





















- 2012, volume 7224 of *Lecture Notes in Computer Science*, pages 25–36. Springer, Berlin, Heidelberg, 2012.
- [19] B. Hogan and D. Fisher. A scale for measuring email overload. *Microsoft Research*, MSR-TR-2006-65, 2006.
- [20] Y. Koren, E. Liberty, Y. Maarek, and R. Sandler. Automatically tagging email by leveraging other users’ folders. In *Proceedings of the 17th ACM SIGKDD International Conference on Knowledge Discovery and Data Mining*, KDD ’11, pages 913–921, San Diego, California, USA, 2011. ACM.
- [21] S. Michel and I. Weber. Rethinking email message and people search. In *Proceedings of the 18th International Conference on World Wide Web*, WWW ’09, pages 1107–1108, Madrid, Spain, 2009. ACM.
- [22] K. Narang, S. T. Dumais, N. Craswell, D. Liebling, and Q. Ai. Large-scale analysis of email search and organizational strategies. In *Proceedings of the 2017 ACM on Conference on Human Information Interaction and Retrieval*, CHIIR ’17, Oslo, Norway, 2017. ACM.
- [23] P. Ogilvie and J. Callan. Experiments with language models for known-item finding of e-mail messages. In *TREC*, 2005.
- [24] K. Purcell and L. Rainie. Email and the internet are the dominant technological tools in American workplaces| Pew Research Center. *Pew Research Center*, 2014.
- [25] A. Qadir, M. Gamon, P. Pantel, and A. H. Awadallah. Activity modeling in email. In *Proceedings of the 2016 Conference of the North American Chapter of the Association for Computational Linguistics: Human Language Technologies*, pages 1452–1462, San Diego, California, 2016. Association for Computational Linguistics.
- [26] P. Ramarao, S. Iyengar, P. Chitnis, R. Udupa, and B. Ashok. Inlook: Revisiting email search experience. In *Proceedings of the 39th International ACM SIGIR Conference on Research and Development in Information Retrieval*, SIGIR ’16, pages 1117–1120, Pisa, Italy, 2016. ACM.
- [27] K. Rector and J. Hailpern. MinEMail: SMS alert system for managing critical emails. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, CHI ’14, pages 783–792, Toronto, Ontario, Canada, 2014. ACM.
- [28] D. E. Rose and D. Levinson. Understanding user goals in web search. In *Proceedings of the 13th International Conference on World Wide Web*, WWW ’04, pages 13–19, New York, NY, USA, 2004. ACM.
- [29] D. M. Russell and E. H. Chi. Looking back: Retrospective study methods for HCI. In *Ways of Knowing in HCI*, pages 373–393. Springer, New York, NY, 2014.
- [30] M. Sappelli, G. Pasi, S. Verberne, M. de Boer, and W. Kraaij. Assessing e-mail intent and tasks in e-mail messages. *Information Sciences*, 358–359:1–17, 2016.
- [31] J. Teevan, E. Adar, R. Jones, and M. A. S. Potts. Information re-retrieval: Repeat queries in Yahoo’s logs. In *Proceedings of the 30th Annual International ACM SIGIR Conference on Research and Development in Information Retrieval*, SIGIR ’07, pages 151–158, Amsterdam, The Netherlands, 2007. ACM.
- [32] S. K. Tyler and J. Teevan. Large scale query log analysis of re-finding. In *Proceedings of the Third ACM International Conference on Web Search and Data Mining*, WSDM ’10, pages 191–200, New York, NY, USA, 2010. ACM.
- [33] W. Weerkamp, K. Balog, and M. de Rijke. Using contextual information to improve search in email archives. In *Advances in Information Retrieval: 31th European Conference on IR Research, ECIR 2009*, volume 5478 of *Lecture Notes in Computer Science*, pages 400–411. Springer, Berlin, Heidelberg, 2009.
- [34] S. Whittaker, T. Matthews, J. Cerruti, H. Badenes, and J. Tang. Am I wasting my time organizing email?: A study of email refinding. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, CHI ’11, pages 3449–3458, Vancouver, BC, Canada, 2011. ACM.
- [35] S. Whittaker and C. Sidner. Email overload: Exploring personal information management of email. In *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, CHI ’96, pages 276–283, Vancouver, British Columbia, Canada, 1996. ACM.
- [36] T. Xu and D. W. Oard. Exploring example-based person search in email. In *Proceedings of the 35th International ACM SIGIR Conference on Research and Development in Information Retrieval*, SIGIR ’12, pages 1067–1068, Portland, Oregon, USA, 2012. ACM.