



**SAILOR**

**FY2013**

**FIRST QUARTER REPORT**

**JULY - SEPTEMBER 2012**

**SAILOR OPERATIONS CENTER  
ENOCH PRATT FREE LIBRARY / STATE LIBRARY RESOURCE CENTER  
400 CATHEDRAL STREET BALTIMORE, MD 21201**



## **FY2013 First Quarter Activities Summary**

Sailor Operations Center (SOC) staff at the Enoch Pratt Free Library, Central Library, Maryland State Library Resource Center concern themselves on a day-to-day basis with maintaining an array of services on which Maryland public libraries, government and education agencies, and the residents of Maryland rely. These services include the Sailor Network, the Sailor collection of subscription databases, the Sailor Internet Connection Service (ICS), the Sailor Web Site Hosting Service (WSHS), Sailor Dial-Up Services, and the Sailor website.

Besides fulfilling their responsibilities in these areas, they also applied their efforts to the following activities during the period July/August/September 2011:

- ✓ Sailor NOC staff installed new core routers increasing capacity by 10Gbps on the Baltimore fiber ring.
- ✓ Sailor NOC replaced the radios handling the cross-Bay wireless links with models that increase speed by 50%, (from 200 to 300 mbps) and increased the stockpile of spares for existing radios.
- ✓ SOC purchased upgraded routers for all 70 Sailor points of presence to accommodate more advanced features from the vendor, Cisco. Installation of the new routers by the 3 members of the Sailor Network Technician staff is in process.
- ✓ Wendy Allen and the Resource Sharing Software Exploration Team (RSSET) continued to work with Relais regarding functionalities not yet working for certain integrated library systems, such as Polaris, and coordinate Relais testing among the Marina libraries.
- ✓ Lynn Stonesifer and Ann Smith met with LYRASIL in August to plan the action steps for negotiating a new three year contract for database subscriptions for SAILOR for FY14-16. A survey reviewing the current contract and requesting input on future purchases will be conducted in September. A Fall MPERL meeting to discuss the survey results and attend vendor demos of products is scheduled for October 25, 2012.

*Prepared by the Staff of Sailor Operations Center*

## SAILOR Information Resource Statistics

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
SAILOR Web Site Page Views <sup>†</sup>	122,116				122,116	532,469	130,225	134,183	126,615	141,446
SAILOR Home Page Views <sup>‡</sup>	22,384				22,384	99,081	22,733	24,729	24,916	26,703
SAILOR Visitors	26,425				26,425	115,035	27,422	30,331	28,957	28,325
WSHS Page Views	406,416				406,416	1,864,248	419,631	440,979	467,007	536,631
Cruise Account New	159				159	1,237	156	198	230	653
	79				79	198	41	153	4	
Cruise Account Renewal (by user)	100				100	114	31	80	3	0
Cruise Account Population	611				611	716	650	780	741	692
V.I.P. Account Production	0					6		1	1	4
V.I.P. Account Population	675				675	674	675	674	673	672
Video Conferences	0					10	3	4	2	1
Video Conference Participants	0					120	64	38	12	6

<sup>†</sup> *Web Site Page Views* - the number of times any page on the web site was viewed.

<sup>‡</sup> *Home Page Views* - the number of times the home page was viewed.

Table 1

# SAILOR HeritageQuest Online

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
<b>Searches by Database</b>										
Books	5,436				5,436	28,731	6,442	7,938	6,616	7,735
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	93,568				93,568	571,355	108,087	161,665	136,023	165,580
Freedman's Bank	1,130				1,130	5,667	1,283	1,473	1,304	1,607
Periodicals	3,034				3,034	16,765	3,588	4,864	3,755	4,558
Revolutionary War	1,946				1,946	10,480	2,326	3,093	2,173	2,888
U.S. Congress Actions	566				566	2,985	642	772	737	834
<b>Totals</b>	<b>105,114</b>				<b>105,114</b>	<b>632,998</b>	<b>121,726</b>	<b>179,033</b>	<b>149,871</b>	<b>182,368</b>
<b>Citation Abstracts by Database</b>										
Books	47,367				47,367	217,565	44,785	59,258	49,351	64,171
African American Heritage	228				228	1,234	382	371	481	
American Antiquarian Society	8,474				8,474	45,700	10,537	12,120	10,479	12,564
U.S. Census	177,326				177,326	1,084,241	201,745	315,259	246,937	320,300
Freedman's Bank	940				940	4,402	837	1,230	1,030	1,305
Periodicals	1,142				1,142	7,222	1,417	2,100	1,769	1,936
Revolutionary War	5,694				5,694	31,318	5,891	9,180	6,508	9,739
U.S. Congress Actions	798				798	2,360	672	511	522	655
<b>Totals</b>	<b>235,477</b>				<b>235,477</b>	<b>1,360,364</b>	<b>259,703</b>	<b>390,338</b>	<b>310,047</b>	<b>400,276</b>
<b>Documents by Delivery Method</b>										
Download : Citation Image	14				14	27	8	8	4	7
Download : Pdf	2,705				2,705	17,036	3,383	4,530	4,795	4,328
Download : Tif	383				383	2,253	383	647	523	700
On-Line Display : Citation	1,142				1,142	7,222	1,417	2,100	1,769	1,936
On-Line Display : Citation Image	234,998				234,998	1,352,158	258,109	388,944	306,717	398,388
On-Line Display : Pdf	1,296				1,296	8,165	1,430	1,953	1,739	3,043
On-Line Display : Tif	0					0				
Printer : Citation Image	1,431				1,431	7,181	1,536	1,847	1,530	2,268
<b>Totals</b>	<b>241,969</b>				<b>241,969</b>	<b>1,394,042</b>	<b>266,266</b>	<b>400,029</b>	<b>317,077</b>	<b>410,670</b>

Table 2

## SAILOR EBSCO Databases

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
<b>Sessions (Users)</b>										
Automobile Repair Reference Center	4,432				4,432	16,615	5,028	3,218	3,724	4,645
Columbia Encyclopedia	41				41	422		133	137	73
Funk & Wagnalls New World Encyclopedia	88,009				88,009	233,927	61,135	65,117	56,706	50,969
History Reference Center	92,392				92,392	270,403		79,216	68,624	54,426
MAS Ultra - School Edition	90,026				90,026	248,963	64,582	70,528	61,578	52,275
MasterFILE Premier	403,955				403,955	861,858		275,905	75,971	61,720
Middle Search Plus	89,740				89,740	248,237	64,191	70,889	60,997	52,160
Science Image Collection	4,492				4,492	17,859		5,834	5,779	2,051
Science Reference Center	90,630				90,630	255,025	64,756	72,859	63,937	53,473
World History Image Collection	5,830				5,830	30,355		10,902	9,360	2,891
Totals	869,547				869,547	2,183,664	787,567	654,601	406,813	334,683
<b>Downloads (Retrievals)</b>										
Automobile Repair Reference Center	27,607				27,607	75,531	31,030	21,263	14,085	9,153
Columbia Encyclopedia	42				42	395	109	127	129	30
Funk & Wagnalls New World Encyclopedia	655				655	5,406	1,228	2,023	1,578	577
History Reference Center	6,852				6,852	62,514	11,075	24,865	20,997	5,577
MAS Ultra - School Edition	4,342				4,342	27,598	7,083	8,556	9,679	2,280
MasterFILE Premier	1,450,915				1,450,915	3,433,125	2,081,001	1,277,875	45,178	29,071
Middle Search Plus	2,370				2,370	18,756	4,670	6,399	5,763	1,924
Science Image Collection	22				22	357	47	156	121	33
Science Reference Center	3,118				3,118	21,637	3,591	7,036	7,964	3,046
World History Image Collection	77				77	1,526	337	409	701	79
Totals	1,496,000				1,496,000	3,646,845	2,140,171	1,348,709	106,195	51,770
<b>Searches</b>										
Automobile Repair Reference Center	8,849				8,849	29,566	9,415	6,877	6,173	7,101
Columbia Encyclopedia	98				98	889	166	271	314	138
Funk & Wagnalls New World Encyclopedia	93,136				93,136	253,463	66,222	71,227	62,779	53,235
History Reference Center	102,758				102,758	343,415	82,231	106,185	92,986	62,013
MAS Ultra - School Edition	98,542				98,542	294,910	75,856	85,875	76,799	56,380
MasterFILE Premier	434,205				434,205	996,363	481,412	311,798	115,149	88,004
Middle Search Plus	97,230				97,230	288,526	73,725	85,121	73,639	56,041
Science Image Collection	10,361				10,361	36,058	8,544	12,261	11,519	3,734
Science Reference Center	99,788				99,788	308,422	74,469	91,933	82,305	59,715
World History Image Collection	13,060				13,060	59,458	14,640	21,267	18,468	5,083
Totals	958,027				958,027	2,611,070	886,680	792,815	540,131	391,444

Table 3

## Top Ten Pages on SAILOR Web Site

July-12		
Title	URL	Views*
1	HeritageQuest	7851
2	Maryland Public Library Directory	3377
3	Maryland Public Library Directory	2946
4	Maryland Public Library Directory	2356
5	Marina - Services	2125
6	Research Databases - Services	1286
7	About	1060
8	Dial-Up Access	1053
9	Search	946
10	Committees	864

August-12		
Title	URL	Views*
1	HeritageQuest	8334
2	Maryland Public Library Directory	3424
3	Maryland Public Library Directory	3058
4	Maryland Public Library Directory	2435
5	Marina - Services	1991
6	Search	1553
7	Research Databases - Services	1385
8	Dial-Up Access	992
9	About	830
10	Services	799

September-12		
Title	URL	Views*
1	HeritageQuest	6618
2	Maryland Public Library Directory	3181
3	Maryland Public Library Directory	2782
4	Maryland Public Library Directory	2345
5	Marina - Services	1977
6	Research Databases - Services	1837
7	Search	1592
8	Dial-Up Access	960
9	About	782
10	Services	750

\* Views - the number of times this page was viewed.

## Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	2,249
baltocfb	Baltimore City Forestry Board	3,147
baltocfs	Circuit Court for Baltimore City	240,860
bcbf	Baltimore County Forestry Board	929
cecilfb	Cecil County Forestry Board	2,852
fcdds	Frederick County Department of Social Services	25,378
forvm	FORVM/ Forum for Rural Maryland	18,611
gcforest	Garrett County Forestry Board	2,093
gwib	GWIB/Work Force Investment Board	459
hcforest	Howard County Forestry Board	6,054
lhills	Landover Hills, Town of	14,119
mail	Maryland Interlibrary Loan Organization	2,637
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	15,561
mcforest	Montgomery Co. Forestry Board	1,232
mmctv	Montgomery Muni Cable	3,263
montgsd	Montgomery Soil Conservation District	1,672
perlit	Persianlit Online	16,185
qacfb	Queen Anne's County Forestry Board	367
vncc	North Chevy Chase, Village of	5,507
wcfb	Washington County Forestry Board	4,931
		368,106

\* Views - the number of times any page on the web site was viewed.