

# From query based Information Retrieval to context driven Information Supply

Andrei Broder

Fellow & VP Emerging Search Technologies Yahoo! Research May 20, 2006

#### YAHOO!



The pre-history of web search ...

- Information retrieval as a modern scientific discipline has been around for 50-60 years
- 1945: Vannevar Bush's "As We May Think" http://www.theatlantic.com/doc/194507/bush
- 1960+: Gerald Salton
- 1978: First ACM SIGIR conference
- 1992: First TREC conference
- See <a href="http://www.gslis.org/index.php/Information\_Retrieval">http://www.gslis.org/index.php/Information\_Retrieval</a>

# The short history of web search – consumer side

- June 11, 1994 Brian Pinkerton announces WebCrawler (crawled 4000 servers, 200K (?) pages)
- Dec 15, 1995 Digital announces AltaVista (crawled at 2.5 M pages/day, had 30 M pages(?), claimed to be 100 times faster/bigger than competitors)
- 1998 Google
- Apr 29, 2004 Google IPO-mania envelops the world

© Yahoo! Research 2006



## Without search engines the web would not be possible

- 1. No incentive in creating content unless it can be easily found other finding methods failed (taxonomies, bookmarks, etc)
- 2. The web is both a technology artifact and a social environment
  - "The Web has become the "new normal" in the American way of life; those who don't go online constitute an ever-shrinking minority." – [Pew Foundation report, January 2005]
- 3. Search engines make aggregation of interest possible:
  - Create incentives for very specialized niche players
    - Economical specialized stores, providers, etc
    - Social narrow interests, specialized communities, etc
- The acceptance of search interaction makes "unlimited selection" stores possible:
  - Amazon, Netflix, etc

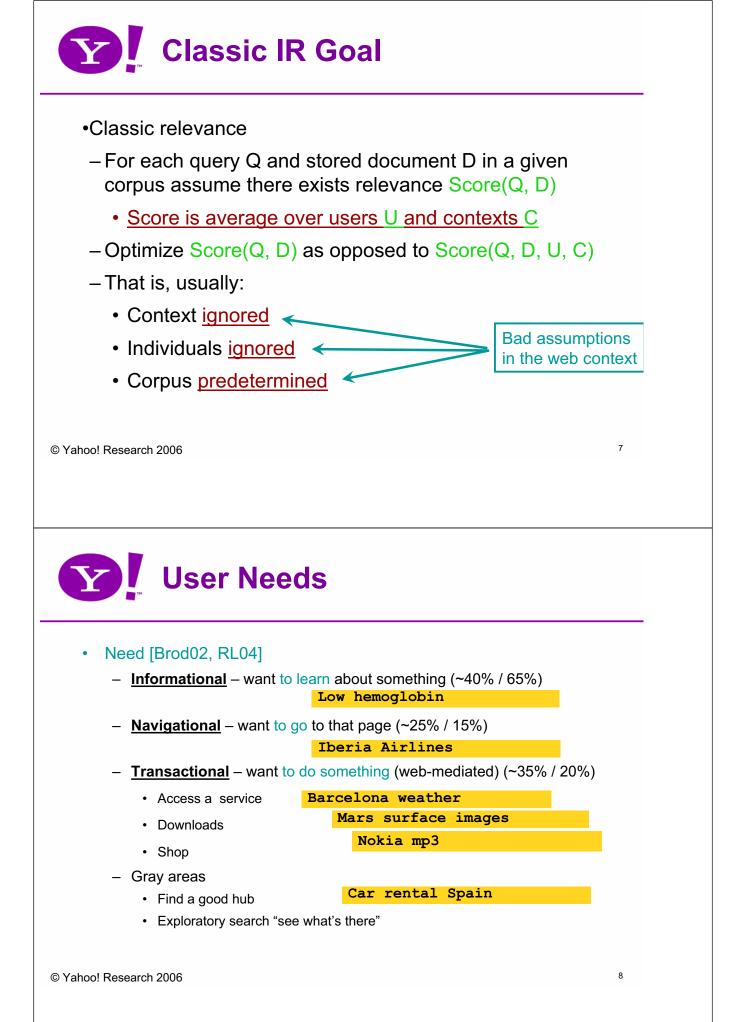
### Web has grown to a mass medium (Pew Foundation studies)

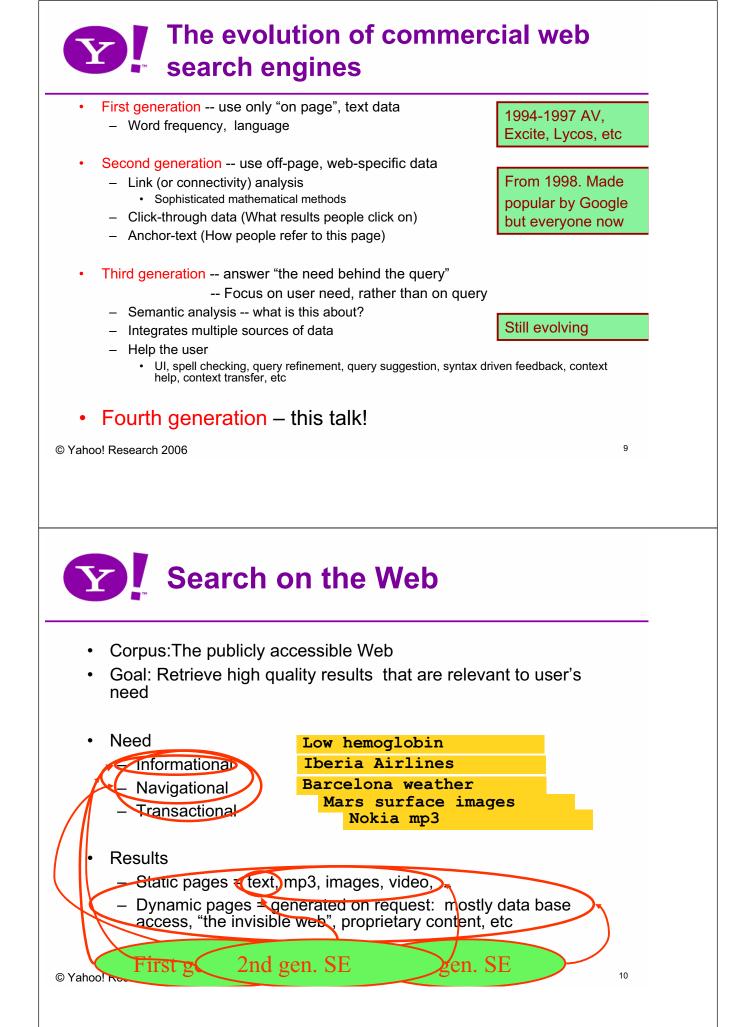
- December 2002: "There is ... abundant evidence that the Internet is now the primary means by which many people get key information."
  - <u>http://www.pewinternet.org/reports/toc.asp?Report=80</u>
- December 2003: "Online activity has consistently grown"
  - Total Internet adult users = 126 M (63% of adult population)
  - Are online on any given day = 66 M
  - Have used Internet to search = 85%
  - <u>http://www.pewinternet.org/pdfs/PIP\_Online\_Pursuits\_Final.PDF</u>
- August 2004: "Getting information is the most highly valued and most popular type of everyday activity done online."
  - 92% of Internet users say the Internet is a good place to go for getting everyday information
  - <u>http://www.pewinternet.org/pdfs/PIP\_Internet\_and\_Daily\_Life.pdf</u>
- January 2005: "The Web has become the "new normal" in the American way of life; those who don't go online constitute an ever-shrinking minority."
  - Online on any given day = 77 M
  - http://www.pewinternet.org/pdfs/Internet Status 2005.pdf

© Yahoo! Research 2006

### Basic assumptions of Classic Information Retrieval

- Corpus: Fixed document collection
- Goal: Retrieve documents with information content that is relevant to user's information need





### **Third generation search**

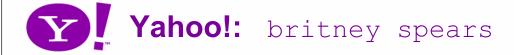


#### Third generation search engine: answering "the need behind the query"

#### Semantic analysis

- Query language determination
  - Auto filtering
  - Different ranking (if query in Japanese do not return English)
- Hard & soft (partial) matches
  - Personalities (triggered on names)
  - Cities (travel info, maps)
  - · Medical info (triggered on names and/or results)
  - · Stock quotes, news (triggered on stock symbol)
  - Company info
  - Etc.
- Natural Language reformulation
- Integration of Search and Text Analysis

### Third generation search examples



Y	AHOO! SEARCH	Web      Images      Video      Directory      Local      News      Shopping        britney spears	Search
My W	eb BETA		
Sear	ch Results	Results 1 - 10 of abo	ut <b>66,800,0</b>
Also	try: <u>britney spears pictures, britn</u>	ey spears lyrics More	
¥7	Britney Spears Artist Page Yahoo! Shortcut - <u>About</u>	e - <u>Downloads</u> - <u>Videos</u> - <u>Photos</u> - <u>Buy CDs</u>	
1.	official site with chat, email, tour i Category: Rock and Pop > Britne	information, merchandise, and more.	
2.	<b>Britney.com</b> Pa Jive Records' official site. Category: <u>Rock and Pop &gt; Britne</u>	e <u>y Spears</u> - <u>More from this site - Save</u> - <u>Block</u>	
	www.britiley.com - rok - Odened		

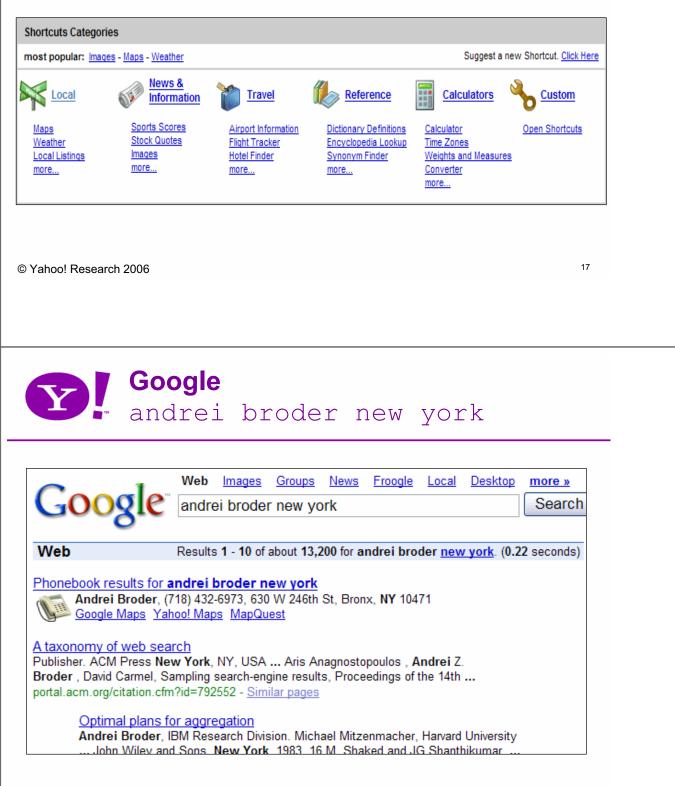
## Ask Jeeves: las vegas

	las vegas	Search
Web Search:	las vegas	
Sunrise Ma	nora Map of Las Vegas, NV 89101	About
Hoover Cityo	Local Information for Las Vegas, NV	
(85) <b>O</b> las Ve	Find: Map   Jobs   Current Weather   Seasonal Climate   Local Time   Pages	Yellow
	Go To: Official Site   Chamber of Commerce   Facts   Schools	
-	Other matches: Las Vegas, NM	
Pacific (	<del>ws: Las Vegas</del> <u>Coast League Standings</u> AP via San Francisco Chronicle 27 minutes ago ACKED Trailer Reveals Exciting Poker Room Drama gamesindustry.biz 1 hour a	<u>About</u> go
ponsored Web Results		
ww.TripReser	Everything <b>Vegas</b> ; Rooms, Shows, Golf & Tours. vations.com	
reat Rates on www.VEGAS.co	Hotels, Shows & More VEGAS.com Best Vegas Rate Guarantee	
o! Research 2	2006	15
21	Yahoo!: salvador hotels	
<b>)</b> .	Yahoo!: salvador hotels	
TH	Web   Images   Video   Directory   Local   News   Shopp	ing
TH		ing Search
<b>Y</b> AHO	Web   Images   Video   Directory   Local   News   Shopp	
	Web    Images    Video    Directory    Local    News    Shopp      SEARCH    salvador hotels	Search
Y Hotels Search Result Y Hotels Pestana Sol Victo Praia do	Web   Images   Video   Directory   Local   News   Shopp      SEARCH    salvador hotels	Search
Y Hotels Pestana Sol Victo Praia do Yahoo! S 1. San Sa	Web    Images    Video    Directory    Local    News    Shopp      Second	Search
Y Hotels Pestana Sol Victo Praia do Yahoo! S 1. San Sa hotels San Salv availabilit	Web    Images    Video    Directory    Local    News    Shopp      Second	Search out <b>17,900,00</b> ompare price

\_

## Yahoo shortcuts

#### Various types of queries that are "understood"



#### Answering "the need behind the query" Context determination

- Context determination
  - spatial (user location/target location)
  - query stream (previous queries)
  - personal (user profile)
  - explicit (user choice of a vertical search, )
  - implicit (use Google from France, use google.fr)
- Context use
  - Result restriction
    - · Kill inappropriate results
  - Ranking modulation
    - Use a "rough" generic ranking, but personalize later

© Yahoo! Research 2006

### The spatial context -- geosearch

•Geo-parsing = the process of identifying geographic context

- Pages (infer from phone nos, zip, etc). About 10% can be parsed.
- -Queries (use dictionary of place names)

-Users

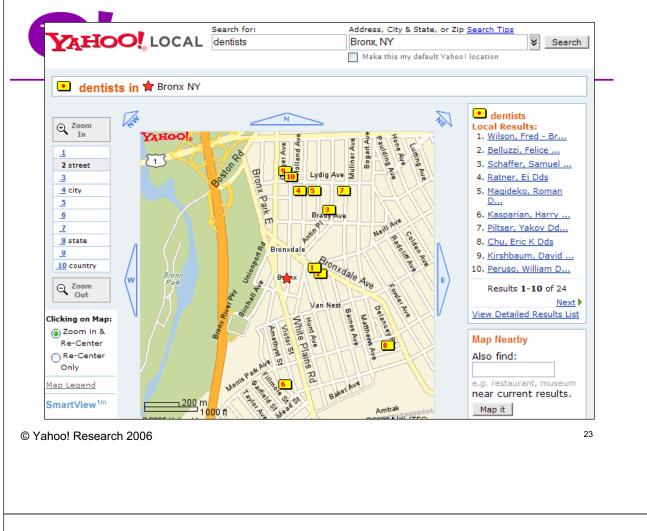
- Explicit (tell me your location, registration, from ISP)
- From IP data
- -Mobile phones
  - In its infancy, many issues (display size, privacy, etc)



Google	dentists bronx	Search
Googie		
Web		
Local results for <b>dentis</b>	a near Bronx NY	
Montefiore Medical Montefiore Medical	<u>Ctr</u> - 2.0 miles NE - 3448 Boston Rd, Bronx, 1 <u>Group</u> - 3.2 miles SW - 305 E 161st St, Bronx Group - 0.1 miles NE - 2016 Bronxdale Ave # 3	, 10451 - (718) 579-2500
Bronx Dentists @ Dental Insurance, Affordable Denta	I Insurance @ Dental Plans lans - Individual and Family Discount Dental F Coverage Starting at \$79.95 a Year! /ork/bronx/ - 37k - <u>Cached - Similar pages</u>	Plans and
Bronx, NY - Dentist Re DR.Oogle: Dentist Reviews Help. Post your case to re	views, Ratings & Recommendations. Dentist Ratings, Dentist Recommendations eive second opinion from another dentist or dentist_reviews.cfm/pageID/8/index/E - 81k - /	
Dentist, New York	entist Reviews, Ratings & Recommend NY Abanto, Laarni Dentist, Bronx, NY Abati ssa, Joseph Dentist, Staten Island, NY Abba	, Mario <b>Dentist</b> ,
now work doctoroo	lo com/dontiet reviews ofm/page/D/2 120k	
now work doctoroo	lo com/dentiat ravious ofm/pageID/8 120k	
boll Research 2006	lo com/dontiat ravious ofm/pagoID/8_120k	
now work doctoroo	lo com/dontiat roviews ofm/pageID/8 170k	
pour wark doctoroo	la com/dontiet roviowe ofm/pagoID/9 120k	
pour wark doctoroo	<b>oo!:</b> dentists 1	
pol Research 2006	la com/dontiet roviowe ofm/pagoID/9 120k	
bou wark doctored	<b>00!:</b> dentists 1	.0471
oo! Research 2006	<b>00!:</b> dentists 1	. 0 4 7 1
pol vark doctored	<b>00!:</b> dentists 1	. 0 4 7 1
bol Research 2006	<b>00!:</b> dentists 1	. 0 4 7 1

- 1. Bronx, NY Dentists at SuperPages.com Find the Best Dentists in Bronx, New York at SuperPages.com. SuperPages from Verizon has listings for many more Bronx businesses. yellowpages.superpages.com/listings.jsp?C=dentists&CID=493578&... - More from this site - Save - Block
- Dentists and Clinics in Bronx, New York Directory USA 电 ... Dentists and Clinics in Bronx, NY ... 729 Burke Ave. Bronx, NY 10467-6638 ...

Yahoo! Shortcut - About



### Third generation search: the triple win

- Answering "the need behind the query" rather than simply returning query matches yields
  - A win for users (better results)
  - A win for content providers (focus)
  - A win for search engines ("monetization of infomediary role")

# Main historical trend in web search

Move from <u>syntactic matching</u> to (maybe trivial but effective) <u>semantic matching</u>



What's next? Fourth generation: From Information Retrieval to Information Supply

Explicit demand for information driven by a user query

# Historical information supply sources



© Yahoo! Research 2006

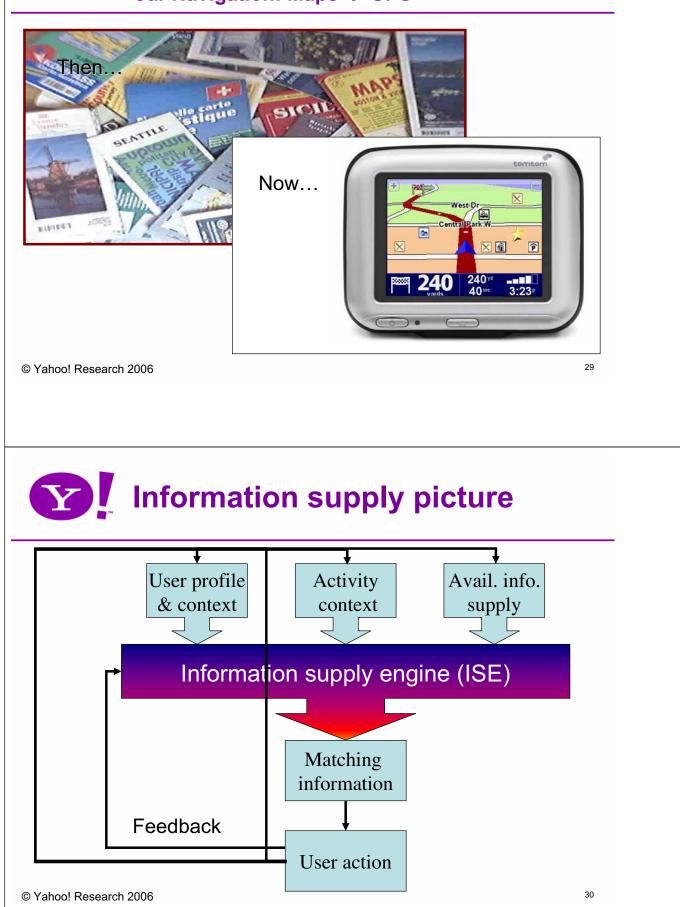
Y

From Information Retrieval to Information Supply: Buddy presence





#### From Information Retrieval to Information Supply: Car Navigation: Maps → GPS



# Some current information supply approaches

- Recurrent needs
  - Subscriptions (e-mail, RSS, etc)
  - Alerts News
- · Temporary needs
  - E-commerce sites: accessories, commentaries, related purchases, etc
  - Travel sites: Fly to BCN → Book a hotel, rent a car, etc

  - Automatic annotations

- ...

- Contextual ads & search driven ads

© Yahoo! Research 2006

### Subscriptions examples

Veb      Images      Video      Audio      Directory      Lo        Israel Innovation Summit	ocal News Shopping	More » Search
	Subscripti	ons Advanced Search Preference
News Results		
NEWS STORIES Results 1 - 10 of about 29 for Israel Innovation Summit.	Sort Results by: Relevance   <u>Date</u>	
1. World Economic Forum Technology Pioneer in Stem Cell Resea	arch Invited to	NEWS ALERTS
Speak at Israel Innovation Summit 2006 [Press Release] PR Web - Mar 29 12:25 AM Dr. Valentin Fulga, CEO of the TheraVitae Group, the producer of VesCell™ Therapy for Heart Disease, has been invited to speak at the inaugural Israel 2006. The Summit will be held on 4-5 April at the Haifa Congress Center, Ha Economic Forum recently named Dr. Fulga as one of its 2006 Technology P	Innovation Summit aifa, Israel. The World	Alert me when articles match all these words: Israel Innovation Summit
adult stem cell	Inteels for his work in	ADD TO MY YAHOO! / RSS
Save to My Web		Add your news search for Israel Innovation Summit to My
2. Israel Innovation Summit 2006 Opens In April Wireless IQ - Mar 20 9:07 AM		Yahoo!: 👥 MY 🎦 HOO!.
The Israel Innovation Summit will be held on April 4-5, 2006. The only Save to My Web		View as RSS: XML



© Yahoo! Research 2006

Y

Alerts

Automatic Annotations

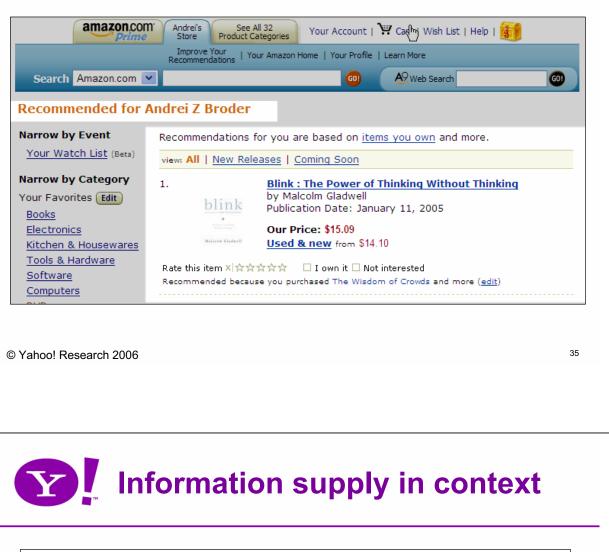


Democrats used the new report to blast **President Bush** is economic policies, contending it would be wrong to make permanent his tax cuts which primarily benefited the wealthy.

"These statistics show why, even though GDP as is rising, most people do not feel better off," said Sen. Charles Schumer (news, bio, voting record), D-N.Y.

© Yahoo! Research 2006

# Recommendations as information supply







37

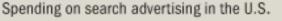


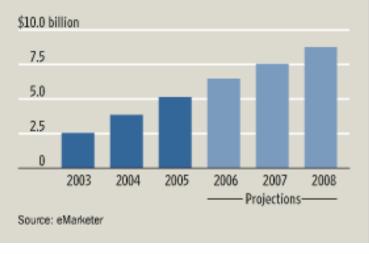
## Advertising spend in USA in 2005 Excludes search advertising [TNS Media Intelligence]

ledia	Full Year 2005 (Millions)	Full Year 2004 (Millions)	% Change	Internet 2005: \$ 8.3B
EWSPAPERS (LOCAL)	\$25,090.50	\$24,814.40	1.10%	(+13.3% vs 2004)
ETWORK TV	\$22,455.20	\$22,523.40	-0.30%	
ONSUMER MAGAZINES	\$21,688.00	\$20,167.40	7.50%	
ABLE TV	\$15,874.10	\$14,248.80	11.40%	160
POT TV <sup>2</sup>	\$15,529.20	\$17,158.70	-9.50%	
ITERNET <sup>3</sup>	\$8,322.70	\$7,343.00	13.30%	120
OCAL RADIO <sup>4</sup>	\$7,364.90	\$7,273.40	1.30%	
-TO-B MAGAZINES	\$4,471.00	\$4,364.60	2.40%	
YNDICATION - NATIONAL	\$4,222.50	\$3,930.90	7.40%	80
PANISH LANGUAGE MEDIA <sup>5</sup>	\$4,219.20	\$3,976.10	6.10%	60
UTDOOR	\$3,528.80	\$3,213.00	9.80%	40
ATIONAL NEWSPAPERS	\$3,466.70	\$3,303.50	4.90%	20
ATIONAL SPOT RADIO	\$2,604.10	\$2,616.50	-0.50%	
UNDAY MAGAZINES	\$1,619.50	\$1,497.40	8.20%	2004 2005
Sis <sup>6</sup>	\$1,441.50	\$1,391.90	3.60%	
ETWORK RADIO	\$1,009.90	\$1,027.80	-1.70%	
OCAL MAGAZINES	\$385.50	\$317.70	21.30%	Tatal US 2005, \$ 142.2D
OTAL <sup>7</sup>	\$143,293.40	\$139,168.60	3.00%	Total US 2005: \$143.3B
ource: TNS Media Intelligence				(+3% vs 2004)

Search advertising spending

### **Click Costs**





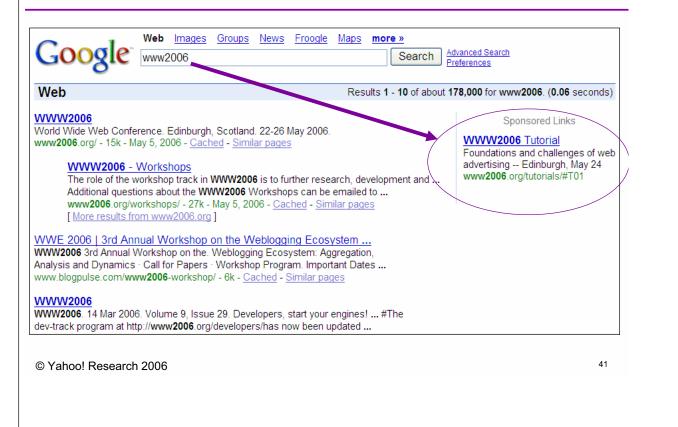
© Yahoo! Research 2006

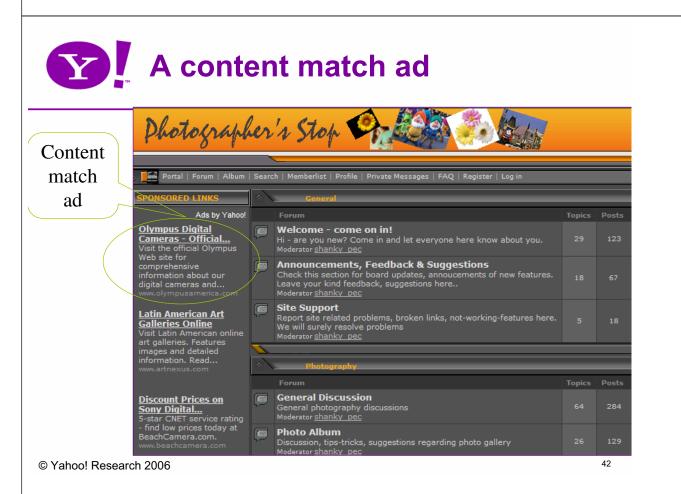


#### Search as mass medium (97% of revenue of web search)

- Sell advertising/audience reach
- As opposed to classic media can measure
  - Clickthrough rate (CTR)
  - Conversion rate (from browsers to buyers)
- Concepts
  - CPM = cost per *mille* (thousand) impressions
  - CPC = cost per click
  - CPT/CPA = cost per transaction/cost per action a.k.a. referral fees or affiliate fees

## A sponsored search ad

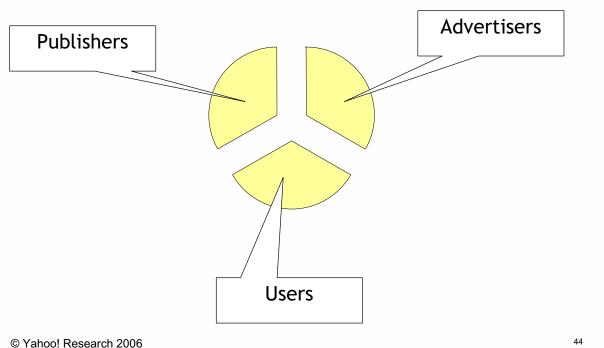




## Content match example (II)



**Contextual ads = meeting of Publishers, Advertisers, Users** 



44

### **Quality of matching**



© Yahoo! Research 2006

## Quality of matching

<u></u>		
	Ads by Google	
	Feminist Fantasies Essays on feminism in the media, workplace, home, and the military. www.eagleforum.org	
	Borgen Project Meetups We be changing things! Help make poverty a national priority. borgenproject.org	
	Check Doctor Quality Get critical quality and experience data on current or new physicians. www.HealthGrades.com	
© Yahoo! Research 2006	Top of page	46

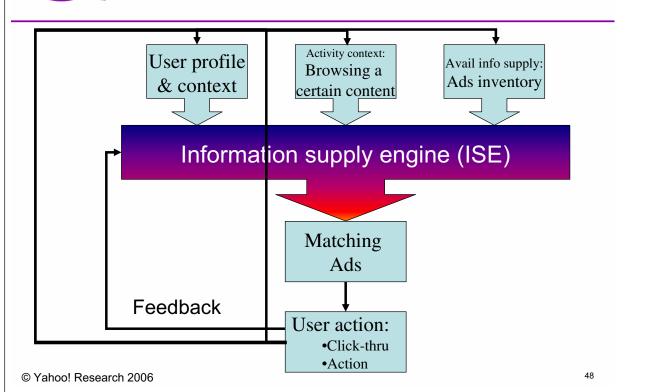
## Ads as information supply

- "Advertising as Information" [Nelson, 1974]
- Irrelevant ads are annoying; relevant ads are interesting
  - Vogue, Skiing, etc are mostly ads and advertorials
- Even for keyword ads context is more than the keyword
  - User profile
  - Query stream
  - Location
  - Previous impressions

© Yahoo! Research 2006

 $[\mathbf{Y}]$ 

### Ads as Information supply



# Technical challenges to the transition to information supply

- A theory of information supply
- Representation of context
  Vector model with lots of parameters?
- Representation of information
  - Certainly bag of words is not enough ...
- Representation of user
  - Probabilistic data
- Matching the three above

© Yahoo! Research 2006

### broder@yahoo-inc.org



