# Dynamic Information Environments

Susan Dumais Microsoft Research http://research.microsoft.com/~sdumais

*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 10<sup>7</sup>
- 98 10<sup>8</sup>
- 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**

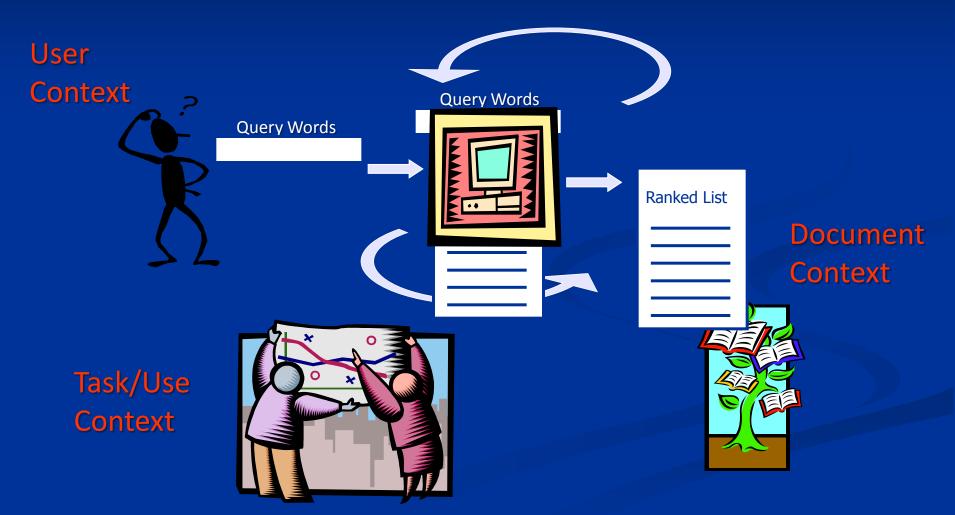
- The search box
- Spelling suggestions
- Query suggestions
- Auto complete
- Inline answers
- Richer snippets
- But, we can do be



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

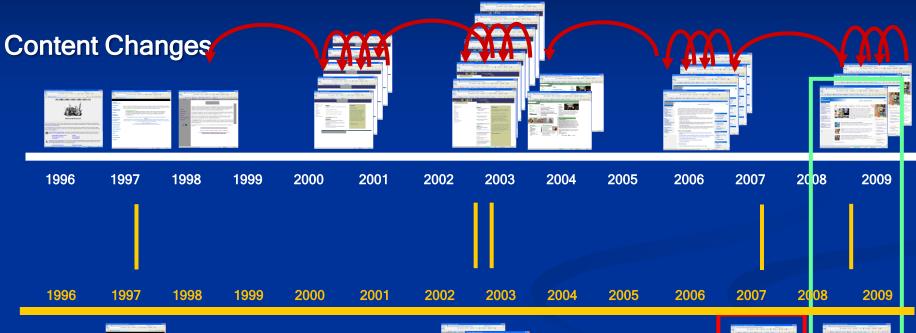
Context

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**



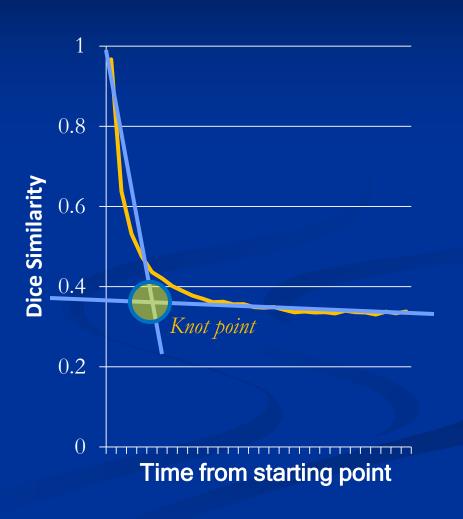
### Large- scale Web crawls, over time

- 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



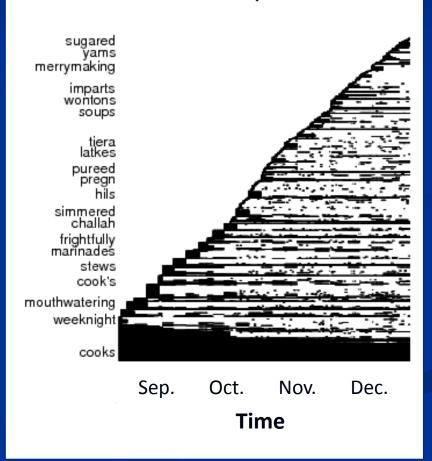


# **Measuring Within-Page Change**

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

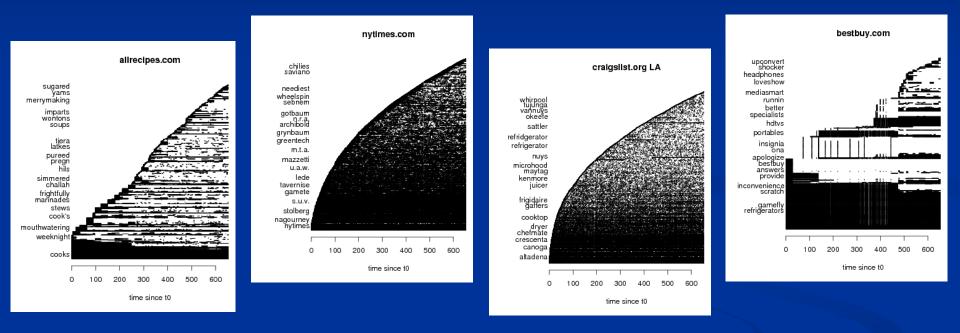
bbq

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



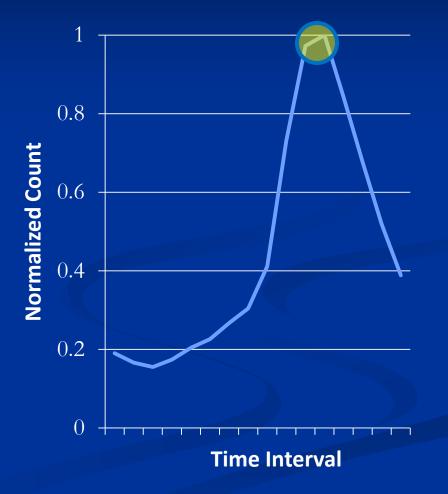
## What's the last Web page you visited?

# **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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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	
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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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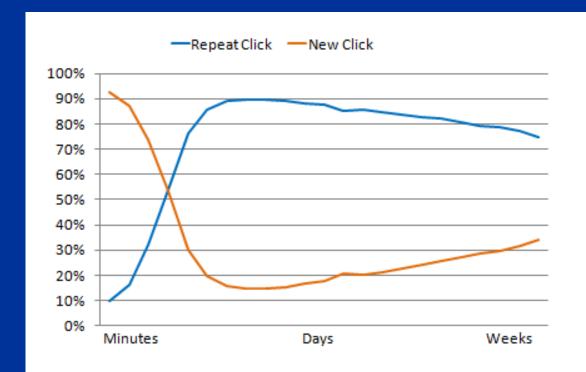
## **Search and Revisitation**

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

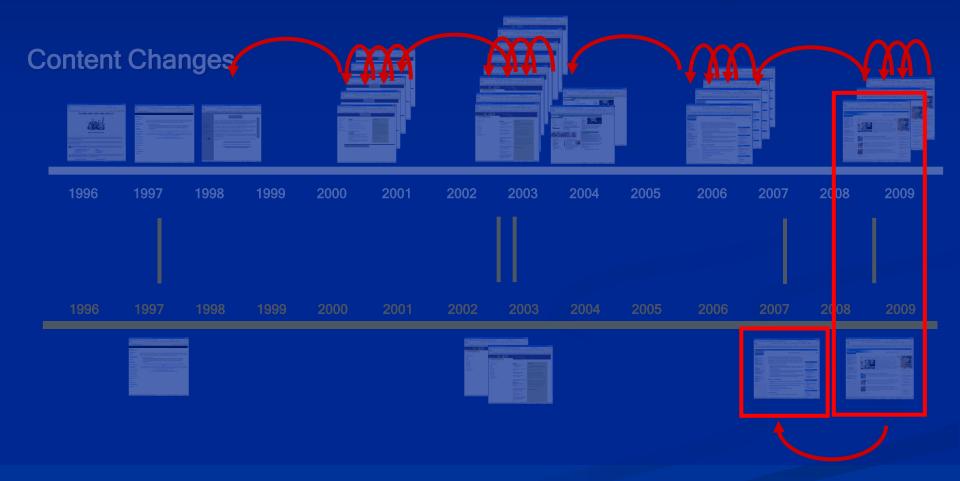
		Repeat Click	New Click
Repeat Query	33%	29%	4%
New Query	67%	10%	57%
		39%	61%

## **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		
autos       money       sports       tech       more ▼         Investing       Personal Finance       Tax       Community       My Money       Financial Crisis         Investing Home       Portfolio       Marketis       Stocks       Funds       ETFs       Commentary       Brokers         Name or symbol(s)       Get Quote       Dow -28,27 ←0.33%       Nasdaq       +6,48 ± +0,42%       SSP ±1.35 ± +0.16%       871.61         Market       Stocks       Funds       Finance       TaxDer Rate FOR 30       Down -28,27 ←0.33%       Nasdaq       +6,48 ± +0.42%       SSP ±1.35 ± +0.16%       871.61         Market       Guote       Down -28,27 ←0.33%       Nasdaq       +6,48 ± +0.42%       SSP ±1.35 ± +0.16%       871.61         More or symbol(s)       Get Quote       Down -28,27 ←0.33%       Nasdaq       +6,48 ± +0.42%       SSP ±1.35 ± +0.16%         Quote       Trade Reversion       Down -28,27 ←0.33%       Nasdaq       +6,48 ± +0.42%       SSP ±1.35 ± +0.16%         Quote       Tax       Previous Close       Down +0.15%       Tax       Final Reversion       Final Reversion         Real-fine Intraday       Mere S1 Edit State       19.47       Bid Size       29,000       19.39       10.00       19.39       19.39	😋 🔾 🗸 📢 http://m	noneycentral.msn.com/detail/stoc 🔻 47 🗙 Live Search 🔎 👻		
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Interested in change Monitor Effect change Transact Change unimportant Find new Change can interfere Re-find

# **Understanding the Relationship**

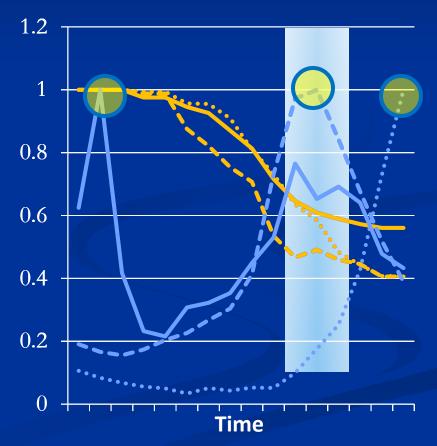
Compare summary metrics

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

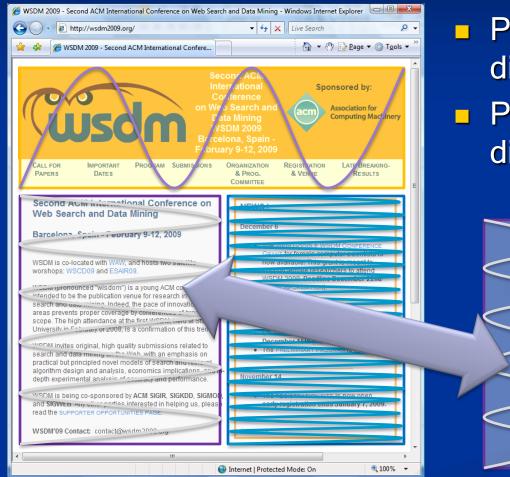
	Number of changes	Time between changes	Dice coefficient
2 visits/user	172.91	133.26	0.82
3 visits/user	200.51	119.24	0.82
4 visits/user	234.32	109.59	0.81
5 or 6 visits/user	269.63	94.54	0.82
7+ visits/user	341.43	81.80	0.81

## **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)



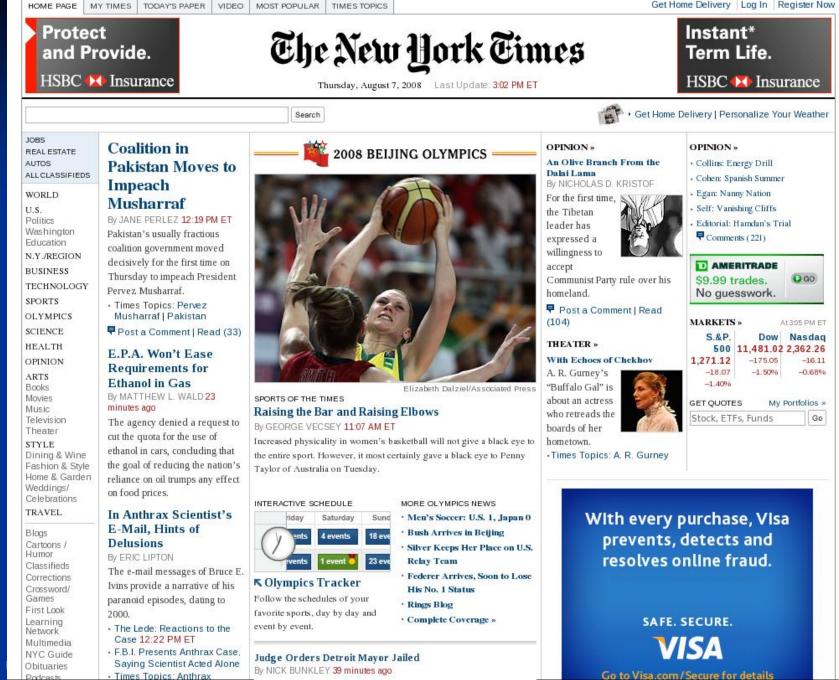
# Within-Page Relationship



Page elements change at different rates

 Pages revisited at different rates

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

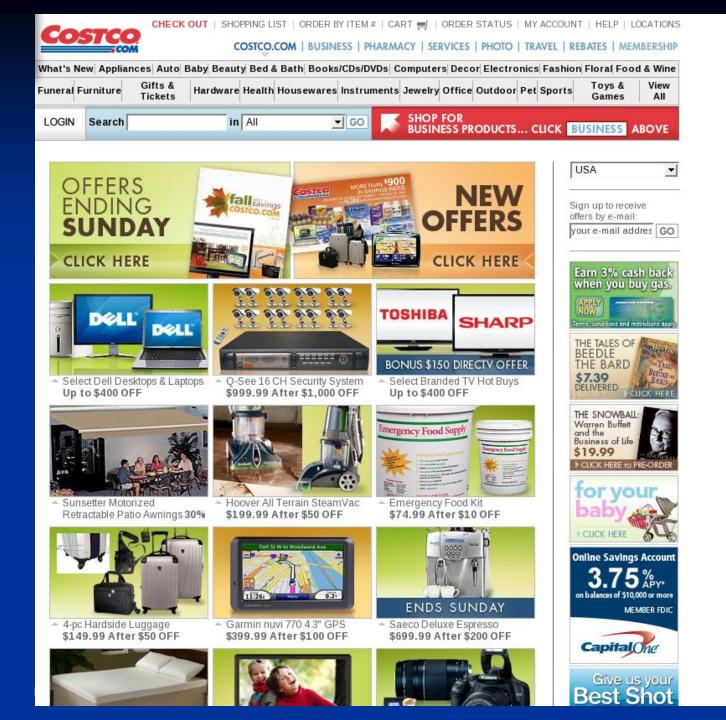


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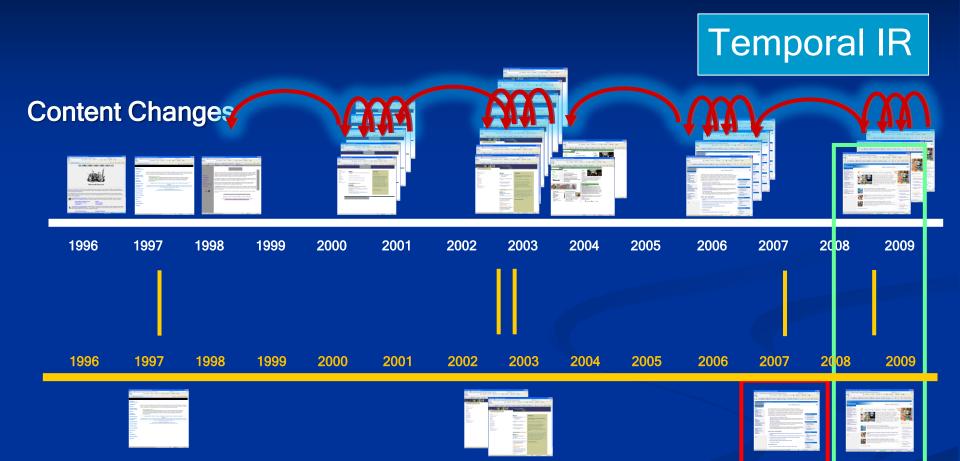




## **Dynamics of Information**

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

🏉 Bill Gates - Wikipedia, the	free encyclopedia - Windows Internet Explorer
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	es - Wikipedia, the free encyclopedia 👘 🔻 📓 👻 🚔 👻 🎽
interaction = About Wikipedia = Community portal = Recent changes = Contact Wikipedia	2009. <sup>[1]</sup> 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. <sup>[5]</sup> He has also authored or co-authored several books.
<ul> <li>Contact Whipedia</li> <li>Donate to Wikipedia</li> <li>Help</li> <li>toolbox</li> <li>What links here</li> <li>Related changes</li> <li>Upload file</li> <li>Special pages</li> <li>Printable version</li> <li>Permanent link</li> <li>Cite this page</li> <li>languages</li> </ul>	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). <sup>[6][7]</sup> 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
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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 | <sup>Ca</sup> 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

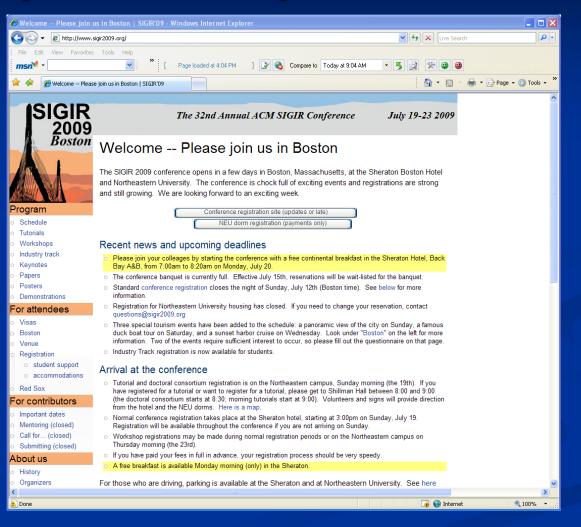
CQ Video: Summit to tackle distracted drivin

advertisement | your ad here Categories Explore More news My news Pinned We do right by you Only on msnbc.com Other top stories U.S. news D and your money. Swine flu school closings could cost billions World news Straightforward 1st lady in Europe for Olympics vote | Video Mouse over tabs for details D Politics GOP candidate: Too busy with family to vote 9-Month No Penalty CD **Business** Newsweek: What most suicide bombers have in common Sports **Great Rates** Church ordains sex offender as minister Entertainment D Slideshow: China

## Monitor

twitter	Home Profile Find People Settings Help Sign out
You follow 20 people add or invite more	Name Susan Dumais20121followingfollowerslisted
User / Name	Actions Favorites Following
DARPA   Arlington, VA Team standings from DARPA Network Challenge posted on http://bit.ly/5kdAZ1 about 4 hours ago	
Huffingtonpost HuffingtonPost.com GOP Senator: We Will Unanimously Oppose Newest Health Care Compromise http://bit.ly/SxRBEi about 1 hour ago	
The New York Times   New York, NY Citi Races to Pay Back Bailout Aid http://bit.ly/87E9Ry 5 minutes ago	<b>₩</b>
dmrussell CA, USA @roblyons Google Office is at 1101 New York Ave (although the entrance is on I) #gtadc about 13 hours ago	<u>≡</u>

## **Unexpected Important Content**



## **Serendipitous Encounters**



One Microsoft Way Redmond, WA 98052 (425) 421-9299 Home \* Work \* Publications

Organized by Type \* Subject \* Date \* Internal

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

othurs & Hore Message Brand   Discussion Forume   Sugarasi	-			
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 $\Gamma m$ 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**

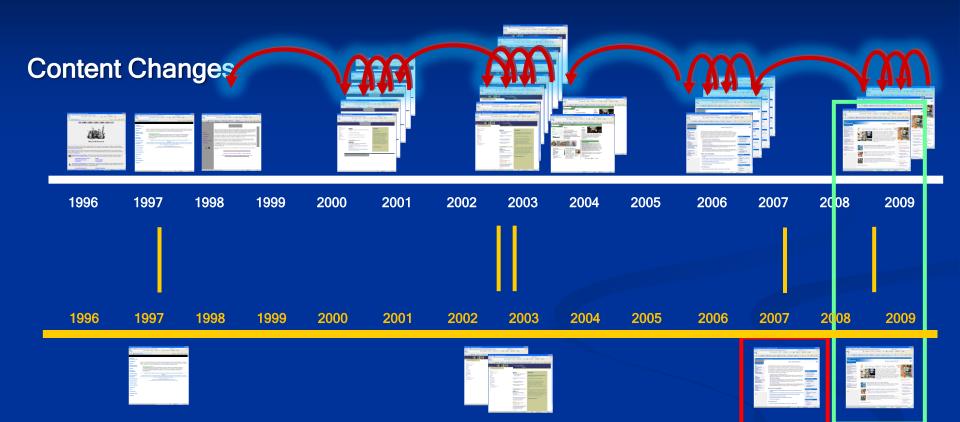
Perception of change increases What proportion of pages change regularly? 8% How often do you notice unexpected change? Amount of change seen increases First week: 21.5% revisits changed by 6.2% 51+% Last week: 32.4% revisits changed by 9.5% DifflE is driving visits to changed pages

# 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



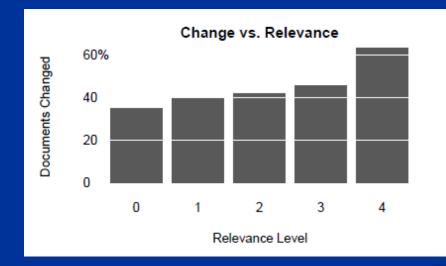
### **Temporal Retrieval Models**

- 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

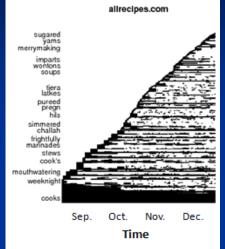


 Use change rate as a document prior (vs. priors based on links, Page Rank)

## **Temporal Retrieval Models**

Terms patterns vary over time

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

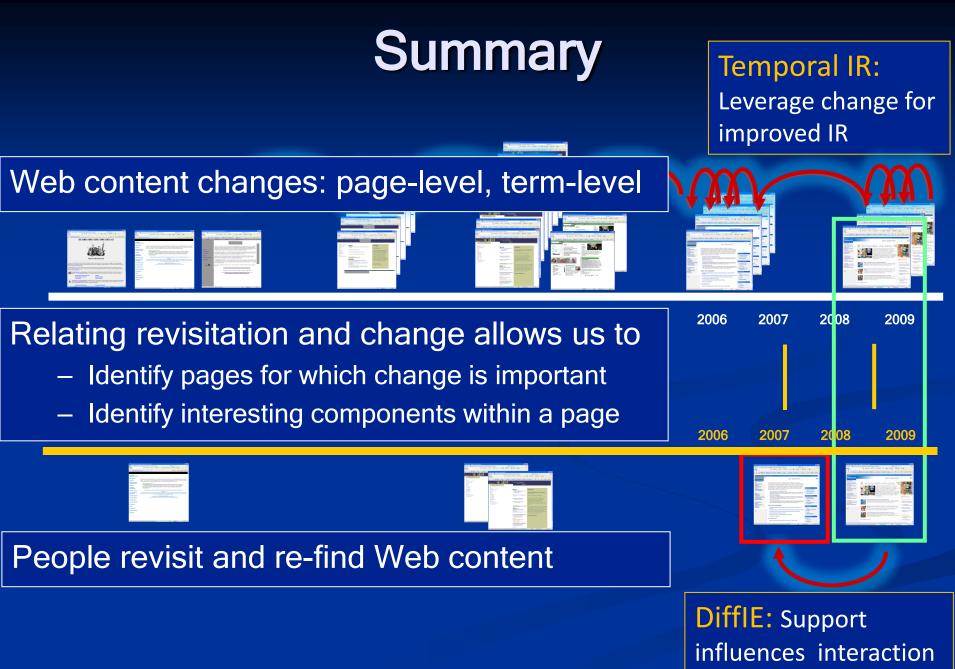


$$P(Q \mid D) = \lambda_L P(Q \mid D_L) + \lambda_M P(Q \mid D_M) + \lambda_S P(Q \mid D_S)$$

Improves retrieval accuracy

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

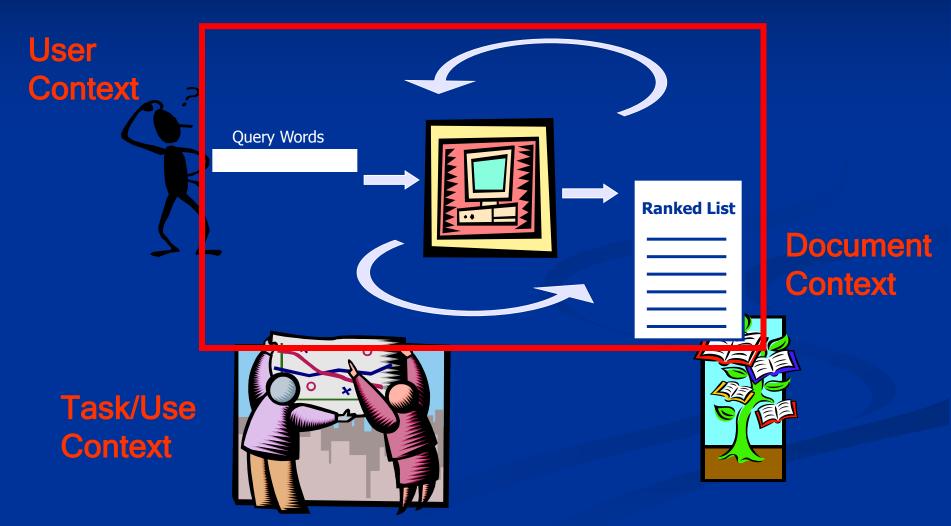
	Single Slice	Dynamic	
Term Dynamics	0.21	0.22	4.4%
TD + Change Prior	0.24	0.25	
	13.1%	11.2%	19.0%



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.
- Elsas & Dumais. Leveraging temporal dynamics of document content in relevance ranking. WSDM '10.