



Searcher Usage Patterns for Automated Searching Assistance

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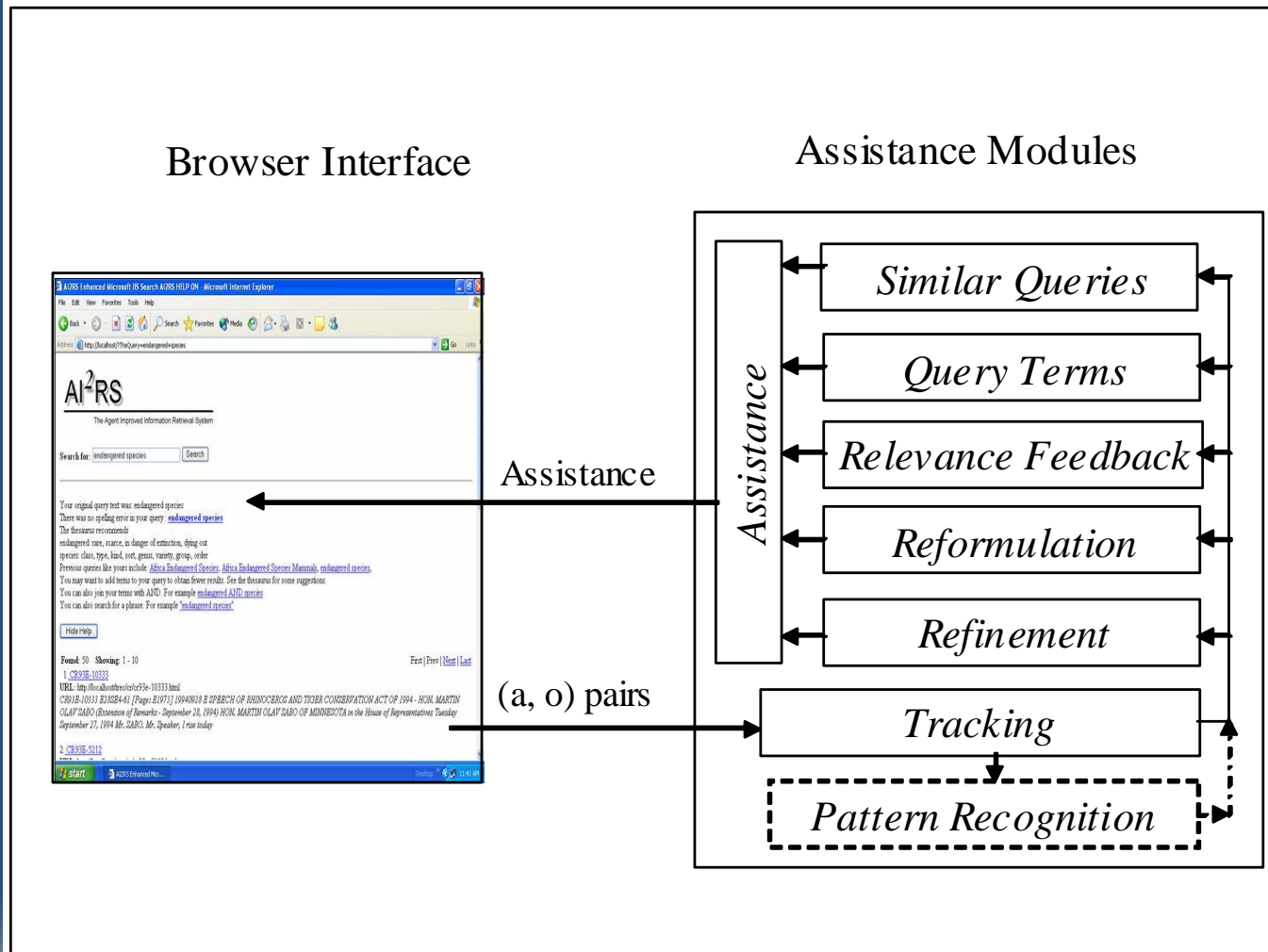


Series of Studies Examining When Searchers Interact with System

- Jansen, B. J. and Pooch, U. 2004. Assisting the searcher: utilizing software agents for Web search systems. *Journal of Internet Research: Electronic Networking Applications and Policy*. 14(1), 19 - 33.
- Jansen, B. J. 2005. Seeking and Implementing Automated Assistance During the Search Process. *Information Processing and Management*. 41(4), 909 - 928.
- Jansen, B.J. and McNeese, M. D. (Forthcoming). Evaluating the Effectiveness of and Patterns of Interactions with Automated Assistance in IR Systems. *Journal of the American Society for Information Science and Technology*.
- Jansen, B.J. (Working Paper). An Evaluation of Non-Direct and Direct Automated Searching Assistance.



Middleware to Implement Assistance





Interface With Assistance

The current preset patterns:

- Execute Query – View Results Page (i.e., → quick scan of entire system)
- Implicit Relevance action – Navigation Back (i.e., → other courses of actions)
- Implement automated assistance – View Results Page (i.e., → course correction)

Expand to areas other information searching task



Implications

- Results indicate that automated assistance systems may improve the Web searching experience by aiding in locating a greater number of relevant documents.
- Results also indicate that searchers interact with these systems in predictable ways, which might be utilized to improve the design of future systems.



Questions and Discussion

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