

An Investigation of Documents from the World Wide Web

Allison Woodruff
Paul M. Aoki
Eric Brewer
Paul Gauthier
Lawrence A. Rowe

*Computer Science Division
University of California at Berkeley
Berkeley, CA 94720-1776
email: {woodruff,aoki,brewer,gauthier,rowe}@cs.berkeley.edu*

Abstract:

We report on our examination of pages from the World Wide Web. We have analyzed data collected by the Inktomi Web crawler (this data currently comprises over 2.6 million HTML documents). We have examined many characteristics of these documents, including: document size; number and types of tags, attributes, file extensions, protocols, and ports; the number of in-links; and the ratio of document size to the number of tags and attributes. For a more limited set of documents, we have examined the following: the number and types of syntax errors and readability scores. These data have been aggregated to create a number of ranked lists, e.g., the ten most-used tags, the ten most common HTML errors.

Keywords:

HTML, statistics, tools, World Wide Web.



Introduction



Tools



Results



Conclusions

Introduction

We report the results of an extensive analysis of HTML documents from the World Wide Web. Our data set, collected by the Inktomi Web crawler, currently comprises over 2.6 million HTML documents. We present a broad range of statistics pertaining to these pages.

Such an analysis of the content of HTML documents is of interest for several reasons:

- **Evolution of HTML.** Unused features and extensions that do not achieve a reasonable level of acceptance should be deprecated and, eventually, eliminated. This prevents the accretion of useless language features.

- **Improving Web content.** Widespread awareness of poor natural and markup language usage will promote the spread of helpful tools and practices.
- **Control of HTML.** The marketplace perceives the relative ability of vendors to force acceptance of new, non-standard language extensions as market “strength.” Understanding the true acceptance level of such extensions can help fight vendor disinformation.
- **Sociological insights.** Many interesting sociological observations may be derived from the content of Web pages.

Despite these motivations, however, previous studies relating to the Web have either focused on other topics or have been limited in scope. The most closely related work includes:

- **User studies.** User surveys [COMM95, PITK94b, PITK95a, PITK95b, RISS95, YAH95] and browser usage studies [CATL95, PITK94a] have become very common. Such studies focus on high-level user issues (e.g., choice of software, available connectivity) and low-level user-browser interaction (e.g., use of the `back` button). The information extracted, though valuable, is wholly user-centric.
- **Content analyses of small data sets.** There have been some attempts to perform simple analyses of the content of the Web. For example, the original Lycos project at Carnegie Mellon University’s Center for Machine Translation [MAUL94] tracked a number of interesting statistics while their data set was relatively small. These included:
 - content of title and headings
 - 100 top keywords and first 20 lines
 - word frequency count
 - file size (bytes, words)
 - URL types
 - most-linked-to URLs
- **Structural analysis.** The CMU Lycos project generated at least one complete graph of their data set. The project’s commercial successor, Lycos, Inc., now tracks the 250 most-linked-to sites as a side-effect of their indexing [LYCO95]. Other projects have focused on (graph-oriented) structural analysis as well. These include several Web visualization systems (e.g., Webspacer [CHI95] and the Navigational View Builder [MUKH95]). For the most part, such visualization has been very small-scale and limited in scope. More sophisticated analyses are possible, combining both structural analysis and semantic modelling. A project at Xerox PARC [PIRO95] is conducting such analyses over small data sets.

To complement the above work, we have conducted a large-scale investigation of the content of HTML documents from the Web. The remainder of this paper is structured as follows. First, we describe the tools we used to perform our study. We next discuss the scope of our study and our results. Finally, we present some lessons learned and possible future directions.

Tools

The tools used to perform the data collection and data analysis for this study represent the integration of software from a variety of sources. Specifically, we have developed or adapted software to perform the following tasks:

- Web Data Collection

- Data Extraction and Manipulation
- Natural (English) Language Analysis
- Markup (HTML) Language Analysis

We discuss each set of tools in turn.

Web Data Collection

The Inktomi research project at Berkeley, consisting of Prof. Eric Brewer and graduate student Paul Gauthier, conducts research in the construction of scalable Web servers using parallel processing technology. To date, the project has produced two major software components: a parallel Web crawler and a parallel Web index search engine. In this paper, where we mention Inktomi, it may be assumed that we refer to the crawler.

The data presented in this study comes entirely from Inktomi. The high speed of the crawler enables us, for the first time, to consider taking “snapshots” of the Web and analyzing them. As of this writing, the Inktomi team has crawled twice. The first set of runs, from July to October 1995, collected 1.3 million unique HTML documents. The second set of runs, in November 1995, collected 2.6 million unique HTML documents.

HTML Data Extraction and Manipulation: `libink`

Although toolkits such as the W3C Reference Library [FRYS94] already exist for manipulating HTML and HTTP objects, we have developed our own special-purpose library, `libink`. This was necessitated by the fact that our performance and functionality needs were very different from those of the other toolkit developers.

`libink` consists of four major subcomponents:

- **HTML parser.** `libink` contains a simple `flex`-based HTML scanner. We found existing parsers too slow (especially true in the case of parsers written in scripting languages) or difficult to modify. The `libink` scanner is small, enabling us to make it both fast and relatively robust, as well as highly configurable. Like the W3C SGML/HTML lexical analyzer [CONN95], our scanner uses a callback interface to handle various events (e.g., recognition of a tag and its attributes). The W3C lexical analyzer, however, is not configurable.
- **URL parser.** The URL parser, unlike many freely-available implementations, conforms to RFC 1808 [FIEL95].
- **Domain name service (DNS) translation and caching.** We use Internet addresses to reduce hostname aliasing in our data. To speed up the lookup process, we provide a wrapper around the standard name service routines that caches *all* URL hostnames.
- **General hash table services.** The various lookup tables on which `libink` relies sometimes exceed the capacity of a single machine’s physical memory. Therefore, in addition to in-memory hash tables, `libink` provides interfaces to striped on-disk hash tables (using GNU DBM) as well as hash-partitioned distributed hash tables (using ONC RPC). The distributed hash tables support 1ms turnaround on hash table lookups, which is far better than the 20-30ms required to fetch a hash table page from secondary storage.

Natural Language Analysis: `style`

We scored English language documents using the standard UNIX `style` program [CHER81]. `style` reports a variety of statistical properties of each document, such as the average sentence length and the number of complex sentences. It also scores the document using four readability metrics. These metrics indicate the nominal educational (grade) level a reader would need to understand the document.

Since most HTML documents do not conform to an internationalization standard, we applied heuristics to screen out non-English documents. We filtered out documents that contained any character with the high bit set (indicating a non-ASCII character set) or containing character sequences indicating known encodings (such as the Shift-JIS encoding of the Japanese character set).

Markup Language Analysis: `weblint`

We scored documents using `weblint` [BOWE96], an analogue to the standard UNIX `lint` utility, written in Perl. We modified `weblint` to report the classes of errors in a document rather than a line-by-line analysis.

Results

We examined over 2.6 million HTML documents collected by the Inktomi crawler in November of 1995. Although Inktomi occasionally downloads non-HTML documents, the results presented reflect only HTML documents. (For example, we filtered out all binary files, such as images.) Furthermore, because Inktomi implements the Robot Exclusion Standard, the contents of automated databases which follow the standard (e.g., genome data sets) have also been excluded. The distribution of the documents in the data set by domain appears in Table 1.

Domain	# of HTML Documents	% of Total
other	1064318	41%
com	516709	20%
edu	698616	27%
gov	117125	4%
net	113595	4%
mil	14734	1%
org	89939	3%
total	2615036	100%

Table 1: Documents Studied by Domain

Here, “other” includes all domains other than the given top-level domains. For example, “other” contains all non-US top-level domains (such as Germany’s `.de`).

We analyzed a variety of properties of these documents. In this paper, we present results on the following:

- Document Size
- Tag/Size Ratio
- Tag Usage
- Attribute Usage
- Browser-specific Extension Usage
- Port Usage
- Protocols Used in Child URLs
- File Types Used in Child URLs
- Number of In-links
- Readability
- Syntax Errors

Document Size

After all markup had been extracted, the size of each HTML document was measured. For the entire data set, the mean size was 4.4KB, the median size was 2.0KB, and the maximum size was 1.6MB.

Figure 1 presents different views of the size distribution. On first inspection, this distribution appears to be exponential (the magenta line represents the location of the mean). However, further zooming indicates a curve before the distribution begins to taper off. The final graph in Figure 1 contains a semilog plot of the same data (in which the sizes are plotted logarithmically and the number of documents is plotted arithmetically).

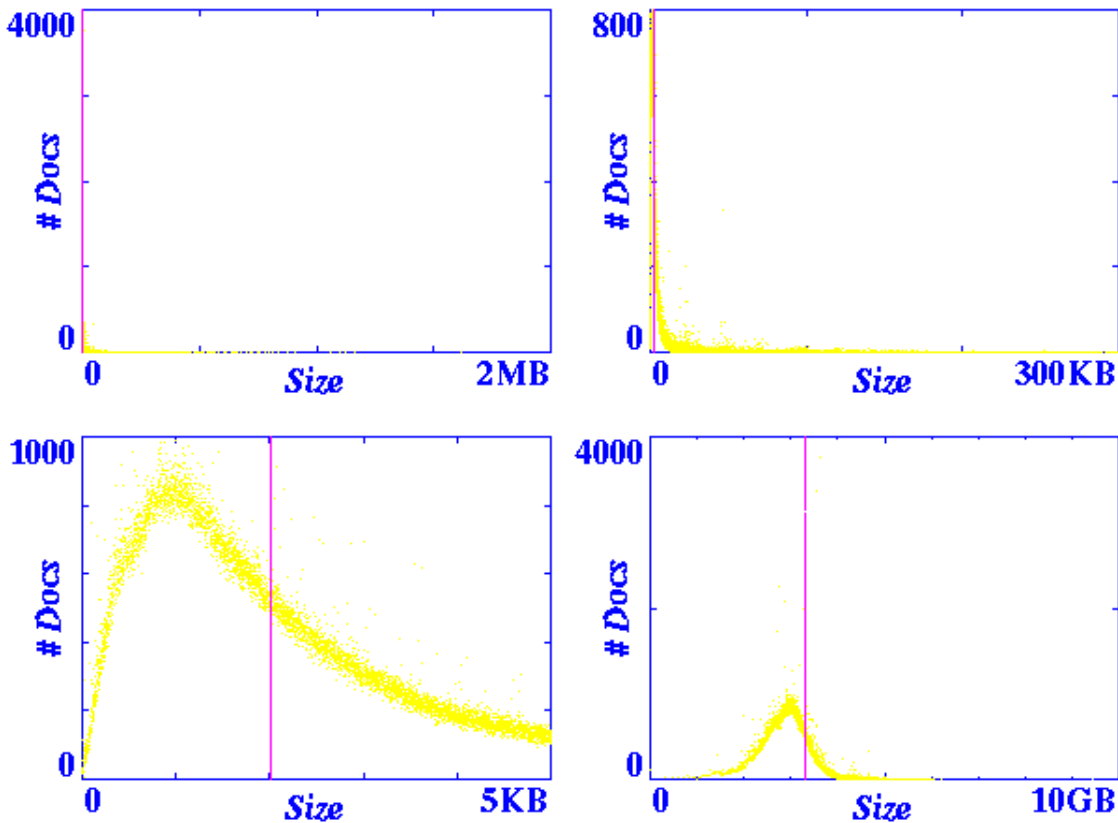


Figure 1: Size Distribution

These simple size distribution plots proved to be very useful in detecting several problems with the data set. Many of the outliers were caused by one of two major classes of errors:

- **Problematic URLs:** when faced with incorrect URLs that contain valid prefixes, some HTTP servers return the file matching the valid prefix. For example, the data set contains hundreds of documents with URLs of the form `http://bazaar.com/underground2.html/...`, all of which are identical to `http://bazaar.com/underground2.html`. There does not appear to be a general way for a client program (such as a crawler) to differentiate this situation from a site containing a large number of identical files.
- **CGI Error Responses:** some of the most popular CGI programs, such as NCSA `imagemap` and CERN `HTImage`, report errors with messages containing HTTP status “200” (success). Because the image map programs all happen to return fixed error messages, we were able to detect and eliminate those particular messages, but there (again) does not appear to be any general way for a client to distinguish “200” error messages from valid documents.

Tag/Size Ratio

For each document we examined the ratio of the total number of tags to its size. Figure 2 contains the results. An interesting pattern emerges - rays radiating out from the origin, indicating a number of documents with constant tag/size ratios. One such ray is indicated by the green ellipse. We examined a number of these rays and determined that they represented different versions of the same document (occurring in archives or mirrored sites). This suggests that the tag/size ratio might be used as a component of a signature for an HTML document, e.g., for purposes of copy detection.

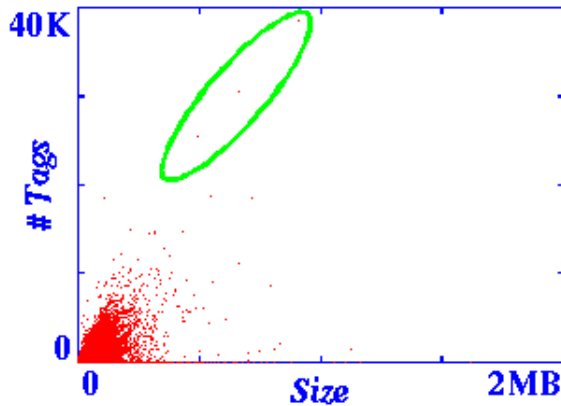


Figure 2: Tag/Size Ratio

Tag Usage

We examined the distribution of tags. We obtained a list of valid tags from the Sandia HTML Reference Manual [HANN95]. The average number of total tags per document was 71. The average number of unique tags per document was 11.

We examined the most popular tags. The top graph of Figure 3 shows the top ten tags (ranked according to the number of documents in which the tag appeared at least once). The bottom graph indicates the average number of occurrences of the tag per document.

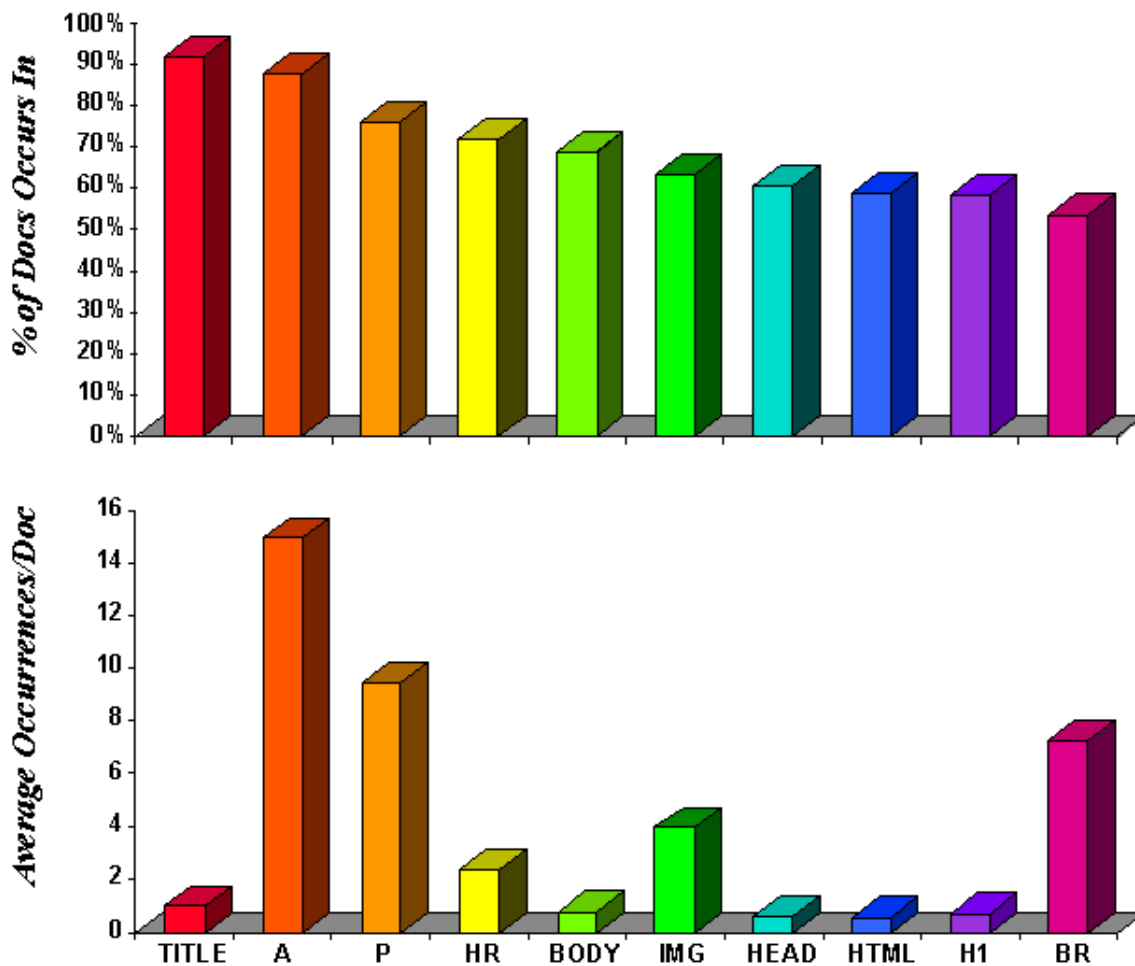


Figure 3: Ten Most-Used Tags

We also examined the least popular tags. Several tags, `BDO`, `COLGROUP`, and `NOEMBED` were used zero times in our data set of over 2.6 million HTML documents. A number of other tags appeared a very limited number of times.

Attribute Usage

We examined the distribution of attributes. The average number of total attributes per document was 29. The average number of unique attributes per document was 4.

We examined the most popular attributes. Figure 4 shows the top ten attributes (ranked according to the number of documents in which the attribute appeared at least once). `href` appeared an average of 14 times per document.

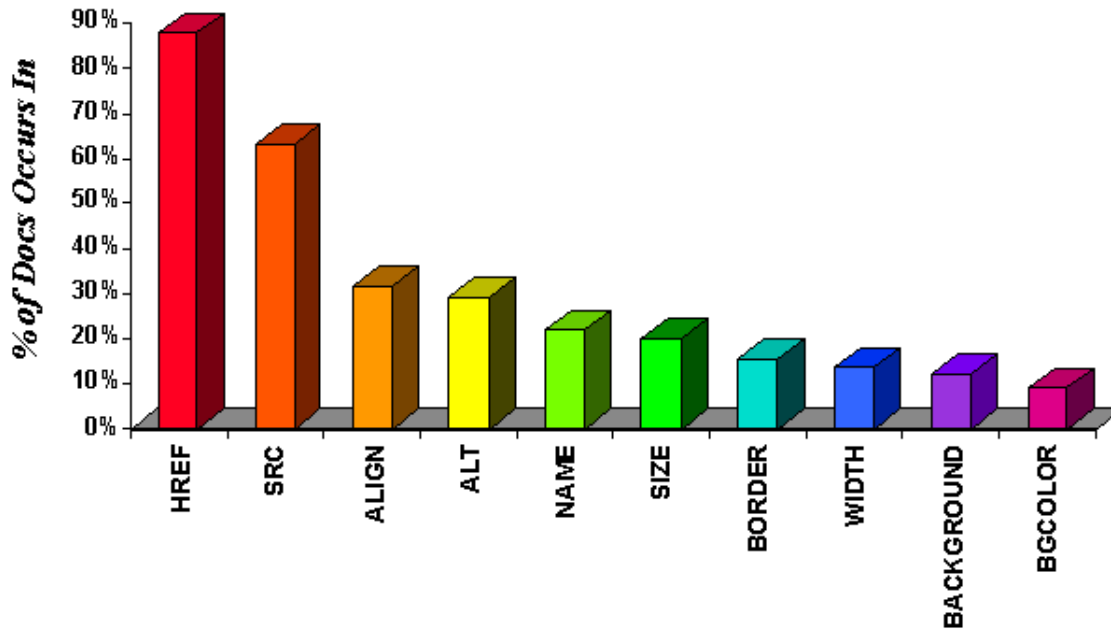


Figure 4: Ten Most-Used Attributes

We also examined the least popular attributes. Several attributes, `ACCEPT-CHARSET`, `AXIS`, `CHAROFF`, and `CONTROLS`, were used zero times in our data set of 2.6 million HTML documents. A number of other attributes appeared a very limited number of times.

Browser-specific Extension Usage

We also studied the use of browser-specific extensions. These consist of HTML features (i.e., tags or attributes) added by vendors rather than by the standards process. Here, we contrast the use of such extensions in the first Inktomi data set (1.3 million documents, collected in mid-1995) and the second Inktomi data set (2.6 million documents, collected in November 1995).

Figure 5 shows the percentage of documents in which the four most popular extensions are used. The usage of most of these features has risen dramatically, indicating wide user acceptance. Other features, such as `BLINK`, have not experienced such growth.

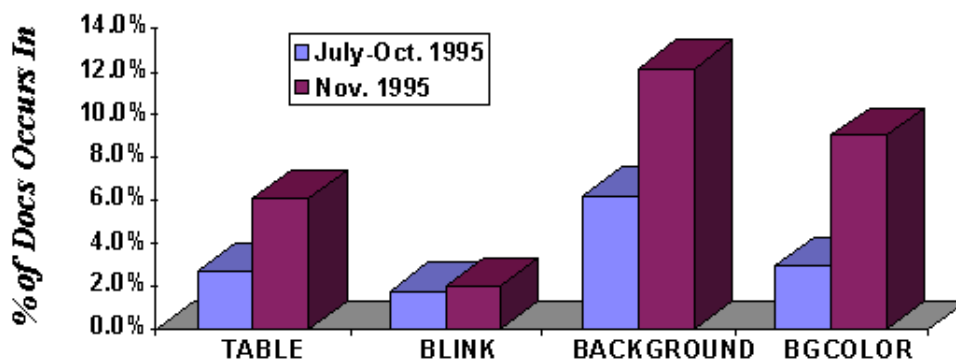


Figure 5: Browser-Specific Extensions Usage

Figure 6 indicates the popularity of various proposals for dynamic addition of functionality to browsers. APP and APPLET support SunSoft’s Java “applet” language, DYN SRC supports VRML markup, and EMBED supports Netscape’s third-party “plug-in” modules. All have enjoyed significant growth, though the oldest and most popular method (Java, first released in May 1995 [KARP95]) still has very low usage.

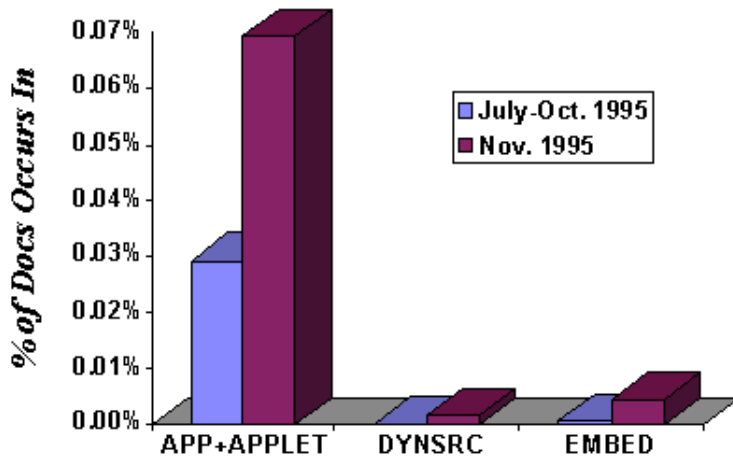


Figure 6: Browser-Specific Extensions Usage

Port Usage

For each of the HTML documents in our data set, we extracted the port number used to access the document. We analyzed the distribution of port numbers. While 418 unique ports were observed, six ports accounted for over 98% of the documents. Table 2 presents the most popular ports.

Category	Port	% of Docs
Standard	80	93.6%
< 1024	70	0.3%
>= 1024	8000	0.5%
	8001	0.5%
	8080	0.7%
	8888	2.8%

Table 2: Port Usage

Port 80, the standard HTTP port, was used for approximately 94% of the documents. Port 70 (the standard Gopher port) was used for approximately 0.3% of the documents (this number is slightly lower than the 1% usage of port 70 observed in our earlier data set). We checked many of the documents being served from port 70; all the ones we examined were in fact HTML documents. Ports 8000, 8001, and 8080, and 8888 accounted for the majority of the remaining documents. The strong preference for “8” and “80” in the non-standard ports is presumably related to the standard port number “80”

Protocols Used in Child URLs

As discussed above, we extracted child URLs from all HTML documents in our data set. Figure 7 presents the distribution of protocols in this set of child URLs. By far, the most dominant protocol observed was HTTP (there were an average of 17 HTTP URLs per document).

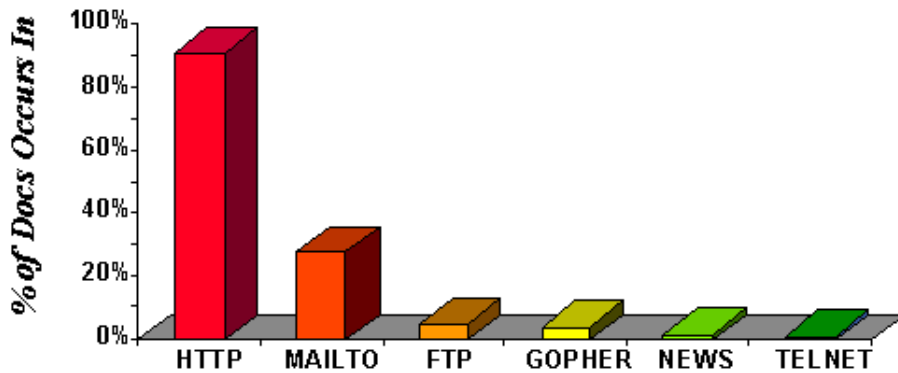


Figure 7: Protocol Usage

File Types Used in Child URLs

We also studied the distribution of file types described in the set of extracted child URLs. We inferred the file type from the file name extensions (e.g., “.gif”) found in the URL path. In Table 3, the “% of Docs” column indicates the percentage of documents which contained a file of a given type. The “# of Occurrences” column shows the total number of extensions of the given file type that were observed. The “# of Docs” column indicates the number of documents which contained one or more extensions of the indicated type. Note that files can be counted multiple times, e.g., file.ps.Z would be counted as a file having both “.ps” and “.Z” extensions.

Category	Type (Extension)	% of Docs	# of Occurrences	# of Docs
Compression/Archive	GNU zip (gz/gzip/taz/tgz)	0.7%	126839	18694
	Zip (zip)	0.7%	157918	17277
	compress (Z)	0.6%	121519	16857
	BinHex (hqx)	0.3%	138259	7188
	StuffIt (sea)	0.1%	5290	2615
	LHArc (lha/lharc)	0.0%	20985	597
	ARC archive (arc)	0.0%	432	129

Document	HTML (htm/html)	76.3%	21982792	1995731
	text (txt)	2.2%	325165	57476
	PostScript (eps/ps)	1.8%	239949	46977
	MS Word (doc)	0.2%	20153	5959
	Adobe Acrobat (pdf)	0.2%	30640	5360
	TeX DVI (dvi)	0.2%	14680	4163
	Tex (tex)	0.1%	11998	2993
	TROFF (man/me/ms)	0.1%	6488	2191
	Rich Text (rtf)	0.0%	3921	1184
	Maker Interchange (mif)	0.0%	262	113
Audio	Sun audio (au)	0.7%	60405	18865
	MS WAVE (wav)	0.3%	24361	7325
	Audio IFF (aif/aifc/aiff)	0.1%	7761	2611
	MIME audio (snd)	0.0%	1839	600
	Amiga MOD (mod/nst)	0.0%	4202	254
	IRCOM (sf)	0.0%	353	161
	IFF (iff)	0.0%	322	47
	SoundBlaster (voc)	0.0%	122	27
	U-law (ul)	0.0%	21	19
	FSSD (fssd/hcom)	0.0%	3	3
Image	GIF (gif)	61.7%	9990239	1614244
	JPEG (jpe/jpeg/jpg)	7.8%	811353	205088
	X bitmap (xbm)	2.9%	968410	75825
	TIFF (tif/tiff)	0.2%	22546	5416
	X pixmap (xpm)	0.0%	3448	814
	RGB (rgb)	0.0%	985	259
	portable pixmap (ppm)	0.0%	646	124
	portable graymap (pgm)	0.0%	219	78
	portable bitmap (pbm)	0.0%	114	70
	X window dump (xwd)	0.0%	277	66
	raster (ras)	0.0%	221	54
portable anymap (pnm)	0.0%	51	7	
Movie	MPEG (mpe/mpeg/mpg)	0.3%	21496	7460
	QuickTime (mov/qt)	0.2%	15026	5199
	MS video (avi)	0.1%	5589	1742
	SGI (movie)	0.0%	538	313

Table 3: File Type and File Name Extensions

Number of In-links

We sorted the child URLs which we extracted according to the number of times they occurred in our data set. This showed us the most “popular” sites, as measured by the number of in-links observed. These appear in Table 4.

The in-link entries marked with (*) indicate sites that are highly self-referential. That is, these sites (by inspection) appear to contain a great number of links to their own top-level pages. It would probably be instructive to count only links from outside a given site.

Site	Description	In-links
www.xerox.com	Xerox PARC	(*) 28188
www.yahoo.com	Yahoo	19424
cool.infi.net	Cool Site of the Day	19028
hamsterix.funet.fi	Bible (in Finnish)	(*) 17243
sundarssrv2.cern.ch	CERN preprint service	(*) 16049
wings.buffalo.edu	Best of the Web '94	14685
wings.buffalo.edu	U.S. Gazetteer	14369
www.ist.unige.it	Cell database	(*) 12750
home.netscape.com	Netscape Communications	12081
www.american.recordings.com	Ultimate Band List	11014
jasper.ora.com	Comprehensive TeX Archive Network	10650
www.ibm.com	IBM Corp.	10617
www.informatik.uni-trier.de	Bibliography Server on Database Systems & Logic Programming	(*) 10212
siva.cshl.org	wusage 3.2 (WWW usage statistics)	9038
curly.cc.utexas.edu	Jane Austen's Pride & Prejudice	(*) 8928
www.starwave.com	StarWave	8721
allison.clark.net	Rob & Jen's Genealogy Page	(*) 8476
helios.jicst.go.jp	Japan Information Center of Science and Technology	8331
neoteny.eccosys.com	NetSurf mailing list	(*) 8036

Table 4: Most-linked-to URLs

Readability

The UNIX utility `style` was used to assess the readability level of a subset of the HTML documents in our data set (approximately 150,000). We remove HTML markup before invoking `style` on each document. We do this for two reasons. First, `style` does not understand HTML, so the extra punctuation would confuse its analyzer. Second, breaking English text into sentences and sentence fragments can be tricky and we need to provide the `style` analyzer with some assistance. For example, it is not always

clear when a bulleted list should be ignored, treated as a single long sentence, or treated as a list of individual sentences. When invoked on troff documents, style uses a set of heuristics to insert punctuation into text, using the markup to assist it [CHER81]. This information is then used by later passes of the analyzer to determine sentence and sentence fragment breaks. We use a similar set of heuristics to insert periods and commas into HTML documents as we strip out markup.

The numbers presented in Table 5 represent the scores of the different domains on the Kincaid readability test. Higher numbers represent more grammatical and lexical complexity. Lower numbers represent more simple structure and word choice. Documents with lower numbers are considered to be more “readable”. The “other” domain is excluded because it represents extraordinarily diverse sources.

Domain	Readability Score
com	10.3
edu	11.0
gov	10.0
net	12.3
mil	12.1
org	11.2

Table 5: Average Readability broken down by Domain

Syntax Errors

weblint was used to assess the syntactic correctness of a subset of the HTML documents in our data set (approximately 92,000). Figure 6 presents the top ten syntax errors ranked according to the percentage of documents in which they appear. (Note that “netscape-attribute” is not necessarily an error, but rather indicates the percentage of documents using Netscape-specific extensions.) Observe that over 40% of the documents in our study contain at least one error. Descriptions of the errors appear in Table 6.

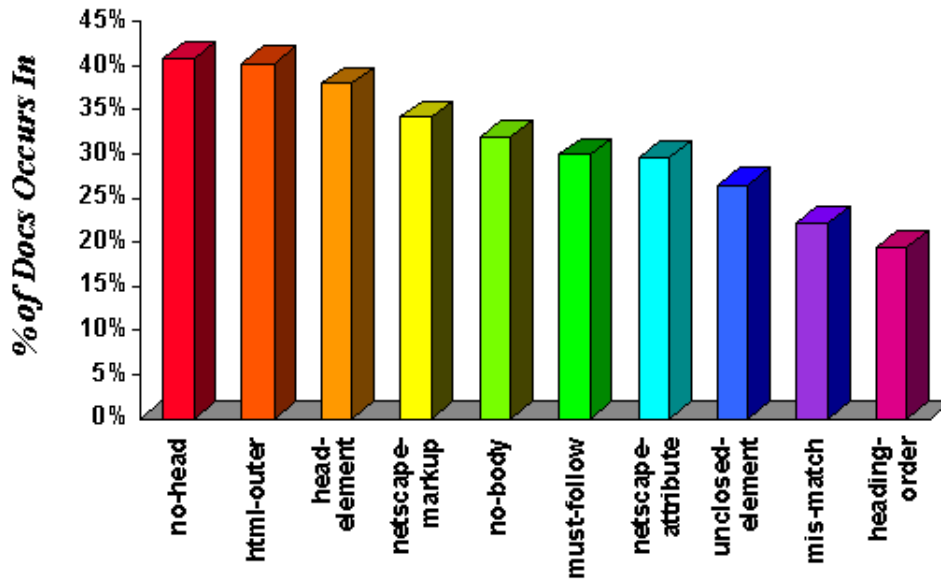


Figure 6: Ten Most Common Syntax Errors

Error Name	Explanation
html-outer	outer tags should be <HTML> .. </HTML>
no-head	missing <HEAD>
head-element	heading-only tag (TITLE, NEXTID, LINK, BASE, META) found outside of heading
no-body	missing <BODY>
must-follow	required tag does not immediately follow another
unclosed-element	unclosed elements (e.g., <H1> ...)
netscape-markup	Netscape-specific tag
empty-container	empty container element
mis-match	mis-matched tag (e.g., <H1> ... </H2>)
heading-order	order of headings (e.g., <H3> following <H1>)

Table 6: List of weblint Errors

Conclusions

We have reported the results of our examination of pages from the World Wide Web. Additional data not presented in the hardcopy version of this paper may be found at <http://www.cs.berkeley.edu/~woodruff/inktomi/>

Truisms

There are two maxims which are particularly apropos of our experience. First, dealing with large data sets is difficult and time-consuming. None of the existing tools which we used scaled adequately to

dealing with a data set on the order of millions of documents.

Second, we observed empirically that the Web changes exceptionally quickly. Many properties of the documents in our first data set have altered in the months since the data was collected. The largest document in our data set was 1.6Mbytes; we checked the current size of that same document. It has grown to 9Mbytes. As another example, many of the most popular URLs in the first data set no longer exist.

Future Directions

A longitudinal study examining trends would be extremely interesting. Our limited observation reveals that while certain characteristics change fairly quickly (e.g., new features are introduced) others appear to change more slowly (e.g., average document size and reading level did not appear to change between the time periods we observed). One could also consider how the introduction of new tools impact these characteristics. For example, as authoring tools become more common, one could study their impact on the number and type of syntax errors.

Structural graph analysis has many applications in this area. In particular, analysis of the kind practiced by sociologists in *structural network analysis* [WASS94] promises insight. However, existing social network algorithms are several orders of magnitude more complex than is viable for a data set of this size. Significant work would have to be done to make such analysis feasible.

It would also be interesting to allow user-defined queries against the data set. The simplest functionality would be to allow a user to ascertain how a form-specified URL compared with the data set. A more interesting and complex interface would allow the user to define arbitrary queries on the data set.

REFERENCES

[BOWE96]

N. Bowers, "Weblint Home Page (version 1.013)," Khoral Research, Inc., Albuquerque, NM, Jan. 1996. Available as <http://www.khoral.com/staff/neilb/weblint.html>.

[CATL95]

L. D. Catledge and J. E. Pitkow, "Characterizing Browsing Strategies in the World-Wide Web," *Proc. 3rd Int. World Wide Web Conf.*, Darmstadt, Germany, Apr. 1995. Available as <http://www.igd.fhg.de/www/www95/proceedings/papers/80/userpatterns/UserPatterns.Paper4.form>

[CHER81]

L. L. Cherry, "Writing Tools - The STYLE and DICTION Programs," Computer Science Technical Report No. 91 (TM 79-1271-13), Bell Laboratories, Murray Hill, NJ, Feb. 1981. Revised version reprinted as L. L. Cherry and W. Vesterman, "Writing Tools - The STYLE and DICTION Programs," 4.4 BSD User's Supplementary Documents, Computer Science Research Group, Berkeley, CA, 1994.

[CHI95]

E. H. Chi, "Webpace Visualization," The Geometry Center, Univ. of Minnesota, Minneapolis, MN. Available as <http://www.geom.umn.edu/docs/weboogl/webpace/webpace.html>.

[COMM95]

CommerceNet Consortium, "The CommerceNet/Nielsen Internet Demographics Survey," Menlo Park, CA, 1995. Available as http://www.commerce.net/information/surveys/execsum/exec_sum.html.

[CONN95]

D. Connolly, "A Lexical Analyzer for HTML and Basic SGML," W3C Working Draft, World Wide Web Consortium, Cambridge, MA, Dec. 1995. Available as <http://www.w3.org/pub/WWW/TR/>.

[FIEL95]

R. Fielding, "Relative Uniform Resource Locators," RFC 1808, June 1995. Available as <http://www.cis.ohio-state.edu/htbin/rfc/rfc1808>.

[FRYS94]

H. Frystyk and H. W. Lie, "Towards a Uniform Library of Common Code: A Presentation of the World Wide Web Library," *Proc. 2nd Int. World Wide Web Conference*, Chicago, IL, Oct. 1994. Available as <http://www.ncsa.uiuc.edu/SDG/IT94/Proceedings/DDay/frystyk/LibraryPaper.html>.

[HANN95]

M. J. Hannah, "HTML Reference Manual," Sandia National Laboratories, Albuquerque, NM, Dec. 1995. Available as http://www.sandia.gov/sci_compute/html_ref.html.

[KARP95]

R. Karpinski, "Hot Java Arrives: Sun Aims to Revolutionize the Web," *InteractiveAge*, May 22, 1995. Available as <http://techweb.cmp.com/ia/15issue/15hotjava.html>

[LYCO95]

Lycos, Inc., "The Lycos 250 and Hot Lists," Pittsburgh, PA, Sep. 1995. Available as <http://www.lycos.com/lists/index.html>.

[MAUL94]

M. L. Mauldin and J. R. R. Leavitt, "Web Agent Related Research at the Center for Machine Translation," 1994 Meeting of the ACM Special Interest Group on Networked Information Discovery and Retrieval, McLean, VA, Aug. 1994. Available as <http://fuzine.mt.cs.cmu.edu/mlm/signidr94.html>, Carnegie Mellon Univ., Jul. 1994.

[MUKH95]

S. Mukherjea and J. D. Foley, "Visualizing the World-Wide Web with the Navigational View Builder," *Proc. 3rd Int. World Wide Web Conf.*, Darmstadt, Germany, Apr. 1995. Available as <http://www.igd.fhg.de/www/www95/proceedings/papers/44/mukh/mukh.html>.

[PIRO95]

P. Pirolli, J. Pitkow and R. Rao, "Silk from a Sow's Ear: Extracting Usable Structures from the Web," Xerox PARC, Palo Alto, CA, Nov. 1995. Submitted for publication.

[PITK94a]

J. E. Pitkow and K. Bharat, "WEBVIZ: A Tool for World Wide Web Access Log Visualization," *Proc. 1st Int. World Wide Web Conf.*, Geneva, Switzerland, May 1994. Available as <http://www1.cern.ch/WWW94/PrelimProcs.html>.

[PITK94b]

J. E. Pitkow and M. M. Recker, "Results From The First World-Wide Web User Survey", Georgia Institute of Technology, Atlanta, GA, Jan. 1994. Available as <http://www.gatech.edu/pitkow/survey/survey-1-1994/survey-paper.html>.

[PITK95a]

J. E. Pitkow and M. M. Recker, "Using the Web as a Survey Tool: Results from the Second WWW User Survey," *Proc. 3rd Int. World Wide Web Conf.*, Darmstadt, Germany, Apr. 1995. Available as http://www.igd.fhg.de/www/www95/proceedings/papers/79/survey/survey_2_paper.html.

[PITK95b]

J. E. Pitkow and C. Kehoe, "The Gvu Center's 3rd WWW User Survey," Georgia Institute of Technology, Atlanta, GA, Apr. 1995. Available as

http://www.cc.gatech.edu/gvu/user_surveys/survey-04-1995/.

[RISS95]

M. Rissa and C. Oy, "WWW User Survey Results," Helsinki, Finland, Feb. 1995. Available as <http://www.mroy.fi/dec94.htm>.

[WASS94]

S. Wasserman and K. Faust, "Social Network Analysis: Methods and Applications," Cambridge University Press, Cambridge, UK, 1994.

[YAH095]

Yahoo, Inc., "Survey Says..." Mountain View, CA, Aug. 1995. Available as <http://www.yahoo.com/docs/survey/first.html> and <http://www.yahoo.com/docs/survey/index.html>.