'It's on the Tip of My Tongue': A New Dataset for Known-Item Retrieval

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‘It’s on the tip of my tongue’: A new Dataset for Known-Item Retrieval

Samarth Bhargav, Georgios Sidiropoulos, and Evangelos Kanoulas. 2022.

1 INTRODUCTION

The tip of the tongue known-item retrieval (TOT-KIR) task involves a user searching for an item which they had previously encountered, for which they are unable to recall the precise identifier [2]; for instance, they are unable to recall the name of a movie viewed several years ago, characterized by the phrase ‘it lies on the tip of my tongue’. More precisely, the task involves the retrieval of a single item from a potentially large collection of items, given a descriptive query with possibly imprecise information about the item, along with other information such as the circumstances of encountering the item, the sentiment/emotion associated with it, the medium it was encountered in, etc [2, 7–9]. While this is similar to Known-Item Retrieval (KIR) or item re-finding, we note that TOT-KIR is distinct from KIR: in TOT-KIR the identifier is unknown, the item is searched after a much longer period of time after encountering it, the requests contain imprecise/incorrect information i.e false memories [7–9] and the queries are verbose [2].

This task is particularly hard for existing search systems, which is evidenced by the emergence and subsequent popularity of several online communities1 that allow users to pose TOT-KIR queries. The challenging nature of this task is further evidenced by references to previous search attempts in these posts [2], highlighting the need for datasets and methods to tackle this problem.

This difficulty may stem from the nature of the query itself. For instance, most queries are verbose compared to typical searches, and may contain imprecise or incorrect descriptions from a user’s (typically) faint recollection of the item. Indeed, the incidence of false memories has been previously studied for KIR [2, 7–9]. Furthermore, the query may contain terms that might not be useful or even harmful for retrieval performance, such as previous search attempts, the context or medium it was encountered in, or hedging words like ‘probably’, ‘maybe’, etc [2]. In some cases, users mention other items to inform other users that the known-item are not among them. In addition, the text may contain indirect references (‘actor that looks like Tom Cruise’) which are not resolvable using methods like BM25, requiring more advanced methods [2]. Research in TOT-KIR is impeded by the lack of large scale or open collections [8, 9].

We make two contributions in this paper. First, we describe a process to extract known-item queries and their corresponding ‘gold’ items using a heuristic, from the Tip of my Tongue sub-reddit (https://www.reddit.com/r/tipofmytongue/), a sub-community in the social media website Reddit. We collect this dataset with a focus on precision i.e gather only queries for which we can get the ‘gold’ known-item with a high confidence, instead of gathering as

1 Other sub-reddits like https://www.reddit.com/r/whatisthatbook/, or online communities such as https://irememberthismovie.com/ [2]
A subset of accompanying comments are shown in Figure 2. With the accuracy of the request. In this regard we assume (a) that we term Reddit-TOMT (top, bold text), a flair (in green) and a description (bottom).

The type of relationship with the item, whether it is direct (first-order) or indirect (second-order) to the query, might not account for characteristic properties such as false memories[7–9]. Our heuristic allows for a cost-effective, quick, extensible method to build collections for TOT-KIR.

Second, we benchmark this dataset with both sparse/lexical baselines and a neural/dense method [12, 25], with the goal of investigating if TOT-KIR requests can be addressed by methods robust to low lexical overlap. We show that dense methods outperform lexical methods by a large margin on Reddit-TOMT. We have released our code, data and benchmarks, which can be accessed at https://github.com/samarthbhargav/tomt-data.

\section{RELATED WORK}

In the following section, we revisit early work in Known-Item Retrieval (KIR) from Library Information Sciences, followed by recent work. We end the section with other datasets and methods for known Document/Item search.

Known-Item Retrieval, also termed Known-Item Search, has a long history in Library and Information Sciences. Buckland [4] critique the distinction between ‘known item searches’ and ‘subject searches’. Lee et al. [16] further discuss the complexity of defining the task in this context. They also note challenges with the task: The type of relationship with the item, whether it is direct (first-hand experience) or not (second-hand); the existence of the item, and if the belief that the item exists is justified; and finally, issues with the accuracy of the request. In this regard we assume (a) that item requested exists, and that the user has encountered this item before; (b) the information contained in the query may or may not be accurate, and may contain extraneous information irrelevant to the task.

KIR or (item) ‘re-finding’ is defined as repeated searching for a document that was previously found or accessed [21]. These queries have been found to constitute up to 40% of all queries, with about a third being identical[22]. Re-finding/KIR in general is distinct from TOT requests. KIR queries are much shorter[22], and comparatively less time passes before a repeat query[5].

Data in this domain is typically not public, motivating approaches for simulating known-item queries. Azzopardi et al. [3] generate synthetic data by first selecting a document and then generating a query corresponding to it. Query terms are sampled from a probability distribution over document terms, prioritizing discriminative terms, with noise added to mimic false memories. This general approach has been adopted for specific domains such as personal information management [6] and emails [13]. Kim and Croft [14] study type-specific metadata for known item search on desktops using a test collection collected using a human-computer game on a pseudo-desk-top. Participants were shown items and tasked to generate queries which rank the correct item higher; however this study does not model false memories, a key characteristic of TOT-KIR. Other datasets for re-finding or KIR are: Homepage finding (TREC 10), Named-page finding (TREC 11), and the Known-Email search (TREC 2005, Enterprise). Hauff et al. [8], Hauff and Houben [9] note that false memories and other inaccuracies need to be modeled for realistic queries, and corpora need to be public, contain queries generated organically i.e without automatically generated queries from a predetermined known-item. Reddit-TOMT not only contains real queries, but can be periodically updated or easily extended to other domains.

Hagen et al. [7] curate a corpus of 2,755 known-item questions, each mapped to a web page in the ClueWeb09 collection, from the Yahoo! answers community. 240 of these questions were annotated with false memories and corresponding correct information. These collections focus on KIR queries, we now describe work that focus on ‘Tip of the Tongue’ (TOT) requests. The phenomena of false memories, the lengthy duration between encountering and querying for an item, as well as increased verbosity are characteristic of TOT queries, compared to the KIR task. In addition, TOT queries involve imprecision and unreliable information, is typically ‘one-off’, and emphasizes identification over navigation [2]. Arguello et al. [2] study the problem using the irememberthismovie.com website, scraping 1000 movies and having crowd workers label the correct answer from replies, in addition to sentence level annotation of the queries. We corroborate their observation that BM25 methods maybe insufficient for this task, providing additional evidence that advanced methods/representations might be needed to solve this task. In contrast to Arguello et al. [2], we use heuristics instead of crowd workers, consider multiple domains, and gather a larger pool of candidate items, making the task more realistic. Jørgensen and Bogers [11] conduct a similar study on 250 posts from the ‘Tip of my Joystick’ community, a sub-community similar to the one explored in this paper. Reddit-TOMT is by far the largest dataset available for this task, while requiring no crowd-sourcing or hand-labeling.

\section{DATA COLLECTION METHODOLOGY}

The data collection process outlined in this section produces around 15K query/known-item pairs, using data spanning 2017–2020, collected from the /r/TipOfMyTongue Reddit community. The first step, which is to collect, filter and categorize user requests, is outlined in Section 3.1. Next, the process to extract gold known-items,
We first filtered submissions based on the flair text. By default, a request is marked as 'Open', and if the search is successful, this is changed to 'Solved'. Some posts (prior to 2019) did not conform to this, are otherwise empty (no flair), or the post is deleted (if a user deletes a submission, the content is removed, but the submission can remain). These were labeled as: (1) 'Other', (2) 'Unknown' and (3) 'Removed' respectively. We gathered submissions made in the 2017–2020 period, using the Pushshift API to extract submission ids/URLs, and the Python Reddit API Wrapper to gather a total of 843,493 submissions. After skipping posts marked 'Over 18', a total of 793,226 submissions were obtained, of which 291,741 were marked 'Solved' and 143,974 'Open'. We used only 'Solved' threads in the following steps. A breakdown of submissions categorized by its status is shown in Figure 3a. The data suggest that only about half of the requests were solved in 2020, if 'Removed' posts were not considered. This may be because of incomplete or inaccurate information, which may be exacerbated by false memories, a feature common in such requests [2, 7]. The titles were then used to categorize posts.

Several titles conformed to a pattern, despite being free-text: they begin with '[TOMT]', followed by a description of the category in square braces i.e. '[TOMT][Category]'. For instance, '[TOMT][Movie][80/90s]' indicates the user is looking for a Movie that might have been made in 1980s or 1990s. We extracted the text in the second set of braces ([Category]), and grouped them into two categories corresponding to 'Books' and 'Movies'. This grouping was done by one author and independently verified by another author to ensure quality. 69 such categories including Television series, were grouped into a 'Movies' category, while 22 were grouped into 'Books', with 68,724 and 15,613 submissions respectively. Requests for movies were most frequent in the community, while 'Books' form a much smaller fraction, as shown in Figure 3b. Apart from the flair, title and description, each submission has a comment forest. We describe the rules of the community state that users are asked to reply to the accepted answer with 'Solved'. The next section describes a heuristic to use this to extract 'gold' answers.

### 3.1 Filtering

We first filtered submissions based on the flair text. By default, a request is marked as 'Open', and if the search is successful, this is changed to 'Solved'. Some posts (prior to 2019) did not conform to this, are otherwise empty (no flair), or the post is deleted (if a user deletes a submission, the content is removed, but the submission can remain). These were labeled as: (1) 'Other', (2) 'Unknown' and (3) 'Removed' respectively. We gathered submissions made in the 2017–2020 period, using the Pushshift API to extract submission ids/URLs, and the Python Reddit API Wrapper to gather a total of 843,493 submissions. After skipping posts marked 'Over 18', a total of 793,226 submissions were obtained, of which 291,741 were marked 'Solved' and 143,974 'Open'. We used only 'Solved' threads in the following steps. A breakdown of submissions categorized by its status is shown in Figure 3a. The data suggest that only about half of the requests were solved in 2020, if 'Removed' posts were not considered. This may be because of incomplete or inaccurate information, which may be exacerbated by false memories, a feature common in such requests [2, 7]. The titles were then used to categorize posts.

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### 3.2 Extracting Gold Answers

Since a typical 'Solved' post has a canonical comment by the original poster, we design a heuristic to extract gold answers from solved posts, outlined in Algorithm 1. Our approach can be summarized as: (1) traverse the comment trees to find the reply which indicates that the author has accepted the answer ('Solved!') (2) construct a path from this node to the root of the tree (3) extract query-item pairs by picking requests with a single candidate. The URLs are examined only if they are from (1) Wikipedia (2) IMDb (for Movies) (3) GoodReads (for Books) with each such URL considered.

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1https://pushshift.io/api-parameters/
2https://praw.readthedocs.io/en/latest/
3A community website for digital media: https://www.imdb.com/
4A community website for Books https://www.goodreads.com/
Figure 3: Submission statistics for the subreddit for 2017-2020, with the number of posts steadily increasing. Note that several posts remain unsolved in 2020. The categorization used to produce (b) is described in Section 3.1

3.2 Movies. The IMDb ID was used as the identifier for Movies, since this is referred to most frequently in the comments. If, instead, a Wikipedia URL was found, the IMDb ID (property P345) was obtained using the corresponding WikiData ID associated with the URL. Similarly, if the URL was an IMDb ID, we linked this movie back to a Wikidata entry, while ensuring that the IMDb ids from both sources matched. The title and description of the movie were extracted from Wikipedia (using Wikiplots, similar to [2]), if available, otherwise from IMDb.

3.2.2 Books. We used the GoodReads ‘Work ID’ as the identifier for Books, instead of ISBN-10/13 since books can have multiple editions. If a Wikipedia URL was available instead, we extracted the ISBN-10/13 using the corresponding Wikidata entity, and linked it back to GoodReads (and vice versa). We utilized the Book Graph dataset [23, 24] (extracted in late 2017) for matching ISBNs to work IDs and for extracting titles and descriptions. Additional information such as reviews could also be used towards improving retrieval performance. While we focus on Books and Movies, it is straightforward to extract similar data for other domains.

3.3 Data Quality Checks

Three aspects of the data were examined in this study: (1) Heuristic Accuracy: whether the answer picked by the heuristic matched the answer picked by the author of the post (2) Data Leakage: whether the answer itself was in the text (3) Malformed Query: Whether

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6These websites were selected after a preliminary analysis showed that these were the most frequent
we didn’t conduct a study similar to QAMovies>1 original poster rejects an answer containing a URL but accepts a plain-text answer (no URL) in a deeper reply, which is not picked up by the heuristic. However, we noted there are relatively few posts where the answer is located deeper in the comment tree. We note that the overall accuracy of 97.6% might be under-estimated, since most of the answers were found at the root of the comment tree (99.9% of Books and 98.9% of Movies).

3.3.2 Data Leakage. The data seem to have very few answers in the query itself. To prevent any data leakage (i.e., the name of the answer is available in the test), we picked only posts with edited descriptions (see footnote in previous page), and examined these to check if they had tokens from the title of the known-item in the last sentence. If such a token occurred, the last sentence is removed and the description is updated. We note that there were only 5 such descriptions (0.22%) in Books, and 66 (0.49%) in Movies.

3.3.3 Malformed Query. We removed queries which had either an empty description, or have a short description with only a URL. This resulted in 628 (4.45%) and 61 (2.56%) queries being missed out. This can happen if the user uses plain text without linking to these websites, for instance.

Table 1: Results of the data study outlined in Section 3.3. Overall accuracy is 97.6%, highlighting the efficacy of the heuristic outlined in Algorithm 1.

<table>
<thead>
<tr>
<th>QA Set</th>
<th>Question</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>Correct/Incorrect Answer</td>
<td>98 / 2</td>
</tr>
<tr>
<td>QAMovies</td>
<td>Well-formed / Malformed Query</td>
<td>98 / 2</td>
</tr>
<tr>
<td></td>
<td>Answer in submission / Not in submission</td>
<td>94 / 6</td>
</tr>
<tr>
<td>QAMovies&gt;1</td>
<td>Correct/Incorrect Answer</td>
<td>96 / 4</td>
</tr>
<tr>
<td></td>
<td>Well-formed / Malformed Query</td>
<td>86 / 14</td>
</tr>
<tr>
<td></td>
<td>Answer in submission / Not in submission</td>
<td>99 / 1</td>
</tr>
<tr>
<td>QABooks</td>
<td>Correct/Incorrect Answer</td>
<td>99 / 1</td>
</tr>
<tr>
<td></td>
<td>Well-formed / Malformed Query</td>
<td>97 / 3</td>
</tr>
<tr>
<td></td>
<td>Answer in submission / Not in submission</td>
<td>100 / 0</td>
</tr>
</tbody>
</table>

Despite the efficacy of our approach, it is important to note its limitations, which we outline here. First, users only post requests to these communities only if their TOT queries fail using existing search engines, which creates a sampling bias in the types of posts. However, this is an unavoidable bias inherent in approaches that source data from communities like Reddit [11], Yahoo Answers [7] or other community websites [2]. Second, since we filter out unsolved queries, it contains only queries which can be resolved i.e. Reddit-TOMT cannot reveal why TOT queries fail, which we believe can be important for a deeper understanding of the task. In addition, the filtering process considerably reduces the number of queries e.g., using submissions with links may lead to several queries (without URLs) being missed out. This can happen if the user uses plain text without linking to these websites, for instance. While we attempted to capture the latter using entity linking, the large number of false positives (even after filtering out entities without IMDb IDs for Movies) made this approach unviable without annotation, which is contrary to our goal. In addition, since we didn’t consider replies made by users in subsequent interactions with other users, some queries themselves might be ‘unsolvable’ without taking these clarifications into account. However, as these submissions are in the minority, this issue is minimized. Finally, we note that the sub-reddit contains only English posts.
We first split the data into a train (80%), validation (10%) and test set with Laplace after-effect, with normalization [1], which may be inadequate for known-item search, corroborating prior findings [2] - (NLL) of the positive passage. In our problem, a relevant passage (or answers) by a dual-encoder model, without any additional pre-training. Given a question $q$, alongside a relevant passage $p^*$ and a set of irrelevant passages $\{p_1, p_2, \ldots, p_m\}$, the model learns to rank relevant passages higher by optimizing the negative log likelihood (NLL) of the positive passage. In our problem, a relevant passage is the description of the ‘gold’ known-item, and negative passages are other items. The following section describes the experimental setup.

### 4.1 Benchmarks

We tested the performance of a state-of-the-art dense retriever as well as traditional lexical-based ones on Reddit-TOMT. We used BM25 [20] and PL2 [1], two lexical retrieval methods, and Dense Passage Retrieval [12], a dense retrieval method.

**Sparse Retrieval Benchmarks.** BM25 [20] is a standard baseline in IR tasks, and is considered difficult to outperform. PL2, a divergence from randomness (DPR) model, is the 2-Poisson model with Laplace after-effect, with normalization [1], which may be suited for early-precision tasks [10, 19]. For both baselines, we used the py-Terrier framework’s implementations. The data was processed using Terrier’s default processor, which removes stop words and stems the tokens using the Porter stemmer.

**Dense Retrieval Benchmarks.** In contrast to traditional methods which treat each document as a bag of words, dense retrieval conducts retrieval in a dense representation space, by encoding each document/query into a latent space. By projecting documents into a latent space, models can account for ‘noise’, for example, synonymy, allowing for retrieval based on semantics rather than lexical overlap. We used Dense Retrieval (DR) [12, 25] as a benchmark for this purpose. DR is a passage retrieval model where dense representations are learned from pairs of questions and passages (or answers) by a dual-encoder model, without any additional pre-training. Given a question $q$, along with a relevant passage $p^*$ and a set of irrelevant passages $\{p_1, p_2, \ldots, p_m\}$, the model learns to rank relevant passages higher by optimizing the negative log likelihood (NLL) of the positive passage. In our problem, a relevant passage is the description of the ‘gold’ known-item, and negative passages are other items. The following section describes the experimental setup.

### 4.2 Experimental Setup

We first split the data into a train (80%), validation (10%) and test set (10%), by randomly sampling query-item pairs, both for Books and Movies separately. We index the descriptions of each candidate from the candidate pool, which consists of both positive and negative candidates.

For BM25, we tuned the $c, k_1$ and $k_3$ parameters. We performed grid search using the following values: $c \in \{0, 0.1, 0.2, 0.3, 0.4, 0.5, 0.6, 0.7, 0.8, 0.9, 1\}$, $k_1 \in \{0.3, 0.6, 0.9, 1.2, 1.4, 1.6, 2\}$, and $k_3 \in \{0.5, 2, 4, 6, 8, 10, 12, 14, 20\}$. For these methods, which do not involve training a model, we tuned the hyper-parameters on the train-validation sets, and report the performance on the test set.

We trained DR on the training set for 25 epochs on 2 x 12GB GPUs. Instead of using a bi-encoder architecture with separately parameterized query and passage encoders, we share the parameters for both. In preliminary experiments, we found that this performed better, perhaps due to the descriptive nature of the queries. We used a RoBERTa-based encoder, an Adam optimizer with a learning rate of 2e−5, and linear scheduling with a warm-up ratio of 0.1. We trained using in-batch BM25 negatives, with a batch size of 4 and one additional negative per question. In addition, since we extracted negatives from the data (as opposed to BM25), we experimented with using these in place of BM25 negatives in the training process. In this setting, which we term DR$_{m+}$, if a negative from Reddit-TOMT wasn’t available, BM25 negatives were used instead. We note that only negatives were available only for 1444 queries in the training set.

We evaluate the benchmarks on the following metrics, after truncating the ranking list to 1000:

- **Recall@1 (R@1) and Recall@10 (R@10)** (referred to as Success@1/10 in [2]): Which measures the ability of a method to return the correct result in the top 1 or 10 list respectively. This follows Arguello et al. [2].
- **Mean Reciprocal Rank (MRR)**: MRR is the average of the reciprocal ranks of results. Higher numbers indicate that relevant items were positioned higher in the ranking.

R@K measures whether a user manages to find the item in the initial ranks, while MRR measures effort, since the user might have to peruse items further down in the list. We report both the mean and the standard deviation across all queries for each metric. The following section reports and discusses the results of these benchmarks.

### 5 BENCHMARK RESULTS

The overall results are reported in Table 3. From the results, we can conclude the following: (1) Lexical methods like BM25 may be inadequate for known-item search, corroborating prior findings [2] on a larger dataset. (2) DR outperforms all lexical methods, indicating dense methods may be better suited for TOT-KIR. We go over these results in the following paragraphs.

We first note that BM25 outperforms PL2 in all settings. We further note that the performance on R@10 using BM25, 0.3433, is higher compared to the performance noted in Arguello et al. [2] - 0.1327 another TOT-KIR dataset.

<table>
<thead>
<tr>
<th>Subset</th>
<th>No. queries</th>
<th>No. positive documents</th>
<th>No. other candidates</th>
<th>No. negatives</th>
<th>Total documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>2319</td>
<td>1910</td>
<td>710</td>
<td>-</td>
<td>2620</td>
</tr>
<tr>
<td>Movies</td>
<td>13469</td>
<td>8845</td>
<td>4797</td>
<td>1221</td>
<td>14863</td>
</tr>
<tr>
<td>Total</td>
<td>15788</td>
<td>10755</td>
<td>5507</td>
<td>1221</td>
<td>17483</td>
</tr>
</tbody>
</table>

Table 2: Overall statistics of Reddit-TOMT.
while DR outperforms BM25 by a large margin, indicating we can’t make a broader conclusion due to the limited number of

Table 3: Results from benchmarks: BM25 outperforms PL2, this indicates lexical methods fail to retrieve the correct known

<table>
<thead>
<tr>
<th>Dataset</th>
<th>Method</th>
<th>R@1</th>
<th>R@10</th>
<th>MRR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>BM25</td>
<td>0.1416</td>
<td>0.3133</td>
<td>0.1971</td>
</tr>
<tr>
<td></td>
<td>PL2</td>
<td>0.1330</td>
<td>0.2918</td>
<td>0.1873</td>
</tr>
<tr>
<td></td>
<td>DR</td>
<td>0.1974</td>
<td>0.4206</td>
<td>0.2783</td>
</tr>
<tr>
<td>Movies</td>
<td>BM25</td>
<td>0.1152</td>
<td>0.2697</td>
<td>0.1679</td>
</tr>
<tr>
<td></td>
<td>PL2</td>
<td>0.0973</td>
<td>0.2221</td>
<td>0.1423</td>
</tr>
<tr>
<td></td>
<td>DR</td>
<td>0.1285</td>
<td>0.3180</td>
<td>0.1938</td>
</tr>
</tbody>
</table>

Table 3: Results from benchmarks: BM25 outperforms PL2, while DR outperforms BM25 by a large margin, indicating that dense methods are more suitable for TOT-KIR

To test if negatives harm performance, we conducted a controlled experiment, using only queries which have negatives. In the first run, for each query in the test set with a negative, we created an index consisting of only ‘positive’ documents. In the second run, in addition to positive documents, we index (only) negatives corresponding to the current query. Both use the default parameters for BM25. Comparing the two rankings, we found that negatives were placed higher than gold known-items for 46.5% queries, with the mean ranks being 411 for negatives and 1881 for the gold documents. This indicates lexical methods fail to retrieve the correct known items, instead ranking negatives higher for some queries. While we can’t make a broader conclusion due to the limited number of queries with negatives, it might be that users are driven to these communities precisely because the wrong movies are retrieved by existing search engines. This is further evidenced by some users describing previous search attempts or asserting that the correct known item is not among certain items [2].

BM25 retrieves the correct known item as the first result for 14.16% of queries in Books. For Movies this number is lower, at 11.52%. The R@10 numbers are about in the 0.26-0.31 range, suggesting that about a third of the queries can be resolved by a user perusing the top-10 results. Despite this, if we consider the typical scenario where a user views only the first few results, BM25 falls short: the majority (i.e approximately 70%) of queries seemingly cannot be answered using BM25/PL2. We note however, that the capability of existing search engines to resolve TOT-KIR queries is unknown, so a broader conclusion about its efficacy on queries cannot be made (see limitations in Section 3.3).

Initial experiments showed that DR (using a pretrained RoBERTa [17]) without training on Reddit-TOMT, achieves very poor performance, with a R@1 of 0.067 (0.0815), R@10 of 0.0223 (0.1476) and a MRR of 0.0131 (0.0903). This further motivates Reddit-TOMT, since deep models typically require a large training set to perform effectively.

Unsurprisingly, DR outperforms BM25 by a large margin for Books and a smaller but still large margin for Movies. For Books, DR retrieves the correct known-item in the top-10 for almost half of the queries, and for Movies this is reduced to a third. On average, the correct known-item is also placed higher in the result list, as evidenced by higher MRR scores.

DR_{HN}, which uses negatives from the dataset instead of the default BM25 negatives, performs slightly worse than DR, but is still better than lexical methods. DR_{HN} has a lower R@1 of 0.1248 (0.3305) and a lower MRR of 0.1888 (0.3295), but has a marginally better recall of 0.3210 (0.4668) for Movies. While the performance differences are insignificant, we hypothesize that this might be due to multiple factors: First, only a fraction of the queries in the training set have negatives and access to additional negatives might change the results; second, since negatives are extracted from user comments, they might be noisy, making distinguishing between negatives and the correct item trivial, leading to little or no learning; finally, other factors introduced in training deep models (like choice of model, etc) might also be a factor.

To further investigate the effort required to find items in a list of results, we compute and plot recall at multiple cut-offs in Figure 4. It is evident that DR outperforms BM25 and PL2, highlighting the inability of lexical methods to retrieve the correct result. We conclude that Dense retrieval is more effective at the known-item retrieval task. The following paragraph describes examples where either BM25/DR excel or fail.

Qualitative Analysis. Table 4 contains examples from the dataset. We note that BM25 excels at retrieving items with very discriminative words like ‘geyser’ (1) or ‘atticus’ (2). However, since false memories are common in KIR [7–9, 11], discriminative terms, e.g names, may lead to failure. Furthermore, the presence of hedging terms or otherwise imprecise descriptions aren’t handled directly

Figure 4: Average recall/success at different cut-offs.
by BM25. DR, however, appears to handle this better i.e (3), or when there is a low lexical overlap. Surprisingly DR ranks the gold item high for (4), which describes only the cover of the book. The last query (5) contains incorrect information (‘Tuesday’ instead of ‘Monday’) and both methods fail to retrieve the correct item. We present concluding remarks and future research directions in the next section.

6 CONCLUSION

In this paper, we outlined a novel, automated process to gather a dataset for known-item retrieval in two domains, Books and Movies, using heuristics for finding ‘gold’ known-items, along with negatives that other users may confuse the correct item with. Through data quality checks, we showed that this heuristic is accurate, rendering automated collection of TOT-KIR datasets feasible. In contrast to prior work, this process does not require human labeling, allowing for large scale datasets in diverse domains. Furthermore, this process renders synthetic known-item queries unnecessary. Using this algorithm, we collected 15,788 query/known-item pairs, the largest dataset to date for the TOT-KIR task. This large scale dataset allows for training neural models. We have open sourced the code to enable other researchers to collect additional data, perhaps in other domains.

Finally, we evaluated multiple benchmarks on this dataset, using both methods that rely on lexical overlap and methods that create dense representations for retrieval. We showed that lexical methods cannot retrieve the correct known item for a majority of the data, highlighting the difficulty of the task. Furthermore, we showed that a dense retrieval benchmark outperforms the lexical baselines by a large margin. We see many directions of potential future work. The first thread of work involves the data collection process, while the second is methodological.

While we focused on two domains, gathering data for other domains is straightforward, since only part of the algorithm (e.g. the get_data method) needs to be adapted for the new domain. Apart from this, the data can be periodically expanded by considering recent submissions. In addition, while this work focused on only solved submissions, further research is required to understand why TOT requests fail. For instance, discriminative information might be missing in such queries, and identifying this could be useful e.g. in the formulation of clarifying questions. The number of data points can be increased by using entity linking instead of using URLs, or by finding the correct known item from the pool of extracted candidates. Finally, data for items can be augmented from additional sources. For instance, we found some users who referred to reviews in their answers. Review information can be extracted and indexed as well, augmenting the information available for items - especially since TOT requests can contain plot information otherwise not contained in a synopsis (‘spoilers’). It has been hypothesized that TOT queries can benefit from multi-hop reasoning to answer indirect queries [2]. Such methods can use entity information, which can be gathered from Wikidata using the Wikidata IDs we extract (for Movies). In addition, since we also collect all replies made by users, they can potentially be used to either build conversational agents or use clarifications in these replies to improve retrieval performance.

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