

The Proceedings of  
2010 IEEE International Conference on  
Intelligent Systems and Knowledge  
Engineering

November 15-16, 2010, Hangzhou, China

ISKE 2010



# The Proceedings of 2010 IEEE International Conference on Intelligent Systems and Knowledge Engineering

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# The Proceedings of 2010 IEEE International Conference on Intelligent Systems and Knowledge Engineering

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Xiaogang Jin

Yangguang Liu

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## Preface

The 2010 IEEE International Conference on Intelligent Systems and Knowledge Engineering (ISKE2010) follows the success of previous ISKE conferences from 2006 in Shanghai, 2007 in Chengdu, 2008 in Xiamen, and 2009 in Hasselt. As an interdisciplinary field, ISKE2010 aims again at covering state-of-the-art research and development in all aspects related to Intelligent Systems and Knowledge Engineering with its mission:

- Discussing research on intelligent systems for solving problems in knowledge engineering.
- Bridging the gap between computational intelligence and knowledge systems via joint research between P. R. China and international research institutes and universities.
- Encouraging interdisciplinary research and bringing multi-discipline researchers together on intelligent systems for knowledge engineering and related fields.

The discussion topics at ISKE2010 include foundations of intelligent systems, knowledge engineering and knowledge discovery, social computing and intelligence, and practical applications. The conference gives both researches and practitioners a unique opportunity to share and exchange their knowledge and idea and to present their latest research results in various areas of Intelligent Systems and Knowledge Engineering.

ISKE2010 received 317 online submissions from Argentina, Australia, Belgium, China, France, German, India, Iran, Italy, Japan, Korea, Malaysia, Mexico, the Netherlands, Qatar, Singapore, Spain, the UK, the USA, and Turkey. The proceedings contained 134 final accepted papers and 4 invited lectures. All submitted papers went through a rigorous review process with an acceptance ratio of 42%.

Our thanks go to Professors Ruqian Lu, Ronald R. Yager, and Koen Vanhoof for their keynote papers; to Professors Irwin King, Luis Martínez López and Fuchun Sun their plenary papers; to our local and international program committee members and peer reviewers for their reviewing papers; to all the authors for their contributions to ISKE2010; to Drs/Mrs. Xiushui Ma, Xiaoqi He, Xianchang Su, Yixiao Li, Yong Min, *et al.* for their support and assistance to the conference; to Mr. Genlang Chen for his design of the conference website; and to Mr. Zeyuan Xu at IEEE Beijing Section, China for his support and cooperation.

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Xiaogang Jin, Yangguang Liu, Tianrui Li, Da Ruan

November 2010

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# 2010 IEEE International Conference on Intelligent Systems and Knowledge Engineering (ISKE2010)

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## TABLE OF CONTENTS

### PART 1 INVITED LECTURES

0001-P03	<b>OBJECT-ORIENTED KNOWWARE PROGRAMMING AND ITS ABSTRACT INHERITANCE SEMANTICS</b>	1
	<i>Ruqian Lu</i>	
0002-P01	<b>COMPUTING WITH WORDS IN LINGUISTIC DECISION MAKING: ANALYSIS OF LINGUISTIC COMPUTING MODELS</b>	5
	<i>Luis Martínez</i>	
0003-P02	<b>STRUCTURE OF ASSOCIATION RULE CLASSIFIERS: A REVIEW</b>	9
	<i>Koen Vanhoof, Benoît Depaire</i>	
0004-P04	<b>HARD AND SOFT INFORMATION FUSION USING MEASURES</b>	13
	<i>Ronald R. Yager</i>	

### PART 2 FOUNDATIONS OF INTELLIGENT SYSTEMS

0005-A103	<b>A DECISION-MAKING METHOD BASED ON LINGUISTIC AGGREGATION OPERATORS FOR COAL MINE SAFETY EVALUATION</b>	17
	<i>Chunfu Wei, Ruifu Yuan</i>	
0006-A135	<b>QUANTUM-INSPIRED REINFORCEMENT LEARNING FOR DECISION-MAKING OF MARKOVIAN STATE TRANSITION</b>	21
	<i>Daoyi Dong, Chunlin Chen</i>	
0007-A148	<b>APPROACHES FOR DYNAMICALLY UPDATING SET APPROXIMATIONS IN DOMINANCE BASED ROUGH SETS WHILE CONDITION ATTRIBUTES VALUE COARSENING AND REFINING</b>	27
	<i>Shaoyong Li, Tianrui Li, Junbo Zhang</i>	
0008-A166	<b>ADAPTIVE INFERENCE-BASED LEARNING AND RULE GENERATION ALGORITHMS IN FUZZY NEURAL NETWORK FOR FAILURE PREDICTION</b>	33
	<i>Vahid Behbood, Jie Lu, Guangquan Zhang</i>	
0009-A167	<b>COMPENSATORY FUZZY NEURAL NETWORK MODELING IN A WASTEWATER TREATMENT PROCESS</b>	39
	<i>Weihong Zhong, Hongwei Guan, Xiushui Ma, Xianghua Peng</i>	
0010-A170	<b>THE STUDY OF ROBUST DESIGN GLM OF SECOND-ORDER RESPONSE SURFACE IN NOISE FACTORS</b>	43
	<i>Sumei Zhang</i>	
0011-A178	<b>ADAPTIVE SLIDING MODE CONTROLLER FOR A CLASS OF NONLINEAR SYSTEM WITH UNCERTAINTY</b>	46
	<i>Xiangyang Yu, Haipeng Nan, Luochang Wu</i>	

0012-A200	<b>AFTERMARKET DEMANDS FORECASTING WITH AN REGRESSION-BAYESIAN-BPNN MODEL</b> <i>Yun Chen, Ping Liu, Li Yu</i>	52
0013-A239	<b>AN ARTIFICIAL VARIABLE RZ DECISION METHOD FOR GEOMETRIC SUPERFLUITY OF CONDITION CONSTRAINT IN LINEAR PROGRAMMING PROBLEM</b> <i>Daojian Liu, Tianmin Huang</i>	56
0014-A269	<b>DERIVATION OF AN ERROR MODEL FOR TRACTOR-TRAILER PATH TRACKING</b> <i>Van T. Huynh, J. Katupitiya, N. M. Kwok, R. P. Eaton</i>	60
0015-A31	<b>COMPREHENSIVE OPTIMIZATION OF INJECTION PARTS QUALITY USING NUMERICAL SIMULATION AND HYBRID INTELLIGENCE TECHNOLOGY</b> <i>Wei Yang, Guang Jin, Jun Zheng, Xianliang Jiang</i>	67
0016-A351	<b>A NEW METHOD FOR CALCULATION OF THE APPROXIMATIONS UNDER THE PROBABILISTIC ROUGH SETS</b> <i>Junbo Zhang, Tianrui Li, Lei Wang</i>	73
0017-A356	<b>AN APPROACH FOR INCREMENTAL UPDATING APPROXIMATIONS IN VARIABLE PRECISION ROUGH SETS WHILE ATTRIBUTE GENERALIZED</b> <i>Junbo Zhang, Tianrui Li, Dun Liu</i>	77
0018-A52	<b>THE CONJUGATE GRADIENT METHOD WITH NEURAL NETWORK CONTROL</b> <i>Ningsheng Gong, Wei Shao, Hongwei Xu</i>	82
0019-A55	<b>CYCLO-STATIONARY DETECTION OF THE SPECTRUM HOLES UNDER BLIND PARAMETERS IN COGNITIVE RADIO</b> <i>Chengkai Tang, Baowang Lian, Lingling Zhang</i>	85
0020-A71	<b>COMBINATION OF ACCELERATION PROCEDURES FOR SOLVING STOCHASTIC SHORTEST-PATH MARKOV DECISION PROCESS</b> <i>M.G. Garcia-Hernandez, J. Ruiz-Pinales, S. Ledesma-Orozco, G. Avina-Cervantes, E. Onaindia, A. Reyes-Ballesteros</i>	89
0021-A92	<b>MULTICRITERIA DECISION-MAKING METHOD USING EXPECTED VALUE-BASED COSINE SIMILARITY MEASURE FOR TRAPEZOIDAL FUZZY NUMBERS</b> <i>Weijiang Jiang, Jun Ye</i>	95
0022-C177	<b>WELL-POSEDNESS OF FLOWS IN NETWORKS WITH OUTPUT</b> <i>Fu Zheng</i>	98
0023-D256	<b>ELICITING INTERVAL PROBABILITIES VIA INTERVAL-VALUED PAIR-WISE COMPARISONS</b> <i>Peijun Guo, Yuanbing Wang</i>	102

0024-A242	<b>FUZZY RULE REPRESENTATION AND KNOWLEDGE BASE CONSTRUCTION IN EXPERT SYSTEM</b> <i>Yongchang Ren, Tao Xing, Xuguang Chai, Xiaoji Chen</i>	106
0025-A37	<b>CROSS FUZZY ENTROPY FOR MEASURING FUZZY ROUGH UNCERTAINTY</b> <i>Junyang Zhao, Zhili Zhang, Lingyi Sun, Zhaofa Zhou, Lijiang Sun</i>	111
0026-A61	<b>IMPROVED INTUITIONISTIC FUZZY CROSS-ENTROPY AND ITS APPLICATION TO PATTERN RECOGNITIONS</b> <i>Peimin Wei, Jun Ye</i>	114
0027-B223	<b>META WEB SERVICE BASED DISTRIBUTED MODEL MANAGEMENT AND COMPOSITION APPROACH</b> <i>Xianglan Han, Yangguang Liu, Bin Xu, Gang Zhang</i>	117
0028-B94	<b>STUDY ON LEAST TRIMMED SQUARES FUZZY NEURAL NETWORKS</b> <i>Hsu-Kun Wu, Jer-Guang Hsieh, Ker-Wei Yu</i>	123
0029-S02	<b>ANALYTICAL STRUCTURE CHARACTERIZATION AND STABILITY ANALYSIS FOR A CLASS OF MAMDANI FUZZY CONTROLLERS</b>  <i>Hao Ying</i>	128
0030-S05	<b>ORGANIZING INFORMATION BY FUZZY PREFERENCE STRUCTURES - FUZZY PREFERENCE SEMANTICS</b> <i>Camilo Franco, Javier Montero</i>	135
0031-S08	<b>INTELLIGENT FUZZY CONTROLLER OF A QUADROTOR</b> <i>Matilde Santos, Victoria López and Franciso Morata</i>	141
0032-S10	<b>AN ALGEBRAIC METHOD FOR MANAGING RELIABILITY IN PROPOSITIONAL LOGICS</b> <i>Antonio Hernando, Eugenio Roanes-Lozano, Javier Montero</i>	147
0033-S17	<b>A FIRST STUDY ON THE NOISE IMPACT IN CLASSES FOR FUZZY RULE BASED CLASSIFICATION SYSTEMS</b> <i>José A. Sáez, Julián Luengo, Francisco Herrera</i>	153
0034-S20	<b>BELIEF DEGREE-DISTRIBUTED FUZZY COGNITIVE MAPS</b> <i>Lusine Mkrtchyan, Da Ruan</i>	159
<b>PART 3 KNOWLEDGE ENGINEERING AND KNOWLEDGE DISCOVERY</b>		
0035-A139	<b>A NOVEL AUDIO AGGREGATION WATERMARKING FOR COPYRIGHT PROTECTION</b> <i>Rangding Wang, Yiqun Xiong</i>	166
0036-A185	<b>OPTIMIZED GABOR FILTER PARAMETERS FOR UNIFORM TEXTURE FLAW DETECTION</b> <i>Liangzhong Fan, Gangyi Jiang</i>	173

0037-A194	<b>SHORT-TERM LOAD FORECASTING: LEARNING IN THE FEATURE SPACE BASED ON LOCAL TEMPERATURE SENSITIVE INFORMATION</b> <i>Huanda Lu, Kangsheng Liu</i>	177
0038-A196	<b>JOINT DETECTION OF CYCLOSTATIONARY AND ENERGY IN COGNITIVE RADIO</b> <i>Yi Zhang, Lingling Zhang, Chengkai Tang</i>	182
0039-A199	<b>AN APPLICATION OF MULTI-SENSOR INFORMATION FUSION IN TIRE PRESSURE MONITORING SYSTEM</b> <i>Yulan Zhou, Yongsheng Chai, Yahong Lin, Kun Wang</i>	187
0040-A217	<b>A IMPROVED PARTICLE SWARM OPTIMIZER FOR IIR DIGITAL FILTER DESIGN</b> <i>Xuzhen Zhang, Pingui Jia, Junying Guo</i>	191
0041-A229	<b>A NOVEL HYPERSPECTRAL REMOTE SENSING IMAGES CLASSIFICATION USING GAUSSIAN PROCESSES WITH CONDITIONAL RANDOM FIELDS</b> <i>Futian Yao, Yuntao Qian, Zhenfang Hu, Jiming Li</i>	197
0042-A240	<b>COMPETITIVE INTELLIGENCE SERVICE VISUALIZATION ON KNOWLEDGE DISCOVERY</b> <i>Yong Liu, Jing Jiang, Jian Zhou</i>	203
0043-A51	<b>SELECTIVE COVER-BASED ENSEMBLE: FIVE MAYBE GOOD ENOUGH</b> <i>Ningsheng Gong, Zhigang Zhang</i>	209
0044-A79	<b>AN ENSEMBLE METHOD OF ADAPTIVE MULTIPLE CLASSIFIERS</b> <i>Hengzheng Kang, Yan Yang, Jintan Chen</i>	215
0045-B134	<b>AK-MODES: A WEIGHTED CLUSTERING ALGORITHM FOR FINDING SIMILAR CASE SUBSETS</b> <i>Lianhang Ma, Yefang Chen, Hao Huang</i>	218
0046-B168	<b>AN ENHANCED CATEGORY DETECTION BASED ON ACTIVE LEARNING</b> <i>Hao Huang, Shuoping Wang, Lianhang Ma</i>	224
0047-B174	<b>NEW CONSTRUCTION OF ENSEMBLE CLASSIFIERS FOR IMBALANCED DATASETS</b> <i>Yun Zhai, Bingru Yang, Nan Ma, Da Ruan</i>	228
0048-B180	<b>THE APPLICATION OF A TOP-DOWN ALGORITHM IN NEIGHBORING CLASS SET MINING</b> <i>Gang Fang, Chengsheng Tu, Jiang Xiong, Ziquan Wang</i>	234
0049-B192	<b>LEARNING ALGORITHM FOR COLOR RECOGNITION OF LICENSE PLATES</b>	238

*Feng Wang, Dexian Zhang, Lichun Man, Junwei Yu*

0050-B195	<b>FUZZY DECISION TREE CONSTRUTION WITH GENE EXPRESSION PROGRAMMING</b>	<b>244</b>
	<i>Weihong Wang, Wei Ruan, Qu Li</i>	
0051-B93	<b>STUDY ON KERNEL-BASED WILCOXON CLASSIFIERS</b>	<b>249</b>
	<i>Hsu-Kun Wu, Jer-Guang Hsieh, Yih-Lon Lin</i>	
0052-D219	<b>LISTMOTIF: A TIME AND MEMORY EFFICIENT ALGORITHM FOR WEAK MOTIF DISCOVERY</b>	<b>254</b>
	<i>Hequan Sun, Malcolm Yoke Hean Low, Wen Jing Hsu, Jagath C. Rajapakse</i>	
0053-D385	<b>MPRM EXPRESSIONS MINIMIZATION BASED ON SIMULATED ANNEALING GENETIC ALGORITHM</b>	<b>261</b>
	<i>Pengjun Wang, Hui Li, Zhenhai Wang</i>	
0054-A176	<b>A STATISTICAL SPEECH RECOGNITION OF NINGBO DIALECT MONOSYLLABLES</b>	<b>266</b>
	<i>Qinru Fan, Donghong Wang</i>	
0055-A186	<b>MOVING OBJECT DETECTION BASED ON RUNNING AVERAGE BACKGROUND AND TEMPORAL DIFFERENCE</b>	<b>270</b>
	<i>Yi Zheng, Liangzhong Fan</i>	
0056-B232	<b>THE MODEL AND MECHANISM OF KNOWLEDGE TRANSFER BASED ON KNOWLEDGE ALLIANCE</b>	<b>273</b>
	<i>Ze Tian, Rongrong Huang</i>	
0057-B266	<b>EXPLOITING RICH FEATURES FOR CHINESE NAMED ENTITY RECOGNITION</b>	<b>278</b>
	<i>Jianping Shen, Xuan Wang, Shaofeng Li, Lin Yao</i>	
0058-D203	<b>A STUDY OF PRICING STRATEGY FOR MOBILE INTERNET SERVICE USING CLICKSTREAM DATA</b>	<b>283</b>
	<i>Yanbin Liu, Ping Yuan, Guohong Zhou</i>	
0059-D275	<b>APPLICATION OF LVQ NEURAL NETWORK TO CAR LICENSE PLATE RECOGNITION</b>	<b>287</b>
	<i>Mengze Zheng, Qingyu Liu</i>	
0060-D284	<b>SEMI-SUPERVISED TRANSDUCTIVE DISCRIMINANT ANALYSIS</b>	<b>291</b>
	<i>Yi Li, Xuesong Yin</i>	
0061-D383	<b>MULTIPLE KERNEL LEARNING METHOD FOR NETWORK ANOMALY DETECTION</b>	<b>296</b>
	<i>Guanghui Song, Xiaogang Jin, Genlang Chen, Yan Nie</i>	
0062-S09	<b>A DIVISIVE HIERARCHICAL K-MEANS BASED ALGORIHTM FOR IMAGE SEGMENTATION</b>	<b>300</b>
	<i>José Antonio Martín H., Javier Montero, Javier Yáñez, Daniel Gómez</i>	
0063-S23	<b>COMBINING CLUSTERING COEFFICIENT-BASED ACTIVE</b>	<b>305</b>

**LEARNING AND SEMI-SUPERVISED LEARNING ON NETWORKED DATA**

*Xiaoqi He, Yangguang Liu, Bin Xu, Xiaogang Jin*

0064-S26	<b>EVALUATION AND COMPARISON OF COMPACTLY SUPPORTED RADIAL FUNCTION FOR KERNEL MACHINE</b>	<b>310</b>
	<i>Yangguang Liu, Xiaoqi He, Bin Xu</i>	

**PART 4 SOCIAL COMPUTING AND INTELLIGENCE**

0065-A91	<b>PRIVACY PRESERVING ATTRIBUTE REDUCTION FOR HORIZONTALLY PARTITIONED DATA</b>	<b>315</b>
	<i>Mingquan Ye, Xuegang Hu, Changrong Wu</i>	
0066-B126	<b>DESIGN AND IMPLEMENTATION FOR LITERATURE SEARCH AND IMPACT-BASED SUMMARIES</b>	<b>320</b>
	<i>Chong Chen, Feng Li, Xianling Mao, Jing He, Hongfei Yan</i>	
0067-B136	<b>A REFINED WEIGHTED K-NEAREST NEIGHBORS ALGORITHM FOR TEXT CATEGORIZATION</b>	<b>326</b>
	<i>Fang Lu, Qingyuan Bai</i>	
0068-B149	<b>A CLUSTERING-BASED APPROACH ON SENTIMENT ANALYSIS</b>	<b>331</b>
	<i>Gang Li, Fei Liu</i>	
0069-B191	<b>LDA-BASED USER INTERESTS DISCOVERY IN COLLABORATIVE TAGGING SYSTEM</b>	<b>338</b>
	<i>Shuang Song, Li Yu, Xiaoping Yang</i>	
0070-B228	<b>ESTIMATING GROWTH PARAMETERS FOR THE DROSOPHILA MELANOGASTER PROTEIN INTERACTION NETWORK BY A NETWORK COMPARISON METHOD BASED ON BREADTH-FIRST SEARCH</b>	<b>344</b>
	<i>Xianchuang Su, Xiaogang Jin, Yong Min, Yixiao Li</i>	
0071-B246	<b>QUERYING EVENT LOGS: DISCOVERING NON-EVENTS IN EVENT LOGS</b>	<b>349</b>
	<i>Jo Swinnen, Koen Vanhoof, Els Hannes</i>	
0072-C114	<b>THE OPINION DYNAMICS AND BOUNDED CONFIDENCE MODEL ON FLOCKING MOVEMENT WORLD</b>	<b>355</b>
	<i>Shusong Li, Shiyong Zhang</i>	
0073-C140	<b>NEW ALGORITHM FOR CONSTRUCTING BAYESIAN NETWORK STRUCTURES FROM DATA</b>	<b>360</b>
	<i>Xiaoli Gao, Binghan Li, Sanyang Liu</i>	
0074-C155	<b>A NEW METHODOLOGY TO MEASURE CONSENSUS</b>	<b>365</b>
	<i>José C. R. Alcantud, Rocio de Andrés</i>	
0075-C175	<b>NONLINEAR MATHEMATICS MODEL AND STABILITY FOR SOCIAL</b>	<b>371</b>

## SECURITY SYSTEMS

*Feng Liu, Guodong Shi*

0076-C215	<b>A FAST AND REASONABLE METHOD FOR COMMUNITY DETECTION WITH ADJUSTABLE EXTENT OF OVERLAPPING</b> <i>Zhihao Wu, Youfang Lin, Huaiyu Wan, Shengfeng Tian</i>	376
0077-C278	<b>AUTOMATED COMPOSITION SYSTEM BASED ON GA</b> <i>Minjun Jiang, Changle Zhou</i>	380
0078-C279	<b>DECOMPOSITION OF REDUCED CHARACTER OF CHINESE GUQIN NOTATION</b> <i>Enzhi Ni, Minjun Jiang, Changle Zhou</i>	384
0079-C355	<b>SIMRANK: A PAGE RANK APPROACH BASED ON SIMILARITY MEASURE</b> <i>Shaojie Qiao, Tianrui Li, Hong Li, Yan Zhu, Jing Peng, Jiangtao Qiu</i>	390
0080-D263	<b>ROBUSTNESS OF URBAN BUS TRAFFIC NETWORKS: A ‘LOAD POINTS’ ANALYSIS</b> <i>Cheng Rong</i>	396
0081-D83	<b>AN APPROACH TO DISCOVER SEMANTIC WEB SERVICES IN DISTRIBUTED ENVIRONMENT BASED ON CHORD</b> <i>Yun Zhao, Huayou Si, Hengnian Qi, Yulin Ni</i>	401
0082-A182	<b>THE DESIGN AND IMPLEMENTATION OF AN APPROACH TO PUBLISH AND DISCOVER SEMANTIC WEB SERVICES</b> <i>Huayou Si, Yun Zhao, Hengnian Qi, Zhong Chen</i>	406
0083-C190	<b>BUILDING COMPLETE COLLABORATIVE FILTERING METHOD SYSTEM</b> <i>Li Yu, Xiaoping Yang</i>	412
0084-C277	<b>USING EMPIRICAL RISK MINIMIZATION TO DETECT COMMUNITY STRUCTURE IN THE BLOGOSPHERE</b> <i>Jiaxuan Huang, Hongsen Huang</i>	418
0085-C299	<b>STUDY ON SPATIAL AND TEMPORAL MOBILITY PATTERN OF URBAN TAXI SERVICES</b> <i>Genlang Chen, Xiaogang Jin, Jiangang Yang</i>	422
0086-S01	<b>WEB SERVICE ACCESS CONTROL WITH SEMANTIC INTEROPERATION</b> <i>Yi Zhao, Zhong Li, Wolfgang A. Halang</i>	426
0087-S13	<b>A PROCESS CAPABILITY INDEX WITH ASYMMETRIC TOLERANCES UNDER FUZZY ENVIRONMENT</b> <i>Cengiz Kahraman, İhsan Kaya, Selcuk Cebi</i>	430
0088-S18	<b>A SOCIAL APPROACH TO SECURITY: USING SOCIAL NETWORKS TO HELP DETECT MALICIOUS WEB CONTENT</b>	436

**PART 5 PRACTICAL APPLICATIONS**

0089-A141	<b>STUDY ON MACHINING PREDICTION IN PLANE GRINDING BASED ON ARTIFICIAL NEURAL NETWORK</b> <i>Qingqing Yang, Jue Jin</i>	<b>442</b>
0090-A224	<b>THE AGGREGATION METHOD OF INDUCTION MOTORS WITH DISTRIBUTION NETWORK</b> <i>Hongbin Zhang, Qiyu Liu, Xiaohua Wang</i>	<b>445</b>
0091-A32	<b>A MODIFIED DIFFERENTIAL EVOLUTION ALGORITHM AND ITS APPLICATION IN THERMAL PROCESS MODEL IDENTIFICATION</b> <i>Changliang Liu, Ming Yu</i>	<b>450</b>
0092-A62	<b>APPLICATION OF C-TYPE NEURAL NETWORKS IN COLLABORATIVE MEDICAL DIAGNOSIS SYSTEM</b> <i>Yaping Yang, Junjie Jiang, Junjie Hu</i>	<b>454</b>
0093-B204	<b>CREATING A COMPOSITE ROAD SAFETY PERFORMANCE INDEX BY A HIERARCHICAL FUZZY TOPSIS APPROACH</b> <i>Qiong Bao, Da Ruan, Yongjun Shen, Elke Herman</i>	<b>458</b>
0094-B225	<b>RESEARCH ON THE EFFECTS OF INFORMATION TECHNOLOGY ON KNOWLEDGE WORK PRODUCTIVITY</b> <i>Kejing Zhang, Huilin Chen, Changjun Dai</i>	<b>464</b>
0095-B248	<b>TELEDIAGNOSIS AND MAINTENANCE OF THE SHIP FROM LAND, USING PRINCIPAL COMPONENT ANALYSIS TO COMPRESS ACQUIRED DATA OFFSHORE.</b> <i>Iranzu Sotés, Juan Luis Larrabe, Miguel Angel Gómez, Francisco José Alvarez, M. Carmen Rey, Victoria E. Mielgo, Elena Gastiasoro</i>	<b>470</b>
0096-B249	<b>SUPPORT MAKING DECISION USING HOTELLING T<sup>2</sup> TECHNIQUE IN A REPSOL UNDERSEA NATURAL GAS STORAGE PLANT</b> <i>Iranzu Sotés, Juan Luis Larrabe, Miguel Angel Gómez, Francisco José Alvarez, M. Carmen Rey, Victoria E. Mielgo, Elena Gastiasoro</i>	<b>474</b>
0097-B267	<b>MINING THE STUDENT PROGRAMMING PERFORMANCE USING ROUGH SET</b> <i>Mohamad Farhan Mohamad Mohsin, Norita Md Norwawi, Cik Fazilah Hidadullah, Mohd Helmy Abd Wahab</i>	<b>478</b>
0098-B84	<b>STUDY ON THE MECHANISM AND APPROACH OF KNOWLEDGE TRANSFER WITHIN R&amp;D UNIT OF ENTERPRISE</b> <i>Libing Shu, Rong Chen</i>	<b>484</b>
0099-C104	<b>THE METHOD OF THE VELOCITY COMPENSATION IN DYNAMIC WEIGHING SYSTEM</b> <i>Dongyun Wang, Kai Wang</i>	<b>488</b>

0100-D150	<b>A HYBRID RECOMMENDATION APPROACH FOR HIERARCHICAL ITEMS</b> <i>Dianshuang Wu, Jie Lu, Guangquan Zhang</i>	492
0101-D151	<b>SEMI-ONLINE SCHEDULING ON TWO PARALLEL PROCESSORS WITH COMBINED PARTIAL INFORMATION</b> <i>Yong Wu, Qifan Yang</i>	498
0102-D238	<b>APPLICATION OF FUZZY ANALYTIC HIERARCHY PROCESS ON DESIGN EVALUATION OF DIESEL ENGINE STRUCTURE AIMED TO IMPROVE VOLUME POWER</b> <i>Dewen Jia, Wenjie Qin, Zhengxing Zuo</i>	504
0103-D252	<b>TONE REPRODUCTION OF HIGH DYNAMIC IMAGE</b> <i>Yiming Jin, Guoliang Mo, Sanyuan Zhang</i>	508
0104-D264	<b>COMPLEX SUPPLY NETWORKS EVOLVING MODEL: COMPLEX NETWORKS PERSPECTIVE</b> <i>Gang Li, Qi Xuan, Zhihuan Song, Xiaogang Jin</i>	511
0105-D280	<b>A CELLULAR AUTOMATA MODEL FOR POPULATION DYNAMICS SIMULATION OF TWO PLANT SPECIES WITH DIFFERENT LIFE STRATEGIES</b> <i>Jie Xu, Baojing Gu, Yanting Guo, Jie Chang, Ying Ge, Yong Min, Xiaogang Jin</i>	517
0106-D369	<b>TREOSTREAM: A PEER-TO-PEER STREAMING MEDIA SYSTEM PROTOTYPE</b> <i>Hui Xiao, Wei Gong</i>	524
0107-D389	<b>MODELING AND SIMULATION OF CMMS PROBE TRIGGER PRE-TRAVEL ERROR</b> <i>Xiushui Ma, Xiaochao Qian, Guihua Li, Weihong Zhong</i>	528
0108-D405	<b>LANGUAGE MODELING FOR LEGAL PROOF</b> <i>Le Cheng, Winnie Cheng</i>	533
0109-A115	<b>APPLICATION OF EXTENDED EVALUATION METHOD TO THE DECISION-MAKING PROBLEMS OF ALTERNATIVES</b> <i>Yongbiao Luo, Ye Jun</i>	538
0110-A125	<b>AN EVALUATION MODEL FOR AIR TRAFFIC CONTROLLERS BASED ON FUZZY CONVERSION</b> <i>Xin He, Yaqing Chen, Haoran Gao, Zhijian Lai</i>	543
0111-A188	<b>RESEARCH OF THE HUMIDITY CONTROL SYSTEM OF PEM FUEL</b> <i>Hui Jin, Jie He</i>	548
0112-A272	<b>FDMS-BASED DESCRIPTION OF CONCEPT MODEL ABOUT AIR-RAID OPERATIONS</b> <i>Wanhong Zhu, Fengshan Wang, Yating Liu</i>	552
0113-A44	<b>ADAPTIVE PID CONTROL OF HIGH-VOLTAGE POWER SUPPLY FOR</b>	556

**ECRH ON RBF NETWORK***Pengying Du, Xiaoping Luo, Shaowu Du*

0114-C188	<b>THE RESEARCH ON EVALUATION INDEX SYSTEM AND EVALUATION METHODS OF CONVERGENCE OF INFORMATIZATION AND INDUSTRIALIZATION</b>	<b>559</b>
	<i>Haiwei Tong, Tingjie Lv, Pei Huang</i>	
0115-D201	<b>A STUDY OF FACTORS AFFECTING USAGE INTENTION OF 3RD GENERATION MOBILE NETWORK SERVICE</b>	<b>565</b>
	<i>Guohong Zhou, Ping Yuan, Lei Tian, Yanbin Liu</i>	
0116-D202	<b>STOCK MANAGEMENT SYSTEM BASED ON PRINCIPLE OF ERP AND ITS ALGORITHM DESIGN</b>	<b>569</b>
	<i>Sisheng Zong, Yongling Yu, Jinfa Shi</i>	
0117-D245	<b>THE PREDICTION OF FIBER DIAMETER OF MELT BLOWING BY MEANS OF INTELLIGENT TECHNIQUES AND MATHEMATICAL-PHYSICAL METHODS</b>	<b>572</b>
	<i>Bo Zhao</i>	
0118-D250	<b>MODELING AND SIMULATION OF TEACHER RESOURCES ACQUISITION IN COLLEGES USING SYSTEM DYNAMICS</b>	<b>576</b>
	<i>Zhengang Zhang, Yuan Liu, Jiashun Song</i>	
0119-D276	<b>TASK SCHEDULING OF REAL-TIME SYSTEMS ON MULTI-CORE EMBEDDED PROCESSOR</b>	<b>580</b>
	<i>Jiahai Liu, Maolin Yang</i>	
0120-D283	<b>AUTOMATION SYSTEM FOR OPTIMIZATION OF VULCANIZATION ACCELERATOR PRODUCTION</b>	<b>584</b>
	<i>Xiaodong Zhang, Xiujuan Li, Ke Lu</i>	
0121-D323	<b>VOLTAGE CONTROL OF 110KV SUBSTATION OF ENTERPRISE</b>	<b>588</b>
	<i>Zongyao Nie, Xiushui Ma, Xiaochao Qian, Jun Jiang</i>	
0122-D333	<b>PREDICTION OF INSOLUBLE DIETARY FIBER CONTENT IN MOSO BAMBOO SHOOT USING NEAR-INFRARED SPECTROSCOPY</b>	<b>592</b>
	<i>Xinjie Yu, Yongjian Yu, Shangyong Zhang</i>	
0123-D373	<b>ELMAN NEURAL NETWORK BASED TEMPERATURE PREDICTION IN CEMENT ROTARY KILN CALCINING PROCESS</b>	<b>596</b>
	<i>Baosheng Yang, Xiushui Ma, Qian Zhang</i>	
0124-D403	<b>A NEW METHOD AND INSTRUMENT FOR MEASUREMENT OF PLANT LEAF AREA</b>	<b>601</b>
	<i>Derong Zhang, Yong He</i>	
0125-S03	<b>INTELLIGENT SATELLITES CONTROL BASED ON FUZZY LOGIC IN THE EARTH-MOON LIBRATION POINTS</b>	<b>605</b>
	<i>Fernando Alonso Zotes, Matilde Santos Peñas</i>	

0126-S04	<b>SYNCHRONIZATION OF PHASE OSCILLATORS AS A MODEL OF SYNERGY IN SENSOR NETWORKS</b> <i>Ariën J. van der Wal</i>	611
0127-S06	<b>MULTILEVEL FUZZY NAVIGATION CONTROL SCHEME APPLIED TO A MONITORING MOBILE ROBOT</b> <i>Erick Rojas-Ramírez, Jorge S. Benítez-Read</i>	617
0128-S07	<b>RED TEAMING MILITARY INTELLIGENCE - A NEW APPROACH BASED ON NEUTROSOPHIC COGNITIVE MAPPING</b> <i>Suman Rao</i>	622
0129-S11	<b>PRACTICAL APPLICATIONS OF INTELLIGENT SYSTEMS: AN E-LEARNING PLATFORMS RECOMMENDER</b> <i>Victoria Lopez, Matilde Santos, Pablo Esteve, David Roldán, Juan C. deMendoza</i>	628
0130-S12	<b>SUPPLIER SELECTION PROCESS USING ELECTRE METHOD</b> <i>Semra BİRGÜN, Emrah CİHAN</i>	634
0131-S14	<b>A FUZZY LINGUISTIC QUALITY EVALUATION MODEL FOR DIGITAL LIBRARIES</b> <i>E. Herrera-Viedma, J. López-Gijón, A. A. Ruíz</i>	640
0132-S15	<b>A WEB BASED EVALUATION SUPPORT SYSTEM BY INTEGRAL PERFORMANCE APPRAISAL</b> <i>Macarena Espinilla, Francisco Jesús Martínez, Luis Martínez</i>	646
0133-S16	<b>A MULTI-GRANLUAR LINGUISTIC QOS MODEL FOR NETWORKING</b> <i>Sergio Gramajo, Luis Martínez</i>	652
0134-S19	<b>STUDY OF HUMAN PERCEPTION ON BODY SHAPES USING INTELLIGENT TECHNIQUES</b> <i>Lichuan Wang, Xianyi Zeng, Ludovic Koehl, Yan Chen</i>	658
0135-S21	<b>EVALUATION AND COMPARISON OF BUSINESS PROCESS MODELING METHODOLOGIES FOR SMALL AND MIDSIZED ENTERPRISES</b> <i>Fatma Aksu, Koen Vanhoof, Liesbet De Munck</i>	664
0136-S22	<b>ARTIFICIAL NEURAL NETWORK MODEL TO PREDICT COMPOSITIONAL VISCOSITY OVER A BROAD RANGE OF TEMPERATURES</b> <i>Yiqing Miao, Quan Gan, David Rooney</i>	668
0137-S24	<b>A DATA DRIVEN INTELLIGENT SYSTEM OF REAL ESTATE APPRAISAL</b> <i>Xinyou Guo, Ya Nie, Minglun Cai, Wei Zheng</i>	674
0138-S25	<b>ON THE ARCHITECTURE AND ADDRESS MAPPING MECHANISM OF IOT</b> <i>Bin Xu, Yangguang Liu, Xiaoqi He, Yanping Tao</i>	678

# A Fuzzy Linguistic Quality Evaluation Model for Digital Libraries

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**Abstract**—The aim of this paper is to present a model based on a fuzzy linguistic approach to evaluate the quality of digital libraries. The quality evaluation of digital libraries is defined using users' perceptions on the quality of digital services provided through their Web sites. We assume a fuzzy linguistic modeling to represent the users' perception and apply automatic tools of fuzzy computing with words based on the LOWA and LWA operators to compute global quality evaluations of digital libraries.

## I. INTRODUCTION

The explosive growth of the World Wide Web stimulates the development of fast and effective automated systems that support an easy and effective access to the information relevant to specific users' needs [1]. Digital libraries [2], [3], [4], [5] are one of these automated systems.

Since 1990s, the Internet and the Web has become the primary platform for libraries to build and deliver information resources, services and instructions. Nowadays, in the digital age, we find two kinds of library user information services [3]:

- *Traditional library user information services*, which are based on a face-to-face personal communication and are developed on-site, as for example: on-site bibliographic instruction, consultation, user technical support, classroom instruction, and so on.
- *Electronic library user information services*, which are based on the Web, can be developed on-site or off-site, and are accessible without any geographic and time limitations, as for example: integrated library systems, distance learning services, e-databases services, web library catalogs, open source journal information, web search engines, instant messaging services, virtual reference, etc.

Depending on the library framework, both services are necessary and complementary to develop library activities. However, electronic services allow us to improve the efficiency of the libraries and, therefore, we find hybrid libraries[6] that keep some traditional services but with a great tendency to create new digital services using all Web possibilities. In this framework, we have to deal with new challenges and key issues if we want to offer quality library services to the users, as for example [3]: role academic libraries, quality information resources, Web instructions and training, new assessment and evaluation methodologies, etc.

As digital libraries become commonplace, as their contents and services become more varied, people expect more sophisticated services from their digital libraries [7]. As digital libraries have been around for a few years now, an increasing number of users have some familiarity with them. This emergence of digital libraries calls for the need for the evaluation of digital libraries. Furthermore, the expectations and demands for better service and functionality from these users are increasing. Thus, the importance of quality in digital libraries content and services is higher than ever [8]. In this way, evaluation of digital libraries is an essential component for the design of effective digital libraries [9].

Evaluation is a research activity, and it has both theoretical and practical impact [10]. The objective of digital libraries evaluation is to assess to what extent a digital library meets its objectives and offer suggestions for improvements [4]. Even though there are no standard evaluation criteria and evaluation techniques for digital libraries evaluation, digital libraries evaluation research has been conducted on different aspects. Most of the research on evaluation of digital libraries has applied from researchers themselves. However, as digital libraries are designed for users to use, the quality of digital libraries needs be judged by their users.

The main of this paper is to present a model based on fuzzy linguistic information to evaluate the quality of digital libraries. This evaluation model presents a set of subjective criteria related to the Web sites of digital libraries and a computation instrument of quality assessments. We assume that the quality of a digital library is measured through users' perceptions on the digital services offered through its Web site. Users are invited to fill in a survey built on the set of subjective criteria. To measure quality, conventional measurement tools used by the customers are devised on cardinal or ordinal scales. However, the scores do not necessarily represent user preference. This is because respondents have to internally convert preference to scores and the conversion may introduce distortion of the preference [11]. So, we use an ordinal fuzzy linguistic modeling [12] to represent the user perceptions and tools of computing with words based on the linguistic aggregation operators LOWA [12] and LWA [13] to compute the quality assessments.

The paper is set out as follows. In Section II, the ordi-

nal fuzzy linguistic modeling for computing with words is discussed. Section III describes the model based on fuzzy linguistic information to evaluate the quality of digital libraries. Finally, some conclusions are pointed out in Section IV.

## II. A FUZZY LINGUISTIC APPROACH FOR COMPUTING WITH WORDS

Many problems present fuzzy and vague qualitative aspects (decision making [14], [15], [16], risk assessment [17], information retrieval [18], [19], [20], [21], etc.). In such problems, the information cannot be assessed precisely in a quantitative form, but it may be done in a qualitative one, and thus, the use of a *linguistic approach* is necessary. The *fuzzy linguistic approach* is an approximate technique appropriate to deal with fuzzy and vague qualitative aspects of problems [18], [21], [22]. It models linguistic information by means of linguistic terms supported by *linguistic variables*[23], [24], [25]. These are variables whose values are not numbers but words or sentences in a natural or artificial language. A linguistic variable is defined by means of a syntactic rule and a semantic rule. The fuzzy linguistic approach is less precise than the numerical one, but, however, it presents the following advantages:

- The linguistic description is easily understood by human beings even when the concepts are abstract or the context is changing.
- It diminishes the effects of noise since, as it is known, the more refined assessment scale is, then more sensitive to noise (linguistic scales are less refined than numerical scales and consequently they are less sensitive to error apparition and propagation).

The *ordinal fuzzy linguistic approach* [12], [13] is a very useful kind of fuzzy linguistic approach used for modeling the computing with words process as well as linguistic aspects of problems. It facilitates the fuzzy linguistic modeling very much because it simplifies the definition of the semantic and syntactic rules. It is defined by considering a finite and totally ordered label set  $S = \{s_i\}, i \in \{0, \dots, T\}$  in the usual sense, i.e.,  $s_i \geq s_j$  if  $i \geq j$ , and with odd cardinality. Typical values of cardinality used in the linguistic models are odd values, such as 7 or 9, with an upper limit of granularity of 11 or no more than 13, where the mid term represents an assessment of “approximately 0.5”, and the rest of the terms being placed symmetrically around it. These classical values seems to fall in line Miller’s observation about the fact that human beings can reasonably manage to bear in mind seven or so items [26]. The semantics of the linguistic term set is established from the ordered structure of the label set by considering that each linguistic term for the pair  $(s_i, s_{T-i})$  is equally informative.

In any linguistic approach we need management operators of linguistic information [12], [13]. An advantage of the ordinal fuzzy linguistic approach is the simplicity and quickness of its computational model. It is based on the symbolic computation [12], [13] and acts by direct computation on labels by taking into account the order of such linguistic assessments in the ordered structure of linguistic terms.

Usually, the ordinal fuzzy linguistic model for computing with words is defined by establishing (i) a negation operator, (ii) comparison operators based on the ordered structure of linguistic terms, and (iii) adequate aggregation operators of ordinal fuzzy linguistic information. In most ordinal fuzzy linguistic approaches the negation operator is defined from the semantics associated to the linguistic terms as  $Neg(s_i) = s_j \mid j = T - i$ ; and there are defined two comparison operators of linguistic terms:

- 1) Maximization operator:  $MAX(s_i, s_j) = s_i$  if  $s_i \geq s_j$ .
- 2) Minimization operator:  $MIN(s_i, s_j) = s_i$  if  $s_i \leq s_j$ .

In the following subsections, we present two aggregation operators based on symbolic computation to complete the ordinal linguistic computational model.

### A. The LOWA Operator

An important aggregation operator of ordinal linguistic values based on symbolic computation is the LOWA operator [12]. The *Linguistic Ordered Weighted Averaging* (LOWA) is an operator used to aggregate non-weighted ordinal linguistic information, i.e., linguistic information values with equal importance [12].

**Definition 1.** Let  $A = \{a_1, \dots, a_m\}$  be a set of labels to be aggregated, then the LOWA operator,  $\phi$ , is defined as:

$$\begin{aligned} \phi(a_1, \dots, a_m) &= W \cdot B^T = \mathcal{C}^m \{w_k, b_k, k = 1, \dots, m\} \\ &= w_1 \odot b_1 \oplus (1 - w_1) \odot \mathcal{C}^{m-1} \{\beta_h, b_h, h = 2, \dots, m\}, \end{aligned} \quad (\text{II.1})$$

where  $W = [w_1, \dots, w_m]$  is a weighting vector, such that,  $w_i \in [0, 1]$  and  $\sum_i w_i = 1$ .  $\beta_h = w_h / \sum_2^m w_k$ , and  $B = \{b_1, \dots, b_m\}$  is a vector associated to  $A$ , such that,  $B = \sigma(A) = \{a_{\sigma(1)}, \dots, a_{\sigma(m)}\}$ , where,  $a_{\sigma(j)} \leq a_{\sigma(i)} \forall i \leq j$ , with  $\sigma$  being a permutation over the set of labels  $A$ .  $\mathcal{C}^m$  is the convex combination operator of  $m$  labels and if  $m = 2$ , then it is defined as:

$$\mathcal{C}^2 \{w_i, b_i, i = 1, 2\} = w_1 \odot s_j \oplus (1 - w_1) \odot s_i = s_k, \quad (\text{II.2})$$

such that,  $k = \min\{\mathcal{T}, i + \text{round}(w_1 \cdot (j - i))\}$ ,  $s_j, s_i \in S$ , ( $j \geq i$ ), where “round” is the usual round operation, and  $b_1 = s_j$ ,  $b_2 = s_i$ . If  $w_j = 1$  and  $w_i = 0$ , with  $i \neq j \forall i$ , then the convex combination is defined as:  $\mathcal{C}^m \{w_i, b_i, i = 1, \dots, m\} = b_j$ .

The LOWA operator is an “or-and” operator[12] and its behavior can be controlled by means of  $W$ . In order to classify OWA operators with regards to their localization between “or” and “and”, Yager [27] introduced a measure of *orness*, associated with any vector  $W$  :  $orness(W) = \frac{1}{m-1} \sum_{i=1}^m (m-i)w_i$ . This measure characterizes the degree to which the aggregation is like an “or” (MAX) operation. Note that an OWA operator with  $orness(W) \geq 0.5$  will be an *orlike*, and with  $orness(W) < 0.5$  will be an *andlike* operator.

An important question of the LOWA operator is the determination of the weighting vector  $W$ . A possibility is to compute it using the concept of fuzzy majority [28] represented by means of a fuzzy linguistic nondecreasing quantifier  $Q$  [29]:

$$w_i = Q(i/n) - Q((i-1)/n), \quad i = 1, \dots, n. \quad (\text{II.3})$$

When a fuzzy linguistic quantifier  $Q$  is used to compute the weights of LOWA operator  $\phi$ , it is symbolized by  $\phi_Q$ .

### B. The LWA Operator

Another important aggregation operator of ordinal linguistic values is the *Linguistic Weighted Averaging* (LWA) operator [13]. It is based on the LOWA operator and is defined to aggregate weighted ordinal fuzzy linguistic information, i.e., linguistic information values with not equal importance.

The LWA operator is defined as follows [13]:

**Definition 2.** *The aggregation of a set of weighted linguistic opinions,  $\{(c_1, a_1), \dots, (c_m, a_m)\}$ ,  $c_i, a_i \in S$ , according to the LWA operator,  $\Phi$ , is defined as:*

$$\Phi[(c_1, a_1), \dots, (c_m, a_m)] = \phi(h(c_1, a_1), \dots, h(c_m, a_m)), \quad (\text{II.4})$$

where  $a_i$  represents the weighted opinion,  $c_i$  the importance degree of  $a_i$ , and  $h$  is the transformation function defined depending on the weighting vector  $W$  used for the LOWA operator  $\phi$ , such that,  $h = \text{MIN}(c_i, a_i)$  if  $\text{orness}(W) \geq 0.5$ , and  $h = \text{MAX}(\text{Neg}(c_i), a_i)$  if  $\text{orness}(W) < 0.5$ .

We should point out that the LOWA and LWA operators are the basis of the new fuzzy linguistic evaluation model of digital libraries that we present in this paper.

## III. EVALUATING QUALITY IN DIGITAL LIBRARIES

In this section, we present the model based on fuzzy linguistic information to evaluate the quality of digital libraries. Previously, we review some aspects on evaluation of quality in digital libraries.

### A. On evaluation of quality in digital libraries

Digital libraries are new and innovative information systems, under constant development and change, and, therefore, evaluation is of critical importance to ensure not only their correct evolution but also their acceptance by the user and application communities. The objective of digital libraries evaluation is to assess to what extent a digital library meets its objectives and offer suggestions for improvements [4]. Digital libraries evaluation has many facets depending on the characteristics and the perspective of the evaluating agent.

Different approaches to evaluate the success of a digital library have been studied involving users, collections, and systems, aimed at identifying generalizable metrics or context specific methods [8], [9], [10], [31], [32], [33], [34], [35], [36]. The most recognized digital libraries evaluation criteria are derived from evaluation criteria for traditional libraries, information retrieval system performance and human-computer interaction [4], [10], [31], [32]. Very few studies actually apply all the digital evaluation criteria to assess a digital library. Many of the studies focus on the evaluation of usability of digital libraries. After reviewing usability tests in selected academic digital libraries, Jeng [33], [34] found that ease of use, satisfaction, efficiency and effectiveness are the main applied criteria. Some of the evaluation studies extend to assess performance, content and services of digital libraries while service evaluation mainly concentrates on digital reference

[35]. Other evaluation studies also look into the impact of digital libraries [10].

Little research has investigated user's evaluation of digital libraries, in particular, their criteria and their actual assessment of digital libraries [9], [36]. However, as the success of a digital library depends on the users, the value of digital libraries needs be judged by the users of digital libraries. Therefore, in this paper, we present a model based on fuzzy linguistic information to evaluate the quality of digital libraries which is defined using users' perceptions on the quality of digital services provided through their Web site.

### B. A Fuzzy Linguistic Quality Evaluation Model for Digital Libraries

We use the information quality framework [37] defined in the context of management information systems as basis of our model to evaluate the quality of digital libraries. It has been satisfactorily applied to previous quality models for personal Web sites [38], mobile Internet services [39] and Web sites that store Web documents [40], [21]. In this information quality framework is established that the quality of the information systems cannot be assessed independently of the information consumers' opinions (people who use information). This framework defines four major quality dimensions [37]:

- 1) *Intrinsic quality.* This dimension addresses the very nature of the information. It assumes that information has its own quality. The main criterion of the intrinsic quality is the accuracy of the information. If a reputation for inaccurate information becomes common knowledge for a particular information system, this system is viewed as having little added value and will result in a reduction of use. Other criteria of this dimension are: believability, reputation and objectivity.
- 2) *Contextual quality.* This dimension emphasizes the importance of the informative aspects of information but from a task perspective. It highlights the requirement that information quality must be considered within the context of the task in hand; it must be relevant, timely, complete, and appropriate in terms of amount, so as to add value to the tasks for which the information is provided. Therefore, some criteria of this dimension are: value-added, relevance, completeness, timeliness, and appropriate amount.
- 3) *Representational quality.* This dimension emphasizes the importance of the technical aspects of the (computer-based) structure of the information. It requires information systems to present their information in such a way that it is interpretable, easy to understand, easy to manipulate, and is represented concisely and consistently. Therefore, some of its criteria are: understandability, interpretability, concise representation, and consistent representation.
- 4) *Accessibility quality.* This dimension emphasizes the importance of the technical aspects of computer systems that provided access to information. It requires the information system to be accessible but secure. Therefore,

among the criteria of this dimension are: accessibility and secure access.

We adapt this information quality framework to develop our evaluation model of the quality of digital libraries. However, as it is oriented to users because the user participation in the quality evaluation processes of services is fundamental to correctly draw the situation of the service, we are going to define a low number of subjective criteria being easily understandable by the users in order to they do not cause the rejection of the users.

Taking into account these considerations, we define a model to evaluate the quality of digital libraries focused on digital services provided through their Web sites. This model presents two elements: (i) a *evaluation scheme* that contains the subjective criteria and (ii) a *computation method* to generate quality assessments of digital libraries.

1) *Evaluation Scheme to Characterize the Quality in Digital Libraries*: According to the quality framework [37], [38], [39], [40], we develop an evaluation scheme for evaluating the quality of digital libraries. This evaluation scheme is based both on technical criteria of digital libraries design and on criteria related to the content of information of digital libraries. These criteria are assessed subjectively by users who occasionally visit the digital libraries because they find something that satisfies their information needs.

The evaluation scheme proposed presents the following characteristics:

- *It is user driven rather than designed driven*. We want to evaluate the quality of digital libraries from the evaluations provided by the different users of them. Therefore, the evaluation scheme should be user driven rather than designed driven from two perspectives:
  - Qualitative perspective: The evaluation scheme necessarily requires the inclusion of criteria easily understandable to any user (e.g., relevance, understandability) rather than criteria that can be measured objectively independently of users (ratio of digital journals) or only perceptible by the designers (e.g., code quality or design).
  - Quantitative perspective: The evaluation scheme should not include an excessive number of quality criteria in order to help users in understanding it and avoiding confusion. Furthermore, long and complex evaluation schemes cause user idleness and limit their own application possibilities.
- *It is weighted: i.e., its quality criteria are not equally important*. The quality criteria of the evaluation scheme do not play equal roles in measuring the information quality of a digital library: i.e., some criteria should be more influential than others. For example, user opinions on the information quality of digital libraries (e.g., coverage of the digital library about search topics) must be an important criterion of the evaluation scheme.

We define a user driven and weighted evaluation scheme of digital libraries that contemplates the following four quality

dimensions together with their digital quality criteria:

- 1) *Intrinsic quality of digital libraries*: To evaluate the intrinsic quality or accuracy of digital libraries, we define the following subjective criterion: *you find what you are looking for*.
- 2) *Contextual quality of digital libraries*: To evaluate the information quality of the digital libraries within the context, the following subjective criteria are defined: *coverage of the digital library about search topics, information electronic services about new inputs, added value information profits* and also *global satisfaction degree*.
- 3) *Representational quality of digital libraries*: It is evaluated taking into account the following subjective criteria: *understandability of the digital library Web site and training received*.
- 4) *Accessibility and interaction quality of digital libraries*: It is measured considering the following subjective criteria: *variety of search tools, navigability of the digital library Web site, satisfaction degree with the computing infrastructure* and *satisfaction degree with the response time*.

2) *Computation Method to Generate Quality Assessments in Digital Libraries*: The computation method to generate quality assessments in digital libraries is like a multi-person multi-criteria decision making method in which the search alternatives are digital libraries. In a multi-criteria decision making method, the goal consists of searching the best alternatives according to the assessments provided by a group of experts with respect to a set of evaluation criteria [42]. To do that, through the aggregation of the experts' assessments the quality of alternatives is measured and, later, the exploitation of those quality values leads to the selection of the best alternatives. In our case, the goal consists of computing quality evaluations of digital libraries in order to select the digital library that could better meet the user information needs, but as in a multi-criteria decision context, we compute those values according to the assessments provided by a group of persons (digital libraries users).

As it is known, in multi-criteria decision making processes the chosen aggregation operator is a critical aspect that has a direct influence on the success of the decision process. The quantifier guided aggregation operators based on the OWA operator constitute a successful tool to aggregate information because of its flexibility: i.e., it allows representation in the aggregations of different interpretations of the concept of majority by means of the fuzzy linguistic quantifier [27]. We do the same in our computation method.

We have designed a computation method to generate quality assessment in digital libraries that has two main characteristics:

- *It is a user centered computation method*. The quality assessment in digital libraries is obtained from individual linguistic judgments provided by digital libraries users rather than from assessments obtained objectively by

means of the direct observation of the digital libraries characteristics.

- *It is a majority guided computation method.* The quality assessments are values representative of the majority of individual judgments provided by the digital libraries users. The aggregation to compute the quality assessments is developed by means of the LOWA and LWA operators.

Firstly, we define a quality evaluation questionnaire providing questions for each one of the subjective criteria proposed in the evaluation scheme, i.e., there are eleven questions:  $\{q_1, \dots, q_{11}\}$ . For example, for the subjective criterion *you find what you are looking for*, the question  $q_1$  can be: “What is the degree in which you usually find what you are looking for?”. The quality evaluation questionnaire can be as follows:

- 1) Question 1: “What is the degree in which you usually find what you are looking for?”.
- 2) Question 2: “What is the coverage degree of the digital library about search topics?”.
- 3) Question 3: “What is the degree of information electronic service about new inputs?”.
- 4) Question 4: “What is the degree of added value information profits?”.
- 5) Question 5: “What is your global satisfaction degree?”.
- 6) Question 6: “What is the understandability degree of the digital library Web site?”.
- 7) Question 7: “What is the degree of training received?”.
- 8) Question 8: “What is the degree of variety of search tools?”.
- 9) Question 9: “What is the navigability degree of the digital library Web site?”.
- 10) Question 10: “What is your satisfaction degree with the computing infrastructure?”.
- 11) Question 11: “What is your satisfaction degree with the response time?”.

The concept behind each question is rated on a linguistic term set  $S$ . To do so, we can use the set of linguistic terms proposed in Sec. II to rate all the questions. We use fuzzy linguistic variables to represent users’ opinions by mean of linguistic labels because they are more easily understood by the users than numerical ones. In addition, we assume that each subjective criteria does not have the same importance in the evaluation scheme, i.e., it is assigned a relative linguistic importance degree for each subjective criterion:  $\{I(q_1), \dots, I(q_{11})\}$ ,  $I(q_i) \in S$ . These importance degree could be obtained from a set of experts or users’ judgements [43].

Then, assuming that we have a group of users,  $\{e_1, \dots, e_L\}$ , that have filled in the questionnaire, and given a digital library,  $\mathcal{A}_m$ , the computation method generates its quality assessment,  $r^m \in S$ , using the linguistic aggregation operators LOWA and LWA in the following steps:

- Calculate for each subjective criterion,  $q_i$ , the global quality assessment,  $r_i^m \in S$ , by aggregating the evaluation judgments provided by the group of users on the

subjective criterion by means of the LOWA operator  $\phi$ :

$$r_i^m = \phi_Q(e_1(q_i), \dots, e_L(q_i)), \quad (\text{III.1})$$

where  $e_l(q_i) \in S$  is the linguistic preference provided by the  $e_l$  on subjective criteria represented by the question  $q_i$ . Therefore,  $r_i^m$  is a linguistic measure that represents the quality assessment of the digital library  $\mathcal{A}_m$  with respect to subjective criterion  $q_i$  according to the majority (represented by the fuzzy linguistic quantifier  $Q$ ) of linguistic evaluation judgments provided by the group of users  $\{e_1, \dots, e_L\}$ .

- Calculate for the digital library,  $\mathcal{A}_m$ , its quality assessment,  $r^m \in S$ , by aggregating its individual quality assessment,  $r_i^m \in S$ , for each subjective criterion,  $q_i$ , by means of the LWA operator  $\Phi$ :

$$r^m = \Phi_Q((I(q_1), r_1^m), \dots, (I(q_{11}), r_{11}^m)). \quad (\text{III.2})$$

In this case,  $r^m$  is a measure that represents the quality assessment of the digital library  $\mathcal{A}_m$  according to the majority (represented by the fuzzy linguistic quantifier  $Q$ ) of linguistic evaluation judgments provided by the group of users about important subjective criteria  $q_i$ .

#### IV. CONCLUSIONS

The user satisfaction is essential for the success of a digital library. In this way, we have presented a model based on fuzzy linguistic information to evaluate the quality of digital libraries, which is defined using users’ perceptions on the quality of digital services provided through their Web sites. The evaluation model is composed of two components, a user driven evaluation scheme and a user centered computation method. Therefore, this model is user oriented because it only considers user evaluation judgments to evaluate the quality of digital libraries.

In the future, we want to improve the evaluation of digital libraries by incorporating information on users that supply the evaluation judgments of the digital libraries, e.g., their levels of expertise in the topic (specialists, knowledgeable, inexperienced people).

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## AUTHOR INDEX

NAME	PAGE	NAME	PAGE	NAME	PAGE
A. Ahsan	349	Bin BAI	79	Chang-qing LI	304
A. Ahsan	458	Bin BAI	1174	Chao DENG	916
A. Ahsan	903	Bin GUO	1028	Chao FAN	1600
A. Dobрева	604	Bin HAN	137	Chao HU	1560
A. Ibrahim	1940	Bin SUN	424	Chao LI	1723
A. Makui	1374	Bin ZUO	532	Chao ZHANG	704
A. Mladenov	604	Bing CHEN	799	Chao-Chi Chan	1652
A. Mohajeri	1374	Bing-chun LIU	1538	Chao-Hsien CHU	1086
A. Mohamad Suffian	1102	Bing-hui LIU	1281	Chao-Jung Huang	1523
A. S. Bayoumi	108	Bi-xi ZHANG	1311	Chao-wu WAN	1028
A. Zeier	750	Bo WANG	145	Chen SHEN	1448
A.B. Wahida	1102	Bo ZHANG	1841	Chen YANG	881
A.J.C. Trappey	1918	C. C. Torng	871	Cheng GUO	1819
Aftab H. Malik	428	C. C. Tseng	871	Chi Fung Liu	384
Ai-bin GUO	34	C. D. Huang	1043	Chia-Nan Wang	1773
Ai-Che Chang	1918	C. H. Ding	290	Chia-Yun Fan	1478
Ai-ping JIANG	689	C. H. Shen	642	Chih-Pin Su	1297
Ai-ping JIANG	1781	C. J. Liao	646	Chih-Ping Chiang	845
Ai-ping JIANG	1851	C. L. Chang	1043	Chuan-long LUO	1340
aKuo-Ping Chiao	1	C. L. Chang	1624	Chu-meng LV	90
An-quan ZOU	120	C. L. Hsieh	1258	Chun-fa LI	1789
An-quan ZOU	1360	C. Liu	737	Chun-feng NIE	709
An-quan ZOU	1487	C. M. Chou	642	Chung-Shing Wang	898
An-sheng LI	307	C. M. Schlick	1473	Chun-hui ZHU	1781
Ao BAI	793	C. M. Schlick	1528	Chun-hui ZHU	1851
Ateekh-Ur-Rehman	1555	C. P. Bao	625	Chun-lin WU	273
B. K. Bhattacharyya	511	C. P. Bao	699	Chun-ling ZHANG	1799
B. van Wyk	862	C. P. Kan	170	Chun-min ZHANG	1014
Bai-yu Zhang	746	C. S. Cheng	111	Chun-ming YE	557
Bai-yu ZHANG	1347	C. S. Lin	1231	Chun-xiao LI	1019
Bao-cheng ZHANG	1613	C. W. Huang	175	Congdong LI	1587
Bao-lan YANG	1082	C. Y. Cheng	582	Cong-dong LI	1675
Bao-lu CHEN	104	C.H.Ding	620	Cui-na LI	594
Bao-min HU	1718	C.V. Trappey	1918	C-Y Chen	587
Biao LI	249	Chang Qing	1922	D. Daniel Sheu	773

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
D. HAN	529	Er-shi QI	591	Guang CHENG	1124
D.A. Kyereahene Mensah	418	Er-shi QI	594	Guang CHENG	1340
D.J. Kruger	1891	Er-shi QI	1133	Guang YANG	480
Da-cheng LIU	1189	Er-shi QI	1453	Guang YANG	759
Dai-qin ZHANG	253	F. Abas	1102	Guang-cai DING	1618
Dan WANG	1120	F. L. Lin	1043	Guang-fei ZHANG	191
Dan YE	615	F. L. Lin	1624	Guang-le YAN	685
Dan YE	1009	F. WANG	529	Guang-shu XU	204
Dan-zhi HU	454	F.-L. Lee	1918	Gui-fen HUA	311
Dao-jian YANG	1453	Fa-lin WANG	1794	Gui-hai YANG	867
Da-peng WEI	821	Fang YANG	180	Gui-zhong ZHENG	1666
Da-qing LI	821	Fang-ming WANG	1768	Guo-fu LUO	320
Darko Skorin-Kapov	433	Farooq Akbar	428	Guo-fu LUO	599
De Lin Tseng	1058	Fei DING	449	Guo-hua WU	1799
De-bin ZHAO	927	Fei XIE	1136	Guo-jun JI	1324
Dedy Suryadi	773	Fei-fei HUA	723	Guo-jun ZHANG	788
De-hai XIANG	547	Fei-peng LI	52	Guo-meì ZHANG	1161
De-hai YU	489	Fei-peng LI	75	Guo-qiang PAN	733
Del-ger BAT	1869	Felix Geller	404	Guo-qiang PAN	1319
De-Qin CHEN	635	Feng LIANG	742	Guo-qiang ZHOU	354
De-sheng XU	304	Feng-wen HUANG	689	Guo-sheng LI	1755
Di YAO	52	Feng-wen HUANG	1781	Guo-wu WEI	1517
Dian-peng LI	444	Feng-wen HUANG	1851	Guo-xian WU	609
Ding-zhong FENG	542	Feng-ying YAN	1573	Guo-ying ZHANG	29
Ding-zhong FENG	733	Feng-yong LANG	972	Guo-zhu MAO	963
Ding-zhong FENG	1319	Filip LEBO	537	H. A. El-Gama	108
Dong YANG	1746	Fu-qiang SUN	911	H. C. Hsiao	642
Dong-dong GAO	1430	Fu-ying ZHANG	325	H. C. Pan	1624
Dongil Shin	410	Fu-ying ZHANG	831	H. C. Tsai	676
Dongkyoo Shin	410	Fu-yu WANG	1236	H. F. Tsai	587
Duan-xu WANG	1873	Fu-zhou LUO	95	H. L. Pu	699
Dun-bing TANG	1595	Fu-zhou LUO	462	H. P. Cheng	111
E. K. Chew	1351	Fu-Zhou LUO	1198	H. Y. Lin	646
E. Teymourian	475	G. Dadriyansyah	1940	H.-C. Hsieh	1918
En-yong DAI	1487	Gang LIU	1226	H.W.Lin	496
er Zeier	404	Gang WANG	561	H.Z. Zarir	1102
Er-shi QI	371	Gang WANG	799	Hai-bo TANG	557

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Hai-bo ZHANG	981	Hong-li WANG	1152	I. Mahdavi	475
Hai-feng ZHAO	1388	Hong-li WANG	1174	I. Mahdavi	1374
Hai-lian HOU	1760	Hong-li YU	39	I. Mahdavi1	630
Hai-ping ZHU	723	Hong-ling TAN	1789	I-Chen Lin	1306
Hai-ping ZHU	788	Hong-ling XU	1091	Isik Bicery	655
Hai-tao LI	1360	Hong-mai WU	90	J S DAI	1517
Hai-tao TAN	1129	Hong-wei SHI	278	J. D. van Iwaarden	604
Hai-ting HUANG	1741	Hong-xian LI	87	J. M. Chi	70
Hai-yan QI	1141	Hong-xian LI	196	J. Smrekar	1510
Hai-yan WANG	1086	Hong-xiang TIAN	1657	J. TAN	344
Han-Chi Fu	1882	Hong-yan DUI	694	J. Xu	728
Hao SUN	1356	Hong-yu LI	1152	J.H.C. Pretorius	862
Hao-ping LI	1404	Hong-zhan MA	1347	J.W. NIU	344
Hao-yu WEN	316	Hong-zheng WANG	1755	Jacob Gargir	237
Hao-yu WEN	362	Hua CHEN	126	James T. Lin	779
Hasso Plattner	404	Hua CHEN	1768	James T. Lin	1523
Heng CHEN	1695	Hua LI	1212	Jen-Ming Chen	1306
Heng LIU	1750	Hua LI	1746	Jhy-Ping Jhang	977
Heng XIA	273	Hua WANG	222	Ji Gedi	1922
He-ping WANG	1784	Huai-cheng GUO	1632	Ji LI	56
He-ping WANG	1236	Huai-gang LI	1573	Jia DU	362
He-ping WANG	1542	Huai-yu LI	48	Jia LI	1439
He-tao CHEN	958	Hua-ling LIU	651	Jia YUAN	1723
Hong JIANG	1453	Huan-zhen ZHANG	1628	Jia-chun WANG	952
Hong LIU	166	Hui HU	1560	Jia-jia WANG	1203
Hong SUN	1145	Hui HUANG	186	Jia-jing FAN	542
Hong-an YANG	754	Hui SHI	1395	Jia-liang GUO	25
Hong-bo CHEN	1841	Hui XIONG	1360	Jian LI	329
Hong-bo ZHANG	784	Hui ZHENG	325	Jian LI	515
Hong-chao ZHANG	325	Hui ZHENG	831	Jian LI	1276
Hong-chao ZHANG	831	Hui-bin DU	963	Jian LI	1292
Hong-jie YUAN	958	Hui-bin DU	1019	Jian LI	1439
Hong-li WANG	25	Hui-bin DU	1412	Jian LI	1534
Hong-li WANG	48	Hui-man CHEN	1497	Jian LI	1819
Hong-li WANG	52	Hui-yun YANG	1091	Jian LI	1828
Hong-li WANG	75	I. Angelova	604	Jian LI	1837
Hong-li WANG	79	I. Ashraf	349	Jian WANG	83

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Jian WANG	1864	Jie SHANG	1679	Jin-liang LI	1487
Jian YANG	217	Jie WAN	1194	Jin-ling LI	1077
Jian YU	660	Jie ZHANG	1170	Jin-Nan WU	1467
Jian YU	1203	Jie ZHAO	366	Jin-sha ZHAO	506
Jian ZHANG	723	Ji-hong YAN	927	Jin-sheng HE	1637
Jian-feng FENG	25	Ji-hui ZHANG	1837	Jin-tong GUO	884
Jian-feng FENG	48	Jin ZHAO	484	Jionglong Su	439
Jiang SHEN	1356	Jin ZHAO	489	Jiu-jun ZHEN	1595
Jiang SHEN	1618	Jin-cheng FANG	1315	Ji-xiang ZHANG	1837
Jiang WEI	1661	Jin-feng WANG	17	Josef Herget	1898
Jian-gang SHI	295	Jin-feng WANG	22	Josef Novák	1933
Jiang-bo ZHENG	1141	Jin-feng WANG	161	Jr-Jung Lyu	1882
Jiang-peng ZHANG	388	Jin-feng WANG	183	Ju LI	1741
Jiang-Peng ZHANG	1198	Jin-feng WANG	520	Juan WU	1502
Jiang-ping MEI	506	Jin-feng WANG	1038	Ju-hong GAO	1400
Jian-guo LI	1412	Jin-feng WANG	1048	Jun CHEN	1741
Jian-guo TAN	79	Jin-feng WANG	1074	Jun CHEN	1750
Jian-guo TAN	1152	Jin-feng WANG	1107	Jun DENG	520
Jian-guo TAN	1174	Jin-feng WANG	1727	Jun LI	1178
Jiang-xia YU	1267	Jin-feng WEN	75	Jun LIN	1679
Jian-hua GUO	1097	Jing GAN	1637	Jun MA	599
Jian-nan GUO	1145	Jing GAO	553	Jun RAO	376
Jian-she LI	1383	Jing HAN	524	Jun WU	916
Jian-she LI	1582	Jing HUANG	366	Jun ZHAO	245
Jian-sheng SHAO	471	Jing LI	1492	Jun-bo BAI	1086
Jian-xin YOU	1417	Jing SUN	79	Jun-bo WAN	920
Jiao LAN	1292	Jing SUN	152	Jung-Chun Lu	1058
Jiao MA	1170	Jing XU	709	Jun-jia WANG	1392
Jia-wei TU	963	Jing ZHANG	145	Jun-qian Chang	1124
Jia-zhen HUO	849	Jing-fei WU	454	Jun-qian CHANG	1340
Ji-de SUN	1846	Jing-Rui ZHANG	947	Jun-ruo CHEN	1564
Ji-dong MA	61	Jin-gu XU	952	Jun-tao DENG	1709
Ji-dong MA	1115	Jing-xiang LV	793	Jun-yi SHU	1713
Jie BI	840	Jin-ke WU	1170	Jun-yu YANG	357
Jie GUO	754	Jin-lan LIU	1666	Jun-yu YANG	1412
Jie HE	1679	Jin-li GUO	1600	Jürgen Müller	404
Jie HU	884	Jin-liang LI	180	K. C. Lee	625

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
K. C. Lee	699	Le-yan ZHU	1319	Li-ming ZHAO	222
K. K. Huang	111	Li Bao	1922	Li-ming ZHAO	1136
K. Niebecker	1351	Li DU	311	Li-ming ZHAO	1448
K. Ramdass	1891	Li FU	116	Lin LIU	1467
K. Sheibani	638	Li LI	770	Lin YANG	484
K. W. Li	587	Li WEI	278	Ling MA	1760
K.Q. WEI	501	Li YANG	304	Ling YAN	12
K.S. Krishnamoorthi	893	Li ZHENG	808	Ling-bo KONG	1641
Kai HUANG	1632	Li ZHENG	955	Ling-Feng Hsieh	1297
Kai MI	1241	Li ZHENG	1226	Ling-Feng Hsieh	1478
Kai Way Li	384	Liang GAO	714	Ling-ling XU	1019
Kai Way Li	1058	Liang LIU	594	Ling-yun WANG	140
Kai Way Li	1815	Liang LIU	981	Lin-lin HOU	1271
Kai-chao YU	1641	Liang LIU	1713	Li-ping FU	1412
Kai-feng LI	316	Liang-an ZHANG	506	LI-ping WANG	132
Kai-hu HOU	1641	Lian-zhong LI	1408	Li-qing LI	1155
Kaveh Fayazbakhsh	1300	Li-bo HUANG	253	Li-qun ZHAN	126
Ke-jing QIN	1178	Li-fang WANG	571	Li-rong CUI	924
Kevin C. K. Lam	56	Li-fang WANG	759	Li-xia JIA	12
Ke-Wen ZHAO	635	Li-feng XI	888	Li-xia QI	1070
Khalid Al-Marwan	1555	Li-gang YAO	1517	Li-yan HAN	1823
Khalid Al-Otaibi	1555	Li-hai WANG	1254	Li-yan LI	1732
Khusro P. Malik GPHR	428	Li-hua XIONG	1458	Li-ying WANG	924
Krum Elena Vitalievna	854	Li-jian ZHANG	1736	Li-yun WANG	240
Kuo-Hao Chang	1523	Li-jie CHEN	515	Li-zhi WANG	911
L. Liu	587	Li-jie FENG	22	Li-Zhi WANG	947
L. Y. Kang	737	Li-jie FENG	161	Long LIN	719
L. ZHENG	501	Li-jie FENG	183	Long-hao YE	1632
L.C. Wang	582	Li-jie FENG	520	Lu BIAN	388
L.H. RAN	344	Li-jie FENG	1048	Lu QIAO	249
L.Prakash Sai	1670	Li-jie FENG	1074	Lu XIAO	1053
Lan-ying WANG	1789	Li-jie FENG	1107	Luo-ke HU	547
La-yin WANG	95	Li-Jun GAO	1198	M. Amiri-Aref	630
La-yin WANG	462	Li-ka CHEN	515	M. Assadi	1510
Lei CHANG	1005	Li-li MA	1582	M. H. Tai	1231
Lei LI	273	Li-li ZHANG	694	M. L. Wang	170
Lei SHI	1542	Li-li ZHANG	932	M.	630

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Mohammadnia-Otaghsara		Mei-xian JIANG	733	Ning WANG	1364
M. Özel	537	Mei-xian JIANG	1319	Ning WU	561
M.F. Siti Atiqah	1102	Meng SHEN	1263	Ning-ning JING	881
M.G. Hassan	1940	Miao HU	444	Nurjahan Begum	665
M.G. Kanakana	862	Min CAO	542	O. Ilhamah	1102
M.-H. Chao	1918	Min LV	561	O. Panchenko	750
M.J. Akhtar	458	Min ZHANG	571	P. Govender	394
M.L.Lin	1335	Ming CAO	1023	P. Noor Faradila	1102
M.L.Lin	1369	Ming DONG	1184	P. Punnakitikashem	1689
M.L.Wang	1335	Ming SUN	34	P. Punnakitikashem	1887
M.L.Wang	1369	Ming-bo SUN	615	P.Govender	418
M.R. Osman	1102	Ming-bo SUN	1009	P.Malliga	1249
M.S. Noh	1102	Ming-ming FU	599	Paul HONG	1330
M.W. McLean	1689	MingNan Chen	857	Pei-Hsi Lee	845
Mahmuda Naznin	665	Min-gu KANG	1330	Pei-huang LOU	1595
Makoto Kawada	208	Min-ping LI	524	Peng LIU	161
Man XU	1356	Mohammad Al-Mubarak	1555	Peng LIU	1048
Man XU	1618	Mohammad Moinul	1805	Peng XUE	95
Manabu INOUE	1066	Haque		Peng XUE	462
Man-Ching Lin	1877	Mohammed Ali Arhsad	1805	Pin CHEN	1591
Manoochehr Najmi	466	Chowdhury		Ping JIANG	714
Manoochehr Najmi	1300	Mostafa Ali	1805	Ping LU	1430
Mao-Jiun J. Wang	1902	N. A. Batova	415	Pornwan Pornprasitpol	1009
Martin Lorenz	404	N. Mahdavi-Amiri	1374	Q. XIANG	501
MasaAki NAKAMURA	1066	N. Somsuk	1689	Qi FAN	681
Mayuri Duggirala	1670	N. Tahami Baher	475	Qi GUO	191
Md. Maruf Hossan	333	Na XU	132	Qi LI	981
Chowdhury		Na ZENG	1178	Qian GUO	148
Md. Tayub Chowdhury	333	Nai-liang LI	746	Qian WANG	454
Mehran Sepehri	466	Nai-liang LI	1347	Qiang LIU	1860
Mehran Sepehri	1300	Nan-xi XU	1534	Qiang NI	48
Mei DING	140	Naoyuki ISHIMURA	1066	Qiang NI	75
Mei LIU	1422	Neng ZHU	200	Qian-qian FENG	577
Mei-guang ZHU	1764	Neng ZHU	227	Qiao XIE	813
Mei-hong LIU	1564	Ning WANG	932	Qiao-ling XU	1704
Mei-hui WANG	827	Ning WANG	937	Qi-feng SUN	754
Mei-lin CHEN	1856	Ning WANG	942	Qi-Heng Huang	1773

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Qing LI	444	Rui-jie WANG	1732	Shu- yi WANG	553
Qing ZHANG	1053	Rui-li YANG	991	Shuang-mei LI	52
Qing-an CUI	835	Rui-shen CHEN	1388	Shu-bin SI	694
Qing-an CUI	1038	Run-liang DOU	480	Shu-bin SI	932
Qing-e GUO	43	S. C. Chen	642	Shu-bin SI	937
Qing-he YUAN	217	S. C. Lin	871	Shu-bin SI	942
Qing-mei TAN	1170	S. C. Pan	1043	Shu-bin SI	1364
Qing-min YUAN	1463	S. Duckwitz	1473	Shu-dong SUN	694
Qing-min YUAN	1856	S. Duckwitz	1528	Shu-dong SUN	937
Qing-qing ZHANG	325	S. Fujimura	290	Shu-dong SUN	942
Qing-xian XIAO	1097	S. Fujimura	737	Shu-dong SUN	1364
Qing-xin LAN	524	S. H. Chang	170	Shuen-Ren Yu	1652
Qing-xuan GAO	1819	S. Karahancer	1473	Shu-hong LI	61
Qing-yu MENG	1194	S. Q. Xie	728	Shu-hong LI	1115
Qin-jing GAO	1166	S. Rieder	1528	Shui-qin LAOWen-xiu	1417
Qi-shan ZHANG	166	S. Rinderknecht	537	HE	
Qi-shan ZHANG	1315	S. Shiripour	630	Shu-lian ZHANG	140
Qiu-ling CHEN	1053	S. Tackenberg	1473	Shu-min LI	942
Qiu-ling CHEN	1166	S. Tackenberg	1528	Shu-min LI	1364
Qi-xun GAO	577	S.Fujimura	620	Shun-tung ZHANG	253
Quan ZHOU	1587	S.L. Hsu	582	Shuo-Yen Robert Li	671
Qun LIU	813	S.P.Srinivasan	1249	Shu-ping YI	489
Qun ZHANG	704	Samia Tasnim	665	Shu-ping YI	1646
R. Tafazzoli	1374	San-you JI	1404	Shu-ping YI	1819
RANJANI RAVI	1907	Shan LI	799	Shu-ting HUANG	1053
Ren-bin XIAO	1244	Shang RU	1732	Shu-ting HUANG	1166
Ren-qian ZHANG	231	Shang Wei Tseng	1815	Shu-xia YU	1632
Ren-wang LI	566	Shan-lin YANG	1492	Shu-ying LIU	1794
Ren-zhong TANG	793	Shao-hua HAN	1267	Shu-ying WANG	1005
rew Wang	379	Shao-xiong WU	1315	Shu-Yu Ho	384
rew Wang	1877	Sheng-you ZHANG	183	Si-chong HUANG	1189
Rong OUYANG	25	Sheng-Yuan	6	Si-min HUANG	808
Rong OUYANG	75	Shi-Jyun Wang	1287	Spideh Hashemi	466
Rong YANG	1517	Shi-yun ZHANG	83	Ssu-Ju Wang	1287
Rong ZHENG	1591	Shou-gong YANG	90	Su-mei XIAO	1392
Rui MIN	1637	Shou-song JIN	1319	Su-ping YE	126
Rui PAN	1221	Shu Qin Li	671	Su-ping YE	1768

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Su-xian ZHANG	991	W. M. Chou	1258	Wen-sheng TIAN	304
Su-ying GAO	140	W. Wei	290	Wen-xiu HU	388
Syed Kazim Raza Naqvi	428	W.Weii	620	Wen-ying DING	1443
Syed Zahid Raza Rizvi	428	W.Z. Sadiq	458	Wonjoon Kang	410
T. I Kuo	1231	Wan-hua QIU	1271	X. CHEN	501
T. Kiatcharoenpol	1887	Wei CHEN	924	X. Wei	290
T. Laosirihongthong	1689	Wei LIU	1605	X. Xu	728
T. Laosirihongthong	1887	Wei WANG	995	X. ZHANG	344
T. T. Lai	676	Wei WANG	1000	X.Hao	496
T. Y. Hsu	1043	Wei XUE	400	X.Weii	620
T. Y. Hsu	1624	Wei ZHAO	357	Xi HUANG	1360
T.J. Dodd	439	Wei-dong LIU	867	Xi ZHAO	1699
T.Murata	496	Wei-Feng LIN	1613	Xian ZHAO	924
Tai-yong WANG	376	Wei-ge WANG	615	Xian-fang GUO	282
Taner Bilgic	655	Wei-hong CHEN	1695	Xian-fang GUO	1832
Tao DU	1794	Wei-hong HAN	1869	Xiang-yu SU	1344
Teng-Ruey Chang	898	Wei-hong LI	532	Xian-qi ZHOU	1497
Tie-ke LI	424	Wei-hong LI	1718	Xian-xi LIU	1564
Ting LI	299	Wei-Hua	379	Xiao HU	1443
Ting WANG	484	Wei-Hua	1877	Xiao LI	571
Ting WANG	489	Wei-hua ZHANG	1271	Xiao LIU	1568
Ting YANG	799	Wei-ke CHEN	1077	Xiao-bin SHEN	307
Ting YUAN	1133	Wei-ke CHEN	1082	Xiao-bo WU	1330
Ting-jie BAO	1595	Wei-ke CHEN	1112	Xiao-chen DOU	1568
Ting-ting HU	609	Wei-min WU	1152	Xiao-cheng Fan	746
Ting-ting TU	191	Wei-yi HE	263	Xiao-chun LIU	1263
Tomohiro Murata	65	Wei-zhuo SUN	354	Xiao-dan WU	1086
Tong-min JIANG	911	Wen PEI	1657	Xiao-fang ZHAO	1426
Tong-min JIANG	920	Wen WANG	1194	Xiao-fei MA	1340
Tong-Min JIANG	947	Wen-bin LV	1091	Xiao-fei WANG	56
Tsung-Yu Pei	1815	Wen-bing CHANG	827	Xiao-fen ZHANG	1860
Tung-Tsan Chen	1207	Wen-bing CHANG	1241	Xiao-gang LI	972
Tung-Tsan Chen	1912	Wen-cai YANG	1732	Xiao-gang ZHOU	1155
Tzu-Li Chen	779	Wen-Hsin Chen	379	Xiao-han HU	1482
U. P. Wen	70	Wen-jie HUANG	116	Xiao-hui AN	591
V. Taratoukhine	750	Wen-ping WANG	166	Xiao-hui CHEN	1709
W. C. Chen	676	Wen-qing WU	1136	Xiaohui Li	65

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Xiao-hui QIAO	1727	Xing PAN	1755	Y. H. Chang	646
Xiao-jie LIANG	709	Xing XU	566	Y. Kupriyanov	750
Xiao-li GUO	1736	Xin-gong ZHANG	685	Y. T. Chen	587
Xiao-li MIAO	1383	Xing-san QIAN	553	Y. T. Jou	1043
Xiao-lin ZHOU	1344	Xing-wei MA	1610	Y. T. Jou	1624
Xiao-liu YU	506	Xin-hua XIAO	444	Y.J. ZHANG	344
Xiao-min ZHAO	1426	Xinhui Zhang	1032	Ya-Chun Chang	379
Xiao-ming CHEN	263	Xin-ji-le-tu YANG	1869	Ya-juan YU	1632
Xiao-ming SUN	817	Xin-li WU	566	Ya-li FU	1564
Xiao-ming XU	1378	Xin-min PENG	1750	Ya-li JI	1600
Xiao-peng JI	1152	Xin-min ZHANG	1628	Ya-ling SUN	1750
Xiao-qing LI	34	Xin-ran WANG	56	Yan AN	22
Xiao-qing LI	1281	Xin-yu SHAO	714	Yan AN	1107
Xiao-ting ZHU	95	Xin-yue HU	1777	Yan CHEN	1632
Xiao-wei MI	746	Xin-zhi ZHAO	1578	Yan HONG	1873
Xiao-wei MI	1347	Xiu-fang SUN	955	Yan Liu	1928
Xiao-yan WANG	1217	Xiu-fang SUN	1124	Yan MO	1344
Xiao-yan XING	231	Xiu-juan LI	1161	Yan TANG	1828
Xiao-yan XING	986	Xiu-kun ZHAO	1463	Yan WANG	273
Xiao-yang JIANG	1435	Xi-zhen GAO	157	Yan XU	813
Xiao-yang LI	911	Xi-zhen GAO	286	Yan YU	39
Xiao-yang LI	920	Xuan CHEN	808	Yan-bin HUANG	660
Xiao-Yang LI	947	Xue YANG	1070	Yan-chang CHU	660
Xiao-ying LU	1699	Xue-gang SHI	371	Yan-chun QI	1112
Xiao-yong LUO	1408	Xue-hong FU	1324	Yan-fang HUO	1453
Xiao-yong WANG	1595	Xue-jun WANG	1435	Yan-fang LI	282
Xiao-yun JIANG	1591	Xue-min LENG	995	Yan-fang LI	1832
Xin CAI	1578	Xue-min LENG	1000	Yan-fei SHI	1400
Xin Chen	1032	Xue-min YUAN	299	Yang CAO	43
Xin WANG	22	Xue-qi ZHAI	1074	Yang LI	876
Xin WANG	1107	Xue-qing WANG	43	Yang LI	1254
Xin WANG	1727	Xue-qing WANG	148	Yang LIANG	137
Xin ZHU	1684	Xun-bo LIU	817	Yan-hui HOU	217
Xin-bao LIU	1492	Xu-yan SONG	1568	Yan-li YANG	1869
Xindu Chen	1032	Xu-zhu ZHANG	1578	Yan-ling CAI	17
Xin-fu XU	1846	Y. C. Lee	175	Yan-qing LI	273
Xing BI	1129	Y. F. Hsieh	175	Yan-qiu XIAO	320

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Yan-qiu XIAO	599	Yi-xin LUO	1062	Yue-jin WU	1741
Yan-rong WANG	1704	Yi-ying ZHU	817	Yufang Chiu	1287
Yan-ting LI	888	Yi-yong XIAO	231	Yu-han WU	1605
Yao T. Hsu	1207	Yi-yong XIAO	986	Yui-kui DING	714
Yao XIONG	916	Yi-zhong MA	840	Yu-jie HUANG	1161
Yao-Lang Chang	1773	Yong CHEN	547	Yu-jie ZHU	876
Ya-ping LI	995	Yong CHEN	609	Yu-lin SONG	571
Ya-ping LI	1000	Yong LI	120	Yun ZHANG	1430
Ya-ping ZHAO	1777	Yong LI	222	Yun ZHAO	566
Yi KANG	329	Yong ZHANG	766	Yun-feng WANG	1086
Yi DENG	1311	Yong-fei ZHU	183	Yun-feng WANG	1458
Yi LIAO	1646	Yong-huan DUAN	52	Yung-shao Chen	1287
Yifei Tan	1546	Yong-huan DUN	1174	Yun-ling SUN	1657
Yi-fei TAO	1564	Yong-hui GUO	1551	Yun-tao LIU	1657
Yi-hai HE	827	Yong-juan KANG	1281	Yun-tao ZHANG	1212
Yi-hai HE	1241	Yong-kui SHI	471	Yu-ping LIAO	258
Yi-hong YUE	1727	Yongli TANG	1587	Yu-qiang SHI	1392
Yi-lin YIN	249	Yong-li TANG	1675	Yu-wei JI	83
Yi-nan ZHU	1846	Yong-li TANG	1777	Yu-xin ZHENG	25
Yin-dong SHEN	714	Yong-sheng XIANG	1661	Yu-xuan ZHU	793
Ying HAN	200	You ZHAO	884	Yu-zhi SHEN	1120
Ying HAN	227	Young-won PARK	1330	Z. Li	394
Ying LI	1124	You-yuan WANG	1794	Zao-jie KONG	967
Ying SHEN	1736	Yu DU	1618	Ze-yong XU	571
Ying SHI	804	Yu FAN	920	Ze-yong XU	759
Ying WANG	1864	Yuan REN	1568	Zhan-chao WU	320
Ying XIN	400	Yuan-hang WANG	916	Zhan-wen NIU	208
Ying-hui JIAN	269	Yuan-min CUI	591	Zhan-wen NIU	532
Ying-hui JIAN	766	Yuan-ying MAO	709	Zhao MA	827
Ying-hui LIN	1426	Yuan-yuan KONG	1741	Zhao-dong HUANG	986
Ying-xin MENG	967	Yuan-Yun SUN	1226	Zhao-jun YANG	316
Ying-ying DING	1695	Yu-chun WANG	571	Zhao-jun YANG	362
Yin-ping FU	1560	Yu-chun WANG	759	Zhao-mei LIU	48
Yin-qiu SONG	1430	Yue LI	689	Zhe WANG	295
Yin-Yann Chen	779	Yue LI	1448	Zhen LEI	87
Yin-zhen LI	1014	Yue LIN	635	Zhen LEI	196
Yi-sheng LIU	258	Yueh-Ling Lin	1902	Zhen ZHAO	1038

<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>	<b>NAME</b>	<b>PAGE</b>
Zheng WANG	1675	Zhi-hai ZHANG	808	Zhi-yue WU	1217
Zheng-hong DING	99	Zhi-jian WANG	1217	Zhong-Chi QIN	120
Zheng-ying CAI	1244	Zhi-jiang TAO	1819	Zhong-guo LIN	1823
Zhen-hua GAO	1378	Zhi-mei ZHANG	1482	Zhong-ming ZHAO	609
Zhen-hua Liu	746	Zhi-qiang CAI	932	Zhong-ping XU	191
Zhen-hua LIU	1347	Zhi-qiang CAI	937	Zhuo LIU	90
Zhen-kun YANG	1276	Zhi-qiang ZHANG	161	Zhuo-fu WANG	1507
Zhen-shi ZHANG	1082	Zhi-qiang ZHANG	1048	Zi-fan FANG	1404
Zhen-zhen HAO	1538	Zhi-sheng HONG	849	Zi-rong WANG	278
Zhi-chao GUO	788	Zhi-xiang CHEN	770	Zu LI	635
Zhi-fang LU	1189	Zhi-yong YANG	1507		
Zhi-guo WANG	1784	Zhi-yong ZHANG	1492		