

# Outline

### Overview of Social Web and Web 2.0

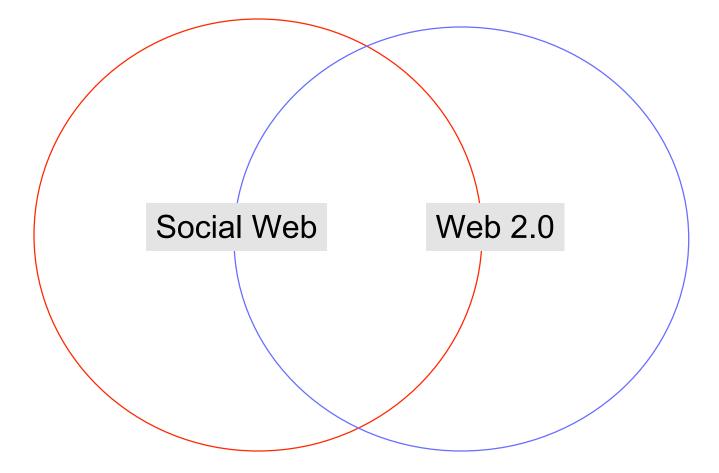
- Key elements
- Example applications
- Differences
- Social Information Access
  - Definition
  - Types
  - Social Navigation
  - Social Search

# The New Web



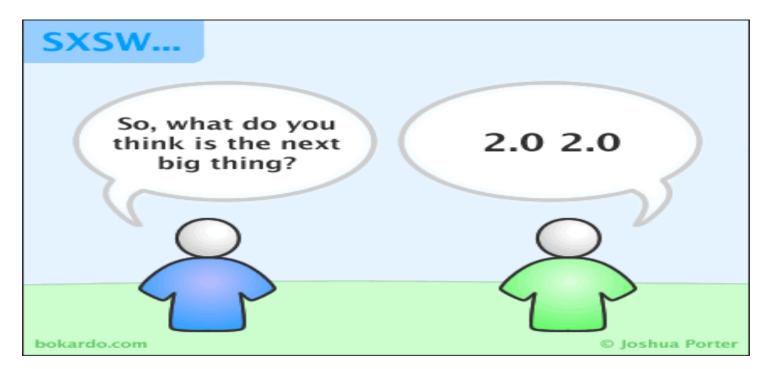


## Social Web or Web 2.0?



# Web 2.0

- Term was introduced following the first O'Reilly Media Web 2.0 conference in 2004
- By September 2005, a Google search for Web 2.0 returned more than 9.5 million results



# The Social Web



# Key Elements

- Collective Intelligence: *Wisdom of the Crowds*
- The power of the user
- Applications powered by user community
- The Users' Web
- Stigmergy

• User as a first-class participant, contributor, author



# Amazon.com



#### Customer Reviews Apple 8 GB iPod nano AAC/MP3 Player Black (3rd Generation)



۷s.



#### The most helpful favorable review

(14)

160 of 173 people found the following review helpful:

#### Apple improves the Nano and delivers an enjoyable player.

Apple's new nano is designed to improve upon the past models and add some functionality. The improved video, smaller thinner body and updated firmware are enough to make it stand out. The slighly lower price tag is also sure to help sell more units.

The Looks

1 star:

#### The most helpful critical review

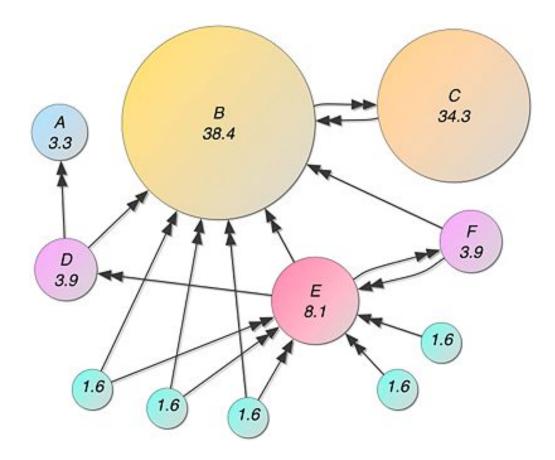
99 of 118 people found the following review helpful:

#### \*\*\*\*\*\* I like it, but it has two major drawbacks for my needs

If 'TV out' isn't important to you, or you don't care about playing podcasts back to back without fiddling with the ipod, then I'm sure you'll still love the new 3g nano. I like the video feature, the size (great for commuting), style, and colors of the new nano 3g, and iPods have the easiest/best way of selecting and sorting through music of any MP3 player out there... **Read the full review** >

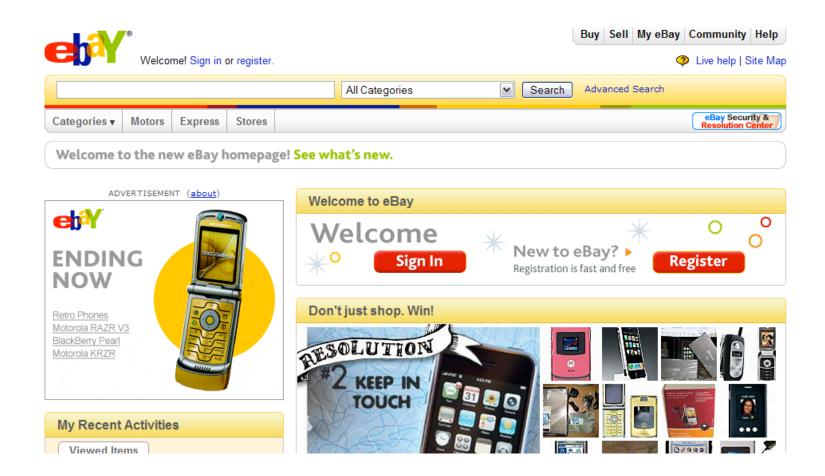
# Google PageRank

### Using the link structure of the web



## eBay

### Collective activity of all its users

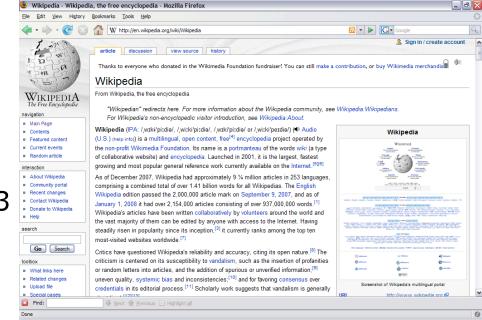


# Wikipedia

#### Launched in 2001 Largest and fastest growing, and most popular reference work

#### As of December 2007

- 9 ¼ million articles in 253languages2,154,000 articles in
- English



# **Delicious & Flickr**

### Promoted the concept of folksonomy Collaborative categorization using freely chosen keywords (tags)



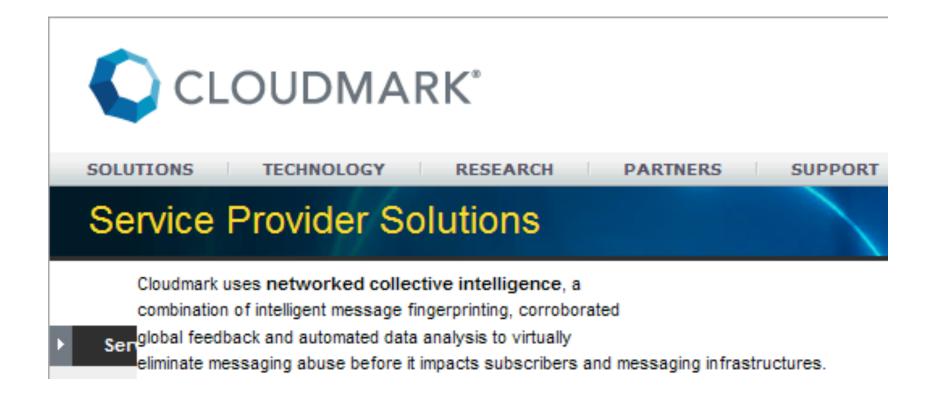
- » all your bookmarks in one place
- » bookmark things for yourself and friends
- » check out what other people are bookmarking



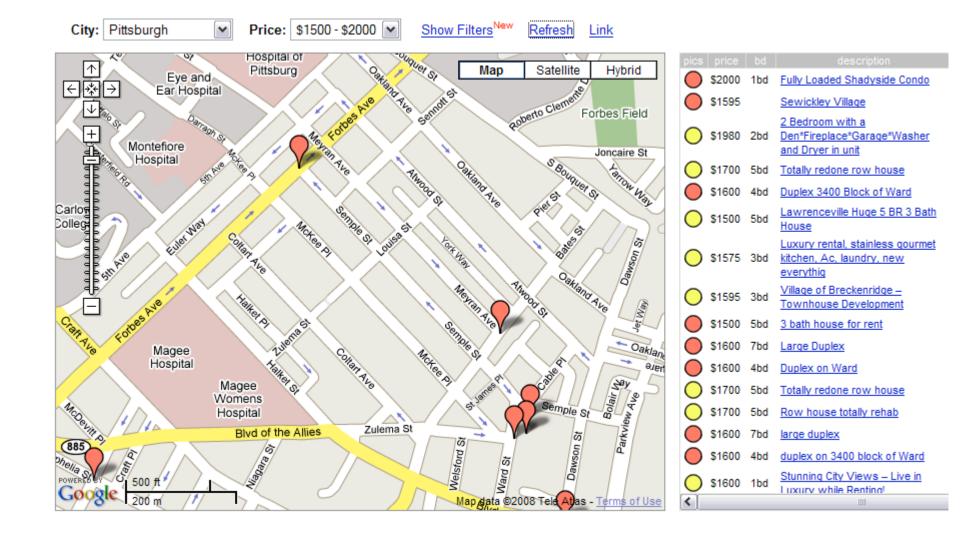
# Cloudmark

### Collaborative spam filtering

#### Aggregate the individual decisions of email users



# **API and Mash-ups**



# Long Tail

#### First coined by Chris Anderson (2004)

"Businesses with distribution power can sell a greater volume of otherwise hard-to-find items at small volumes than of popular items at large volumes."

Majority of truly relevant information available on the web is not on the well known web servers

- 25%-40% of Amazon's sales
- 1/5 of netflix rentals comes

from not top 3000 movies

## Social Information Access

Methods for organizing users' past interaction with an information system (known as explicit and implicit feedback), in order to provide better access to information to the future users of the system

## Social Information Access

#### Social Navigation

Social support of user browsing

#### **Collaborative Filtering**

Recommendation because other people like you liked something

#### Social Search

Social support of search

#### Social Visualization

Social support for visualization-based access to information

#### Social Bookmarking

Access to bookmarked/shared information facilitated with tags

# The Focus for Today



# Social Navigation in Real Life

### What would you do...?

- Walking by the cinema you feel like watching a movie, but none of the movies seems familiar
- You missed a lecture and want to do your readings. You have a textbook and 100 assigned pages to read, but do not know what was most important in the lecture and was can be skipped
- You are attending SOFSEM 2008 and hiking along a trail to a famous waterfall. You reached an unmarked road split and you have no map

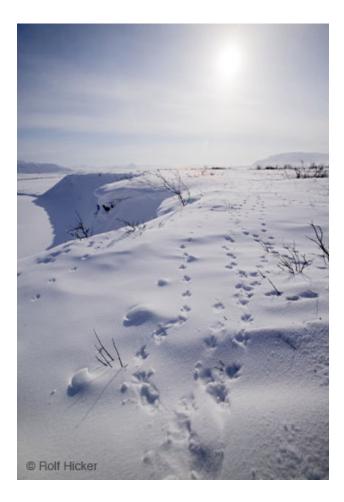
# Social Navigation

• Natural tendency of people to follow each other

Making use of "direct" and "indirect cues about the activities of others Following trails Footsteps in sand or snow

Worn-out carpet Using dogears and annotations Giving direction or guidance

 Navigation that is conceptually understood as driven by the actions from one or more advice provider



## Social Navigation in Information Space

### Collaborative filtering

Recommender systems

### History-enriched environment

Social navigation support

### Restoring lost interaction history

- Footprints
- Notes in the margins
- Worn-out carpet
- Dog-eared pages

# Annotations in Footprints System

Wexelblat & Maes, 1997

Allowing users to create history-rich objects

Providing history-rich navigation in complex information space

Showing what percentage of users have followed each link

#### **Research Groups**

- Aesthetics and Computation (8%)
- Affective Computing
- Electronic Publishing
- Epistemology and Learning
- Explanation Architecture
- Gesture & Narrative Language
- Interactive Cinema
- Machine Listening
- Machine Understanding (8%)
- Micromedia
- Object-Based Media
- Opera of the Future
- Personal Information Architecture
- Physics and Media
- Sociable Media
- Software Agents
- ° =0=

Document: Done

## Ideas for Social Navigation on WWW

### Awareness of presence of other users

- Discussion of an article
- Location attracting large crowds of users

### **Relevant objects**

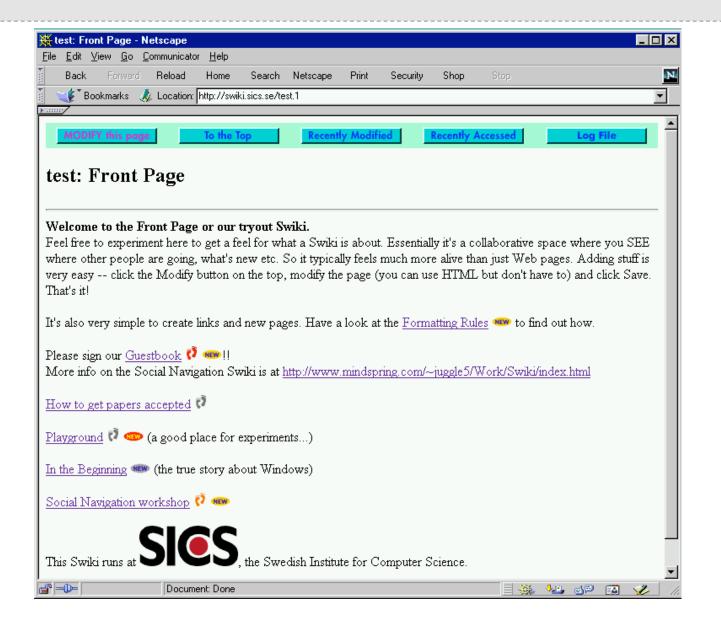
- Links visited by similar users
- Items appreciated by similar users

### Recency

How long ago the page was created/visited
 Attitude

– What other users did/thought about an item

# Example: CoWeb



# Example: KnowledgeSea II

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# Cells & Pages



#### Subsections

- <u>History of C</u>
- <u>Characteristics of C</u>
- <u>C Program Structure</u>
- Variables
  - Defining Global Variables
  - Printing Out and Inputting Variables
- <u>Constants</u>
- Arithmetic Operations 🏠 🕼
- <u>Comparison Operators</u>
- Logical Operators
- Order of Precedence
- Exercises

# Visual Cues in Knowledge Sea II

#### • Traffic based

- Using intensity of colors to present footprints of other students
  - Distinguishing the most and the least visited pages

#### • Annotation based

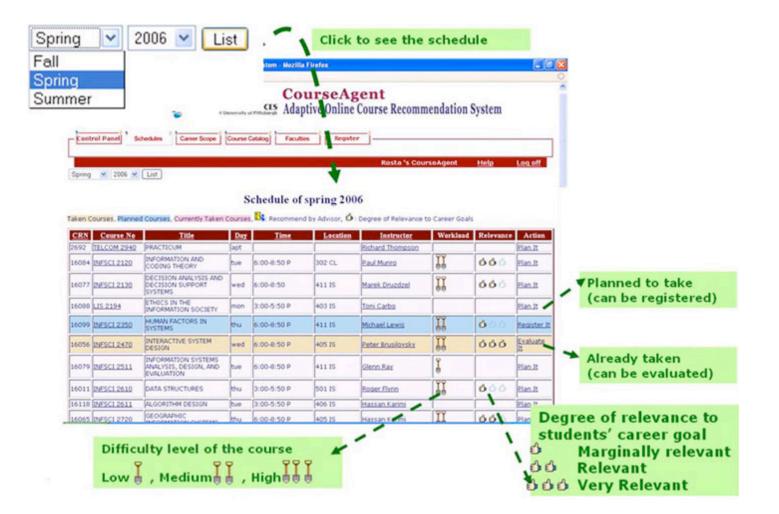
- Using visual cues to present students' annotation activity
  - magnitude of group annotation activity
  - presence of learners annotation
  - magnitude of individual annotation activity

# CourseAgent

#### • Adaptive community-based course recommendation system

- Provides personalized access to course information
- Provides social recommendation about courses
- Recommendation in the form of in-context adaptive annotation
  - Visual cues
    - Expected course workload
    - Expected relevance to students' career goals
  - Course Schedule
  - Course Catalog

# **Course Schedule**



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# **Challenges for Social Navigation**

#### Concept drift

- Old history information becomes less relevant
- Shift of Interest

#### Snowball effects

- Just one visit before the current visit can turn the page into 'hot'
- Tarpits

Bootstrapping



## What is Social Search?

A set of techniques focusing on:

- collecting, processing, and organizing traces of users' past interaction
- applying this "community wisdom" in order to improve search-based access to information

# Variables Defining Social Search

#### Which users?

Creators

Consumers

#### What kind of interaction is considered?

Browsing

Searching

Annotation

Tagging

#### What kind of search process improvement?

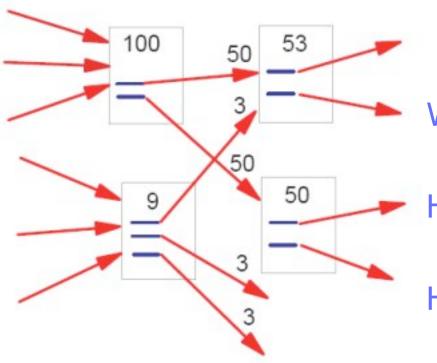
Off-line improvement of search engine performance

On-line user assistance

# The Case of Google PageRank

Which users?

Which activity?





```
What is affected?
```

How it is affected?

How it improves search?

# How Search Could be Changed?

### Let's classify potential impact by stages



Google social web Search

Web News Results 1 - 10 of about 104,000,000 for social web. (0.07 seconds)

Social Web: Bringing people together through Events, Academics ... The Social Web is a community interactive portal site and calendar hosting service bringing people together through events, academics, common interests, ... www.socialweb.net/-36k - <u>Cached - Similar pages</u>

#### Social web - Wikipedia, the free encyclopedia

The Social Web refers to two different, yet related concepts. The first is as a description of web 2.0 technologies that are focused on social interaction ... en.wikipedia.org/wiki/Social Web -22k - Cached - Similar pages

#### The Social Web ZDNet.com

Facebook have announced that they are going to license their APIs and proprietary markup language to other **social web** sites - the first of which is Bebo. ... blogs.zdnet.com/social/ - 124k - <u>Cached - Similar pages</u>

#### News results for social web



MySpace Agrees to Youth Protections -9 hours ago By BRIAN STELTER The social networking Web site MySpace and the attorneys general for 49 states announced Monday that they had reached an agreement under ... New York Times - <u>1095 related articles s</u>

#### Predictions for a Web 2.0 social experience

Ben Hunt casts an eye to the future of a more connected web, and predicts that Yahoo will be the dominant online brand for the next 5 years. www.webdesignfromscratch.com/future-social-web-experience.cfm - 53k - <u>Cached</u> - <u>Similar pages</u>

#### PlaNetwork Journal

Democracy Ecological Design Economics Global Systems Independent Media - Infrastructure Networks Collective Intelligence Social Sculpture Transparency ... journal.planetwork.net/article.php?lab=reed0704 - 12k. - <u>Cached</u> - <u>Similar pages</u>

#### Flock - The Social Web Browser

Flock is a free web browser that makes it easy to connect with your friends and express yourself online. Upload photos, blog anything, subscribe to RSS, ... www.flock.com/ - 32K - Canched - Similar pages

**Before search** 

#### **During search**

#### After search

# Improving Search Engine Work

Search Engine = Crawling + Indexing + Ranking Can we improve crawling?

Can we improving indexing?

Can we improve ranking?

## Social Indexing: Some Ideas

Use social data to expand document index (document expansion)

What we can get from page authors?

Anchor text provided on a link to the page

What we can get from searchers?

Page selection in response to the *query* (Scholer, 2002)

Query sequences (Amitay, 2005)

What we can get from page visitors?

Page annotations (Dmitriev et al., 2006) Page tags (Yanbe, 2007)

# Improving Search Engine Ranking

What we can get from page authors? Links (Page Rank)
What we can get from searchers? Page selection in response to the query (DirectHit)
What we can get from page visitors? Page tags (Yanbe, 2007; Bao, 2007) Page annotations

Page visit count

**Combined** approaches

PageRate (Zhu, 2001), (Agichtein, 2006)

## How We Can Help Before Search?

Query checking - now standard

Suggesting related queries

How it can be done?

Example: query networks (Glance, 2001)

Query refinement and query expansion

Using past queries and query sequences - what the user is really looking for (Fitzpatrick, 1997; Billerbeck, 2003; Huang, 2003)

Using anchors (Kraft, 2004)

Using annotations, tag

## How We Can Help After Search?

Better ranking (re-ranking)

Link ordering

Suggesting additional sources

Link generation

Annotating results

Link annotation

Post-search system can provide better help

by using more data

# AntWorld

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	Begin Quest!
Document: Done	

## Quest Approach to Social Search

### The idea of AntWorld:

- Quests establish similarities between users
- Relevance between documents and quests is provided by explicit feedback

#### Similar approach: SERF (Jung, 2004)

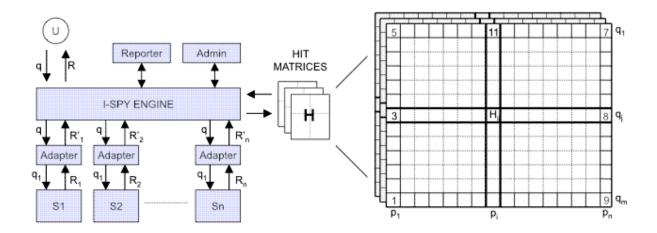
- Results with recommendations were shown on over 40% searches.
- In about 40% of cases the users clicked and 71.6% of these clicks were on recommended links! If only Google results are shown users clicked in only 24.4% of cases
- The length of the session is significantly shorter (1.6 vs 2.2) when recommendations are shown
- Ratings of the first visited document are higher if it was recommended (so, appeal and quality both better)

# I-SPY: Community-Based Search

(SPY)	Communities About I-Spy
the smarter way to search	shakey Search PRIVATE SEARCH
computer science: Your Search fo Related Information	r shakey returned 35 Results   <mark>Displaying 1 - 35   Result Page: 1</mark> I-Spy Recommends
Recent Queries     VIEW ALL       1. regular expressions for     2. java       3. adaptive search tree     4. artificial intelligence       5. irish web hosting provider	Showing <b>2</b> of <b>4</b> promoted results. O <b>1 O I O I O I I I I I I I I I I</b>
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Popular Queries     VIEW ALL       1.     cbr       2.     java       3.     latex tutorial       4.     adaptive search tree       5.     regular expressions for	Moravec Robot book figure 1970-Shakey the robot reasons about its blocks Built at Stanford Research Institute, Shakey was remote controlled by a large computer http://www.frc.ri.cmu.edu/~hpm/book98/fig.ch2/p027.html
Popular Web Pages VIEW ALL 1. Java Technology 2. Adaptive Hypermedia 2004 3. The Java[tm] Tutorial 4. STAIRS 2004	Other Matching Results         Meta-search Results         shakey.com - Welcome         Shane Byrne Official Website - Diary, Latest News, Gallery, Forum and more Check out the new 2005         Shakey Collection in our exclusive online shop! figured the best people to model the Shakey gear would be the hard core of Shakey fans

## **I-SPY:** Mechanism

## User similarity defined by communities and queries Result selection provide implicit feedback



# Social Search with Visual Cues

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Remove	d common words: of		· · · · -		
-					<ul> <li>Similarity score</li> </ul>
		0 11 12 13 14 15 16 17 18 19			
Rank	Source	Title		Score State	
1	S. Summit	Chapter 11: Memory A		0.62 <b>က</b> ္ရွိ	General annotation
2	S. Summit	11.2 Freeing Memory		0.48 <mark>ผ</mark> ៊	/
3	C.Faq	s7.html		0.45 <b></b>	/ Question
4	R. Miles	Memory		0.42 🛱	Praise
5	R. Miles	c13.html	_Document with high traffic (higher rank)	0.40 🖞 🖌	
6	S. Summit	11.4 Pointer Safety		0.37 🔓 🖬	
7	R. Miles	free		0.35 <mark>ผู้ ?}∮</mark>	——— Negative
8	R. Miles	malloc	-Document with positive annotation	0.34 🔐 🖌	
9	D. Marshall	section2_21_8.html	(higher rank)	0.30 ပ <mark>ို့ဥ႕</mark>	——— Positive
10	C.Faq	Question 19.23		0.29 <b>ကို</b>	

# **Knowledge Sea Search Evaluation**

## Acceptance

- Users agreed with the need for social search
  - Survey results
- Users noticed and applied social visual cues
  - Frequency of usage viewed more documents per query with social visual ques

## Performance

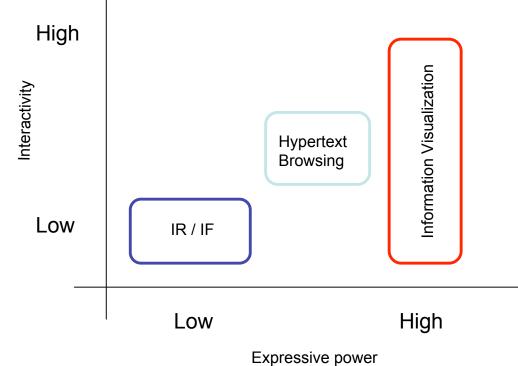
- Social Visual Cues are taken into account
  - Social Navigation is twice as more "attractive" in influencing user navigation decision than high rank
- Social visual Cues provide higher prediction for page quality that high rank

## I-Spy: Proxy Version

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time. Although, a s	ummary of his basketball career and in	nfluence on		
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# What are the benefits of information visualization as an information access approach?



## Social Visualization with VIBE

