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(54) Title: METHOD, SYSTEM, AND COMPUTER READABLE STORAGE FOR PODCASTING AND VIDEO TRAINING  
IN AN INFORMATION SEARCH SYSTEM

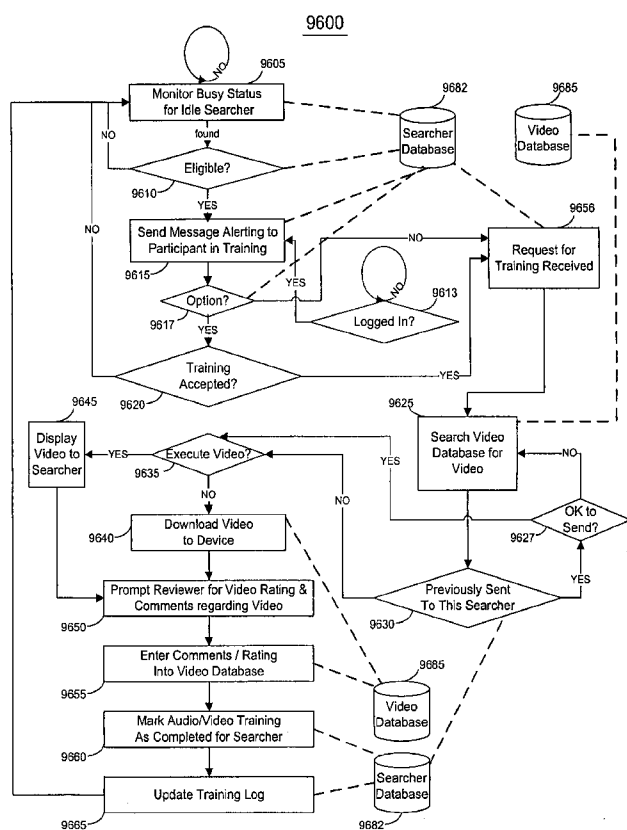


FIG. 23

(57) Abstract: A method and system for enhancing search skills of human guides in an information search system. The method allows human guides to be trained when they are not particularly busy fielding search queries from information seekers. The method can include determining whether a guide is idle and presenting to a human guide at least one video or audio source for training the human guide. The video training can include a demonstration of the most effective method for providing search results for an information search query, thereby enabling a guide to learn effective strategies and skills for conducting information searching. The training can contribute to the likelihood of the guide being promoted to a level of a more experienced human guide, thereby allowing greater effectiveness in fielding search queries for information seekers.



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<b>C. DOCUMENTS CONSIDERED TO BE RELEVANT</b>				
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.		
X --- Y	US 6,628,777 B1 (McIlwaine et al) 30 September 2003, column 5 lines 50-53 and lines 57-61, column 6 lines 20-23, lines 26-35, and lines 40-41, column 9 lines 42-50.	1-4,11-19 ----- 5-10,20,21		
Y	US 6,128,380 A (Shaffer et al) 03 October 2000, column 3 lines 38-40.	5-10,20,21		
Y	US 6,892,049 B2 (Phalp et al) 10 May 2005, column 5 lines 63-66.	8-10,20,21		
<input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex.				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;">           * Special categories of cited documents:             "A" document defining the general state of the art which is not considered to be of particular relevance             "E" earlier application or patent published on or after the international filing date             "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)             "O" document referring to an oral disclosure, use, exhibition or other means             "P" document published prior to the international filing date but later than the priority date claimed         </td> <td style="width: 50%; vertical-align: top;">           "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention             "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone             "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art             "&amp;" document member of the same patent family         </td> </tr> </table>			* Special categories of cited documents:  "A" document defining the general state of the art which is not considered to be of particular relevance  "E" earlier application or patent published on or after the international filing date  "L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)  "O" document referring to an oral disclosure, use, exhibition or other means  "P" document published prior to the international filing date but later than the priority date claimed	"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention  "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone  "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art  "&" document member of the same patent family
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