the use case perspective for single query information access

jussi karlgren

entertainme 2011, july 28, beijing

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1. an example of single query interaction
2. complex information access task
3. vast outcome space
4. inspecific and complex success criteria

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1. domain and task knowledge

2. awareness of various contextual constraints

3. knowledge about the user and the user community

4. reasoning capabilities with explanatory power

what is the parameter space?

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- generalisation of scenarios
- relatively informal
- intended to capture all ways in which actors engage with system for some purpose
- maps to system components
- potentially maps to evaluation activities
- sometimes mentioned (but seldom in original sense of term) in information retrieval

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use case model space for our workshop?

a family of scenarios

why a single query if the task is complex?

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why a single query if the task is complex?

various scenarios:

lack of knowledge

users do not know, but explore of topic (may evolve)

lack of commitment or investment will

users have other things on their mind (or alternative paths to find info)

lack of trust in system

related to previous point

lack of specificity

users may not have a specific need in mind (but e.g. have time to kill)

lack of bandwidth (or cost constraint)

users have substandard keyboard, a slow connexion or high cost

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1. user engagement
2. system initiative
3. user familiarity in topic domain, prior user preferences
4. system and situation characteristics
5. success metrics

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