

CHORUS report on User-centered methodology for design and evaluation of multi-media information access systems **A Preview of the starting points**

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CHORUS

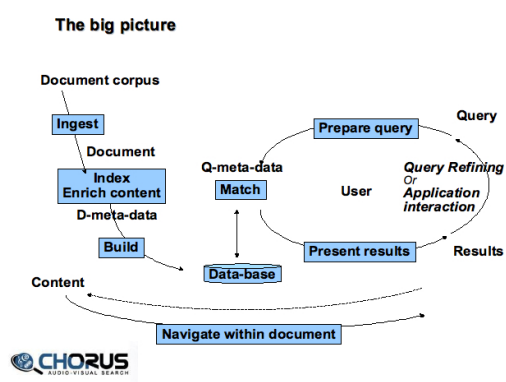
- Coordination Action
- In field of search technologies for digital audio-visual content
- Provides a survey, gap analysis and roadmap for the commission
- Coordinates about 12-14 projects: SEMEDIA, MESH, RUSHES, SAPIR, AIM@SHAPE, VITALAS, TRIPOD, PHAROS ...

CHORUS Events

CHORUS organises workshops, think-tanks, and conferences.

- Industrial think-tanks: (5 to date)
- Workshops: National projects, 1p2p4mm, Social and Legal aspects, Use Cases, Metadata models ...
- Conferences: Amsterdam, Andorra ... Sardinia coming up.

The Technology picture



Challenges, Bottlenecks, Thresholds

Character of session

Character of data

Character of source

Socio-economic issues

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Moving from our experience of text, modelling the rationale of users *may* be different:

- Information vs entertainment?
- Push vs Pull?
- Lean-back vs Lean-forward?
- Satisfaction rather than optimisation?

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Character of target data

The *semantic gap* widens when moving from text;

- the space of possible application broadens;
- the leeway the data affords for individual interpretation is larger.

Example questions:

- How can items identified automatically be described to encourage users to contribute?
- Should we even attempt defining a language-like representation for non-textual items?

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Business models IPR and DRM and whatnot

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Infrastructure issues

Focus of research projects

Overlap between HCI and MM fields

Use cases

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Focus of research projects

Research projects in the multi-media field solve technical problems. Often with a service in mind, but no evaluation based on that service.

Service design

There is an entire research field devoted to interaction design, but its results are seldom applied directly to the information retrieval field.

There is a *gap in methodology* between the fields of interaction design and multimedia information access.

User studies

There is an entire research field devoted to the study of usage, users, interaction etc, but its results are seldom applied directly to the information retrieval field.

There is a *gap in methodology* between the fields of human-computer information and multimedia information access.

Lack of overlap

- Multi-media information access projects seldom identify interaction as a pressing issue
- Technology and system factors have overridden those concerns.
- Generalisable results and guidelines in multi-media information access need appropriate methodology and craft from the interaction field.
- Can gap analysis help?

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Towards useful evaluation

Step 1: Methodology of quantitative and comparative benchmarking

Step 2: Use cases

Step 3: *Methodology for user studies*

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Impact

What characterises success for an information access multimedia project? How can we achieve impact?

Interface design issues? Or is content everything?

Evolution, Shmevolution, Revolution?

What's the next non-incremental change?

Concrete goals to improve the situation?

Provide gap analysis and a research road map.

Input, please!

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Workshop, maybe?

Originally, we planned one, but now there's this,

there's IliX,

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... maybe a working meeting at the IST Event in Lyon in November?

This speaks to the need for conference convergence and coordination: WIAMIS CBMI CLEF

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