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Remote Asynchronous Collaborative Web Search

A Community-Based Approach

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ABSTRACT
Recently researchers have argued that the prevailing view of web search, as a solitary activity, is flawed: that, in reality, web search is often an inherently collaborative task. In this paper we describe and evaluate an approach to collaborative web search that seeks to enhance mainstream search engines by harnessing the past search experiences of communities of like-minded searchers in order to adapt the result-lists of traditional search engines so that they reflect the niche interests of community members.

1. INTRODUCTION
The world of web search is usually viewed as a solitary place. Although millions of searchers use services like Google and Yahoo everyday, their individual searches take place in isolation, leaving each searcher to fend for themselves when it comes to finding the right information at the right time. Recently, researchers have begun to question the solitary nature of web search, proposing a more collaborative search model in which groups or users can cooperate to search more effectively. For example, studies in specialised information seeking tasks, such as military command and control tasks or medical tasks, have found clear evidence that search type tasks can be collaborative as information is shared between team members [14, 15, 17, 16].

Recent work by [9] highlights the inherently collaborative nature of more general purpose web search. For example, during a survey of just over 200 respondents, clear evidence for collaborative search behaviour emerged. More than 90% of respondents indicated that they frequently engaged in collaboration at the level of the search process. For example, 87% of respondents exhibited “back-seat searching” behaviours, where they watched over the shoulder of the searcher to suggest alternative queries. A further 30% of respondents engaged in search coordination activities, by using instant messaging to coordinate searches. Furthermore, 96% of users exhibited collaboration at the level of search products, that is, the results of searches. For example, 86% of respondents shared the results they had found during searches with others by email. Indeed almost 50% of respondents telephoned colleagues directly to share web search results, while others prepared summary documents and/or web pages in order to share results with others.

Thus, despite the absence of explicit collaboration features from mainstream search engines there is clear evidence that users implicitly engage in many different forms of collaboration as they search, although, as reported by [9], these collaboration “work-arounds” are often frustrating and inefficient. Naturally, this has motivated researchers to consider how different types of collaboration might be supported by future editions of search engines. The resulting approaches to collaborative information retrieval can be usefully distinguished in terms of two important dimensions, time and place. In terms of the former, collaborative search systems can be designed to support synchronous or asynchronous collaborative search. And in terms of the latter, systems can be designed to support either co-located or remote forms of collaborative search.

Co-located systems offer a collaborative search experience for multiple searchers at a single location, often a single PC (e.g. [1]) or, more recently, by taking advantage of computing devices that are more naturally collaborative, such as table-top computing environments (e.g. [19]). In contrast, remote approaches allow searchers to perform their searches at different locations across multiple devices; see e.g. [10, 11, 21]. While co-located systems enjoy the obvious benefit of an increased faculty for direct collaboration that is enabled by the face-to-face nature of co-located search, remote services offer a greater opportunity for collaborative search. Synchronous approaches are often characterised by systems that broadcast a “call to search” in which specific participants are requested to engage in a well-define search task for a well defined period of time; see e.g. [18]. In contrast, asynchronous approaches are characterised by less well-defined, ad-hoc search tasks and provide for a more open-ended approach to collaboration in which different searchers contribute to an evolving search session over an extended period of time; see e.g. [10, 20].

In this paper we will focus on a community-based approach to collaborative web search in which the asynchronous search experiences of communities of like-minded remote searchers are harnessed to provide an improved search experience that is more responsive to the learned preferences of a community of searchers. We will describe how this approach can be integrated with a mainstream search service and summarise the results of a recent live-user trial that serve to highlight the some of the end-user benefits of this approach to collaborative information retrieval.

2. MOTIVATIONS
The one-size-fits-all approach adopted by conventional search engines is one area where there is significant room for improvement. The vague queries that are commonplace in web search do little to distinguish the real information needs of the searcher, for example, and recent advances in personalization technology speak...
2.1 The Vocabulary Gap in Web Search

Early Web search engines adopted a term-based document-centric view of search that reflected their information retrieval origins. Then, in the late 1990’s, researchers looked at the relationships between inter-linking documents, with Google’s PageRank famously winning out as the ‘best practice’ in document ranking [6]. There is no doubt that these advances have served Web searchers well, but there remains considerable room for improvement. Today’s failed searches are largely due to the mismatch between the query-space of the searcher and the document-space of the search engine index: users are prone to submit vague queries that often contain terms that are different from those used to index documents. The result is a significant vocabulary gap that leads to the poor search performance we find today.

To better understand the scale of this vocabulary gap, we recently submitted just under 7,700 queries to the three leading search engines (Google, Yahoo, and MSN) to locate a particular target page for each query; admittedly a particularly tough measure of relevance, but one that was straightforward to objectively measure. We evaluated the effectiveness of each search engine in terms of the percentage of times that the target page was retrieved in the top-ten results returned. The results, Figure 1(a) highlight how all 3 search engines struggle to perform, at best retrieving the target results in their top-ten less than 14% of the time. Indeed it is interesting to note how all three search engines perform best for queries with 3 terms, suggesting that modern search engine technology has been optimized for typical query lengths [20]. Importantly, we can also see how retrieval effectiveness increases, as query size grows from 1 to 3 terms, supporting the view that search engine performance can be improved if users provide more detailed queries. However, this is true only to a point. For queries with more than 3 terms we see a decline in retrieval effectiveness because oftentimes these extra terms are less than helpful when it comes to identifying a target document; for example, users frequently chose very specialised terms that do not even occur in the target document.

2.2 Repetition & Regularity in Web Search

There are many scenarios in which search can be viewed as a community-oriented activity. For example, the employees of a company will act as a type of search community with overlapping information needs. Similarly, students in a class may serve as a search community as they search for information related to their class-work. Visitors to a themed web site (e.g., a wildlife portal or a motoring portal) will tend to share certain niche interests and will often use their site’s search facilities to look for related information. And of course, groups of friends on a social networking site may act as a community with shared interests.

We became interested in these emergent search communities because of the potential for patterns to exist between the search behaviours of community members. For example, Figure 1(b) shows the results of a 17-week study of the search patterns for 70 employees of a local software company. During the study we examined more than 20,000 individual search queries and almost 16,000 result selections. On average, just over 65% of queries shared at least 50% (> 0.5 similarity threshold) of their query terms with at least 5 other queries; and more than 90% of queries shared at least 25% of their terms with about 10 other queries. In other words, searchers within this ad hoc corporate search community do search for similar things in similar ways, much more so than in generic search scenarios, where we typically find much lower repetition rates of about 10% at the 0.5 similarity threshold [20].

We also see how retrieval effectiveness increases, as query size grows from 1 to 3 terms, supporting the view that search engine performance can be improved if users provide more detailed queries. However, this is true only to a point. For queries with more than 3 terms we see a decline in retrieval effectiveness because oftentimes these extra terms are less than helpful when it comes to identifying a target document; for example, users frequently chose very specialised terms that do not even occur in the target document.

3. COLLABORATIVE WEB SEARCH

The basic CWS architecture is presented in Figure 1(c). Briefly, when a new target query, \( q_T \), is submitted, in the context of some community, result-list, \( R_T \), is produced from the combined results of the underlying search engines \( (S_1, \ldots, S_n) \), \( R_M \), plus promoted
4.1 Trial Setup

The trial included 70 employees from a local Dublin software company where CWS was deployed for an initial period of 10 weeks. During the trial all requests for Google were redirected to the CWS server. From a user perspective, the standard Google interface was adapted to accommodate CWS promotions; users saw their familiar Google results page with results promoted and re-ranked as appropriate by CWS. During the trial approximately 25% of search sessions included CWS promotions. We refer to these as promoted sessions. The remaining 75% of search sessions carried the standard Google result-list. We refer to these as standard sessions. While it was not permitted to capture direct relevance feedback from trial participants, one useful indicator of search performance is to look at the frequency of so-called successful sessions.

4.2 Promoted vs Standard Sessions

A search session is successful if at least one result is selected by the searcher. This is a very crude measure of performance — often result selections are good indicators of at least partial relevance but sometimes they are not — but the lack of any result selections is a good indication that no relevant results have been noticed. We found marked differences between the promoted and standard sessions. For example, Figure 2(a) shows an average success rate of ~ 48% for standard Google searches, compared to a success rate of ~ 62% for promoted sessions; a relative advantage due to CWS promotions of approximately 29%. In other words, when community promotions were available they were found to help users search more successfully.

4.3 Sharing Search Experiences

Sharing is a key to CWS: past search experiences are shared by community members through result promotions. A promotion may come from the past history of the current searcher: today I might search using a query that is similar to queries that I have used in the past, and I will receive promotions based on my own previous selection history. We call these self promotions and they are useful when it comes to helping searchers to recover results that they have previously encountered. On the other hand, a promotion may come from a different community member altogether. We call this a peer promotion, and when I receive peer promotions I am sharing the search experiences of other community members. Peer promotions are especially useful when it comes to helping me discover new results, and they potentially help me to draw on the experiences of more informed searchers within the community.

Figure 2(b) presents a summary analysis of the origin of promotions and their associated success rates. For example, we see that promoted sessions containing only self promotions have an average success rate of just under 60%. By comparison, sessions that contain only peer promotions have a success rate of about 66% while mixed sessions, containing both self and peer promotions, have an average success rate of more than 70%. Clearly searchers do benefit from the search experiences of others in their community. In fact, when we look at how frequently sessions with promotions from a given source lead to at least 1 of these promotions being selected (Figure 2(c)), we find that sessions containing peer promotions have significantly higher ‘click-thru’ rates than sessions containing only self promotions: click-thru rates of 60-70% for peer promotion compared to only 30% for self promotions.

5. CONCLUSIONS

There are a number of contributions associated with this work. Firstly, we have clarified how naturally occurring communities of users tend to search in similar ways for similar things, motivating the reuse of their search experiences as a way to influence future result-lists as part of a collaborative approach to web search. Secondly, we have developed an approach to reusing these experiences...
that borrows heavily from case-based reasoning, thereby accommodating a very flexible approach to experience reuse. Thirdly, we have demonstrated the value of this approach over an extended period of time in a live-search scenario.

As our research has taken shape, new opportunities have emerged to extend the basic CWS concept. For example, the work of [7] looks at how useful search communities can be automatically identified and how their promotions can be combined to deliver further improvements in search quality. Another issue concerns the susceptibility of CWS to spamming by malicious users. In this regard, recent research [12] quantifies how CWS offers some level of protection from such malicious users. Moreover, the work of [5] explains how a model of user-trust can be incorporated into CWS to offer further protection from malicious users by weighting community promotions according to the trustworthiness of the community members who originally selected them. Finally, it is worth highlighting the work of [3], which looks at profiling result selections according to their snippet terms, with significant improvements in promotion quality accruing to this richer representation format. In addition, this extended approach to CWS has led to a novel approach to generating community-based result summaries which have been shown to offer better precision/recall characteristics than more conventional summarisation techniques; see [4].

6. REFERENCES