# Introduction to Information Retrieval

## ΠΛΕ70: Ανάκτηση Πληροφορίας

Διδάσκουσα: Ευαγγελία Πιτουρά

Διάλεξη 10: Βασικά Θέματα Αναζήτησης στον Παγκόσμιο Ιστό.

## Τι θα δούμε σήμερα;

- Τι ψάχνουν οι χρήστες
- Διαφημίσεις
- Spam
- Πόσο μεγάλος είναι ο Ιστός;

## ΟΙ ΧΡΗΣΤΕΣ

- Ποιοι είναι οι χρήστες;
- Μέσος αριθμός λέξεων ανά αναζήτηση 2-3
- Σπάνια χρησιμοποιούν τελεστές

#### Need [Brod02, RL04]

- <u>Informational</u> (πληροφοριακά ερωτήματα) θέλουν να μάθουν (learn) για κάτι (~40% / 65%)
  - Συνήθως, όχι μια μοναδική ιστοσελίδα, συνδυασμός πληροφορίας από πολλές ιστοσελίδες

Low hemoglobin

- Navigational (ερωτήματα πλοήγησης) θέλουν να πάνε (go) σε μια συγκεκριμένη ιστοσελίδα (~25% / 15%)
  - Μια μοναδική ιστοσελίδα, το καλύτερο μέτρο = ακρίβεια στο 1 (δεν ενδιαφέρονται γενικά για ιστοσελίδες που περιέχουν τους όρους United Airlines)

United Airlines

<u>Transactional</u> (ερωτήματα συναλλαγής) – θέλουν να κάνουν (do) κάτι (σχετιζόμενο με το web) (~35% / 20%)

- Προσπελάσουν μια υπηρεσία (Access a service)
- Να κατεβάσουν ένα αρχείο (Downloads)
- Να αγοράσουν κάτι
- Να κάνουν κράτηση

Seattle weather

Mars surface images

Canon S410

- Γκρι περιοχές (Gray areas)
  - Find a good hub

Exploratory search "see what's there"

Car rental Brasil

# Τι ψάχνουν;

#### Δημοφιλή ερωτήματα

http://www.google.com/trends/hottrends

Και ανά χώρα

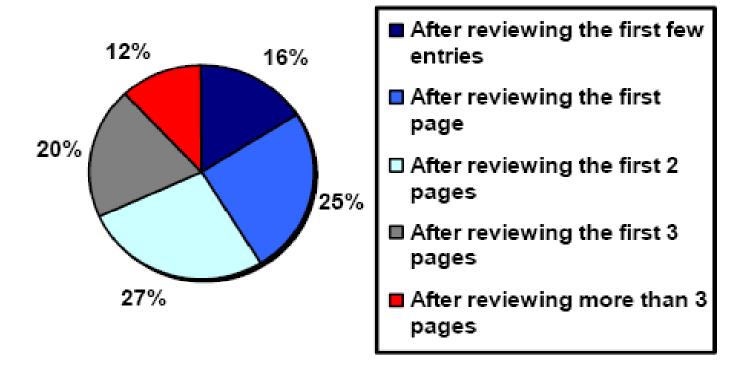
Τα ερωτήματα ακολουθούν επίσης power law κατανομή

Επηρεάζει (ανάμεσα σε άλλα)

- την καταλληλότητα του ερωτήματος για την παρουσίαση διαφημίσεων
- τον αλγόριθμο/αξιολόγηση, για παράδειγμα για ερωτήματα πλοήγησης ένα αποτέλεσμα ίσως αρκεί, για τα άλλα (και κυρίως πληροφοριακά) ενδιαφερόμαστε για την περιεκτικότητα/ανάκληση

## Πόσα αποτελέσματα βλέπουν οι χρήστες

"When you perform a search on a search engine and don't find what you are looking for, at what point do you typically either revise your search, or move on to another search engine? (Select one)"



(Source: <u>iprospect.com</u> WhitePaper\_2006\_SearchEngineUserBehavior.pdf)

# Πως μπορούμε να καταλάβουμε τις προθέσεις (intent) του χρήστη;

#### Guess user intent *independent of context*:

- Spell correction
- Precomputed "typing" of queries

#### Better: Guess user intent based on context:

- Geographic context (slide after next)
- Context of user in this session (e.g., previous query)
- Context provided by personal profile (Yahoo/MSN do this, Google claims it doesn't)

## **Examples of Typing Queries**

Calculation: 5+4

Unit conversion: 1 kg in pounds

Currency conversion: 1 euro in kronor

Tracking number: 8167 2278 6764

Flight info: LH 454

Area code: 650

Map: columbus oh

Stock price: msft

Albums/movies etc: coldplay

## **Geographical Context**

#### Three relevant locations

- 1. Server (nytimes.com → New York)
- 2. Web page (nytimes.com article about Albania)
- 3. User (located in Palo Alto)

#### Locating the user

- IP address
- Information provided by user (e.g., in user profile)
- Mobile phone

*Geo-tagging*: Parse text and identify the coordinates of the geographic entities

Example: East Palo Alto CA → Latitude: 37.47 N, Longitude: 122.14 W

✓ Important NLP problem

## **Geographical Context**

#### How to use context to modify query results:

- Result restriction: Don't consider inappropriate results
  - For user on google.fr only show .fr results
- Ranking modulation: use a rough generic ranking, rerank based on personal context

Contextualization / personalization is an area of search with a lot of potential for improvement.

# Αξιολόγηση από τους χρήστες

- Relevance and validity of results
  - Precision at 1? Precision above the fold?
  - Comprehensiveness must be able to deal with obscure queries
    - Recall matters when the number of matches is very small
- UI (User Interface) Simple, no clutter, error tolerant
  - No annoyances: pop-ups, etc.
- Trust Results are objective
- Coverage of topics for polysemic queries
  - Diversity, duplicate elimination

# Αξιολόγηση από τους χρήστες

- Pre/Post process tools provided
  - Mitigate user errors (auto spell check, search assist,...)
  - Explicit: Search within results, more like this, refine ...
  - Anticipative: related searches
- Deal with idiosyncrasies
  - Web specific vocabulary
    - Impact on stemming, spell-check, etc.
  - Web addresses typed in the search box

## ΔΙΑΦΗΜΙΣΕΙΣ

Graphical graph banners on popular web sites (branding)

- cost per mil (CPM) model: the cost of having its banner advertisement displayed 1000 times (also known as impressions)
- cost per click (CPC) model: number of clicks on the advertisement (leads to a web page set up to make a purchase)
- ✓ brand promotion vs transaction-oriented advertising

## Brief (non-technical) history

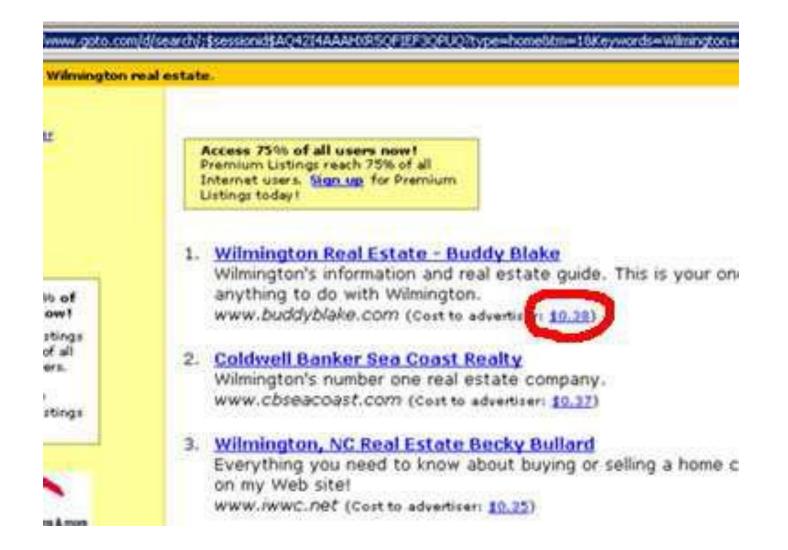
- Early keyword-based engines ca. 1995-1997
  - Altavista, Excite, Infoseek, Inktomi, Lycos
- Paid search ranking: Goto (morphed into Overture.com → Yahoo!)
  - Your search ranking depended on how much you paid
  - Auction for keywords: <u>casino</u> was expensive!

#### Ads in Goto

In response to the query q, Goto

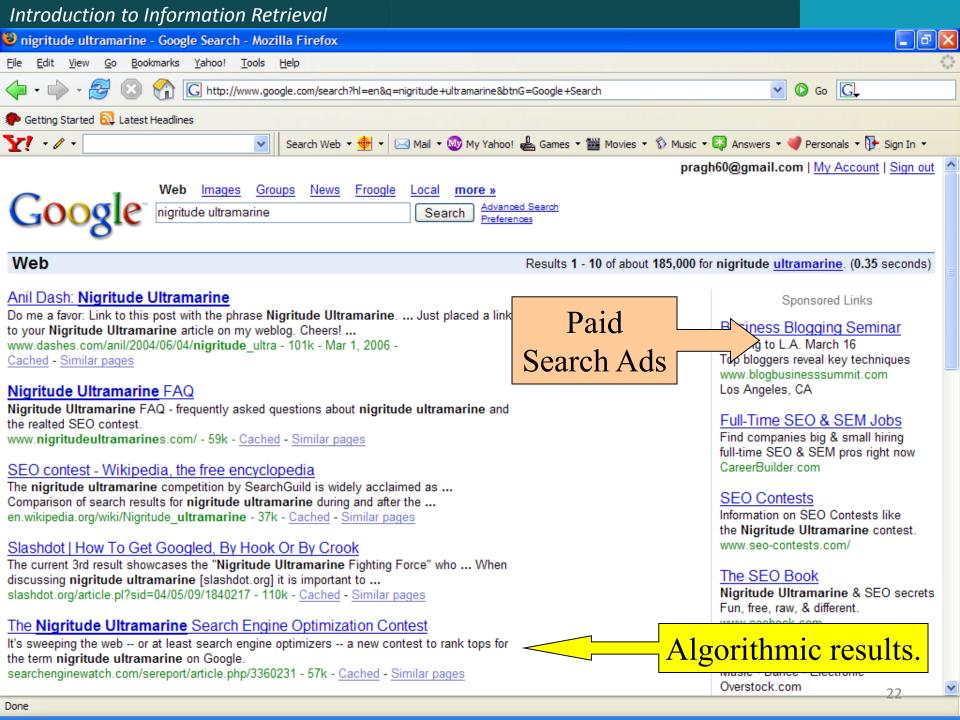
- return the pages of all advertisers who bid for q, ordered by their bids.
- when the user clicked on one of the returned results, the corresponding advertiser payment to Goto
  - Initially, payment equal to bid for q
  - Sponsored search or Search advertising

#### Ads in Goto



#### Provide

- pure search results (generally known as algorithmic or organic search results) as the primary response to a user's search,
- together with sponsored search results displayed separately and distinctively to the right of the algorithmic results.



Search Engine Marketing (SEM)

Understanding how search engines do ranking and how to allocate marketing campaign budgets to different keywords and to different sponsored search engines

- Click spam: clicks on sponsored search results that are not from bona fide search users.
  - For instance, a devious advertiser

Paid inclusion: pay to have one's web page included in the search engine's index

Different search engines have different policies on whether to allow paid inclusion, and whether such a payment has any effect on ranking in search results.

Similar problems with TV/newspapers

#### How are ads ranked?

- Advertisers bid for keywords sale by auction.
- Open system: Anybody can participate and bid on keywords.
- Advertisers are only charged when somebody clicks on their ad.
- Important area for search engines computational advertising.
  - an additional fraction of a cent from each ad means billions of additional revenue for the search engine.

#### How are ads ranked?

- How does the auction determine an ad's rank and the price paid for the ad?
  - Basis is a second price auction

## Google's second price auction

advertiser	bid	CTR	ad rank	rank	paid
Α	\$4.00	0.01	0.04	4	(minimum)
В	\$3.00	0.03	0.09	2	\$2.68
C	\$2.00	0.06	0.12	1	\$1.51
D	\$1.00	0.08	0.08	3	\$0.51

- bid: maximum bid for a click by advertiser
- CTR: click-through rate: when an ad is displayed, what percentage of time do users click on it? CTR is a measure of relevance.
- ad rank: bid × CTR: this trades off (i) how much money the advertiser is willing to pay against (ii) how relevant the ad is
- rank: rank in auction
- paid: second price auction price paid by advertiser

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Second price auction: The advertiser pays the minimum amount necessary to maintain their position in the auction (plus 1 cent).

```
price<sub>1</sub> × CTR<sub>1</sub> = bid<sub>2</sub> × CTR<sub>2</sub> (this will result in rank<sub>1</sub>=rank<sub>2</sub>)

price<sub>1</sub> = bid<sub>2</sub> × CTR<sub>2</sub> / CTR<sub>1</sub>

p<sub>1</sub> = bid<sub>2</sub> × CTR<sub>2</sub>/CTR<sub>1</sub> = 3.00 \times 0.03/0.06 = 1.50

p<sub>2</sub> = bid<sub>3</sub> × CTR<sub>3</sub>/CTR<sub>2</sub> = 1.00 \times 0.08/0.03 = 2.67

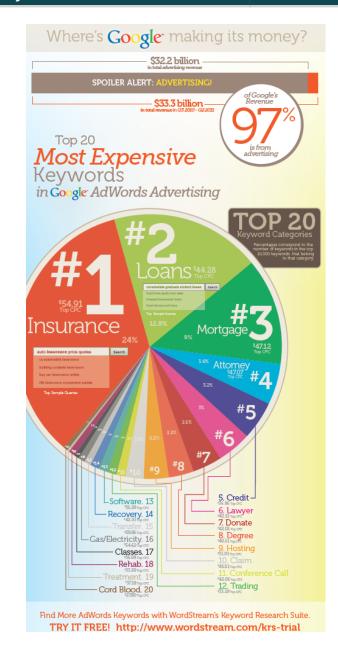
p<sub>3</sub> = bid<sub>4</sub> × CTR<sub>4</sub>/CTR<sub>3</sub> = 4.00 \times 0.01/0.08 = 0.50
```

\$35.9

## Keywords with high bids

free car insurance quote

According to http://www.cwire.org/highest-paying-search-terms/ \$69.1 mesothelioma treatment options \$65.9 personal injury lawyer michigan \$62.6 student loans consolidation \$61.4 car accident attorney los angeles \$59.4 online car insurance quotes \$59.4 arizona dui lawyer \$46.4 asbestos cancer \$40.1 home equity line of credit \$39.8 life insurance quotes \$39.2 refinancing \$38.7 equity line of credit \$38.0 lasik eye surgery new york city \$37.0 2nd mortgage



#### Search ads: A win-win-win?

- The search engine company gets revenue every time somebody clicks on an ad.
- The user only clicks on an ad if they are interested in the ad.
  - Search engines punish misleading and nonrelevant ads.
  - As a result, users are often satisfied with what they find after clicking on an ad.
- The advertiser finds new customers in a cost-effective way.

## Not a win-win-win: Keyword arbitrage

- Buy a keyword on Google
- Then redirect traffic to a third party that is paying much more than you are paying Google.
  - E.g., redirect to a page full of ads
- This rarely makes sense for the user.
- Ad spammers keep inventing new tricks.
- The search engines need time to catch up with them.

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#### Not a win-win-win: Violation of trademarks

- Example: geico
- During part of 2005: The search term "geico" on Google was bought by competitors.
- Geico lost this case in the United States.
- Louis Vuitton lost similar case in Europe (2010).
- It's potentially misleading to users to trigger an ad off of a trademark if the user can't buy the product on the site.

# SPAM (SEARCH ENGINE OPTIMIZATION)

## The trouble with paid search ads

It costs money. What's the alternative?

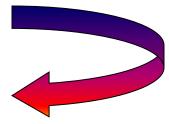
#### Search Engine Optimization (SEO):

- "Tuning" your web page to rank highly in the algorithmic search results for select keywords
- Alternative to paying for placement
- Thus, intrinsically a marketing function
- Performed by companies, webmasters and consultants ("Search engine optimizers") for their clients
- Some perfectly legitimate, some very shady

## Η απλούστερη μορφή

- Οι μηχανές πρώτης γενιάς βασίζονταν πολύ στο tf/idf
  - Οι πρώτες στην κατάταξη ιστοσελίδας για το ερώτημα maui resort ήταν αυτές που περιείχαν τα περισσότερα maui και resort
- SEOs απάντησαν με πυκνή επανάληψη των επιλεγμένων όρων
  - π.χ., maui resort maui resort maui resort
  - Συχνά, οι επαναλήψεις στο ίδιο χρώμα με background της ιστοσελίδα
    - Οι επαναλαμβανόμενοι όροι έμπαιναν στο ευρετήριο από crawlers
    - Αλλά δεν ήταν ορατοί από τους ανθρώπους στους browsers

Απλή πυκνότητα όρων δεν είναι αξιόπιστο ΑΠ σήμα



# Παραλλαγές «keyword stuffing»

a web page loaded with keywords in the meta tags or in content of a web page (outdated)

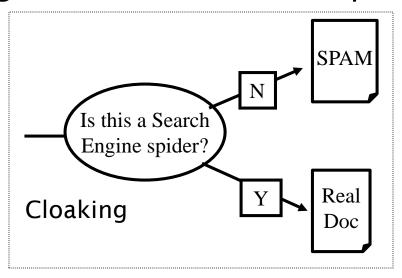
- Παραπλανητικά meta-tags, υπερβολική επανάληψη
- Hidden text with colors, position text behind the image, style sheet tricks, etc.

#### Meta-Tags =

"... London hotels, hotel, holiday inn, hilton, discount, booking, reservation, sex, mp3, britney spears, viagra, ..."

# Cloaking (Απόκρυψη)

- Παρέχει διαφορετικό περιεχόμενο ανάλογα αν είναι ο μηχανισμός σταχυολόγησης (search engine spider) ή ο browser κάποιου χρήστη
- DNS cloaking: Switch IP address. Impersonate



# Άλλες τεχνικές παραπλάνησης (spam)

#### Doorway pages

- Pages optimized for a single keyword that re-direct to the real target page
- If a visitor clicks through to a typical doorway page from a search engine results page, redirected with a fast Meta refresh command to another page.

#### Lander page:

optimized for a single keyword or a misspelled domain name, designed to attract surfers who will then click on ads

# Άλλες τεχνικές παραπλάνησης (spam)

#### Link spamming

- Mutual admiration societies, hidden links, awards
- Domain flooding: numerous domains that point or redirect to a target page
- Pay somebody to put your link on their highly ranked page
- Leave comments that include the link on blogs

#### Robots (bots)

- Fake query stream rank checking programs
  - "Curve-fit" ranking programs of search engines
- Millions of submissions via Add-Url

## The war against spam

- Quality signals Prefer authoritative pages based on:
  - Votes from authors (linkage signals)
  - Votes from users (usage signals)
- Policing of URL submissions
  - Anti robot test
- Limits on meta-keywords
- Robust link analysis
  - Ignore statistically implausible linkage (or text)
  - Use link analysis to detect spammers (guilt by association)

- Spam recognition by machine learning
  - Training set based on known spam
- Family friendly filters
  - Linguistic analysis, general classification techniques, etc.
  - For images: flesh tone detectors, source text analysis, etc.
- Editorial intervention
  - Blacklists
  - Top queries audited
  - Complaints addressed
  - Suspect pattern detection

## More on spam

- Web search engines have policies on SEO practices they tolerate/block
  - http://help.yahoo.com/help/us/ysearch/index.html
  - http://www.google.com/intl/en/webmasters/
- Adversarial IR (Ανταγωνιστική ανάκτηση πληροφορίας): the unending (technical) battle between SEO's and web search engines
- Research <a href="http://airweb.cse.lehigh.edu/">http://airweb.cse.lehigh.edu/</a>

Check out: Webmaster Tools (Google)

### SIZE OF THE WEB

# Ποιο είναι το μέγεθος του web?

#### Θέματα

- Στην πραγματικότητα, ο web είναι άπειρος
  - Dynamic content, e.g., calendars
  - Soft 404: www.yahoo.com/<anything> is a valid page
- Static web contains syntactic duplication, mostly due to mirroring (~30%)
- Some servers are seldom connected

#### Ποιο νοιάζει;

- Media, and consequently the user
- Σχεδιαστές μηχανών
- Την πολιτική crawl αντίκτυπο στην ανάκληση.

# Τι μπορούμε να μετρήσουμε;

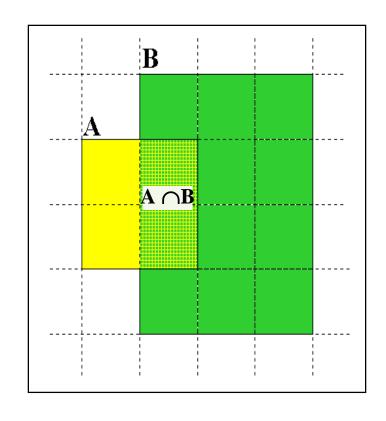
#### Το σχετικό μέγεθος των μηχανών αναζήτησης

- The notion of a page being indexed is still reasonably well defined.
- Already there are problems
  - Document extension: e.g., engines index pages not yet crawled, by indexing anchortext.
  - Document restriction: All engines restrict what is indexed (first n words, only relevant words, etc.)
  - Multi-tier indexes (access only top-levels)

### New definition?

- The statically indexable web is whatever search engines index.
  - IQ is whatever the IQ tests measure.
- Different engines have different preferences
  - max url depth, max count/host, anti-spam rules, priority rules, etc.
- Different engines index different things under the same URL:
  - frames, meta-keywords, document restrictions, document extensions,...

# Μέγεθος μηχανών αναζήτησης



Relative Size from Overlap Given two engines A and B

- 1. Sample URLs randomly from A
- 2. Check if contained in B and vice versa

$$A \cap B = (1/2) * Size A$$
 $A \cap B = (1/6) * Size B$ 

$$(1/2) * Size A = (1/6) * Size B$$

$$\therefore Size A / Size B = (1/6) / (1/2) = 1/3$$

# Δειγματοληψία (Sampling) URLs

Ideal strategy: Generate a random URL

- Problem: Random URLs are hard to find (and sampling distribution should reflect "user interest")
- Approach 1: Random walks / IP addresses
  - In theory: might give us a true estimate of the size of the web (as opposed to just relative sizes of indexes)
- Approach 2: Generate a random URL contained in a given engine
  - Suffices for accurate estimation of relative size

### Statistical methods

- 1. Random queries
- 2. Random searches
- 3. Random IP addresses
- 4. Random walks

### Random URLs from random queries

1. Generate <u>random query</u>: how?

Lexicon: 400,000+ words from a web crawl

Not an English dictionary

**Conjunctive Queries:** w<sub>1</sub> and w<sub>2</sub>

e.g., vocalists AND rsi

- 2. Get 100 result URLs from engine A
- Choose a random URL as the candidate to check for presence in engine B
- This distribution induces a probability weight W(p) for each page.

## **Query Based Checking**

- Either search for the URL if the engine B support this or
- Generate a Strong Query to check whether an engine B has a document D:
  - Download D. Get list of words.
  - Use 8 low frequency words as AND query to B
  - Check if D is present in result set.

## Advantages & disadvantages

- Statistically sound under the induced weight.
- Biases induced by random query
  - Query Bias: Favors content-rich pages in the language(s) of the lexicon
  - Ranking Bias: Solution: Use conjunctive queries & fetch all (picking from top 100)
  - Checking Bias: Duplicates, impoverished pages omitted
  - Document or query restriction bias: engine might not deal properly with 8 words conjunctive query
  - Malicious Bias: Sabotage by engine
  - Operational Problems: Time-outs, failures, engine inconsistencies, index modification.

### Random searches

 Choose random searches extracted from a local query log [Lawrence & Giles 97] or build "random searches" [Notess]

- Use only queries with small result sets.
- For each random query: compute ratio size(r<sub>1</sub>)/size(r<sub>2</sub>)
   of the two result sets
- Average over random searches

## Advantages & disadvantages

- Advantage
  - Might be a better reflection of the human perception of coverage
- Issues
  - Samples are correlated with source of log (unfair advantage for originating search engine)
  - Duplicates
  - Technical statistical problems (must have non-zero results, ratio average not statistically sound)

#### Random searches

- 575 & 1050 queries from the NEC RI employee logs
- 6 Engines in 1998, 11 in 1999
- Implementation:
  - Restricted to queries with < 600 results in total</li>
  - Counted URLs from each engine after verifying query match
  - Computed size ratio & overlap for individual queries
  - Estimated index size ratio & overlap by averaging over all queries

### Queries from Lawrence and Giles study

- adaptive access control
- neighborhood preservation topographic
- hamiltonian structures
- right linear grammar
- pulse width modulation neural
- unbalanced prior probabilities
- ranked assignment method
- internet explorer favourites importing
- karvel thornber
- zili liu

- softmax activation function
- bose multidimensional system theory
- gamma mlp
- dvi2pdf
- john oliensis
- rieke spikes exploring neural
- video watermarking
- counterpropagation network
- fat shattering dimension
- abelson amorphous computing

### Random IP addresses

- Generate random IP addresses
- Find a web server at the given address
  - If there's one
- Collect all pages from server
  - From this, choose a page at random

#### Random IP addresses

- HTTP requests to random IP addresses
  - Ignored: empty or authorization required or excluded
  - [Lawr99] Estimated 2.8 million IP addresses running crawlable web servers (16 million total) from observing 2500 servers.
  - OCLC using IP sampling found 8.7 M hosts in 2001
    - Netcraft [Netc02] accessed 37.2 million hosts in July 2002
- [Lawr99] exhaustively crawled 2500 servers and extrapolated
  - Estimated size of the web to be 800 million pages
  - Estimated use of metadata descriptors:
    - Meta tags (keywords, description) in 34% of home pages, Dublin core metadata in 0.3%

## Advantages & disadvantages

- Advantages
  - Clean statistics
  - Independent of crawling strategies
- Disadvantages
  - Doesn't deal with duplication
  - Many hosts might share one IP (oversampling), or not accept requests
  - No guarantee all pages are linked to root page.
    - E.g.: employee pages
  - Power law for # pages/hosts generates bias towards sites with few pages. (under-sampling)
    - But bias can be accurately quantified IF underlying distribution understood
  - Potentially influenced by spamming (multiple IP's for same server to avoid IP block)

# Τυχαίοι Περίπατοι (Random walks)

#### Το διαδίκτυο ως ένας κατευθυνόμενος

- Ένας τυχαίος περίπατος σε αυτό το γράφο
  - Includes various "jump" rules back to visited sites
    - Does not get stuck in spider traps!
    - Can follow all links!
  - Συγκλίνει σε μια κατανομή σταθερής κατάστασης (stationary distribution)
    - Must assume graph is finite and independent of the walk.
    - Conditions are not satisfied (cookie crumbs, flooding)
    - Time to convergence not really known
  - Sample from stationary distribution of walk
  - Use the "strong query" method to check coverage by SE

## Advantages & disadvantages

- Advantages
  - "Statistically clean" method, at least in theory!
  - Could work even for infinite web (assuming convergence) under certain metrics.
- Disadvantages
  - List of seeds is a problem.
  - Practical approximation might not be valid.
  - Non-uniform distribution
    - Subject to link spamming

### Size of the web

Check out

http://www.worldwidewebsize.com/

The Indexed Web contains at least 3.57 billion pages (Tuesday, 20 May, 2014).

## Conclusions

- No sampling solution is perfect.
- Lots of new ideas but the problem is getting harder

### ΤΕΛΟΣ 10ου Μαθήματος

Ερωτήσεις?

Χρησιμοποιήθηκε κάποιο υλικό από:

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