate to Wikipedia Help toolbox What links here Related changes Upload file Special pages Printable version Permanent link Cite this page languages 	Gates is one of the best-k sown entrepreneurs of the personal computer revolution. Although he is admired by many, a number of industry insiders criticize his business tactics, which they consider anti-competitive, an opinion which has in some cases been upheld by the courts (see Criticism of Microsoft). ^{[6][7]} In the later stages of his career, Gates has pursued a number of philanthropic endeavors, donating large amounts of money to various charitable organizations and scientific research programs through the Bill & Melinda Gates Foundation, established in 2000.
Afrikaans	Gates Foundation, established in 2000. Residence Secute, Washington, USA
	📢 Internet Protected Mode: 🕥 🦓 👻 🔍 100% 👻

Changes to page since your last visit

Interesting Features of DiffIE



Examples of *DiffIE* in Action

Expected New Content



Quake, official says Indonesia; hundreds of houses reportedly damaged; panicked residents flee their homes. Full story | ^{Ca} Video: Western Sumatra struck

Iraq resonates in claims over Iran nukes

NYT: While similarities between 2002, with its faulty iWMD estimates, and 2009 are

unmistakable, the differences are profound. Full story China stalls action against Iran

Beijing's reluctance stems from oil, ideology. Story

Co Video: World leaders meet on Iran nuclear threat



Damaged boat (John Newton / AFP - Getty Images)

Samoans count cost after deadly tsunami

Undersea earthquake propels waves onto island nation and U.S. territory; toll expected to rise. Story | 🗇 Video: South Seas terror | Are you there? Send images, reports Some in Windy City hope 2016 bid is a bust "know it's going to cost u money somehow," one Chicago resident says Full story

Contestants: Chicago, Tokyo, Rio, Madrid

Co Video: Obamas and Winfrey make '16 pitch

U.S. news

Guns to be allowed in Arizona bars | Vote

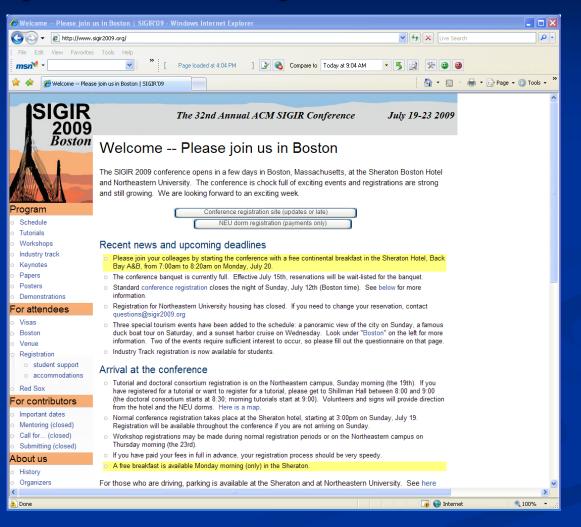
CQ Video: Summit to tackle distracted drivin

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User / Name	Actions Favorites Following
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Huffingtonpost HuffingtonPost.com GOP Senator: We Will Unanimously Oppose Newest Health Care Compromise http://bit.ly/SxRBEi about 1 hour ago	
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Unexpected Important Content



Serendipitous Encounters



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EFEREED JOURNAL ARTICLES:

Jaime Teevan, Susan T. Dumais and Eric Horvitz. Potential for Personalization. To appear in the ACM Transactions on Computer-Human Interaction (TOCHI) special issue on Data Mining for Understanding User Needs, 2009. [pdf]

Jaime Teevan. How People Recall, Recognize and Reuse Search Results. ACM Transactions on Information Systems (TOIS) special iss on Keeping, Refinding, and Sharing Personal Information, 26(4), September 2008. [pdf]

Edward Cutrell, Susan T. Dumais and Jaime Teevan. Searching to Eliminate Personal Information Management. Communications of the ACM (CACM), Special Issue on Personal Information Management, 49(1), January 2006.

Diane Kelly and Jaime Teevan. Implicit Feedback for Inferring User Preference: A Bibliography. SIGIR Forum, 37(2), 2003. [pdf]

EFEREED CONFERENCE PAPERS:

Paul André, m. c. schraefel, Jaime Teevan and Susan T. Dumais. Discovery is Never by Chance: Designing for (Un)Serendipity. T appear in Proceedings of the 7th ACM Creativity and Cognition Conference (CC '09), Berkeley, CA, October 2009.

Jaime Teevan, Susan T. Dumais, Daniel J. Liebling and Richard Hughes. *Changing the Way People View Changes on the Web*. To apper in Proceedings of the 22nd Annual ACM Symposium on User Interface Software and Technology (<u>UIST '09</u>), Victoria, BC, October 200 [pdf]

Eytan Adar, Jaime Teevan and Susan T. Dumais. *Resonance on the Web: Web Dynamics and Revisitation Patterns*. In Proceedings of ACM Conference on Human Factors in Computing Systems (<u>CHI '09</u>), Boston, MA, April 2009. [pdf]

Jaime Teevan Edward Cutrell Danvel Fisher Steven M Drucker Gonzalo Ramos Paul André and Chang Hu Visual Swinnats

Unexpected Unimportant Content

automation unit test **visual studio** vsts Web WTT **XML**

What is a Tag Cloud?

Browse All Tools 👂

Most Downloaded

7 | 30 | All days



ShowSenderPhoto - Automatically displays a photo of every Microsoft Employee that sends you mail. 1,676 downloads • Published: 01/15/2008



Bugger - Bugger is a personal bug portal, designed to make your bug list easier to manage and a bit more fun. 1,093 downloads • Published: 06/13/2006



Magic Mouse - A "virtual" keyboard/mouse to control multiple machines, control all machines concurrently, copy/paste drag/drop text/media/files across machines. 960 downloads • Published: 06/12/2008



Outlook Conference Room Finder - Find an available conference room in a specific floor and building at any time from within the new appointment dialog in Outlook! 833 downloads • Published: 03/18/2005



Source Depot Browser (SDB) - GUI client for Source Depot 613 downloads • Published: 02/08/2005

RDCMan - RDCMan manages multiple remote desktop connections. 577 downloads • Published: 02/08/2005



RichCopy 4.0.211 - RichCopy is designed to help people who copy huge number of files between storage devices

New Releases



!exploitable - A Windows Debugging Engine extension for auto-triaging of exceptions based on their security imp... more Released: 04/15/2009



Biztalk Msgbox Viewer - Health Check tool for Biztalk Databases Released: 04/15/2009



Send-a-Bug - Send-a-Bug allows you to easily send Product Studio bugs in Outlook. It automatically adds the ... more Released: 04/15/2009



Fix Build Order - FixBuildOrder ensures the build order is correct for a SLN file that contains csproj or vbproj... more Released: 04/15/2009



Machine Management Tool (MMT) -The Machine Management Tool is a simple C# application written to manage machines in the a lab e... more Released: 04/14/2009

Top Rated



Clip - Command line Windows clipboard operations

5.0 Rating: [7] • Published: 02/08/2005



ERR - command-line-based error lookup tool 5.0 Rating: [19] • Published: 02/08/2005



Shist - Source history browser and function

Understand Page Dynamics

Web Images Videos	Shopping News Maps More MSN Hotmail
bing	weather 98005
ALL RESULTS	ALL RESULTS 1-10 of 22,100 results - Advanced
Weather	Weather in 98005
RELATED SEARCHES Weather 98052 Movies 98005	Today 54°F. (°C) Wed Thu Fri Sat Wind: 6 mph Humidity: 71% S9° / 51° 61° / 50° 58° / 39° 60° / 37° 61° / 50° S9° / 51° 61° / 50° 58° / 39° 60° / 37° 10 Day Forecast Hourly Forecast Weather Maps Data provided by WDT
SEARCH HISTORY weather 98005 xoost.com fox news	<u>10 Day Weather Forecast for Bellevue, WA (98005) - weather.com</u> 10 day weather forecast for Bellevue, WA (98005) with weather conditions, high and low temperatures, and precipitation. www.weather.com/weather/tenday/98005?day=0 =WeatherCity Cached page
msn	Bellevue, WA (98006) Weather Forecast - Weatherlet.com
<u>See all</u> <u>Clear all Turn off</u>	Bellevue, WA (98006) Weather Forecast - Weatherlet Auburn, WA (98002) Weather Forecast Federal Way, WA (98003) Weather Forecast Bellevue, WA (98005) Weather Forecast www.weatherlet.com/?locid=98006&cityname=Bellevue%2C+today Cached page
	Bellevue, Washington (98005) Conditions & Forecast : Weather Weather Underground provides weather information for worldwide locations, including current conditions, hourly forecasts, radar and satellite maps. Specialized weather products

Attend to Activity

13: Eastside Mothers & More Expo. See Chapter New	s and Events for m	nore inform	nation.	Yeah, baby!!
others & More Message Board Discussion Forums Sequenci	ng			
[1] 2 3 9 Mark Topic	s as Read for this Boa	ard Notify	of replie:	s Start new topic Pos
Subject	Started by	Replies	Views	Last post 🔻
Small Business « 1 2 »	Della Dawn	21	206	February 17, 2009, 09 PM by Lori Poythress
Defining Sequencing	Miti Morris	0	93	November 10, 2005, 0 PM by Miti Morris
Back to work Part Time! new	Sue Monahan	8	43	Today at 05:36:34 PM by Lynn Woods
Aldersgate Christian Preschool - HIRING New	Heather Ross	0	17	Today at 03:01:42 PM by Heather Ross
Do you know anyone in Italy or Sweden?	Virginia Menting	3	70	Today at 07:00:21 AM by Virginia Menting
Got an interview and I'm freaking out « 1 2 6 7 »	Trina Sooy	94	962	June 08, 2009, 06:54: by Kyla Carlson
Academia or Industry? Finding the Right Fit	Jaime Teevan	7	105	May 26, 2009, 09:26: by Trina Sooy
Any members work at Amazon.com?	Kathryn Pizzo	10	188	May 08, 2009, 08:20:- by JJ Salley
Time Magazine on SAHMs getting back into workforce	Kathryn Pizzo	2	75	April 17, 2009, 07:34: by Erin Proctor
Freelance Resource	Kathryn Pizzo	0	41	April 01, 2009, 06:54: by Kathryn Pizzo
Graphic designer or Admin?	Heather Ross	0	45	March 20, 2009, 07:55 by Heather Ross

Edit



Installing DiffIE

- System requirements: Windows XP or Vista, Internet Explorer (32-bit) version 7, Outlook 2007.
- Installation location: <u>\\asibuild\Drops\CLUES\latest\DiffIE\DiffIE.msi</u> Note: Save this MSI to your machine and stop IE before installing DiffIE.
- Announcement alias: If you download DiffIE, please join the "DiffIE Announcements" distribution list so that we can keep you informed about new versions and other important changes.

3P

- 5

• Feedback alias: diffiefb@microsoft.com

Using DiffIE

Page loaded at 12:13 AM

Once installed, you should see the DiffIE toolbar in IE (shown below on Vista):

📝 🚳 Compare to Today at 12:08 AM

Expected

msnbc	turns 10007 a Make Store a Danise a Months Pro-	· medicine HIC Sports
Top stories - revealence, include	a berner go	The Party of State
Thousands trapped in 2nd Pacific-area quake, official says where the the set and a family of the set and the set and the set of the set and the set of the		Some in Was City hope 200 No in bort Single a bort Single
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Expected New Content



Unexpected Important Content

Serendipitous

Encounter

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1] 2 3 9 Mark Top	in an Read for this De	ind Bothy	of replie	a) Start sum basts [
Subject	Started by	Replies	Views	Last post *
Small Business = 1 2 =	Della Dawn	21	206	Patrices 27. 2009.
Defining Sequencing	Mili Morris	0	93	Bolamber 13, 2001 DM By Mill Marrie
Back to work Part Timut 1999	Sue Monahan	8	43	Today at 05:36:34
Aldersgate Christian Preschool - HIKING	Heather Ross	0	12	Today at 03:01:43 by Heather Ross
Do you know anyone in Italy or Sweden?	Virginia Mantong	3	70	Teday at 07:00-23 by Thyleia Marbing
Got an interview and Γm freaking out = 1.2 0.7	Trine Servy	94	992	June Dd. 2009, Di- By Wyle Carlins
Academia or Industry? Finding the Right Fit	Jaime Teevan	7	105	May 28, 2009, 0912 By Trina Dony
Any members work at Amazon.com7	Kathryn Pizzo	10	188	May 58, 2009, 081 by 33 Safey
Time Magazine on SAHMs getting back into workforce	Kathryn Pizza	2	75	April 17, 2009, 07- by Driv. Bracker
Freelance Resource	Kathryn Pizzo	0	41	April 61, 2009, OK: By Kathings Plans
Graphic dasigner or Admin?	Heather Ross	0	45	March 25, 2509, 57 By Heather Ross

Attend to Activity



Monitor



Unexpected Unimportant Content

Unexpected



Edit



Understand Page Dynamics

Methods for Studying DiffIE

- Feedback buttons
- Survey
 Prior to installation
 After a month of use
 Logging
 URLs visited



3

In situ Representative Experience

Longitudinal

Amount of change when revisited

Experience interview



People Revisit More

Perception of revisitation remains constant How often do you revisit? How often are revisits to view new content? Actual revisitation increases First week: 39.4% of visits are revisits 14% Last week: 45.0% of visits are revisits Why are people revisiting more with *DiffIE*?

Revisited Pages Change More

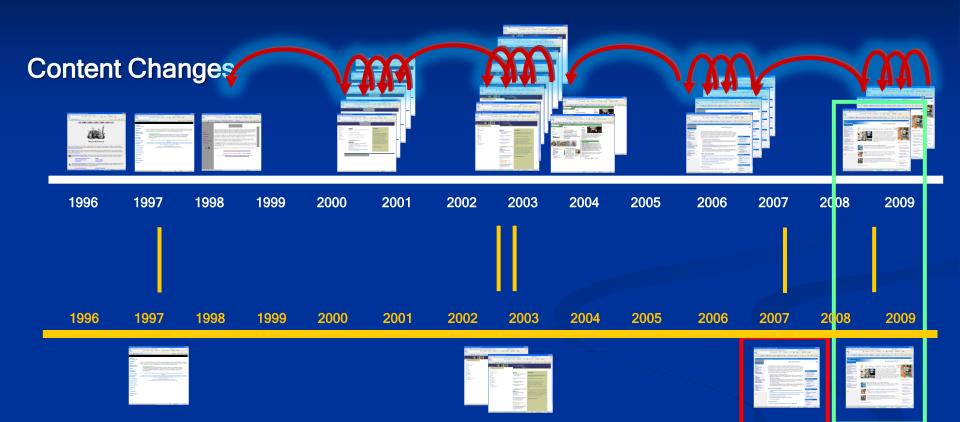
Perception of change increases What proportion of pages change regularly? 8% How often do you notice unexpected change? Amount of change seen increases First week: 21.5% revisits changed by 6.2% 51+% Last week: 32.4% revisits changed by 9.5% DifflE is driving visits to changed pages

Change by Page Type

Perceptions of change reinforced
 Pages that change a lot → change more
 Pages that change a little → change less



Leveraging Dynamics for Retrieval



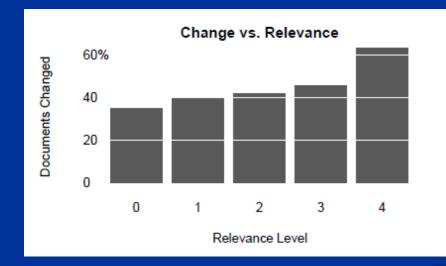
Temporal Retrieval Models

- Current IR algorithms look only at a single snapshot of a page
- But, Web pages change over time
- Can we can leverage this for improved retrieval?
 - Pages have different *rates of change* Different priors (using change vs. link structure)
 Terms have *different longevity (staying power)* Some are always on the page; some transient

Temporal Retrieval Models

Page change is related to relevance judgments

- Human relevance judgments
- 5 point scale Bad/Fair/Good/Excellent/Perfect
- Rate of Change -- 30% Bad pages; 60% Perfect pages

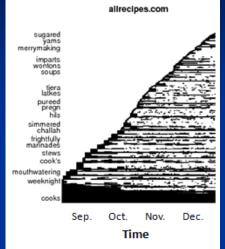


 Use change rate as a document prior (vs. priors based on links, Page Rank)

Temporal Retrieval Models

Terms patterns vary over time

Represent a document as a mixture of terms with different "staying power"
 Long, Medium, Short

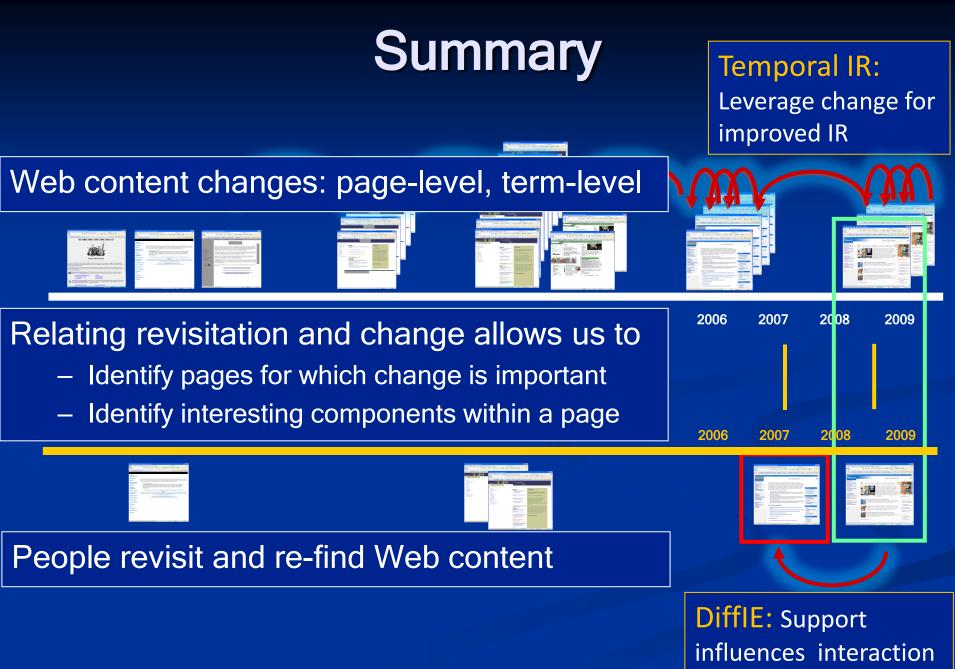


$$P(Q \mid D) = \lambda_L P(Q \mid D_L) + \lambda_M P(Q \mid D_M) + \lambda_S P(Q \mid D_S)$$

Improves retrieval accuracy

Temporal Retrieval Models nDCG@5 (2k Navigation Queries)

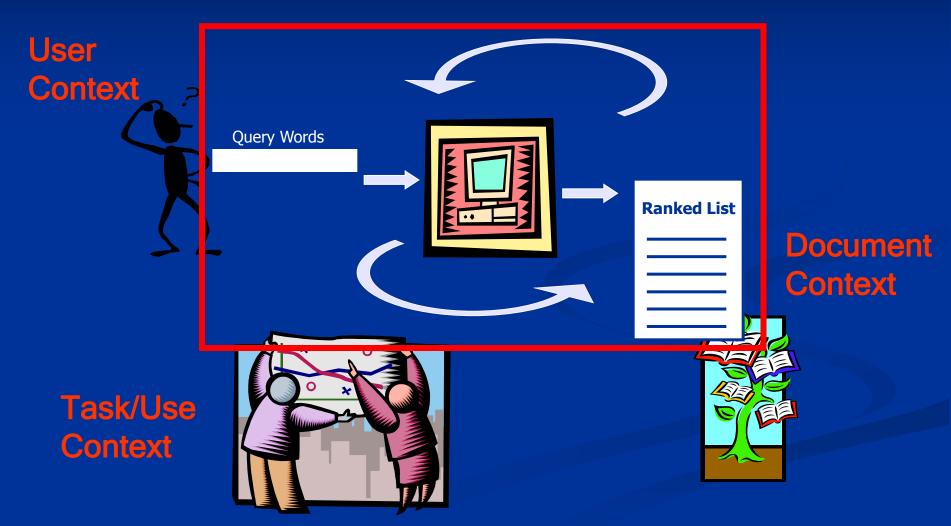
	Single Slice	Dynamic	
Term Dynamics	0.21	0.22	4.4%
TD + Change Prior	0.24	0.25	
	13.1%	11.2%	19.0%



UW, CSE 454, Dec 8 2009

and understanding

Think Outside the (Search) Box



Thank You !

Questions/Comments ...

More info, <u>http://research.microsoft.com/~sdumais</u>



Change and Revisitation:

- Adar, Teevan, Dumais & Elsas. The Web changes everything: Understanding the dynamics of Web Content. WSDM'09.
- Adar, Teevan & Dumais. Large scale analysis of Web revisitation patterns. CHI'08.
- Teevan, Adar, Jones & Potts. Information re-retrieval: Repeat queries in Yahoo's logs. SIGIR'07.
- Tyler & Teevan. Large scale query log analysis of re-finding. WSDM'10.
- Adar, Teevan & Dumais. Resonance on the Web: Web dynamics and revisitation patterns. CHI '09.

DiffIE and Temporal IR:

- Teevan, Dumais, Liebling & Hughes. Changing how people view changes on the Web. UIST '09.
- Teevan, Dumais & Liebling. A longitudinal study of how highlighting Web content change affects people's Web interactions. CHI '10.
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