XXIV. INFORMATION SEARCH OPTIMIZATION AND ITERATIVE RETRIEVAL TECHNIQUES

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ABSTRACT

The introduction of operationally effective time-shared computer systems, including suitable hardware for manual input, and display devices for computer-generated output, may be expected to produce important changes in the organization of automatic information retrieval systems. Specifically, the opportunity on the part of the user of such a system to interact with the system promises to lead to significant improvements in retrieval service and in the effectiveness of the search procedures.

In the present study several techniques are considered for exploiting a real-time communications link between the user and the retrieval system. Three principal methods are described in detail: the use of the system for the display of appropriate portions of the stored vocabulary to enable the requester to adjust the original query; the use of relevance judgments obtained from earlier partial searches to refine subsequent searches; and, finally, the use of a multiplicity of different information analysis methods. Examples are shown of each of the suggested processes, and evaluation coefficients are presented in an attempt to measure the amount of improvement obtainable with each procedure.

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1. Introduction

Automatic information retrieval systems must be designed to serve a multiplicity of users, each of whom may have different needs and may consequently require different kinds of service. Under these circumstances, it appears reasonable that the system should reflect this diversity of requirements by providing a role for the user in determining the search strategy. This is particularly important in automatic systems, where presently used one-shot (keyword) search procedures normally produce poor results.

In an automatic retrieval environment in which the user may be given access to the system — for example, by means of special input-output consoles — this can be achieved by two principal methods:

- (a) by providing automatic aids to the user in his attempt to formulate effective search requests;
- (b) by using several alternative analysis procedures, and a sequence of search steps to improve retrieval results.

In either case, the user can be made to control the retrieval process by asking him to furnish to the system information which subsequently determines, at least in part, the search strategy for a later pass.

Several methods may be employed to aid the user in formulating effective search requests. One of the simplest methods consists in providing some kind of automated dictionary which may be used to display certain pertinent parts of the stored information. Thus words, or

concepts, related to those originally included in a search request may be exhibited, and the user may be asked to choose from among these related terms in reformulating his request. The automated dictionary is then used as an aid in a manual reformulation of the request.

The iterative search process can also be mechanized more completely by leaving the search request largely unchanged, and by altering instead the information analysis process. In that case, the user furnishes to the system information concerning the adequacy of a preceding search operation, which is then used automatically to adjust the retrieval process for the next iteration.

In the present study, several alternative search optimization procedures are examined. In each case, the automatic SMART document retrieval process, presently operating on the IBM 7094 computer in a batch-processing mode, is used to simulate the real-time iterative search process. 1,2,3 The automatic evaluation procedures incorporated into SMART are utilized to measure the effectiveness of each process, and data are obtained which reflect the relative improvement of the iterative, user-controlled, process over and above the usual single-pass search procedure.

2. The Automatic Dictionary Process

In a conventional, batch-processing retrieval environment, the user normally relies on his intuition and experience — possibly aided by published references — in formulating an initial search request. Once the general

context has been established, the request must be normalized to a form suitable for use by the retrieval system. In a conventional coordinate indexing system, for example, this normalization would consist in a manual transformation of the original search request into an appropriate set of keywords. In certain automatic keyword search systems, a machine indexing process would generate the keywords, and stored synonym dictionaries might be used for normalization. After the analysis process, the normalized identifiers which specify the search request are matched with the identifiers attached to the documents, and correlation coefficients are obtained to measure the similarity between documents and search requests.

In the present section, a system is considered in which a communications link enables the user to affect the normalization process by making it possible for him to choose certain terms to be added and/or deleted from an original search formulation. Four main procedures appear to be of interest for this purpose:

- (a) a stored synonym dictionary, or thesaurus, may be used, given a set of thesaurus entries, to display all related entries appearing under the same concept category; 1,2,3
- (b) a hierarchical arrangement of terms or concept classes may be available which, given a set of initial terms, can provide more general concepts by going "up" in the hierarchy, or more specific ones by going "down": 1,2,3
- (c) a statistical term-term association matrix may be computed which can be used, given a set of terms, to find all those related terms which exhibit a tendency to co-occur in many documents of the collection with the terms originally specified;

(d) assuming the availability of a set of documents retrieved by an initial search operation, one may add to the terms originally specified in a search request, all those terms which occur in several of the retrieved documents but do not occur in the initial request.⁵

While it is potentially very useful to provide the user with a set of terms which may have been overlooked in formulating the original search request, it is probably even more important to furnish an indication of the usefulness in the retrieval process of each of the query terms. The most obvious indicator of potential usefulness is the density (or absolute number) of documents identified by each of the given index terms. The assumption to be made in this connection is that the usefulness of a term varies inversely with the frequency with which it is assigned to the documents of a collection.

Thus, in a coordinate indexing system, in which the retrieval process is controlled by the number of matches between terms assigned to documents and terms assigned to the search requests, the indexing density provides a straightforward estimate of the number of documents likely to be retrieved in each particular operation. If a correlation function is used to compare keyword sets attached to documents and queries, the relation between number of retrieved documents and the size of each keyword set is less obvious. However, the general assumption that a query term with high indexing density will produce "broad" retrieval, whereas one with low indexing density produces "narrow" retrieval is still valid.

It seems reasonable under the circumstances, to require that each dictionary display provided to the user consist not only of the corresponding terms or concepts, but also of the frequency with which the various terms are assigned to the documents of the collection. The user can then utilize this information to refine the search request by promoting terms deemed important and demoting others which may be ambiguous or otherwise useless in the retrieval process.

Consider as an example the retrieval procedures illustrated for two different requests in Figs. 1 and 2, respectively. The original text of a request titled "IR Indexing" is shown in Fig. 1(a). Five concept numbers are obtained when this text is looked up in the "Harris III" thesaurus (version number 3 of the synonym dictionary) provided with the SMART system; these concept numbers, together with their frequencies in the document collection are shown in Fig. 1(b). The full thesaurus entries corresponding to these concept numbers are similarly presented in Fig. 1(c); finally, retrieval results obtained with the original search request are given in Fig. 1(d).

Under the assumption that the user examines the list of retrieved documents, and finds that the fifth and sixth documents (numbers 79 and 80) are useful to him, it is now possible to request that concepts attached to these documents, but <u>not</u> included in the original search request, be displayed. This is done in Fig. 1(e) for concepts jointly included in the relevant documents numbers 79 and 80.

It now becomes possible for the user to pick new terms from the list of Fig. 1(e) - for example, terms like "coordinate," "lookup," and

"Automatic Information Retrieval and Machine Indexing"

(a) Original query text for "IR Indexing"

Original Term Used in Request	Concept Number	Frequency of Concept (405 documents)
automatic	119	79
information	3 5 0	45
retrieval	26	6
machine	600	77
indexing	101	11

(b) Terms included in original request

Concept Number	Corresponding Thesaurus Entries				
119	artificial, automatic, mechanical,				
	machine-made, semi-automatic,				
	semiautomatic				
350	information				
26	retrieval				
600	machine				
101	descriptor, flag, D, index, key,				
	keyword, label, subscript, tag,				
	sub-script				

(c) Thesaurus entries corresponding to original terms used

Processing of Request "IR Indexing"
Figure 1

Document Rank	Document Number	Correlation Coefficient	Relevant
1	167	0.41	no
2	166	0.38	no
3	129	0.33	no
4	314	0.33	no
5	79	0.33	yes
6	80	0.30	yes

(d) Retrieval results for original query (using version III of Harris thesaurus)

Concepts from Documents 79 and 80	Corresponding Thesaurus Entries			
49	co-ordinate, coordinate, intercept,			
	ordinate, pole, rectangular-to-polar			
108	consult, look-up, look, lookup,			
	scan, seek, search			
114	abstract , article, auto-abstracting,			
	bibliography, catalog, copy, etc.			
170	noun, verb, sentence			
497	science			

(e) Concepts common to relevant documents number 79 and 80 and not included in original request

Figure 1 (continued)

"Information Retrieval. Document Retrieval. Coordinate Indexing. Dictionary Look-up for Language Processing. Indexing and Abstracting of Texts."

(f) Modified query using terms from relevant documents

Retrieval Results Using <u>Original</u> Query		Retrieval Results Using Modified Query			
Ranks of Document Correlation Documents		Ranks of Relevant Documents	Document Number	Correlation	
5	79	0.33	1	80	0.51
6	80	0.30	4	79	0.41
9	221	0.29	6	48	0.36
11	126	0.28	9	126	0.23
12	48	0.27	11	221	0.23
69	3	0.10	18	3	0.19

⁽g) Comparison of search results using original and modified queries

Figure 1 (continued)

"Can hand-sent Morse code be transcribed automatically into English? What programs exist to read Morse code?"

(a) Original query for "Morse Code"

Term Used in Request	Concept Number	Frequency of Concept (405 documents)	
hand-sent	113	12	
Morse	35	9 (LOW)	
code	281	37	
transcribed	570	25	
automatically	119	70 (HIGH)	
English	35	9	
programs	608	104 (HIGH)	
exist	234	55	
read	569	25	

(b) Terms included in original request

Modification 1:	"Can hand-sent Morse code' be translated into English? Recognition of manual Morse code."
Modification 2:	"Use original query and add 'Morse, Morse, Morse'."

(c) Modified queries by deletion of common, high-frequency concepts and addition of important low-frequency concepts

Processing of Request "Morse Code"

Figure 2

Type of Query	Ranks of Relevant Documents	Document Number	Correlation
Original Query "Morse Code"	7	394	0.29
	30	305	0.13
Modification 1	4	394	0.33
	8	305	0.26
Modification 2	4 16	3 94 305	0.30

(d) Comparison of search results using original and modified queries

Figure 2 (continued)

"abstract" — and to use them to rephrase the search request as shown in Fig. 1(f). A comparison of the retrieval effectiveness for both original and modified queries is shown in Fig. 1(g). It may be noticed by examining the ranked document output produced in the SMART system, that the relevant documents have much lower rank, and correspondingly higher correlation coefficients for the modified search request than for the original. The lowest relevant document, in fact, places only 18th out of a total of 405 documents when the modified query is used, whereas it originally ranks 69th.

A second example, and a different dictionary feedback process, is illustrated in Fig. 2 for the request "Morse Code." The original text for the request is given in Fig. 2(a), and the corresponding thesaurus entries and their frequencies appear in Fig. 2(b). The user who examines the output of Fig. 2(b) may notice that concepts 119 (obtained from "automatically") and 608 (from "programs") appear with an excessively high frequency and that it may therefore be useful to remove them from the request statement.

Similarly, the crucial concept 35 ("Morse") appears with very low frequency. The reformulations of Fig. 2(c) reflect the corresponding deletions and additions.

The success of the request alteration may be evaluated by examining the ranks of the two relevant documents (numbers 305 and 394) as shown in Fig. 2(d). It may be seen that retrieval results are improved for both modifications 1 and 2 over the original, but that the better result is obtained for the first modification where the relevant documents are ranked fourth and eighth, respectively.

3. Request Optimization Using Relevance Feedback

The vocabulary feedback process illustrated in the preceding section appears to be both easy to implement and effective in improving search results. It does, however, put considerable demands upon the user who controls not only what is displayed by the system, but also what is returned in the way of modified information. A variety of search optimization methods should, therefore, be considered which place a much larger burden on the system, and a correspondingly smaller one on the user. One such procedure is the relevance feedback method.

In essence, the process consists in effecting an initial search, and in presenting to the user a certain amount of retrieved information. The user then examines some of the retrieved documents and identifies each as being either relevant (R) or not relevant (N) to his purpose. These relevance judgments are then returned to the system, and are used automatically to adjust the initial search request in such a way that query terms

or concepts present in the relevant documents are promoted (by increasing their weight), whereas terms occurring in the documents designated as nonrelevant are similarly demoted.

The amount of improvement to be obtained from the feedback process depends critically on the manner in which the search request is altered as a function of the user's relevance judgment. The following process which has been used experimentally with the SMART system appears to be optimal in this connection. Consider a retrieval system in which the matching function between queries and documents (or between query and document identifiers) induces a metric, or a monotonic function of a metric, on the space of query and document images (e.g., on the space of keyword vectors). In such a case, it is possible to produce an ordering of the documents with respect to the input query in such a way that increasing distance between document and query images reflects increasing dissimilarity between them.

Let D_R be the nonempty subset of relevant documents from the source collection D, relevance being defined subjectively and outside the context of the system. An optimal query can now be defined as that query which maximizes the difference between average distances from the query to the relevant document set, and from the query to the nonrelevant set. In other words, the optimal query is the one which provides the maximum discrimination of the subset D_R from the rest of the collection $(D-D_R)$. More formally, let $\delta(q,d)$ be the distance function used in the matching process between query q and document d. The optimal query q may then be defined as that query which maximizes the function

$$C = \frac{\widetilde{S}}{d\mathscr{O}_{R}}(q, d) - \frac{\widetilde{S}}{d \in D_{R}}(q, d), \qquad (1)$$

where $\stackrel{\sim}{S}$ is the average distance function, and decreasing distance implies stronger query-document association.

Clearly, equation (1) is of no practical use, even under the assumption that the optimal query \mathbf{q}_0 can be determined as a function of D and \mathbf{D}_R , since knowledge of the set \mathbf{D}_R (the relevant document subset) obviates the need for retrieval. However, if instead of producing the optimal query \mathbf{q}_0 , the relation (1) is used to produce a sequence of approximations to \mathbf{q}_0 , starting with some initial query which identifies a part of the set \mathbf{D}_R , then a method for automatically generating useful query modifications becomes available. The system can, in fact, produce the optimal query to differentiate the partial set of relevant documents, identified by the user, from the remaining documents; the resultant query can then be resubmitted, and the process may be iterated, as more complete sets of relevant documents become available through subsequent retrieval operations. One may hope that only a few iterations will suffice for the average user; in any case, the rate of convergence will be reflected in the stability of the retrieved set.

In the SMART automatic document retrieval system, the query-document matching function normally used is the cosine correlation of the query vector with the set of document vectors, defined as

$$\rho(\overline{q}, \overline{d}) = \frac{\overline{q} \cdot \overline{d}}{|\overline{q}| |\overline{d}|} = \cos \theta_{\overline{q}, \overline{d}}, \qquad (2)$$

where \overline{q} and \overline{d} are the vector images of query q and document d, respectively. Since the vector images are limited to nonnegative components, the range for the correlation is $0 \le \rho \le 1$, corresponding to an angular separation of

 $q_0 \le \theta \le 0$. Under these conditions, the correlation coefficient is a monotonic function of the angular distance metric. Furthermore, since the correlation decreases with increasing distance, relation (1) may be rewritten as:

$$C = \bigcap_{d \in D_R} (\overline{q}, \overline{d}) - \bigcap_{d \notin D_R} (\overline{q}, \overline{d}),$$
 (3)

where $\widetilde{\rho}$ is the average cosine function ρ . It can be shown, $\overline{\rho}$ that in this case C is maximized for

$$\overline{q}_{0} = \frac{1}{n_{0}} \sum_{\overline{d}_{i} \in D_{R}} \frac{\overline{d}_{i}}{|\overline{d}_{i}|} - \frac{1}{N-n_{0}} \sum_{\overline{d}_{i} \not\in D_{R}} \frac{\overline{d}_{i}}{|\overline{d}_{i}|}, \qquad (4)$$

where $n_0 = n(D_R)$, the number of elements in the set D_R , and N = n(D), the number of elements in the collection.

The query modification algorithm employed may now be written in the form:

$$\bar{q}_{i+1} = n_1 n_2 \bar{q}_i + n_2 \sum_{i=1}^{n_1} \frac{\bar{r}_i}{|\bar{r}_i|} - n_1 \sum_{i=1}^{n_2} \frac{\bar{s}_i}{|\bar{s}_i|},$$
 (5)

where \overline{q}_i is the ith query of a sequence, and $R = \left\{\overline{r}_1, \overline{r}_2, \ldots, \overline{r}_{n_1}\right\}$ is the set of relevant document vectors retrieved in response to query \overline{q}_i , and $S = \left\{\overline{s}_1, \overline{s}_2, \ldots, \overline{s}_{n_2}\right\}$ is the set of nonrelevant document vectors retrieved in response to \overline{q}_i (the specification of the sets R and S constitute the feedback from the user after the ith iteration of the process).

Document Rank	Document Number	Correlation	User Feedback	
1	351	.65	relevant	
2	353	.42	relevant	
3	350	.41	relevant	
4	163	.36	(888)	
5	82	•35	_	
6	1	•32	-	
7	208	.27	not relevant	
8	225	•25	not relevant	
9	54	.24	_	
10	335	.21	not relevant	

(a) Retrieval results using original query for "Pattern Recognition" (version II of Harris thesaurus)

Retrieval Results Using Original Query		Results Using Query Modified by User Feedback			
Ranks of Relevant Documents	Document Number	Correlation	Ranks of Relevant Documents	Document Number	Correlation
1	351	.65	1	351	.66
2	353	.42	2	350	.60
3	350	.41	3	353	•55
4	163	.36	5	163	.37
6	1	•32	6	1	•32
9	54	.24	7	54	.29
26	205	.17	11	314	•23
27	224	.17	16	205	.19
33	314	.16	17	39	.19
34	39	.12	30	224	.16
Recall .972 Precision .864			Recall .9		

⁽b) Comparison of search results using original and modified queries

Query Processing Using Relevance Feedback

Figure 3

C D	Original Query		Modified Query	
Search Request	Recall	Precision	Recall	Precision
IR Indexing	0.976	0.728	0.991	0.928
Pattern Recognition	0.972	0.864	0.989	0.923
Analog-Digital	0.984	0.870	0.983	0.918
Average over 17 Search Requests	0.970	0.876	0.975	0.918

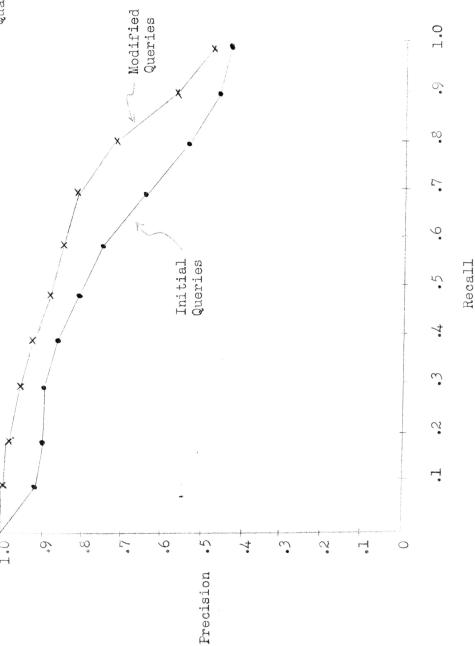
Evaluation Figures Showing Effect of One-step Relevance Feedback

Figure 4

The foregoing method of automatic query optimization was tested by performing a single iteration using a set of 17 search requests, previously available in the SMART system. Figure 3 shows the results for a request on "Pattern Recognition." The original retrieval results, using version 2 of the "Harris" thesaurus, are given in Fig. 3(a). The user identifies documents 351, 353, and 350 as relevant, and 208, 225, and 335 as nonrelevant. The query is then automatically modified, in accordance with the expression of equation (5), and retrieval performance is compared in Fig. 3(b). It may be seen that drastic improvements are obtained both in the ranks of the relevant documents and in the magnitude of the correlation coefficients. The "recall" and "precision" measures, shown in Fig. 3(b), are the normalized evaluation measures incorporated into the SMART system. 8,9

Figure 4 shows individual retrieval results for three queries, and normalized recall and precision values averaged over 17 different requests.





Precision Versus Recall for Initial Queries and Queries Modified by Relevance Feedback (averaged over 17 search requests)

Figure 5

The feedback process may be seen to improve both recall and precision in almost every case. This is also reflected in the precision versus recall plot of Fig. 5. The recall and precision values in Fig. 5 are the standard evaluation measures, originally introduced by Cleverdon, 10 and not the normalized measures previously shown in Figs. 3 and 4. The method of construction of the precision-recall graph of Fig. 5 has previously been described in detail. The positive effect of the relevance feedback is again obvious from the figure.

4. Automatic Modification of the Analysis Process

The last search optimization process to be described depends, like its predecessor, on feedback provided by the user, and results in selective changes in the document and request analysis process. However, instead of furnishing relevance judgments based on the output of a previous retrieval operation, the user makes a qualitative assessment of the effectiveness of an initial search operation. For example, he may find that the documents obtained from the system show that his request was interpreted too narrowly (since all retrieved documents belong to some small subfield of the larger area which he expected to cover), or too broadly, or too literally, or too freely.

Depending on the type of interpretation furnished by the user, the system now proceeds to initiate a new search operation under altered analysis procedures. If the user's verdict was "too narrow," a hierarchical subject arrangement similar to the one previously mentioned in part 2 might be consulted, and each original query term could be replaced by a broader one; if,

on the other hand, the initial search was "too broad," more specific terms might be obtained from the hierarchy. If the interpretation was too literal, the use of a synonym dictionary might provide more reasonable results; and so on.

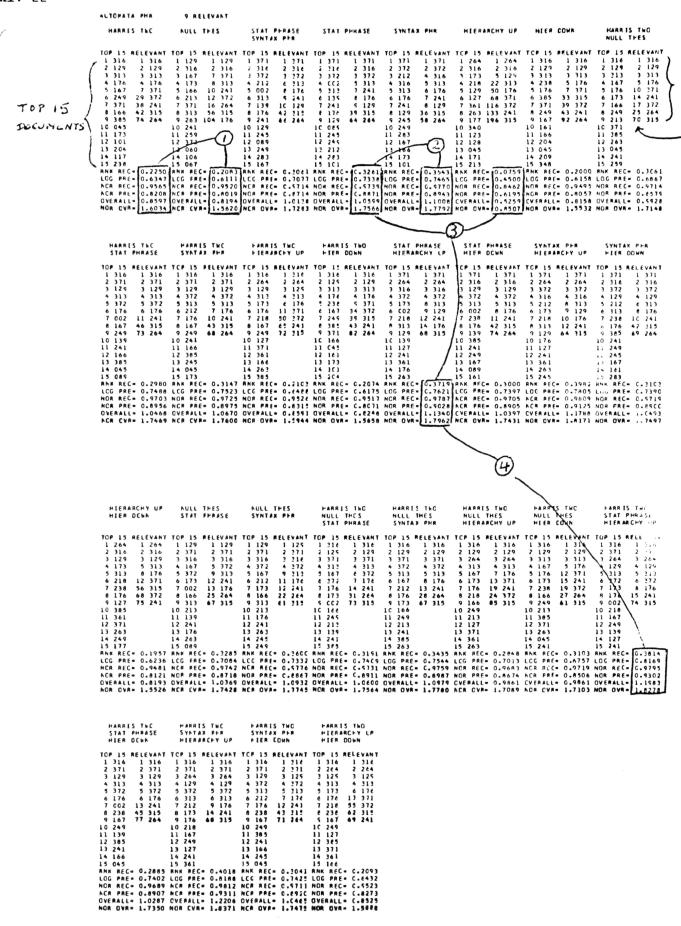
Automatic retrieval systems are particularly attractive in such a situation, because these systems make it possible to provide at relatively little extra cost, a variety of indexing procedures which may be called upon as needed. The SMART system, in particular, provides a large variety of indexing methods including the following:

- (a) a <u>null thesaurus</u> procedure which uses the <u>word stems</u> originally included in documents and search requests for content identification;
- (b) a synonym dictionary ("Harris" thesaurus) which replaces original word stems by synonym classes or concept numbers;
- (c) a <u>hierarchical arrangement</u> of concept numbers which can be used, given a set of concepts to obtain more general ones ("hierarchy up"), or more specific ones ("hierarchy down");
- (d) a <u>statistical phrase</u> procedure which is used to replace pairs or triples of co-occurring (related) concepts by a single "phrase" concept (e.g., the concepts "program" and "language" might be combined into "programming language");
- (e) a <u>syntactic phrase</u> process which generates phrases only if the components in fact exhibit an appropriate grammatical relationship;
- (f) a variety of so-called <u>merged methods</u>, in which the system proceeds iteratively through two or three simple processes and combines the output.

Obviously, the ability to generate a multiplicity of distinct index images for each document does not necessarily imply that each modification in the analysis process results in large-scale improvements in the search effectiveness. Experiments conducted with the SMART system have, however, shown that in many cases a considerable increase in retrieval effectiveness is obtainable when changes in the analysis are adapted to the aims of each particular user.

Consider, in this connection, the evaluation output for a variety of analysis methods produced by the SMART system, reproduced in Figs. 6 and 7. Figure 6 contains output for the search request titled "Automata Phrases," with nine relevant documents. Six simple analysis methods are shown: null thesaurus, "Harris Two" (version 2 of the regular synonym dictionary), statistical phrases, syntax phrases, hierarchy up, and hierarchy down. Thirteen "merged" methods, each including two simple components, are also included in Fig. 6, as well as nine triple merges. For each method, the output is presented in two parts: the left part includes the document numbers of the first 15 documents retrieved by that method, whereas the right-hand side consists of only the relevant document numbers and their ranks in decreasing correlation order with the request. Below the lists of document numbers, a variety of recall and precision measures are provided for each analysis procedure, to reflect the effectiveness of the corresponding process.

An examination of Fig. 6 reveals, for example, that for the request on "Automata Phrases," improved retrieval is obtained by switching from the word stem procedure to the synonym recognition process using the regular thesaurus (labeled ① in Fig. 6). This is reflected both by the magnitude

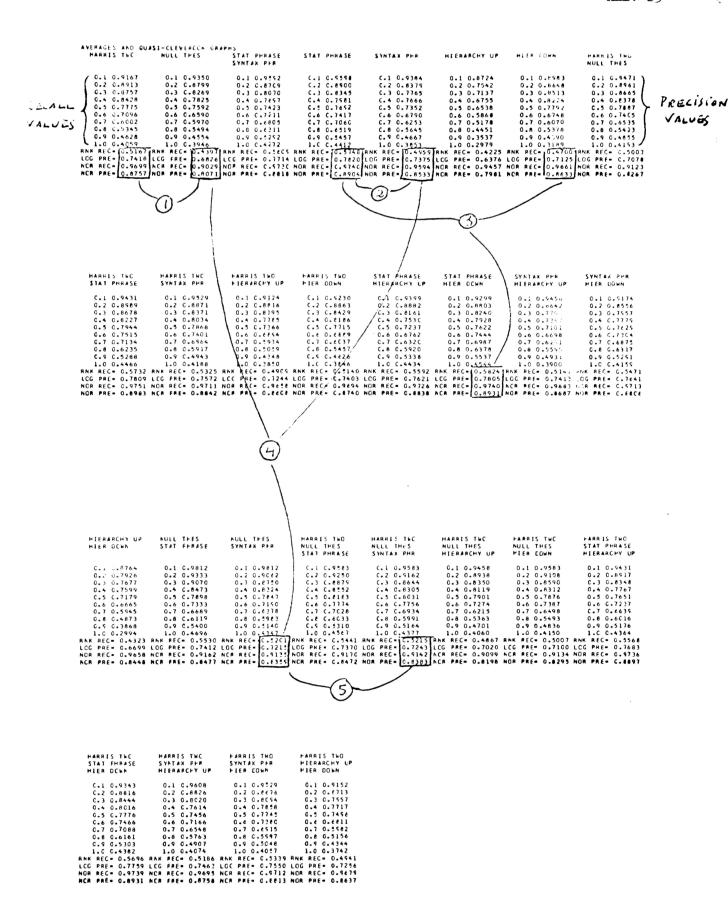


RELEVAN PULUMENTZ

RANKS OF RELEVANT POWMENTS

Evaluation Output for Request "Automata Phrases" (28 different analysis methods)

Figure 6



of the evaluation coefficients, and by the ranks of the last relevant document (104th out of 405 for the null thesaurus, and 74th for "Harris Two"). An improvement is also obtained by switching from the "Harris" thesaurus to the phrase procedures, and from statistical phrases to syntax phrases (labeled 2). The third example from Fig. 6 shows that the merged procedure which combines the statistical phrases with the hierarchy results in an increase in performance over and above each of the component methods. A further improvement is obtained by adding the regular "Harris Two" thesaurus process (example 4) of Fig. 6).

Figure 7 shows evaluation output obtained for the same 28 analysis methods previously shown in Fig. 6, but averaged over 17 different search requests. The output of Fig. 7 is presented in the form of precision versus recall graphs, similar to that shown in Fig. 5 (the actual graphs are not drawn but tables are presented instead). The five examples specifically indicated in Fig. 7 again confirm the earlier results that improvements are obtainable from method to method.

Each of the three search optimization procedures described in this study appears to be useful as a means for improving the retrieval effectiveness of real-time, user-controlled search systems. Additional experimentation with larger document collections and with an actual user population may be indicated before incorporating these procedures in an operational environment. Iterative, user-controlled search procedures appear, however, to present an interesting possibility, and a major hope, for the eventual usefulness of large-scale automatic information retrieval systems.

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