Frequently Asked Questions on Yewno Discover

What does Yewno Discover do?
Yewno Discover is a research and learning tool that provides results in a visual Knowledge Map that you can explore and continue building. The results are concepts and relationships that have been extracted from quality, academic content through machine-learning and computational linguistics algorithms.

Who uses Yewno Discover?
Many different kinds of learners and researchers use Yewno Discover. Often, students who are developing paper or assignment topics, brainstorming or exploring ideas, or enhancing their existing work with more concepts, relationships or relevant resources use Yewno Discover. Yewno Discover is also used by researchers who are exploring interdisciplinary fields, pushing the boundaries of their research questions, or trying to identify areas where there hasn't yet been a lot of academic literature published in their related topics. Teachers find Yewno Discover helpful as a classroom or assignment tool, or in order to come across teaching materials or approaches for their students that they hadn't previously known existed.

Why should I use Yewno?
Yewno Discover allows you to discover new interrelated concepts and connections through our unique algorithms. You will be able to access semantically-strong information that you cannot get out of a traditional search platform.

How is this different from my library's search tools and databases?
Instead of long lists of books and articles on a single topic, Yewno Discover allows you to discover new interrelated concepts and connections through our unique algorithms. We create a map with the concepts you choose and their relationships to other concepts so you can also find the links between information.

What sources do you use for your content?
We source over 120 million (and rapidly growing!) high-quality, vetted, full text documents from hundreds of publishers and content organizations, from which we extract concepts and relationships. We work directly with publishers and quality sources to obtain content in addition to using open access materials and curated web content. Additionally, our US Federal Government content comes directly from repositories and websites run by the federal government.

What about the quality of content sources?
All the content analyzed for Yewno Discover comes from high-quality sources such as academic publishers, peer-reviewed journals, books and OER, academically-relevant data sets from reputable organizations and carefully vetted quality and curated web and educational resources. We do not indiscriminately scrape the wide web for content.
How are the documents listed/sorted?
When you click on the Documents tab of any concept or relationship, the list of results you see is ordered with the strongest semantic connections at the top (in other words, what our algorithms have calculated to be most relevant to that particular concept or relationship).

Can my school or organization include its own proprietary content?
Yes, at an institutional level Yewno Discover can ingest a school’s special collections or institutional repository.

Is Yewno secure to use?
Yes. Yewno uses SSL for all data. This ensures that all data passed between the web server and browsers remain private and integral.

What do I do if I need help using Yewno Discover?
You can ask your librarian for assistance or use our online feedback tool – available through our ‘question’ button on every page.

Is there a mobile app?
A mobile version is in development, please stay tuned.

Are all search results in English? Will you use results from different languages?
Yewno Discover is currently available in the English, German, and Chinese languages, although we do also ingest original text that includes characters from other languages that may display in the product. We are continually working on enabling Yewno Discover in other languages. Please stay tuned.

Are there minimum browser requirements for Yewno?
Yewno Discover is designed to run best on modern browsers. We support the two most recent versions of Chrome, Firefox, and Safari. We do plan to implement support for Internet Explorer, please stay tuned.

Do you have any tutorial videos?
Yes, you can find tutorial videos at the top of the product help page as well as on Yewno’s YouTube channel.

How do I implement Yewno Discover’s interactive widget on my library website or LibGuides?
You can find information on how to embed our widget into your library website, LibGuides, and other places within your library’s web resources by viewing our Widget Integration Guide, available upon request by your Yewno Customer Success Manager.

I’m a teacher looking for help with how to use Yewno Discover with my class. Where can I find supporting materials?
You can find tutorials, lesson plans, and other teaching resources on our product webpage. We’re also available to help with incorporating Yewno Discover into your classroom, please contact us at hello@yewno.com with any questions.

I’m a system administrator or librarian who wants to do more outreach for supporting more campus research and learning activities with Yewno Discover. Where can I find supporting materials?
We have tutorials, lesson plans, outreach programs, and campus marketing materials that may be useful to you. Please contact us at hello@yewno.com with any questions.

General Knowledge Map and Document Questions

How do I start my Discover search and add a concept to my Knowledge Map?
In order to add a concept to your knowledge map, enter your search term into the Discover search bar and press enter. After you press enter, the first 10 related concepts will appear in the left-hand panel. Then select your concept of interest by clicking on the one that best fits your research needs.

Why are a set number of concepts first displayed to me?
In order to create the optimal interface for our users, Yewno Discover is constantly enhancing product design and taking in feedback from users. The initial number of concepts displayed is a result of rigorous testing and user evaluation, and users can also custom increase or decrease the number of concepts displayed with an easy slider bar within the system.

How many primary concepts can I connect at a time in my Knowledge Map?
You can connect up to 8 concepts at a time.

What does the length of the lines in the Knowledge Map mean?
Line length actually doesn't have a significance in the map – the product displays concepts in a space-optimal way, and you can also zoom in and out around your Knowledge Map.

What is the slider bar that appears on the right hand side of the page when I click a concept?
The slider bar controls two aspects. First, it allows you to increase or decrease the number of concepts that display for an individual Concept, by first clicking the Concept you want to customize and then adjusting the end points of the slider range. Second, grabbing your slider range in the middle and moving it up and down lets you select how obvious or non-obvious of related concepts you would like to see. For example, moving your slider range to the bottom will show concepts that have weaker semantic strength, which indicates that there are fewer scholarly publications containing those concepts ingested into Yewno Discover.

Why does the slider bar on the right disappear sometimes?
Since each concept can be individually adjusted, in order to make the slider bar appear, you have to click on a particular concept or node in order to adjust the amount of related concepts or the relevance you want to see.

I found articles and books through my Knowledge Map that I want to use. Do I need permission to use it?
Yewno Discover provides users with connections to the full articles and books wherever we can, such as if the content is open or publicly available, or because your library has connected their subscriptions into the system. Each source may have different rules of use associated with the content provided, so your ability to copy and reuse the content may vary.

Why can't I go through to the full Document in all of my search results?
Users can always explore concepts, connections, overviews, images, and document snippets in Yewno Discover. However, because of copyright implications, full documents are available to users when they are open and publicly available, or if the users' school has connected their library subscriptions into the system. If your school is connected but does not subscribe to that resource, your school may also have connected their interlibrary loan system so that your library can help connect you to that additional resource.

How will I know what my institution's subscribed content is?
When you click on a document in the Document list, if it is available through your institution, a button labeled “Available in Your Library” will appear underneath the document title. You can also filter the Documents list so that you are only presented with results that through your library’s online access.

Where can I find citations for my sources?
Yewno Discover provides you with identifying metadata on each Document (such as author, title, journal, publication year, and ISBN/ISSN), so that you can easily construct your own citation in your required format.

Can I filter the publication dates of the documents I want to see?
Yes, just click on the Filter icon at the top of your Documents list. You can input your desired publication date ranges and then apply your filter.

How can I find out where the Overview definition came from?
Read or click the Source link at the right hand bottom corner of each Overview definition to find or be connected to that definition’s original source.

How do I take screenshots of my Knowledge Map?
By clicking the camera icon on the top right corner of your Knowledge Map, you are taking screenshots that will automatically save into your Research Journey.

How can I clear everything out to start a brand new Knowledge Map?
Click the search icon on the left side of the page, and then click “Clear Knowledge Map” at the bottom of the details panel.

**Multilingual Interface**

How do I conduct a multilingual search?
You can conduct a multilingual search by selecting up to three languages in the Yewno Discover search panel and start searching.

Why can I only search in English, Chinese, and German?
Based on our customer portfolio and our user base, Chinese and German were the first two languages (in addition to English) to be added to the multilingual interface. We will be adding more languages as our user base and content set grows, please stay tuned.

Is the multilingual interface different than the previous version of Yewno Discover?
The multilingual interface operates exactly like the current version of Yewno Discover, except that the design looks a little different in order to accommodate more languages. The only functionality that is not included in the multilingual update is the theme manager (paint palette icon) and the bulk select tool since the interface differentiates language by color and has to account for multiple graphs.
Can I change my interface language?
By using the settings button in the bottom left hand corner of the page, you can set your interface language to the one that best suits your needs. You can change your language from English to Chinese or to German.

How do I remove a language from my search?
When you start typing in your concept of interest, the language filters will appear and you can select the languages you are interested in. You can then click on the filter to deselect the language, and your search results will change.

How do I know if my concept exists in other languages?
If you select all three language filters and type in your concept into the search bar, a list of suggested and related concepts will appear. To the right of the concept title, you will see ISO 639-1 language codes denoting if your concept is available in the languages you selected. If you select all three languages, and your concept is available in all three languages, you will see EN (English), ZH (Chinese), DE (German) to the right of your concept.

Why are the concept and document filters separate? Why do I have to filter by language again when I am looking at documents?
In order to present the best set of documents to you, it is better to have the concept and document language filters separate so we can filter from a larger, richer pool of multilingual documents.

Why do some concepts not have documents in different languages other than English?
Yewno is constantly updating its content set and expanding its content partnerships, meaning we are ingesting new multilingual documents and concepts on a daily basis so some documents and concepts in our current languages have not been loaded into the Yewno Discover platform yet. As we ingest more content, our concepts and Knowledge Maps will grow as well. Please stay tuned!

Why do some multilingual concepts not generate a Knowledge Map?
Yewno is constantly updating its content set and expanding its content partnerships, meaning we are ingesting new multilingual concepts on a daily basis so some concepts in our current languages are unique enough that a Knowledge Map cannot be created. As we ingest more content, our concepts and Knowledge Maps will grow as well. Please stay tuned!

What do the different colors on the map mean?
Each language we currently have in our system is color coded and is displayed in a concentric circle format when a concept is selected in more than one language. When you start typing your concept into the search bar, the language filter will appear with a legend to the right of the
language denoting the node color. Currently, English is blue, Chinese is red, and German is green.

**Why can't I change the theme of my Knowledge Map in the multilingual interface?**

Since our multilingual interface has to differentiate multiple languages by color, the theme of the graph can only operate on one color level.

**What if I only want to do a search in one language, like English?**

The multilingual interface default language is English and if you don't select any other languages, you can conduct your entire search in English. If you wish to do a single language search in either Chinese or German, just deselect English and select one language of your choosing.

**How will the multilingual interface affect my institution's Yewno Discover widget?**

Since the widget can only be shown in a single language, your widget will be defaulted to English unless your library administrator wishes to change the widget language to Chinese or German. For more details, please contact your Yewno Customer Success Manager.

**Are the concepts and documents in Yewno Discover's multilingual interface translated?**

No, all of our content is individually crawled and ingested. None of our multilingual concepts or documents are translated.

### Search Domains

**What are Domains?**

Yewno includes content from many sources. Domains give you the opportunity to select the broad source area that you'd like to search. Currently, we host two domains: Academic and Government (United States Federal). The academic domain includes peer-reviewed scholarship on virtually every subject. The Government domain includes free and open information from the United States Federal Government.

**How do I use domains to explore specific content sets?**

Before beginning a search, choose which domain(s) you’d like to explore. You can select a single domain (just Academic or just Government), or both the Academic and Government domains. If you want to change domains, simply clear your Knowledge Map and restart your search.
Why do I have to clear my Knowledge Map to change my search domain?
Some concepts only exist in the Academic domain or the Government domain, meaning that the Knowledge Map is slightly different as you change between domains. Clearing the Knowledge Map when you transition between domains ensures an optimal discovery environment.

Government Information

What documents are included in Yewno’s government domain?
Yewno’s government domain includes open US Federal Government documents spanning all three branches of government and every cabinet department. Our system requires machine-readable text, and therefore our content set heavily focuses on content from the digital era.

Why does Yewno include government content?
Government content is some of the most challenging, fragmented, unstructured information on the planet. Much of it is freely accessible online, but it is scattered across thousands of websites. Even when assembled, complex language and a maze of offices challenge discovery. It is also incredibly valuable, as the US Federal Government touches virtually every business, institution, and individual on earth (either directly or indirectly). That means this information is perfect for Yewno: our specialty is dealing with the toughest unstructured sources, and we love turning information into knowledge especially when it involves important problems.

How can I (or my institution) get involved with this initiative?
If you have large collections of digitized, machine-readable government content that you’d like to make accessible through Yewno, please contact us at hello@yewno.com!

Why is this content only from the US Federal Government? What about local governments? What about foreign governments or International Government Organizations?
Government content is massive (millions and millions of documents!) When dealing with such an overwhelming amount of data, focus is vital. The US Federal Government is one of the largest producers of content, and it maintains considerable requirements for open access. However, we do recognize that there are many other government entities on earth. State and local government is at least as important as the Federal Government, and we want to help individuals study and engage with governments around the world – from the smallest village to the largest international government organization. We have a big task ahead of us.

How is Yewno safeguarding government content?
One of the challenges with government content is that it is very unstable. Offices change, administrations change, and information is moved or deleted. Yewno is dedicated to ensuring
that government content remains accessible. Therefore, all content that is not already protected by an established and well-trusted non-governmental organization will be hosted by Yewno.

Concepts and Relationships

How do I add multiple concepts?
You can add multiple concepts by adding them from your Discover search bar. You can also add concepts by clicking on a concept in your Knowledge Map and clicking the "Expand Concept" button or by double-clicking the concept you’re interested in.

How do I find more related concepts?
If you search one concept, on the first page you should see 10 results in the left hand panel. At the bottom of the page, there are forward and back arrows for you to search through all of the related or similar concepts to your topic.

How do I explore the connection between two or more concepts?
You can explore the connection between two or more concepts by clicking on the line between your concepts of interest.

Can I see more concepts at a time?
Yes, you can move the slider bar on the right hand side of the page up and down to either decrease or increase the number of secondary concepts connected to your primary concept.

Can I view more than just direct relationships in my Knowledge Map?
Yes, by clicking on the multi-hop tool in the advanced tool panel, you can choose two concepts that you want to explore further and then click on “Generate relationship between two concepts.” By doing so you can create a Knowledge Map based on indirect relationships between those two concepts.

Can I turn off certain concepts?
Yes, if you wish to hide or remove a concept from your Knowledge Map, you can go back to the search icon and select your concept. If you then select the drop-down bar, all of the related concepts will appear. If you wish to hide or remove a particular concept, then you click on the eye icon to the right of the concept. To restore your hidden concepts, click the refresh button next to the main concept.

Does the size of the concept indicate anything?
The concepts you enter into your search are primary concepts and will appear larger on your Knowledge Map. You can also expand any of the related concepts that you come across into
primary concepts by double-clicking the related concept or clicking “Expand Concept” on the left details panel.

How do I control the number of concepts that display?
If you want to add more related concepts to your Knowledge Map, first click on your desired primary concept and you will see a slider bar appear on the right. You can move the ends of the slider bar to adjust the number of related concepts that show for each primary concept on your map.

Advanced Map Tools

What do the icons on the right hand side of my map mean?
The icons on the right hand side of the page are the Yewno Discover advanced tool panel. If you wish to take pictures of your knowledge map and/or organize and view your map in different ways, you can use these tools to do so.

Can I view the different maps that I create all at once?
Yes, you can view your different maps by clicking the map layer icon on the right hand side of your page, on the first icon from the bottom.

How do I go back to my previous maps?
By selecting the map layer tool on the advanced tool panel, you can move through your different knowledge maps.

Is there a shortcut that helps me make a new Knowledge Map from specific concepts on my current Knowledge Map, without making me have to clear my session and start over searching for those new concepts?
Yes, you can select multiple concepts from your current Knowledge Map to make a new map by clicking on the multi-select icon located on the top right side. Then, click your desired concept and the “Create a new Knowledge Map” button.

My Account and Search History

How can I view my search history or go back to a previous search?
If you want to view and export your search history (your “Research Journey”), click on the footsteps icon on the left hand side of the page. You can select which concepts, documents and maps you explored by clicking the check box to the left of each concept. You can also filter your Research Journey items by clicking the drop-down bar “Journey Type.”
Do I need a password to use Yewno?
If you wish to save and export your Research Journey, you will have to create a one-time username and password for Yewno Discover, located at the avatar icon in the top left hand corner of the page.

Are my searches private?
Yes, your searches are private. We uphold FERPA regulations for our school customers and users. To help us enhance our product to be more useful to our users, we may use aggregated, anonymized data, however, we are FERPA compliant and have great respect for our users’ privacy.

Exporting Your Work

How do I share my searches and knowledge maps?
You can share your searches and knowledge map by clicking into the Research Journey and selecting the research items on the left of your concepts, saved documents, and map screenshots. You can then export your selected items by clicking the items you wish to export and then clicking the Export Selected Research button. Be sure to check if your browser is blocking pop-ups if you do not see an action prompt.

Why isn't my Research Export working?
First make sure to log into your Yewno account before saving anything to your Research Journey. After you save your chosen items and enter the Research Journey panel, you will be prompted by a message in yellow at the bottom of the page asking you to select the items you wish to export. The export options will not appear until you select the check boxes of the items you wish to export. Also ensure that your pop-up blocker is disabled if you wish to export to Google Docs.

Can I take a picture of my Knowledge Map?
Yes, you can take a picture of your Knowledge Map by clicking the camera button in the right hand tool panel. After you click the button, there will be a pop up message informing you that your picture has saved successfully to your research journey. In order to export your picture, you then have to select and export in your Research Journey.

How do you print/save a Knowledge Map?
If you’re signed into your Yewno account, your Knowledge Map screenshots will always be saved in your Research Journey. If not, if you’ve already taken screenshots of the parts of your Knowledge Map you want to export, click on the footsteps icon (Research Journey) on the left hand side of the page. You can select which concepts, documents or screenshots you want by checking box to the left of each item. Then click “Export Selected Research” at the top of your
details panel button and select “All to Google Docs” – and you can print and save your Maps from there. Be sure to check if your browser is blocking pop-ups if you do not see an action prompt.

About Yewno, Inc.

Who is Yewno?
Founded in 2014, and headquartered in Redwood City, CA, Yewno is sparking curiosity, passion and the thirst for knowledge by building technology solutions to enable previously unfindable concepts and connections in vast volumes of content by leveraging artificial intelligence approaches. Yewno is comprised of a team of hands-on entrepreneurs, engineers and data scientists with broad experience in technology startups and publicly-traded corporate leaders alike. Advancing a bold vision of enhancing human understanding, Yewno is venture-funded and its technology is currently deployed with leading institutions and organizations.