Improving Information Access by Genre Categories

Luanne Freund & Airi Salminen

Faculty of Information Studies
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What's in a genre?

Approach: functional – communication acts

"genres are how things get done, when language is used to accomplish them (Martin, 1985)"

"a distinctive type of communicative action, characterized by a socially recognized communicative purpose and common aspects of form" (Orlikowski & Yates, 1994)"

Defined by: purpose, content & form
Focus: digital genre in organizational frameworks

Making use of genre

Characteristics

- Non-topical document feature
- Context-carrier
- Visual cue

Applications

- Genre analysis as "lens" to study organizations
- Related to work tasks and work process - IR matching and ranking
- Orthogonal to topic – useful for clustering results
- Structure – support summarization and information extraction

Case 1:
IBM software engineering genres

Relationship between work tasks and genres?

- Genre Taxonomy
  - bottom-up taxonomy of 16 genres
  - "fuzzy" - overlapping categories
  - covers ~ 75% of documentary info sources

- Metadata Analysis
  - Relationships between task and genre tags
  - Underlying factors

Freund, Toms, & Clarke (2005), Freund, Clarke, & Toms (2006)

X-Site
Software Services Search

Help About

Project Profile

What type of project are you working on?

Deployment ⌄

Search Profile

What is the goal of your search?

Make a decision ⌄

Describe what are you looking for:

capacity sizing tools

Submit

X-Site
Software Services Search

Project Profile

What type of project are you working on?

Migration

Search Profile

What is the goal of your search?

Find facts

What are you looking for?

```
compatability Dynamo WAS
```

Submit

Help

About

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manual, tech-article

Informix TechInfo Center: InformixLink TechInfo Center - Release Notes

...function CUROSR_NAME() has been provided in 4.13 for **compatability** with the 6.01 release of the products. Under 4.13, it is a no-...

http://www-306.ibm.com/software/data/informix/pubs/library/notes/relnotes/413ud1.html - [Open in New Window]

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cookbook, manual

IBM: RTM VM/ESA Program Directory

...in "Installation with INSTFPP (Non-VMSES/E)" . Note: The VM Release **Compatability** Information has been moved to the RTM VM/ESA Operations Manual available 6/94. Installation Instructions Installing ...

http://www.vm.ibm.com/related/rtm/rtm_pd.html - [Open in New Window]

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manual

http://pokgsa.ibm.com/~cweyl/public/components.html

...15295 Allaire Jrun (SUN) 3.0.* TLMA_EBA 15296 ATG **Dynamo** (SUN) 5.1.* TLMA_EBA 15297 BEA WebLogic (SUN) 5.......TLMA_EBA 16475 APC 9.0.* TLMA_EBA 16476 ATG **Dynamo** 5.0.* TLMA_EBA 16477 ATG **Dynamo** 5.6.* TLMA_EBA 16478 ATG **Dynamo** 4....

http://pokgsa.ibm.com/~cweyl/public/components.html - [Open in New Window]

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tech-article

IBM WebSphere Developer Technical Journal: Migrating to IBM WebSphere Application Server

...as they went along. One first generation application server, ATG **Dynamo**, implements server-side applications with JHTML, Droplets, FormHandlers and a ......pace with the standards. If you're migrating from ATG **Dynamo** to IBM WebSphere Application Server, all is not lost; a ...

http://www-128.ibm.com/developerworks/websphere/techjournal/0107_beaton/beaton.html - [Open in New Window]

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best_practice, tech-article

Migrating to IBM WebSphere Application Server - Part 2: Stages of Migration

...NetDynamics, are being phased out of existence. Others, like ATG **Dynamo** and Gemstone/J , are changing their business model to provide services ...

http://submit.boulder.ibm.com/wsdd/techjournal/0110_beaton/beaton.html - [Open in New Window]

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best_practice, tech-article

Migrating to IBM WebSphere Application Server -- Part 3: Migration Assessment

...so-called first generation application servers like NetDynamics or ATG **Dynamo**, very little of the view and controller (the "V" and "...

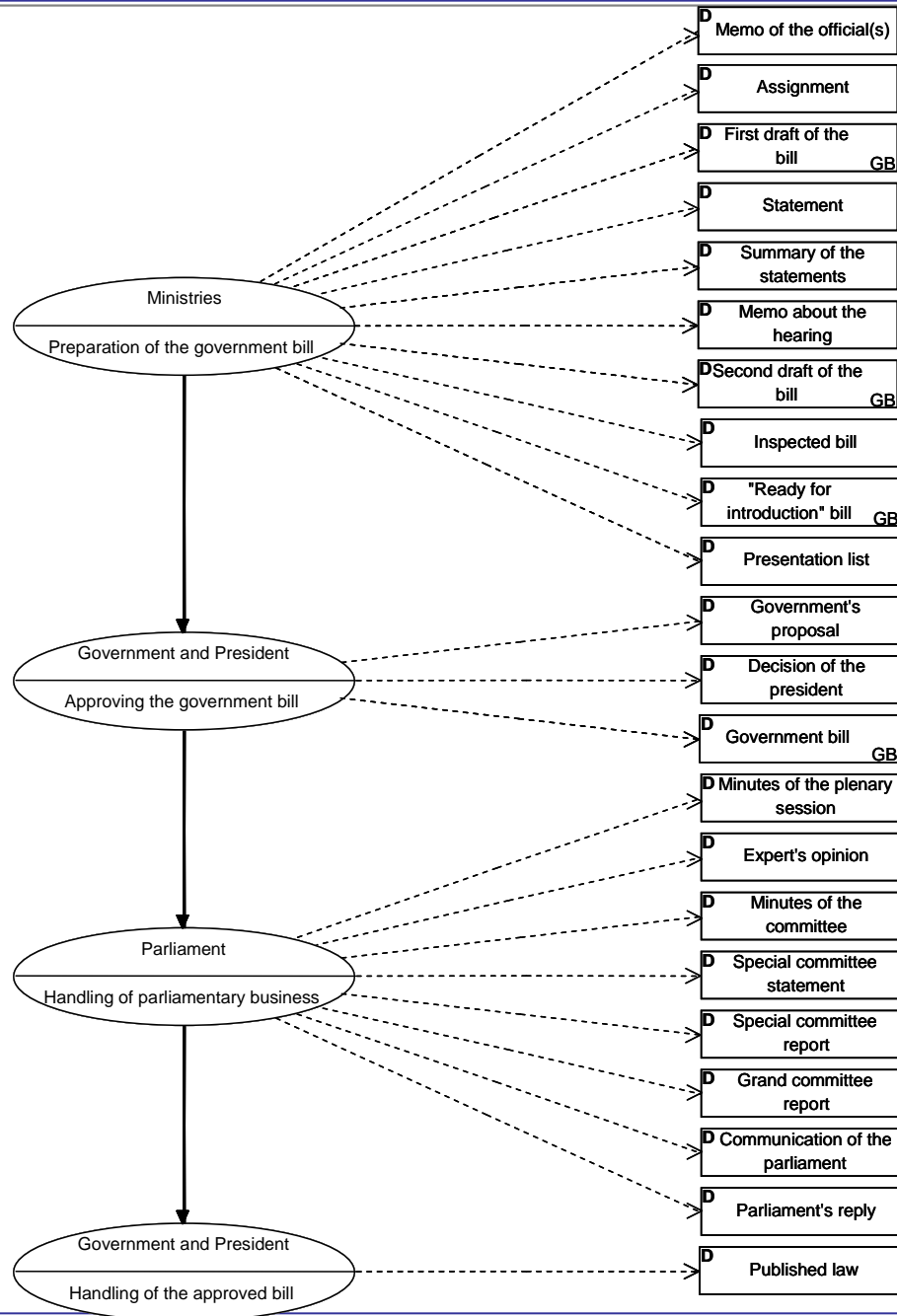http://submit.boulder.ibm.com/wsdd/techjournal/0205_beaton/beaton.html - [Open in New Window]
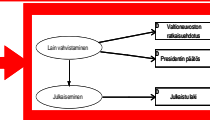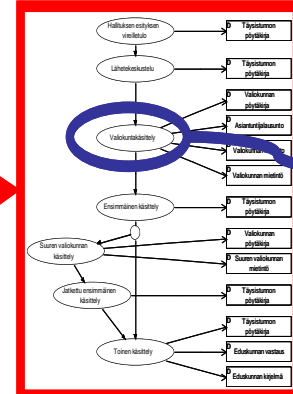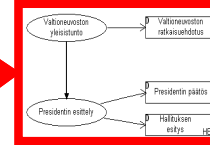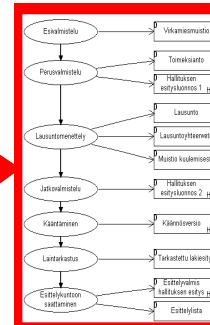
Case 2: The Finnish Parliament

By the RASKE analysis methods we have analyzed

- inter-organizational and intra-organizational work processes in the legislative work
- organizations and people as actors in the processes
- documents and their metadata
- systems in the processes
- needs of organizations and people
- types of metadata

The analysis has provided

- organizational framework model
- document-relationship diagrams
- various process models
- document-actor matrixes
- role models
- metadata graphs

Salminen, Kauppinen, & Lehtovaara (1997), Salminen, Lyytikäinen, & Tiitinen (2000), Salminen (2003)

Ministries
Preparation of the government bill

- Memo of the official(s)
- Assignment
- First draft of the bill **GB**
- Statement
- Summary of the statements
- Memo about the hearing
- Second draft of the bill **GB**
- Inspected bill
- "Ready for introduction" bill **GB**
- Presentation list

Government and President
Approving the government bill

- Government's proposal
- Decision of the president
- Government bill **GB**

Parliament
Handling of parliamentary business

- Minutes of the plenary session
- Expert's opinion
- Minutes of the committee
- Special committee statement
- Special committee report
- Grand committee report
- Communication of the parliament
- Parliament's reply

Government and President
Handling of the approved bill

- Published law

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Results from the RASKE projects

- Information about business processes provides important contextual metadata.

- The contextual metadata is useful when accessing information from documents created in the processes.

- Contextual metadata can be provided in user interfaces, for example, by graphical models.

- Users find graphical models useful but implementation is difficult.

Yates and Orlikowski (2002) suggested analyzing genres and genre systems by six questions: Why, What, Who, When, Where, How (5W1H).

- A business process as communicative and collaborative action can be regarded as a genre system.

- Would 5W1H analysis of a business process provide a genre taxonomy useful in information retrieval?

- How to study the usefulness?

- Comparison of the software engineering process and legislative process: What are the similarities? What are the differences?

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Thank You!