

The New ProQuest What's

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On Aug. 24, 2010, a new Dialog launched. I received a demo password the next day to investigate it for this article and excitedly logged in. Dialog has at last joined the Google world. Competitors Factiva and LexisNexis have been on board for some years, but not until ProQuest acquired Dialog did the searcher world get the promise of major platform changes. In fact, ProQuest promised a massive undertaking in which it would create one platform that combines Dialog and DataStar and all other Dialog platforms together under one roof — *and* make it Google-compliant (if you will), but also all-powerful. Little was accomplished, save upgrading the DialogClassic.com interface in 2007. To me, that was an improvement. To others, it was as though nothing had happened.

I admit to some skepticism when ProQuest promised to turn Dialog into a 21st-century search system. The old dinosaur would be revamped, provide the same diverse content, and keep valuable search features intact, while adding the same ease-of-use most other major systems had already made possible. I remained unsure because of promises and more promises from

Dialog's various owners in the past. As some of us know, Dialog had had a long and, at times, rocky history before ProQuest arrived on the scene. Developed by Roger Summit in the late 1960s at Lockheed Aircraft, it had been acquired several times over. (For an overview, see *The History of Dialog, Movie and Transcript*, <http://www.dialog.com/about/history> and <http://www.dialog.com/about/history/transcript.shtml>). Summit's vision was remarkable and holds a revered place in the history of online technology, but later owners were not always particularly kind to Dialog.

When Knight Ridder, Dialog's then owner, acquired DataStar in the early 1990s, searchers hoped Dialog and DataStar would be integrated into one system, but it wasn't to be. Into the new 21st century a few years later, it became glaringly apparent that students in M.L.I.S. programs were cutting their teeth on Google — no learning curve, no cost — and didn't have the slightest idea that professional search systems were necessary for serious, in-



Dialog and



NEXT



depth, and complex research in the real world. How could they know unless they were taught? Library science and information schools had their work cut out for them. Further, librarians and info pros everywhere were themselves going gaga over Google, sometimes without complete awareness of drawbacks and omissions. It became clear to educators such as myself and many others that Dialog had to change. But how and when? It seemed to take agonizingly long in a rapidly changing online world.

Dialog's new owner, ProQuest, went to work and performed magic. In a relatively short time — about 2 years — the ProQuest Dialog development team methodically identified and selected search technology (the FAST search engine acquired by Microsoft in 2008 [<http://www.microsoft.com/enterprisesearch/en/us/fast-customer.aspx>]), began building a platform to house the hundreds of Dialog and DataStar databases, created search prototypes, started loading documents, and, significantly, secured customer feedback.

Libby Trudell, Dialog veteran and vice president for market development, says, "It's remarkable to be delivered within 2 years." I agree. Trudell went on to say that customers have always loved Dialog content because of its depth and breadth, but, in recent years, there was no question that it needed a more intuitive interface.

As part of their customer research, ProQuest consulted thousands of users — in fact, 6,000 ProQuest tells us — including end-user researchers and experienced searchers alike. It set up expert searcher panels whose members provided feedback along the way. Indeed, many long-time searchers have had a driving interest and stake in Dialog's success and helped with development by contributing their in-depth knowledge of the diverse databases that cover STM (science-medicine-technology), intellectual property, business and news sources, education, psychology, dissertations, and a slew of company and other directory databases especially valuable for answering a variety of different types of questions.



Dialog groupies (I'm one if you already haven't guessed) have long sworn by Dialog because it increases productivity based on how databases are organized within the system with features such as Dialog's OneSearch Groups, DIALINDEX supercategories for multifile searching, and the availability of specialized controlled vocabularies and code-based indexing systems for many databases. All these allow for greater precision in gathering results and, therefore, save hours of time compared to web search for complex information requests. Other powerful features include displaying output in report formats and exporting data into spreadsheets for further manipulation, which came along when XML technology became available.

Not only did ProQuest conduct surveys and establish panels, but its teams observed users in labs, enabling insights about how to create what ProQuest hoped would become the ultimate Dialog platform and interface for end users and experienced info pros alike. More accurately, ProQuest found several ways to search depending on user type and requirements. Searchers, for example, can use a basic Google-like box for keyword searching when first logging in (see Figure 1 below left) or opt for an Advanced Search page with search forms and drop-down menus (see Figure 2 below right). Mary Ellen Bates suggested key requirements that traditional systems should include in a recent article, and the new ProQuest Dialog has them all. (See Table 1 above.)

The new ProQuest Dialog satisfies what many users, even experienced searchers, want — an easy-to-use system — but it doesn't stop there. Controlled vocabularies and search tips have been built in. Long-time searchers with strong opinions — or shall I say demands — about what the new system should include (e.g., 25- to 30-year veterans like this author and this publication's editor), wanted more, such as command line searching for flexibility. One suggestion, important to many searchers, was left-hand truncation, which has been built into

Table 1. Key Requirements for Traditional Systems
 [“Roger Summit to Tom Cruise: Traditional Online’s Adoption of New Technologies,” Mary Ellen Bates, ONLINE, September/October, 2010]

Requirements	ProQuest Dialog/DataStar
Suggestions for alternative spellings	Yes
Relevance-ranking of results	Yes
Snippets of text showing the search words in context	Yes
Left-margin navigation/filter panel	Yes (on the right side in my demo account and on the left side in a Dialog video demonstrating EMBASE)

the new system. A pharmaceutical researcher/consultant shared these comments with me:

A feature I would *love* is the ability to take a set of good hits and then tell the system to display them by relevance using keywords of *my* choice that may or may not have been used in the construction of the search strategy. For example, maybe I threw in some terms for neurology to get my hits to be in the right subject area. Well those terms may not be that helpful in highlighting the best hits, so I'd like to subtract them from relevance ranking. And then there are times I'd like to add additional terms to highlight highly relevant references. It's not that you can't do this to some extent by taking little nibbles off your good sets, but for a lot of the work I do, I'd rather keep everything in one set and not nibble them to death.

ProQuest Dialog meets this need by allowing searchers to use tags. You save results in an area called My Research, where you can create your own tags, like folksonomies. Tags can be public and available to other users with ProQuest Dialog accounts or private. For the public tags, any user, anywhere in the world who

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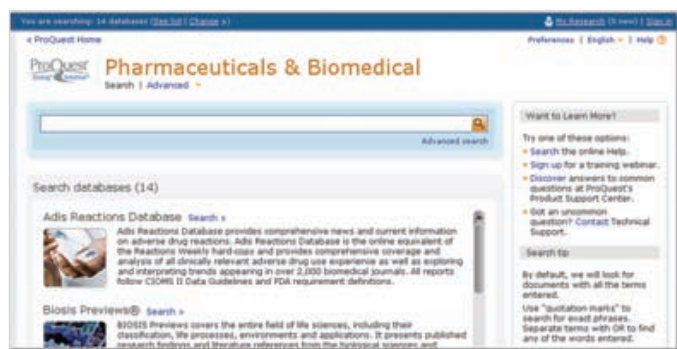


Figure 1.

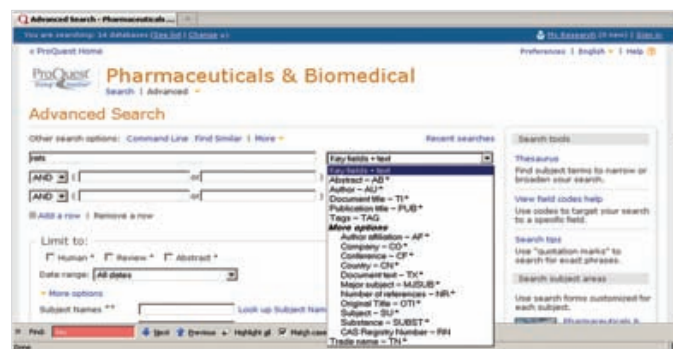


Figure 2.

Highlights of the New ProQuest Dialog/DataStar Features and Search Box Suggestions

As you type in the term, you're given a range of suggested topics to select from. As part of the Suggestion service, you can look at terms in the record and find other items you might like, which is a type of iterative process similar to other competing systems which use the concept of "more like this."

Quick Response

The system responds quickly using all the databases in the pharma/biomedical and even market databases.

Highlighting and Preview

Terms are highlighted. Run your mouse over the item to see a preview, which includes an abstract. Within the previews, you can look for other articles by clicking on journal or author.

Refining

Once you have results, you can refine by "search within results." You can add other terms to narrow results. If still too broad, search within results again.

Singular and Plural

Male finds male or males; plurals include children for child and man for men.

Community of Scholars

This ProQuest product has been built into the Dialog system. When you click on it, it takes you to Scholar Universe.

Duplicate Removal

Duplicates are automatically removed, based on analysis of citation indexes such as titles, vol-

umes, issues, dates, etc. The highest-ranked item is made viewable based on sorting by relevance or date. In subsequent releases, users will be able to control the database order of results.

Output Options

- Email
- Print
- Citation format
- Export
- Save as a file
- Tags

Exporting Citations

If you have a subscription to a content-management service, such as RefWorks, ProCite, End-Note, or Reference Manager, export a citation using an available link. You can also choose to download a file in text or formatted for bibliographic-management software, which works well for delivery methods such as RIS. The export feature will be enhanced in later releases to add other formats such as CSV, BizInt, and more.

Save Search

Save searches to My Research.

Alerts

From any set of results, users can create an alert, RSS feed, or saved search using the links shown below. Users can manage Alerts, RSS feeds, and saved searches through My Research account. Users can add the results to My Research by clicking a checkbox. In addition, they can see First, Previous, and Next pages. For this release, it will not be possible to resend previously sent Alerts. However, users can view the latest Alert results. Additional Alert support related to tracking and resending Alerts will be available in future releases of the service.

Filters

Some databases have more filters based on the underlying database structure. MEDLINE, for example, includes:

- Male
- Female
- Human
- Review articles
- Abstract
- Age Ranges?

Date Range Selection

A slider bar can be used to narrow to selected years or click on a date graph.

Filter by Document Types

Sort

Options include relevance or date in either chronological or reverse chronological or. Other sort options will be available in future releases

Narrow Results by Publication/Title

Include or exclude a publication or publication type. According to one ProQuest Dialog official, "They think this will be a nice feature for end users based on user acceptance testing." ProQuest found that end users have a different way of narrowing results and liked this feature best. "It's a different way of looking at the information they wouldn't have known about. If you find one article you like, you can link to other articles by the same author or in the same journal. This allows researchers to identify each other and collaborate more effectively."

Translation

Users can change the language of the entire site or the specific document. Currently, the user can change the language of the interface from English to Spanish, Chinese (Simplified, Traditional), French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Thai, Turkish, and soon, Arabic. Currently, documents can be translated "on-the-fly" and more languages will be added in future releases. Based on current testing, ProQuest believes the translation results are "helpful and reasonable."

My Research

The My Research area is a collaborative work space that will allow users to:

- Store documents and previous searches for future reference.
- Organize saved documents into different folders.
- Set preferences for search results, citation style, and language.
- Log in from any location using your My Research account sign-in details.



THE NEW PROQUEST DIALOG AND WHAT'S NEXT?

Table 2. The First Launch: Search 14 Pharmaceutical and Biomedical Databases (at one time, in any combination, or one at a time)

<p>1.</p>	<p>Adis Reactions Database Adis Reactions Database provides comprehensive news and current information on adverse drug reactions. Adis Reactions Database is the online equivalent of the <i>Reactions Weekly</i> hard copy and provides comprehensive coverage and analysis of all clinically relevant adverse drug use experience as well as exploring and interpreting trends appearing in more than 2,000 biomedical journals. All reports follow CIOMS II Data Guidelines and FDA requirement definitions.</p>	<p>8.</p> <p>IMS R&D Focus IMS R&D Focus provides the complete picture on scientific and commercial developments in international pharmaceutical R&D. IMS R&D Focus allows you to monitor stages of drug development, including biotechnological products, combinations, and new formulations. All aspects of drug development – from earliest laboratory or patent report to international market launches – are represented. IMS R&D Focus provides easy access to the latest intelligence on drug development worldwide.</p>
<p>2.</p>	<p>BIOSIS Previews BIOSIS Previews covers the entire field of life sciences, including their classification, life processes, environments, and applications. It presents published research findings and literature references from the biological sciences and biomedicine. It includes references to original research reports and accounts of field; laboratory; and clinical, experimental, and theoretical work.</p>	<p>9.</p> <p>International Pharmaceutical Abstracts International Pharmaceutical Abstracts Database provides comprehensive coverage of worldwide pharmaceutical and related healthcare literature. Topics included range from drug use, adverse reactions, and interactions to pharmacy practice and drug research and technology.</p>
<p>3.</p>	<p>CAB ABSTRACTS CAB ABSTRACTS provides coverage of the worldwide literature on agriculture in its broadest sense. It contains bibliographic citations and abstracts comprehensively covering the world's literature in agriculture and allied fields. Areas of coverage include crop sciences, crop protection, veterinary medicine, breeding and genetics, animal production, human and animal nutrition, parasitology, forestry, soils, land use, agricultural engineering, agricultural economics, biotechnology, and natural resources.</p>	<p>10.</p> <p>MEDLINE MEDLINE is a vast source of medical information, covering the whole field of medicine including dentistry, veterinary medicine, and medical psychology. Clinical medicine, anatomy, pharmacology, toxicology, genetics, microbiology, pathology, environmental health, occupational medicine, psychology, biomedical technology, health planning and administration, space life science, and many other related subject areas are included in this highly respected database.</p>
<p>4.</p>	<p>Current Contents Search Current Contents contains bibliographic information on journal articles in clinical medicine; life sciences; engineering; business; electronics and telecommunications; technology and applied sciences; agriculture, biology, and environmental sciences; physical, chemical, and earth sciences; social and behavioral sciences; and arts and humanities. Find current trends in research and practice, via authors, titles, research addresses, sources, publisher's details, keywords and, when available, abstracts.</p>	<p>11.</p> <p>PASCAL PASCAL provides access to the world's scientific and technical literature, including pure and applied biology, homeopathy, medicine, botany, psychology, pharmacology, toxicology, biotechnology, agriculture, physics, chemistry, information sciences, telecommunications, construction industry, mechanical engineering, metallurgy, earth sciences, oceanography, and astronomy. French and European literature are particularly well-represented in PASCAL.</p>
<p>5.</p>	<p>Derwent Drug File, subscribers Derwent Drug File selectively covers the worldwide pharmaceutical literature; papers chosen may cover the chemistry, analysis, pharmaceuticals, pharmacology, metabolism, biochemistry, interactions, therapeutic effects, and toxicity of a drug. Derwent Drug File will be of particular interest to information specialists and research scientists working in the pharmaceuticals and healthcare industries.</p>	<p>12.</p> <p>Pharmaceutical & Healthcare Industry News Pharmaceutical & Healthcare Industry News Database contains prepublication, current, and archival material from the industry newsletters: <i>Scrip – World Pharmaceutical News</i>; <i>Clinica – World Medical Device and Diagnostic News</i>; <i>Animal Pharm – World Animal Health and Nutrition News</i>; and <i>Agrow – World Crop Protection News</i>. Reports include news gathered from a wide range of sources including direct briefings, scientific and trade publications, annual reports, broker's reports, press releases, and meetings.</p>
<p>6.</p>	<p>EMBASE EMBASE provides current and comprehensive information on drugs and pharmacology and all other aspects of human medicine and related disciplines. The emphasis of the database is on the pharmacological effects of drugs and chemicals. Additional areas of coverage are human medicine and biological sciences relevant to human medicine, health affairs, drug and alcohol dependence, psychiatry, forensic science, pollution control, biotechnology, medical devices, and alternative medicine.</p>	<p>13.</p> <p>Pharmaprojects PHZZ includes more than 9,500 investigational drugs believed to be in active development by more than 1,150 pharmaceutical companies worldwide, 2,700 drugs which have been launched in all major markets for which they are in development, and more than 30,000 discontinued drugs. It also includes licensing offers relating to 1,200-plus products.</p>
<p>7.</p>	<p>Gale Group PROMT Gale Group PROMT provides international coverage of companies, products, markets, and applied technologies for a very wide range of industries. It is a one-stop database, the versatility and size of which supports you in researching a product, its markets, the materials used to produce it, competitive products, regulatory issues, and other factors. The database includes abstracts, excerpts, and full-text documents.</p>	<p>14.</p> <p>SciSearch SciSearch is a multidisciplinary index to the international literature of science, technology, biomedicine, and related disciplines. It corresponds to the Science Citation Index and contains additional material from the Current Contents series of publications. The database indexes all significant items from approximately 6,100 journals published worldwide. An important feature of SciSearch is citation indexing, which allows for the searching of cited references.</p>

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pulls up a document that you've tagged or performs a search that matches a shared list that you created, will be able to see either your tags or the shared list — and also your public profile. Or, you can keep tags private so they can be seen by only the person who created them. Dialog plans to enhance public and private options with a third selection in which enterprise users within an organization can see each others' tags, but others can't. The Tags feature is still very much in development, and Dialog is interested hearing from customers with ideas about how to use this feature for their own needs or when working with clients.

Libby Trudell explained an underlying decision about still another feature, More Like This, based on user studies and ProQuest's focus on user needs:

Our studies show that very few of our majority of end users will take advantage of the query builder approach in which you check boxes to uncover additional similar items. Instead, they would like the search engine to make suggestions, like Amazon [and PubMed] and other sites do. Currently, instead of requiring users to check some boxes and execute a search to find similar items, the search engine does it in the background and loads suggested items to view and select. In addition to listing similar articles, we could consider adding a query builder that lets librarians choose from metadata for the content item in question and execute a search based on that. We've added it to the enhancements list for consideration.

This is a good moment to mention that Dialog officials talk about how grateful they are to the hundreds of Dialog users who wanted them to succeed and were willing to share knowledge and experiences. The advice from experts, says Dialog management, was critical to the development of the new system and has contributed to what this writer believes is exactly the kind of experience users wanted — a system which combines all the

user-friendly features that information professionals and knowledge workers alike need and require. And the designers have plans to incorporate other, even more advanced capabilities in future releases. Many info pros in corporate environments today are turning the search reins over to their constituents, freeing themselves to become involved in management, marketing, information product development, corporate teamwork, and other value-added responsibilities that require technical and in-depth analytical work. These types of activity require a search system their users can handle without intermediaries.

First Launch: Pharmaceutical and Biomedical Databases

Based on a legacy system of millions of documents, in fact 1.5 billion, and various searching capabilities for different types of users, ProQuest Dialog planned three separate launches, to be completed in stages between late 2010 and 2011. The first launch on Aug. 24, 2010, which this article covers in terms of content and features, incorporates 14 pharmaceutical and biomedical databases (see Table 2 on opposite page) and is geared to end users. You can search all databases at once, select several, or search one at a time; you can change databases easily. Type your terms into the search box and view results with the default set to relevance (see Figure 3 below left); a drop-down menu can be used to sort by date order with oldest or most recent first (see Figure 4 below). Use Advanced Search and select from a drop down menu to apply Boolean operators (Figure 1). You can then select from a range of items to narrow your results. Table 3 on page 50 lists parameters for narrowing on the right-hand navigation bar, and Figure 5 on page 55 is a view of basic parameters that can be expanded.

ProQuest considered the first launch as a preview for helping subscribers become familiar with the new direction. Trudell points out that there are a lot of moving parts; the

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Figure 3.



Figure 4.



The New ProQuest Dialog and What's Next? (Continued from page 17)

Table 3. Narrow Results by Items Below ...

Number of Results Shown (for one search term) in Parentheses

Publication title	<ul style="list-style-type: none"> • <i>Society for Neuroscience Abstracts</i> (67,111) • <i>Endocrinology</i> (57,428) • <i>Brain Research</i> (54,902) • <i>Brain Research</i> (54,648) • <i>Neuroscience</i> (41,501) • More options ... 	Company/ organization	<ul style="list-style-type: none"> • Merck & Company Inc. (62) • Eli Lilly and Co. (50) • NeuralStem, Inc. (49) • United States. Food and Drug Administration (45) • Zonagen, Inc. (43) • More options ...
Document type	<ul style="list-style-type: none"> • Article (6,673,851) • Feature (6,598,259) • Conference Paper (442,887) • Review (169,652) • News (121,782) • More options ... 	Location	<ul style="list-style-type: none"> • United States (5,934) • USA (1,993) • India (1,817) • China (1,146) • Japan (1,134) • More options ...
Keyword	<ul style="list-style-type: none"> • rats (1,526,085) • biochemistry studies (851,649) • nervous system (809,630) • animals (614,120) • metabolism (588,580) • More options ... 	Person	<ul style="list-style-type: none"> • Le Magnen J (10) • Osborne T B (5) • Yoshida T (5) • Richter Curt (4) • Thomas L (4) • More options ...
Subject	<ul style="list-style-type: none"> • rat (2,863,198) • rats (1,587,978) • animals (1,485,682) • im (1,316,608) • male (1,194,376) • More options ... 	Language	<ul style="list-style-type: none"> • English (6,501,063) • Undefined (325,106) • Russian (160,846) • German (73,586) • French (69,863) • More options ...
Classification	<ul style="list-style-type: none"> • Biochemistry studies – Proteins, peptides and amino acids (715,605) • Biochemistry studies – General (630,370) • Cytology – Animal (592,579) • Drug Literature Index (561,465) • Nervous system – Physiology and biochemistry (480,131) • More options ... 	Database	<ul style="list-style-type: none"> • EMBASE (1,648,573) • Biosis Previews (1,561,348) • MEDLINE (1,379,010) • SciSearch (1,224,566) • Current Contents Search (521,835) • More options ...
		Date	1001 – 2965 (decades)

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second launch will expand to even more and encompass other sci-tech databases, such as Compendex for engineering and intellectual property, with several patent and trademark databases. The third launch, which is planned after this article is published, covers business and market information.

A Work in Progress

It's important to note that the new ProQuest Dialog is a work in progress. While comparing one search using PubMed and Dialog's MEDLINE, Dialog results were fewer. The Dialog development team explained, "In this first release, the implementation of thesaurus mapping, in particular, mapping free text to MeSH [NLM's Medical Subject Headings] is not yet fully implemented in ProQuest Dialog. This automatic mapping

feature is currently available in PubMed, which means that PubMed is picking up exploded terms in free text and indexed terms, and thus retrieving more records than ProQuest Dialog. This feature is a top priority for inclusion in one of the next releases."

Trudell told me that quick changes are happening on a weekly basis and by the time this article goes to press, there will have been functionality enhancements as well as a list published of notable enhancements to the system as they're developed and made available to users.

ProQuest Dialog Features

The following section is taken from a Dialog FAQ [http://www.dialog.com/proquestdialog/proquest_dialog_faqs.pdf] with some brief commentary and slight editing by this author.

Automated Search Options

The new Dialog includes auto-search functions to enhance the user experience. These include:

1. Suggested terms, which are common search terms and phrases and can be selected from a drop list that appears as you type your key words.

2. Stemming, which provides various words or terms with the same or similar meanings, for example, searching the word “advance” will find words like “advanced or advancements.”

3. Pluralization, which automatically finds singular and plural variations of the words searched.

4. British/American spelling, for medical terms.

5. Did you mean, for misspelled words. If there are no results, the search engine automatically searches for one alternative spelling. If the original search term has results, they're presented along with alternate spellings and one suggested alternative term.

Truncation

Truncation is key to effective searching and it's something that major search engines may not provide. The new ProQuest Dialog not only includes truncation but has expanded on options, which is especially valuable for medical and pharmaceutical searchers and likely to be valuable to business information professionals too. You can now truncate terms using the following:

The asterisk (*) sometimes referred to as a wild card, from the beginning, middle, or end of terms. Examples are **b*sis** to find words like “*basis, fibrosis, asbestos*.”

The question mark (?) searches for specific characters from the beginning, middle, or end of search terms, for example: *sm?th* returns *smith* and *smyth*; *ad???* returns *added, adult, adopt*, etc.

To control the order of processing, use parentheses to nest search terms, for example: **toxic* and (genetic* or reproduct*)*. Note: In this search query, parentheses around “toxic” are unnecessary because the system will know that **toxic** (some form of toxic truncated) is required in all records.

Boolean and Proximity Operators

The Boolean operators are listed below in order of precedence when incorporating them into a search:

NEAR	NOT	AND
PRE	OR	

Long-time searchers will need to adjust to a few changes because these operators have a slightly different meaning in the

new ProQuest Dialog platform than they do on the existing Dialog and DataStar platforms. Dialog has developed a chart (see Table 4 below) to help with these changes. At the time of this writing, some were marked as TBA (to be announced).

Search Options

There are five search forms in the new ProQuest Dialog that can be used interchangeably while searching:

1. Basic search. Basic search allows users to perform cross-searching in all or multiple databases with words, phrases, or natural language queries; or, you can also use Boolean and/or proximity between terms to narrow, broaden, or give specific location of terms within results. The syntax for searching by prefix or suffix indexes has not been implemented in this release. However, there is a method for searching a specific field, e.g.,

Table 4. Boolean and Proximity Operators/Connectors in the Old Dialog and DataStar Compared to the New ProQuest Dialog

Dialog	DataStar	Definition	Convert to ProQuest Dialog
AND	AND	Narrow	AND
OR	OR	Broader	OR
NOT	NOT	Exclude	NOT
WITH (W)	ADJ	Same order	PRE
(nW)	NEXT	Same order	PRE/n
(Nn)	NEAR	Near but necessarily the same order	near/N
5W	NEXT	Same order within 5 words after	Pre/5
	WITH	Same sentence	TBA
(NOT nW)		Not the same sent	TBA
(F)	SAME	Same field	TBA
(NOT F)		Not same field	TBA
(L)	WITH	Same descriptor	TBA
(S)	SAME	Same subfield or paragraph	TBA
(X)		Side by side	TBA

au= (Smith). A syntax similar to traditional classic Dialog will be enabled in the Basic, Advanced, and Command line search modes in the future.

2. Advanced search. Advanced search allows users to perform cross-searching in all databases, multiple databases, or single databases. Enter terms and choose to search by specific fields. When searching a single database, you may find additional index fields available according to the content. Between fields you can select AND, OR, and NOT Boolean operators. As more content is added in future releases, look for other connectors specific to the content of those databases. In addition, from the Advanced Search form you can add more search rows as needed, limit to types of results, Date Ranges, Subject, Author, Author Affiliation, Language, Article type and Display Options.

3. Command Line. The command line available in this release uses ProQuest syntax, which will be enhanced by adding the Classic Dialog command line in a later release.

4. Look Up Citation. Look Up Citation search makes it easy to find specific citations. All the primary fields for finding citations are available.

5. Find Similar. Find Similar will allow users to search ProQuest Dialog by inserting any phrase, sentence, paragraph, abstract, or even the full text of a document, and then search for a match to find relevant results. Instead of requiring users to check some boxes and execute a search to find similar items, the search engine does it in the background and loads suggested articles under the "Other items you might like" heading on Document View pages.

Sets and Set Searching

The concept of set search in this release "is captured in multiple ways throughout the user interface." The search box always remains at the top of the results title list pages. Users can continue searching from any results page by continuing to add terms to the open field as shown in the Basic search. Users can continue using previous terms or type in completely new search terms as needed. Additional capabilities for using sets to refine searches will be added in a future release. The "Search within" link opens a blank search box that allows users to search specifically within a set of results.

Thesauri

Thesaurus searching is available on the Advanced Search form (see Figure 2), and MeSH terms are available under "More Options." Upon clicking the link, a box opens. You can either search for specific subjects or browse a predetermined list of thesaurus terms.

Navigators: An Alternative to Dialindex and CROS

Navigators are derived from the key terms, phrases, sources, and indexes found in the results of a search and can help refine the results list. Similar in function to the Rank and Expand commands on old Dialog, navigators help quickly filter or narrow results. Navigators allow you to scan and click the links to find the most frequent terms or phrases pertinent to your research. Since you can perform cross-file searches in all or in multiple databases, navigators offer an alternative to Dialindex and CROS.

Publication Date

The publication date is displayed as a bar chart. You can narrow your result in the Advanced search to a specific date range. When an item from the Narrow results by navigators is selected, you can see the selections you have made on the screen. You can also choose more options of any navigator and include and exclude ranked results with number of hits associated. The date slider allows users to quickly narrow results to specific years using the graphic bar chart. You can hover over individual bars to see the years they represent or click a bar to narrow to that specific year.

Document Type

Document type, Publication title, and Subject heading display global index-fielded results related to the search performed. A new feature displays related terms, called keywords, to inform users about terms found frequently within results.

Recent Searches

Recent Searches is an area that temporarily holds every set query. Although the "Combine selected searches" features were not functioning, the concept of set searching is applied. This feature will be made fully functional in future releases. The following functionality is available in the Recent Searches area:

- Select searches links directly to results
- Select multiple searches to delete these queries
- Delete a single search query
- Save selected searches to folders
- Convert searches into "Saved searches" (stored in My Research)
- Modify search
- Set up Alert
- Create an RSS feed

Relevancy Ranking

Relevancy ranking is determined by the FAST search technology and is based on a variety of factors. For example, the number of times a search term appears is factored in. For multiple-term queries, the proximity of the search terms to one another within any given field is factored in as well. The development team explains: "ProQuest Dialog leverages much more structured metadata than the average Web search engine — allowing us to weight various metadata fields against one another. For example, we give a higher relevance weighting to professionally-applied indexing fields like subjects, locations, and other points of indexing over other parts of the document, such as the full-text and tags added by users."

Viewing Results

After you've run a search, you can scan through the list, which typically provides title, author, journal, date, and the databases where the hit was found. In addition, many records include "keyword in context." By hovering over the Preview button, you can see a preview of any result listed before looking at the full item. Clicking a document title from the results list takes you to the full document available. From the full document you can:

- Go back to results.
- See the full document of the previous or next records from the results list.
- Add to My Research.
- Perform multiple post-processing functions from the results titles and the document view
- When sharing documents by email, the size limit is 7MB. If you have a single document larger than 7 MB, then email will not be your best option.
- Choose what information you want to email — the full record or just pieces of it.
- Turning highlight off or on with the click of a button.

Some post-processing features are not currently working, such as "Bookmarks," but, along with others, will be available in future releases.

Save as File

Users can do the following:

- Save the complete citation, the brief citation, or the full document with abstract and indexing included.
- Select the citation style needed and the file format available such as HTML, Text (includes no images or styles), or PDF (includes images and styles).

Other formats are planned in future releases including Word, Excel, PowerPoint and XML.

Preferences

Here are the preferences accessible through My Research:

- Choose languages
- Choose starting pages
- Change display dates
- Results per page
- Sort order
- Citation style
- RefWorks access (login)
- Email format preferences

Knowledge Management Features

Shared list is a knowledge-management feature that allows users to create an organized set of selected results for any specific topic and identify them as favorites. The Shared list can be set as private or public within the company or institution. Users can add annotations and tags to the results of these lists, which can then be searched for total recall. Lists are stored, organized, and deleted within the folders created in My Research.

Additional ProQuest Dialog Documentation

Fast Start Guide

<http://www.dialog.com/proquestdialog/proquest-dialog-faststart.pdf>

Basic Search Features

http://www.dialog.com/proquestdialog/basics_8-13/basic_search.pdf

Advanced Search Features My Research

http://www.dialog.com/proquestdialog/advanced_8-12/advanced_search.pdf

My Research

<http://www.dialog.com/proquestdialog/myresearch/myresearch.pdf>

Quick Reference Card

http://www.dialog.com/proquestdialog/proquest_dialog_qrc.pdf

Search Tips

<http://www.dialog.com/proquestdialog/pqd-quick-search-tips.pdf>

Frequently Asked Questions

http://www.dialog.com/proquestdialog/proquest_dialog_faqs.pdf



Table 5. ProQuest Dialog Help Manual Table of Contents Note: The manual is integrated into the interface

About Dialog
Dialog Overview
Accessibility
Your Session
Your Privacy
Searching
Basic Search
Advanced Search
Look Up Citation
Command Line Search
Find Similar
Selecting Databases
Search Results
Basic Search Results
Viewing Documents
Documents Overview
Document Formats
Buying a Dissertation or Thesis
My Research
My Research Overview
Create Your Account
Organize Your Stuff
Document List
Your Searches
Managing Alerts and RSS Feeds
Alerts
RSS Feeds
Sharing With the Community
Tags
Shared Lists
Your Public Profile
Preferences
Resources

Annotating & Tagging is another knowledge-management service that enables users to add comments and keywords to their results. The selected content can be easily stored and identified for personal research and shared with colleagues via email or through **Shared list**. In addition, tags are searchable, which makes it a convenient way for companies to group large sets of content for easy recall.

Logging Off

To logoff, use the “End Session” link on the bottom navigation bar. The logoff will be enhanced in future releases to include complete search history, charges, and subaccount information, along with printing, saving and exporting functions for recall.

Help

Help is built into the ProQuest Dialog platform. Click on Help in the upper right corner and a new Window opens to an online manual, *Search Tips* (see Table 5 at left and Figure 6 on page 55).

The End — No — the Future!

What have we lost? Some searchers may mourn or worry about the extinction of features such as Dialindex (and DataStar’s equivalent, CROS). Moreover, bye-bye Bluesheets. Bluesheets are no longer necessary because of standardization. To quote a Dialog spokesperson: “The system is self-service with built-ins.” I’m not sure I can live without Bluesheets; others may feel differently. Teaching and learning about Bluesheets and why and how to use them has been a nightmare for both students and instructors, but nostalgia persists. I may want to download some or most before they become unavailable. For those interested, go to the Bluesheets home [<http://library.dialog.com/bluesheets>], and for those with an account, log in to File 415 for the online version.

DialogClassic.com will run simultaneously with the new system for a while, and there’s still plenty of time to grab any of the documentation that in the future will be unnecessary and superseded, though I’m sure most searchers will never want to see this detailed tutorial literature again. Maybe ProQuest should consider a Dialog Museum of History for next-generation students who could find it amusing or for online research historians who wish to study the evolution of the online world.

One of my students recently referred to the old Dialog as an alien system, and the word dinosaur has been used to describe Dialog more than a few times over the years. Never again! That was then and this is now! I can finally stop defending and explaining Dialog to searchers who complain about and are typically put off by the learning curve. Google-style searching is a

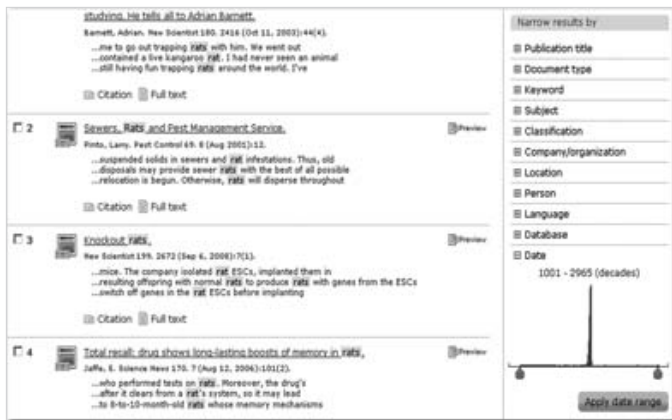


Figure 5.



Figure 6.

fait accompli, and ProQuest Dialog has done more than kept up with the Joneses as it moves forward with other plans and hopes and dreams about taking back market share and becoming the dynamic leader it once was.

ProQuest tapped its users and listened. If it hadn't, questions about continuing support of Dialog and its ability to compete and survive would have been in order — and in fact, were suggested a number of times, if not openly in the industry press, in the minds of veteran searchers. Based on clamoring customer demand, however, ProQuest implemented the many capabilities discussed in this article with more to come, all within one platform. ProQuest Dialog promises other changes, including transaction pricing, and is working toward developing visualization tools and the integration of semantic technologies in 2012.

Dialog has at last joined the ranks of other major electronic aggregator services, and ProQuest itself has brought new features to the table such as access to the Community of Scientists and an option to generate results from peer-reviewed journals, a feature not available in old Dialog and valuable for scholarly research. It seems ProQuest hasn't missed a beat. It's important to be aware that ProQuest is still working on incorporating content and expanding and adding more features — and more and more! The new Dialog is not static and will continue to evolve.

In a recent article, Suzanne DeBell, formerly of Dialog and a key mover and shaker on the frontline of the new system as it developed, and Libby Trudell say:

To continue to bring value to our customers, we've committed to moving beyond retrieval to providing answers at Dialog and ProQuest. We're seeking tools and technologies that link and leverage the controlled vocabularies pro-

vided by our information publishers to find hidden connections between companies, people, and technologies. We're also looking for the best ways to extract keywords from natural language to enable access paths that make sense to a wide variety of searchers. It's exciting to visualize a future in which both structured and unstructured content can be more valuable and more useful.

—“Does Taxonomy Matter in a New World of Search and Discovery,”
Suzanne DeBell and Libby Trudell, *ONLINE*, Sep/Oct 2010 (<http://www.onlinemag.net>)

For my part, I'd like to see Dialog made available to public, academic, and medical and hospital libraries. Over the years, I've seen many a question asked on electronic discussion forums that would be best answered by Dialog, which could save searchers hours of time, but Dialog has all but disappeared from the public and academic library markets because of cost and because ProQuest, EBSCO, Gale, and Wilson, with specialized products and services, have displaced it. Ned May of Outsell Inc. points out that ProQuest “worked to integrate Dialog and DataStar...with an understanding and focus that a prime target would meet the sophisticated needs of STM R&D personnel” [“ProQuest Demonstrates How to Navigate Change,” Ned May, vice president and lead analyst, Boston, *Outsell Insights*, Sept. 6, 2010]. Yes, ProQuest Dialog is a specialty database system that serves specific target markets. At the same time, my hope is that searchers other than those in their primary markets will have an opportunity to use the new ProQuest Dialog since it could not only effectively answer hundreds of research queries, but would also increase the number of loyal future generation search professionals and end users alike — a win for all. ♦