

# Where we are?

	Search	Navigation	Recommendation
Content-based			
Semantics / Metadata			
Social			

# Social Navigation in Real World



"...without knowing much, we joined the longest existing queue formed for a sushi restaurant. looking at faces of people (both young and old) filled with expectations despite the long wait in the cold weather, we were sure that the food would be worth every minute of waiting time. well, it was". (A comment on Flickr image, used in Rosta Farzan's Thesis)

# 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 what can be skipped
- You are 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



# What do you do?



Social Navigation vs. General Navigation

Walking down a path in forest Walking down a road in a city

- Reading a sign at the airport to find the baggage claim
- Talking to a person at the airport help desk to find the baggage claim

# The Lost Interaction History

What is the difference between walking in a real world and browsing the Web?

- Footprints
- Worn-out carpet
- People presence
- What is the difference between buying and borrowing a book?
  - Notes in the margins
  - Highlights & underlines
  - Dog-eared pages
  - Opens more easily to more used places

## Social Navigation in Information Space

## Synchronous

Communication in real time

## Asynchronous

Using the Interaction of past users

## Direct

Direct communication between people

## Indirect

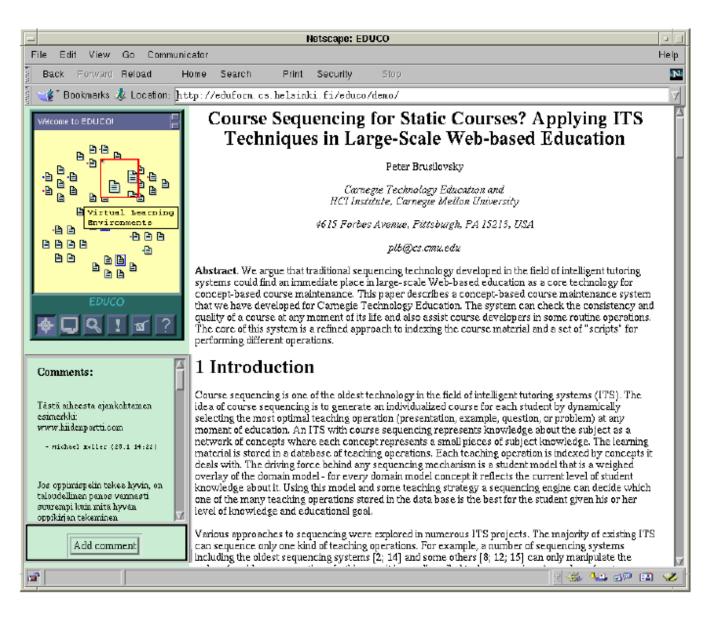
Relying on user presence and traces of user behavior

Synchronous

## Asynchronous

Direct	Chats	Forums
Indirect	Presence of other people	History-enriched environments

# EDUCO: Synchronous, Indirect SN



# Direct Asynchronous SN

Asynchronous discussion forums Recommending information to friends and community

- Directly asking questions for getting information
- Sharing bookmarks with others

# Umtella: Direct Asynchronous SN

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# CoMeT: Indirect, Asynchronous

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## SN in Information Space: The History

## History-enriched environments

- Edit Wear and Read Wear (1992)
- Social navigation systems
  - Footprints, Juggler, Kalas

## Collaborative filtering

- Manual push and pull
  - Tapestry, LN Recommender
- Modern automatic CF recommender systems

Social bookmarking

- Collaborative tagging systems

Social Search

# Properties

## Proxemic

Transparent space in that signs and structures can be easily understood

## Passive

Allowing passive collection of history without interfering users' tasks

## Rate/form of change

Summarizing what has happened

## Degree of permeation

Separating interaction history from the object

## Social

"we all benefit from the experience, preferably someone else's"

# Kind of information

## What

Searching for value Giving guidance

## Who

Doing things with friends Doing things with people who are similar to me Establishing authority and authenticity

## Why

Doing similar things Discovering similar goals Explanation and learning

## How

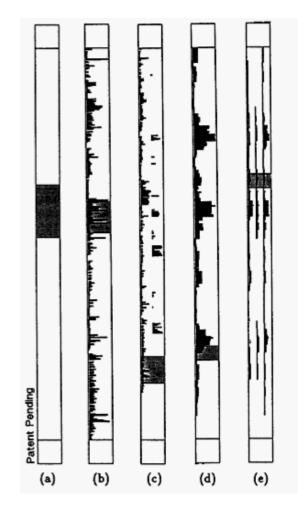
Showing how to do things

# Edit Wear and Read Wear (1992)

The pioneer idea of asynchronous indirect social navigation

Developed for collaborating writing and editing

Indicated read/edited places in a large document



# The Pioneers: Footprints

Wexelblat & Maes, 1997

Allowing users to create history-rich objects Providing History-rich navigation in complex information space

Contextualizing Web pages

- Maps
- Path view
- Annotations
- Signposts

# Footprints: Maps

Showing the traffic through a website

## Nodes

Documents

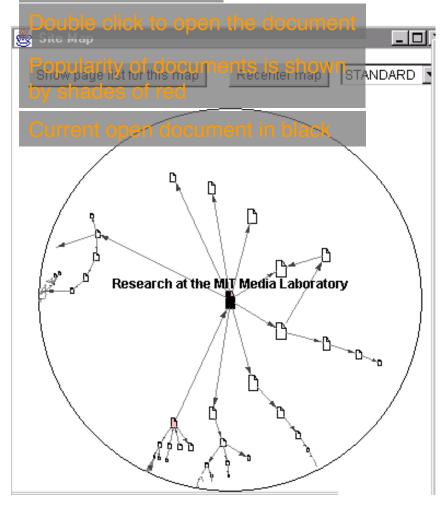
## Links

Transition between them

# Tracking transition from all possible sources

Selecting a link Typing a URL Selecting a bookmark Externalization of users' mental model

### Click to see the title



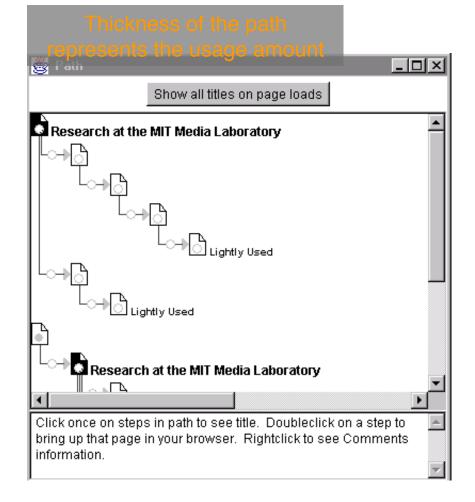
# Footprints: Path View

## Lower level view What paths have been followed by other people

- Relevant to current open document
- Merging path with common starting points

## Matching the framework

- Social?
- Passive?
- Proxemic?
- Unpermeated?



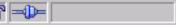
# Footprints: Annotations

Showing what percentage of users have followed each link

Link-centric social navigation approach

## **Research Groups**

- Aesthetics and Computation (8%)
- Affective Computing
- <u>Electronic Publishing</u>
- 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



Document: Done

# Footprints: Signposts

Allowing users to enter feedback

On pages

On paths

"go this way for software agents; go that way for artificial life"

Viewing comments left by other users

How we can classify this social navigation?

# The Pioneers: Juggler

Dieberger, 1998

Textual virtual environment (MOO)

## History-enriched environment

Showing access-counter for rooms

# Recognizing URLs in the output of a communication tool

Hiding it from user

Popping out the page

Integrating with social navigation

Supporting interaction between teachers and students

# The Pioneers: Juggler

# Pointing out pages While talking to people By saying them Looking at people and object Associating URL with people, objects, and locations Pointing out button

Pointing out (sharing) the current page

## Ideas for Social Navigation on WWW

## Awareness of presence of other users

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

## **Relevant objects**

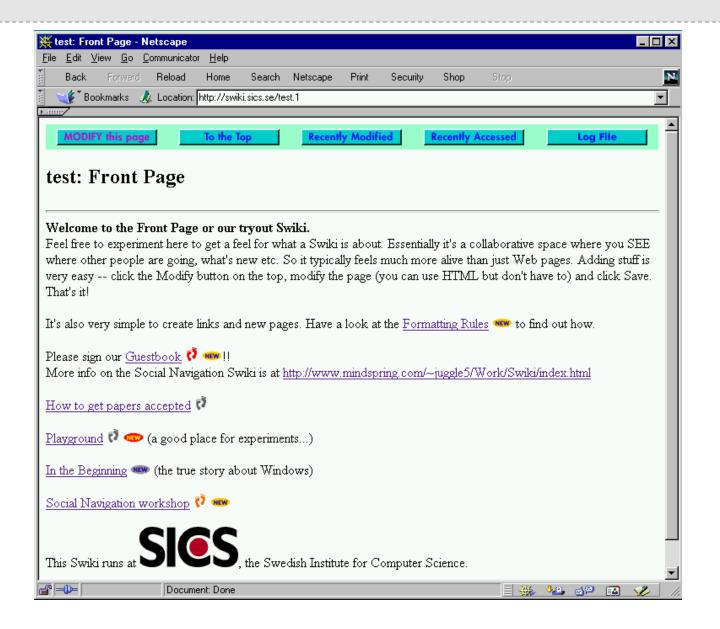
- Links visited by similar users
- Items appreciated by similar users

Recency

– How long ago the page was created/visited Attitude

– What other users did/thought about an item

# Example: CoWeb



# Advancing SN: Beyond Click

Clicks are not reliable signs of interest! What other kinds of user activities can be tracked?

- Annotation
- Bookmarking
- Sending e-mail
- Solving a problem
- Downloading
- Purchasing
- Rating and liking

# Advancing SN: One Size Fits All?

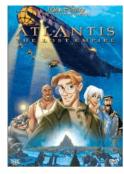
Which users' actions are taken into account for social navigation?

- All users
- Coherent, like-minded group of users
- Group-level social navigation
  - KnowledgeSea II, Progressor a class
  - CourseAgent users with similar goals
  - CoFIND
  - Facebook social network
  - Amazon context

# Facebook: Propagation of Likes



# Amazon: Context-based SN





See 1 customer image Share your own customer images Atlantis - The Lost Empire (2001) Starring: Michael J. Fox, Jim Varney Director: Gary 1 Kirk Wise Rating: PG Format: DVD ★★★★☆☆ マ (347 customer reviews)

List Price: \$19.99

Price: \$17.49 & eligible for FREE Super Saver SI orders over \$25. Details

You Save: \$2.50 (13%)

In Stock. Ships from and sold by Amazon.com. Gift-wrap available.

Want it delivered Thursday, January 14? Order it in the ne and 48 minutes, and choose **One-Day Shipping** at checkout.

31 new from \$9.92 65 used from \$2.74 5 collectible from

Also Available in: List Price: Our Price: Other Offers: VHS Tape 116 used & new from \$0

#### **Frequently Bought Together**

Customers buy this DVD with Treasure Planet DVD ~ Joseph Gordon-Levitt



#### Price For Both: \$30.98 Add both to Cart Add both to Wish List Show availability and shipping details

•Compare with an Amazon review: "the remake of this movie is horrible, I recommend to watch the original version instead"

#### What Do Customers Ultimately Buy After Viewing This Item?



89% buy the item featured on this page: Atlantis - The Lost Empire \$17.49



4% buy Treasure Planet \$13.49

3% buy Up (Single Disc Widescreen) \$14.99



2% buy Mulan (Special Edition) \$14.99

#### Customers Who Shopped for Atlantis - The Lost Empire Also Shopped For



Brother Bear (2-Disc Special Edition) DVD Joaquin Phoenix Price: \$20.00 \$18.49 (230) Used & new from \$2.98 Add to Cart





Tarzan (Special Edition) DVD Tony Goldwyn Price: \$20.00 \$13.49 (336) Used & new from \$9.95 Add to Cart

Home on the Range DVD G.W. Bailey

Price: \$10.00 \$16.49

Used & new from \$2.26 Add to Cart



# Knowledge Sea II

# Assisting students finding educational resources on the web

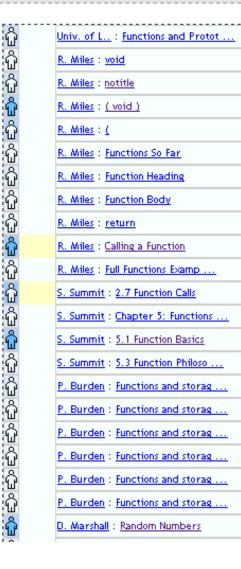
## Social Navigation

- 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

# Knowledge Sea: Map

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# Knowledge Sea: Cells & Pages



## Subsections

- <u>History of C</u>
- <u>Characteristics of C</u>
- <u>C Program Structure</u>
- <u>Variables</u>
  - Defining Global Variables
  - Printing Out and Inputting Variables

10

- Constants
  - Arithmetic Operations 🗛
- <u>Comparison Operators</u>
- Logical Operators
- Order of Precedence
- <u>Exercises</u>

# CourseAgent

# Adaptive community based course recommendation system

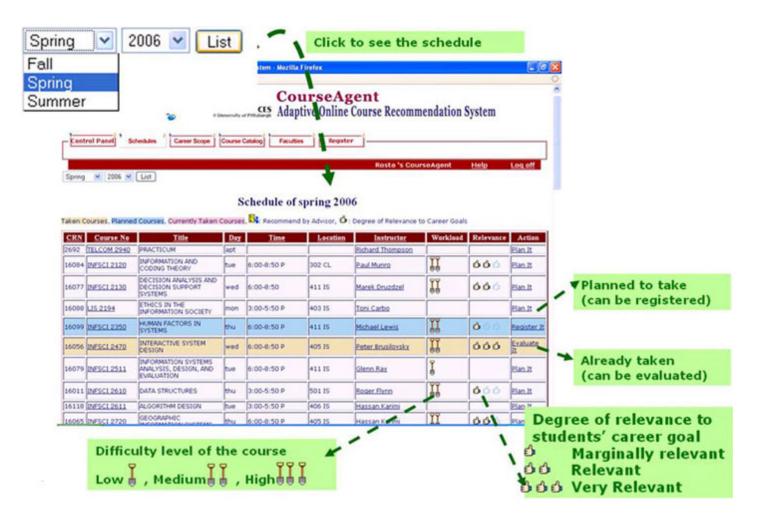
- Provides personalized access to course information
- Provides social recommendation about courses

# 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**

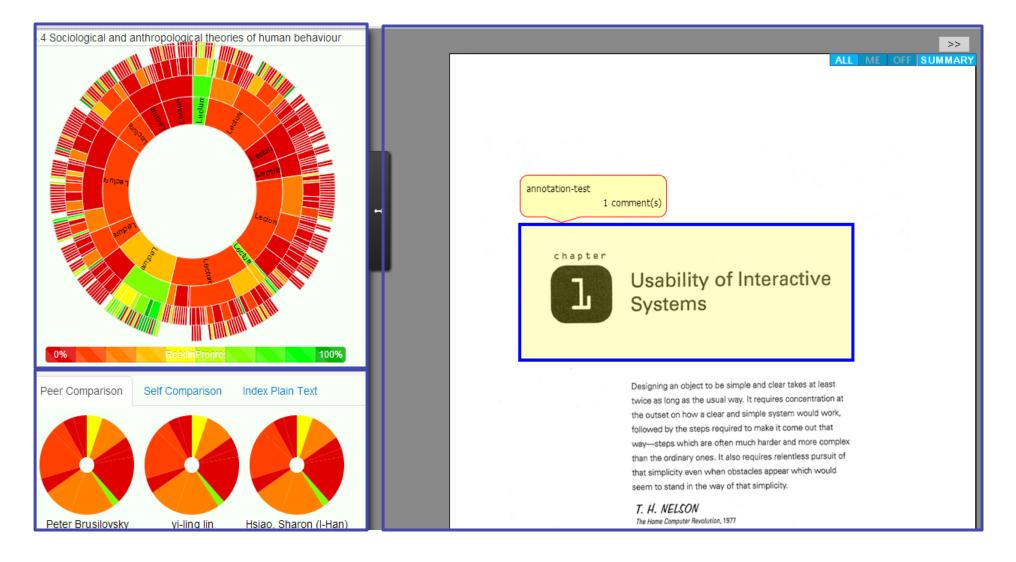


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# Social + Progress-based Navigation in Progressor



# Social + Progress-based Navigation in Reading Circle



# CoFIND

Collaborative bookmark database Self-Organized Database of Resources

Combination of usage and explicit ratings causes the system to dynamically and continuously reorganize its resources.

# Stigmergy

## Communication via the environment Nature

## Ant trails

leave a trail of pheremones when find food and return to the nest

The trail gets stronger, attracting more ants

## CoFIND

Successful topic groups, topics, qualities and resources tend to grow more successful, influencing patterns of behavior for all users of the system

# Challenges

Concept drift Snowball effects Bootstrapping

# Concept Drift

## Old history information becomes less relevant

## History decay

different for a very popular and a less popular information

Shift of Interest

# Snowball effect

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

- The page could be useful or useless
- Next users follow the same path



# Bootstrapping

Social navigation works with many users
What if there are very few users?
How to match a new user against already populated system?
How to encourage users to leave their trails (commenting, ...)?
How to make the new information visible in already populated system?