Optimizing Search and Recommender Systems based on Position-Biased User Interactions

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Based on the WWW'20 tutorial: *Unbiased Learning to Rank: Counterfactual and Online Approaches* (Harrie Oosterhuis, Rolf Jagerman, and Maarten de Rijke).



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Rolf Jagerman Software Engineer at Google Research



Maarten de Rijke Professor at University of Amsterdam

Introduction

Example of Ranking for Search

florence nightingale

Settings 🔻

O Netherlands * Safe search: moderate * Any time *

Florence Nightingale - Wikipedia

https://en.wikipedia.org/wiki/Florence_Nightingale

All Images Videos News Maps Meanings

Florence Nightingale, OM, RRC, DSU // 'nattrigeti /; 12 May 1820 - 13 August 1910) was an English social reformer, statistican and the founder of modern nursing. Nightingale came to prominence while serving as a manager and trainer of nurses during the Crimean War, in which she organised care for wounded soldiers at Constantinople.

Florence Nightingale - Biography, Facts & Nursing - HISTORY

https://www.history.com/topics/womens-history/florence-nightingale-1

Florence Nightingale (1820-1910), known as "The Lady With the Lamp," was a British nurse, social reformer and statistician best known as the founder of modern nursing. Her experiences as nurse...

Florence Nightingale | Biography & Facts | Britannica

https://www.britannica.com/biography/Florence-Nightingale

Florence Nightingale, byname Lady with the Lamp, (born May 12, 1820, Florence [Italy] died August 13, 1910, London, England), British nurse, statistician, and social reformer who was the foundational philosopher of modern nursing. Nightingale was put in charge of nursing British and allied solidiers in Turkey during the Crimean War.

Florence Nightingale | National Women's History Museum

https://www.womenshistory.org/education-resources/biographies/florence-nightingale

Often called "the Lady with the Lamp," Florence Nightingale was a caring nurse and a leader. In addition to writing over 150 books, pamphlets and reports on health-related issues, she is also credited with creating one of the first versions of the pie chart. However, she is mostly known for making hospitals a cleaner and safer place to be.

Florence Nightingale - Quotes, Education & Facts - Biography

B https://www.biography.com/scientist/florence-nightingale

Florence Nightingale was a trailblazing figure in nursing who greatly affected 19th- and 20th-century policies around proper medical care. She was known for her night rounds to aid the wounded...

Florence Nightingale

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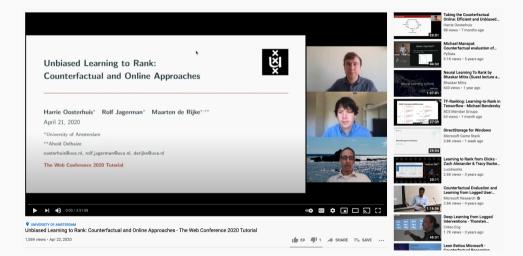


Born: May 12, 1820, Florence, Grand Duchy of Tuscany
Died: August 13, 1910, Mayfair, London, England, UK
Nationality: British

~

Share Feedbac

Example of Ranking for Recommendation



Learning to Rank (LTR) is:

"... the task to automatically construct a ranking model using training data, such that the model can sort new objects according to their degrees of relevance, preference, or importance."

— Liu et al. (2009)

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Learning to Rank is a core task in informational retrieval:

• Key component for **search** and **recommendation**.

The ranking R of ranker f_{θ} over a document set D is:

 $R=(R_1,R_2,R_3,\ldots),$

where documents are ordered by their (descending) scores:

 $f_{\theta}(R_1) \ge f_{\theta}(R_2) \ge f_{\theta}(R_3) \ge \dots,$

and every document is in the ranking:

 $d \in D \iff d \in R.$

For this talk, we will cast the goal of LTR as:

 Find the parameters θ for the model f_θ, where sorting documents d according to their scores f_θ(d) results in the most optimal rankings.

We will later define what is optimal according to well-known ranking metrics.

Limitations of Annotated Datasets

Traditionally, learning to rank is **supervised** through **annotated datasets**:

• Relevance annotations for query-document pairs provided by human judges.

However, over time several limitations of this approach have become apparent.

• expensive to make (Qin and Liu, 2013; Chapelle and Chang, 2011).

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- unethical to create in privacy-sensitive settings (Wang et al., 2016).
- impossible for small scale problems, e.g., personalization.
- stationary, cannot capture future changes in relevancy (Lefortier et al., 2014).
- not necessarily aligned with actual user preferences (Sanderson, 2010),

i.e., annotators and users often disagree.

Annotated datasets are valuable and have an important place in research and development.

However, the supervised approach is:

- Unavailable for practitioners without a considerable budget.
- Impossible for certain ranking problems.
- Often misaligned with true user preferences.

Therefore, there is a **need** for an **alternative** learning to rank approach.

Learning from User Interactions

Learning from user interactions solves the problems of annotations:

- Interactions are **virtually free** if you have users.
- User **behavior** is indicative of their **preferences**.

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User interactions also bring their own difficulties:

• Interactions give implicit feedback.

- Noise:
 - Users click for **unexpected reasons**.
 - Often clicks occur **not because** of relevancy.

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- Bias: Interactions are affected by factors other than relevancy:
 - Position bias: Higher ranked documents get more attention.

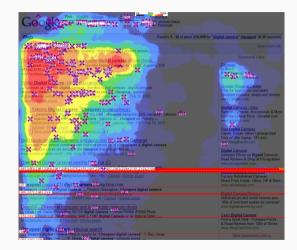
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- Often clicks do not occur despite of relevancy.
- Bias: Interactions are affected by factors other than relevancy:
 - Position bias: Higher ranked documents get more attention.
 - Item selection bias: Interactions are limited to the presented documents.
 - **Presentation bias:** Results that are **presented differently** will be **treated differently**.
 - ...

The Golden Triangle



Goal of unbiased learning to rank:

- Optimize a ranker w.r.t. relevance preferences of users from their interactions.
- Avoid being biased by other factors that influence interactions.

Counterfactual Learning to Rank

The remainder of this talk will cover the following topics:

- Counterfactual Evaluation
 - Evaluating unbiasedly from historical interactions.
- Propensity-weighted LTR
 - Learning unbiasedly from historical interactions.
- Estimating Position Bias
- Practical Considerations

Counterfactual Evaluation

Evaluation is incredibly important before deploying a ranking system.

However, with the **limitations of annotated datasets**, can we **evaluate** a ranker **without deploying** it or **annotated data**?

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Counterfactual Evaluation:

Evaluate a new ranking function f_{θ} using **historical interaction data** (e.g., clicks) collected from a previously deployed ranking function f_{deploy} .

Counterfactual Evaluation: Full Information

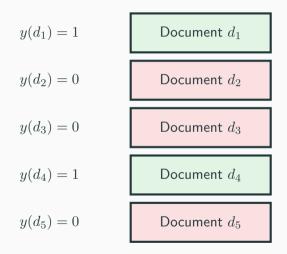
If we know the true relevance labels $(y(d_i) \text{ for all } i)$, we can compute any additive linearly decomposable IR metric as:

$$\Delta(f_{\theta}, D, y) = \sum_{d_i \in D} \lambda(\operatorname{rank}(d_i \mid f_{\theta}, D)) \cdot y(d_i),$$

where λ is a rank weighting function, e.g.,

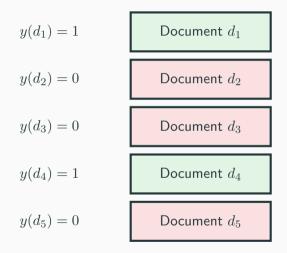
 $\begin{array}{ll} \mbox{Average Relevant Position} & \mbox{ARP}:\lambda(r)=r,\\ \mbox{Discounted Cumulative Gain} & \mbox{DCG}:\lambda(r)=\frac{1}{\log_2(1+r)},\\ \mbox{Precision at }k & \mbox{Prec}@k:\lambda(r)=\frac{\mathbf{1}[r\leq k]}{k}. \end{array}$

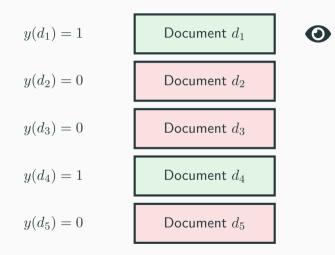
Counterfactual Evaluation: Full Information



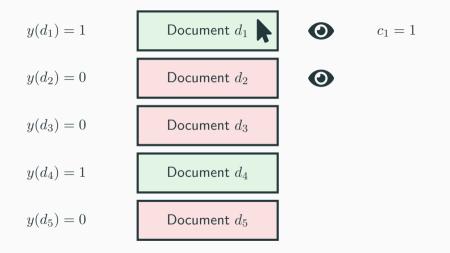
We often do not know the true relevance labels $y(d_i)$, but can only observe implicit feedback in the form of, e.g., clicks:

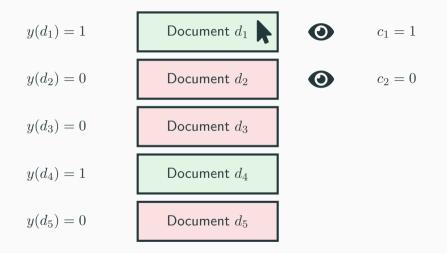
- A click c_i on document d_i is a **biased and noisy indicator** that d_i is relevant
- A missing click does not necessarily indicate non-relevance.

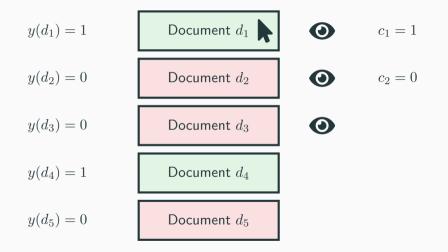


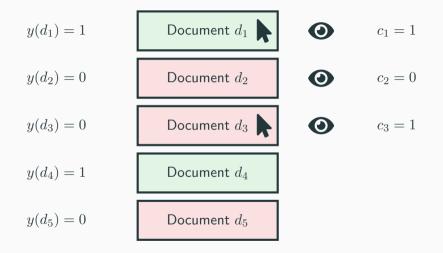


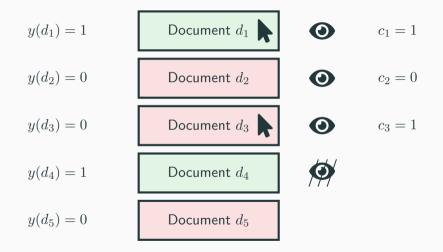


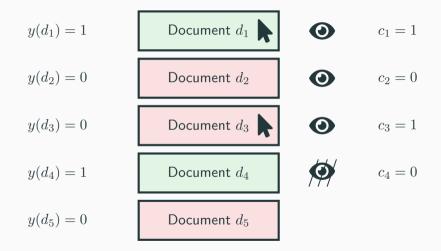


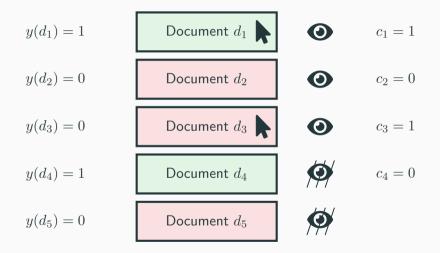


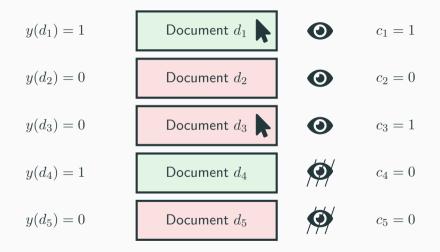












Remember that there are many reasons why a click on a document may **not** occur:

- Relevance: the document may not be relevant.
- Observance: the user may not have examined the document.
- Miscellaneous: various random reasons why a user may not click.

Remember that there are many reasons why a click on a document may **not** occur:

- Relevance: the document may not be relevant.
- Observance: the user may not have examined the document.
- Miscellaneous: various random reasons why a user may not click.

Some of these reasons are considered to be:

- Noise: averaging over many clicks will remove their effect.
- Bias: averaging will not remove their effect.

Counterfactual Evaluation: Examination User Model

If we only consider examination and relevance, a user click can be modelled by:

• The probability of document d_i being examined $(o_i = 1)$ in a ranking R:

 $P(o_i = 1 \mid R, d_i).$

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• The probability of a click $c_i = 1$ on d_i given its relevance $y(d_i)$) and whether it was examined o_i :

$$P(c_i = 1 \mid o_i, y(d_i)).$$

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• The probability of a click $c_i = 1$ on d_i given its relevance $y(d_i)$) and whether it was examined o_i :

$$P(c_i = 1 \mid o_i, y(d_i)).$$

• Clicks only occur on examined documents, thus the probability of a click in ranking *R* is:

$$P(c_i = 1 \land o_i = 1 \mid y(d_i), R) = P(c_i = 1 \mid o_i = 1, y(d_i)) \cdot P(o_i = 1 \mid R, d_i).$$

Counterfactual Evaluation: Naive Estimator

A naive way to estimate is to assume clicks are a unbiased relevance signal:

$$\hat{\Delta}_{\text{NAIVE}}(f_{\theta}, D, c) = \sum_{d_i \in D} \lambda(\operatorname{rank}(d_i \mid f_{\theta}, D)) \cdot c_i.$$

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Even if **no click noise** is present: $P(c_i = 1 | o_i = 1, y(d_i)) = y(d_i)$, this estimator is **biased** by the observation probabilities:

$$\mathbb{E}_{o}[\hat{\Delta}_{\text{NAIVE}}(f_{\theta}, D, c)] = \mathbb{E}_{o}\left[\sum_{d_{i}: o_{i}=1 \land y(d_{i})=1} \lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D))\right]$$
$$= \sum_{d_{i}: y(d_{i})=1} P(o_{i}=1 \mid R, d_{i}) \cdot \lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D)).$$

The biased estimator weights documents according to their observation probabilities in the ranking R displayed during logging:

$$\mathbb{E}_{o}[\hat{\Delta}_{NAIVE}(f_{\theta}, D, c)] = \sum_{d_{i}: y(d_{i})=1} P(o_{i} = 1 \mid R, d_{i}) \cdot \lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D)).$$

In rankings, **documents at higher ranks** are more likely to be examined: **position bias**.

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In rankings, **documents at higher ranks** are more likely to be examined: **position bias**.

Position bias causes logging-policy-confirming behavior:

• Documents displayed at higher ranks during logging are incorrectly considered as more relevant.

Inverse Propensity Scoring

Inverse Propensity Scoring (IPS) estimators can remove bias:

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- Main idea: weight clicks depending on their observation probability
- Clicks near the **top** of the ranked list:
 - Have high observation probability \Leftrightarrow Get assigned small weight
- Clicks near the **bottom** of the ranked list:
 - Have **low** observation probability \Leftrightarrow Get assigned **large** weight

Counterfactual Evaluation: Inverse Propensity Scoring

Counterfactual evaluation accounts for bias using **Inverse Propensity Scoring (IPS)**:

$$\hat{\Delta}_{\mathit{IPS}}(f_{\theta}, D, c) = \sum_{d_i \in D} \frac{\lambda(\mathit{rank}(d_i \mid f_{\theta}, D))}{P(o_i = 1 \mid R, d_i)} \cdot c_i,$$

where

- $\lambda(rank(d_i \mid f_{\theta}, D))$: (weighted) rank of document d_i by ranker f_{θ} ,
- c_i : observed click on the document in the log,
- $P(o_i = 1 | R, d_i)$: observation probability of d_i in ranking R displayed during logging.

This is an unbiased estimate of any additive linearly decomposable IR metric.

Counterfactual Evaluation: Proof of Unbiasedness

If no click noise is present, this provides an **unbiased estimate**:

$$\begin{split} \mathbb{E}_{o}[\hat{\Delta}_{IPS}(f_{\theta}, D, c)] &= \mathbb{E}_{o}\left[\sum_{d_{i} \in D} \frac{\lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D))}{P(o_{i} = 1 \mid R, d_{i})} \cdot c_{i}\right] \\ &= \mathbb{E}_{o}\left[\sum_{d_{i}: o_{i} = 1 \wedge y(d_{i}) = 1} \frac{\lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D))}{P(o_{i} = 1 \mid R, d_{i})}\right] \\ &= \sum_{d_{i}: y(d_{i}) = 1} \frac{P(o_{i} = 1 \mid R, d_{i}) \cdot \lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D))}{P(o_{i} = 1 \mid R, d_{i})} \\ &= \sum_{d_{i} \in D} \lambda(\operatorname{rank}(d_{i} \mid f_{\theta}, D)) \cdot y(d_{i}) \\ &= \Delta(f_{\theta}, D, y). \end{split}$$

So far we have **no click noise**: $P(c_i = 1 | o_i = 1, y(d_i)) = y(d_i)$.

However, the IPS approach still works without these assumptions, as long as:

$$y(d_i) > y(d_j) \Leftrightarrow P(c_i = 1 \mid o_i = 1, y(d_i)) > P(c_j = 1 \mid o_j = 1, y(d_j)).$$

Since we can prove **relative differences** are inferred unbiasedly:

$$\mathbb{E}_{o,c}[\hat{\Delta}_{IPS}(f_{\theta}, D, c)] > \mathbb{E}_{o,c}[\hat{\Delta}_{IPS}(f_{\theta'}, D, c)] \Leftrightarrow \Delta(f_{\theta}, D) > \Delta(f_{\theta'}, D).$$

Propensity-weighted Learning to Rank

Propensity-weighted Learning to Rank (LTR)

The inverse-propensity-scored estimator can unbiasedly estimate performance:

$$\hat{\Delta}_{\textit{IPS}}(f_{\theta}, D, c) = \sum_{d_i \in D} \frac{\lambda(\textit{rank}(d_i \mid f_{\theta}, D))}{P(o_i = 1 \mid R, d_i)} \cdot c_i.$$

How do we optimize for this unbiased performance estimate?

- It is not differentiable.
- Common problem for all ranking metrics.

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How do we optimize for this unbiased performance estimate?

- It is not differentiable.
- Common problem for all ranking metrics.

Solution:

• Optimize a **bound** on the metric instead (out of the scope of this talk).

Overview of the approach:

- Obtain a model of position bias.
- Acquire a large click-log.
- Then for every click in the log:
 - Compute the **propensity of the click**:

$$P(o_i = 1 \mid R, d_i).$$

• Calculate the gradient of the bound on the unbiased estimator:

$$\nabla_{\theta} \left[\frac{\lambda(\overline{\mathsf{rank}}(d_i \mid f_{\theta}, D))}{P(o_i = 1 \mid R, d_i)} \right].$$

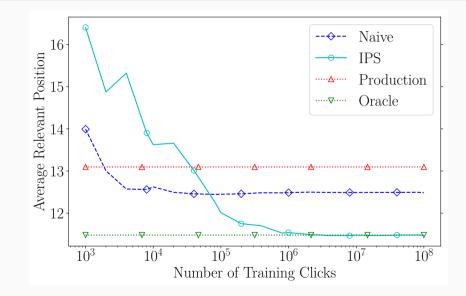
• Update the model f_{θ} by adding/subtracting the gradient.

Unbiased LTR methods are commonly **evaluated** through **semi-synthetic experiments** (Joachims, 2002; Agarwal et al., 2019a; Jagerman et al., 2019).

The experimental setup:

- Traditional LTR dataset, e.g., Yahoo! Webscope (Chapelle and Chang, 2011).
- Create rankings according to a baseline ranking model.
- Simulate clicks by modelling:
 - Click Noise, e.g., 10% chance of clicking on a non-relevant document.
 - Position Bias, e.g., $P(o_i = 1 | R, d_i) = \frac{1}{\operatorname{rank}(d|R)}$.
- Hyper-parameter tuning by unbiased evaluation methods.

Propensity-weighted LTR: Results



Estimating Position Bias

So far we have seen how to:

- Perform Counterfactual Evaluation with unbiased estimators.
- Perform Counterfactual LTR by optimizing unbiased estimators.

At the core of these methods is the propensity score: $P(o_i = 1 | R, d_i)$, which helps to remove bias from user interactions.

In this section, we will show how this **propensity score** can be **estimated** for **position bias**.

Recall that position bias is a form of bias where higher positioned results are more likely to be observed and therefore clicked.

Assumption: The observation probability only depends on the rank of a document:

$$P(o_i = 1 \mid i).$$

The objective is now to **estimate**, for each rank *i*, the propensity $P(o_i = 1 | i)$. This user model was first formalized by Craswell et al. (2008).

Estimating Position Bias

RandTop-*n* Algorithm:

Document d_1	
Document d_2	
Document d_3	
Document d_4	

Estimating Position Bias

RandTop-*n* Algorithm:

Document d_1	Document d_3
Document d_2	Document d_4
Document d_3	Document d_1
Document d_4	Document d_2

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Document d_3	Document d_1	Document d_4
Document d_4	Document d_2	Document d_3

Estimating Position Bias

RandTop-*n* Algorithm:

Document d_1	Document d_3	Document d_2	Ran <mark>k 1</mark>
Document d_2	Document d_4	Document d_1	Ran <mark>k 2</mark>
Document d_3	Document d_1	Document d_4	Ran <mark>k 3</mark>
Document d_4	Document d_2	Document d_3	Ran <mark>k 4</mark>

RandTop-*n* Algorithm:

1 Repeat:

- Randomly shuffle the top n items
- Record clicks
- Aggregate clicks per rank
- $\textbf{ 3 Normalize to obtain propensities } p_i \propto P(o_i \mid i)$

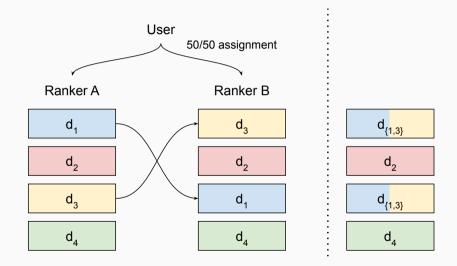
Note: we only need propensities proportional to the true observation probability for learning.

Uniformly randomizing the top n results may negatively impacts users during data logging.

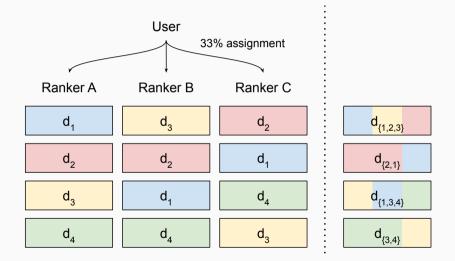
There are various methods that minimize the impact to the user:

- **RandPair:** Choose a pivot rank k and only swap a random other document with the document at this pivot rank (Joachims et al., 2017).
- Interventional Sets: Exploit inherent "randomness" in data coming from multiple rankers (e.g., A/B tests in production logs) (Agarwal et al., 2017).

Intervention Harvesting



Intervention Harvesting



Jointly Learning and Estimating

In the previous sections we have seen:

- Counterfactual ranker evaluation with unbiased estimators.
- Counterfactual LTR by optimizing unbiased estimators.
- Estimating propensity scores through randomization.

Instead of treating **propensity estimation** and **unbiased learning to rank** as two separate tasks, recent work has explored **jointly learning rankings and estimating propensities**. Recall that the probability of a click can be decomposed as:

$$\underbrace{P(c_i = 1 \land o_i = 1 \mid y(d_i), R)}_{\text{click probability}} = \underbrace{P(c_i = 1 \mid o_i = 1, y(d_i))}_{\text{relevance probability}} \cdot \underbrace{P(o_i \mid R, d_i)}_{\text{observation probability}}.$$

In the previous sections we have seen that, if the **observation probability** is known, we can find an unbiased estimate of relevance via IPS.

It is possible to jointly learn and estimate by iterating two steps:

1 Learn an optimal ranker given a correct propensity model:

$$\underbrace{P(c_i = 1 \mid o_i = 1, y(d_i))}_{\text{relevance probability}} = \frac{P(c_i = 1 \land o_i = 1 \mid y(d_i), R)}{P(o_i \mid R, d_i)}$$

2 Learn an optimal propensity model given a correct ranker:

$$\underbrace{P(o_i \mid R, d_i)}_{\text{observation probability}} = \frac{P(c_i = 1 \land o_i = 1 \mid y(d_i), R)}{P(c_i = 1 \mid o_i = 1, y(d_i))}$$

Given an accurate **model of relevance**, it is possible to find an accurate **propensity model**, and vice versa.

This approach requires no randomization.

Recent work has solved this via either an **Expectation-Maximization** approach (Wang et al. (2018a)) or a **Dual Learning Objective** (Ai et al. (2018)).

Practical Considerations

Practitioners of counterfactual LTR systems will run into the problem of high variance.

High variance can be due to many factors:

- Not enough training data.
- Extreme position bias and very small propensities.
- Large amounts of noisy clicks on documents with small propensities.

The usual suspect is **one or a few data points** with extremely small propensity that **overpower** the rest of the data set.

A typical solution to high variance is to apply propensity clipping.

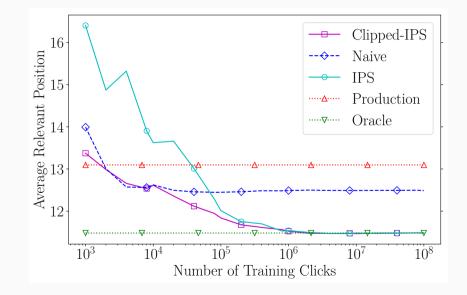
Propensity clipping: Bound the *propensity*, to prevent any single sample from overpowering the rest of the data set:

$$\hat{\Delta}_{Clipped-IPS}(f_{\theta}, D, c) = \sum_{d_i \in D} \frac{\lambda(\operatorname{rank}(d_i \mid f_{\theta}, D))}{\max\{\tau, P(o_i = 1 \mid R, d_i)\}} \cdot c_i.$$

This solution trades off bias for variance: it will introduce some amount of bias but can substantially reduce variance.

Note that when $\tau = 1$, we obtain the biased naive estimator.

Practical Considerations



Comparison to Supervised LTR

Comparison to Supervised LTR

Supervised LTR:

- Uses manually annotated labels:
 - expensive to create,
 - impossible in many settings,
 - often misaligned with actual user preferences.
- Optimization is widely studied and very effective w.r.t. evaluation on annotated labels.
- Often unavailable for practitioners.

Counterfactual LTR:

- Uses click logs:
 - available in abundant quantities,
 - effectively no cost,
 - contains noise and biases.
- Noise: amortized over large numbers of clicks.
- Biases:
 - position bias mitigated with inverse propensity scoring.
 - other biases are an active area of research.

Conclusion

Today we discussed:

- User interactions with rankings are very biased.
- Counterfactual Learning to Rank:
 - Correct for position bias with inverse propensity scoring.
 - Requires an explicit user model.
- Unbiased learning from historical interaction logs.

• Addressing Trust Bias for Unbiased Learning-to-Rank (Agarwal et al., 2019b).

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- Policy-Aware Unbiased Learning to Rank for Top-k Rankings (Oosterhuis and de Rijke, 2020).

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- Policy-Aware Unbiased Learning to Rank for Top-k Rankings (Oosterhuis and de Rijke, 2020).
- When Inverse Propensity Scoring does not Work: Affine Corrections for Unbiased Learning to Rank (Vardasbi et al., 2020).

Thank you for your attention!

Notation

Notation Used in the Slides i

Definition	Notation	Example
Query	q	_
Candidate documents	D	_
Document	$d \in D$	_
Ranking	R	(R_1, R_2, \ldots, R_n)
Document at rank i	R_i	$R_i = d$
Relevance	$y:D\to\mathbb{N}$	y(d) = 2
Ranker model with weights $ heta$	$f_{\theta}: D \to \mathbb{R}$	$f_{\theta}(d) = 0.75$
Click	$c_i \in \{0, 1\}$	_
Observation	$o_i \in \{0, 1\}$	_
Rank of d when $f_{ heta}$ ranks D	$\mathit{rank}(d \mid f_{\theta}, D)$	$\mathit{rank}(d \mid f_{\theta}, D) = 4$

Differentiable upper bound on $rank(d, f_{\theta}, D)$	$\overline{rank}(d, f_{\theta}, D)$	_
Average Relevant Position metric	ARP	_
Discounted Cumulative Gain metric	DCG	—
Precision at k metric	Prec@k	_
A performance measure or estimator	Δ	_

- Tensorflow Learning to Rank, allows for inverse propensity scoring: https://github.com/tensorflow/ranking
- Inverse Propensity Scored Rank-SVM: https://www.cs.cornell.edu/people/tj/svm_light/svm_proprank.html
- Pairwise Differentiable Gradient Descent and Multileave Gradient Descent: https://github.com/HarrieO/OnlineLearningToRank
- Data and code for comparing counterfactual and online learning to rank http://github.com/rjagerman/sigir2019-user-interactions
- An older online learning to rank framework: Lerot https://bitbucket.org/ilps/lerot/

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