



**SAILOR**

**FY2013**

**SECOND QUARTER REPORT**

**OCTOBER – DECEMBER 2012**

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



## **FY2013 Second 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:

- ✓ The Sailor NOC completed the installation of 70 new Cisco routers throughout the state for the Sailor Network in December. The old devices were at product end-of-life. The new devices accommodate more features than the previous generation. All have dual power supply capability and the stacking power feature which makes it possible for one device to power a second device in the event the both of the second device's power supplies fail.
- ✓ This quarter SOC was examining alternate video conferencing technologies to replace current 12 year old equipment. Skype was used at the December 20, 2012 SAC meeting to enable the Somerset County Library and Eastern Shore Regional Library administrators to participate in the meeting, and so the committee could experience the use of the service in a meeting context firsthand. Mike Walsh and Stuart Ragland represented SOC at the Ustream exploratory meeting called by Nini Beegan (DLDS) in December, at which SLRC experience using Ustream to broadcast events was discussed.
- ✓ Wendy Allen and the Resource Sharing Software Exploration Team (RSSET) worked with Relais to finalize implementation of the Relais software that will belie Marina. The "go live" date of January 14, 2013 was announced in December.
- ✓ Lynn Stonesifer convened a meeting of MPERL (Maryland Public Electronic Resource Librarians) on October 25 at which presentations were offered by EBSCO, ProQuest, and Gale representatives. As it has since 2001, the MPERL survey identified periodicals and genealogy as the top subject areas of interest for the Sailor contract. They also voted for another three-year contract citing cost-effectiveness and noting advance knowledge of the Sailor selections makes it easier for the counties to plan their non-Sailor database purchases. All agreed that ProQuest's *HeritageQuest* should be renewed. Lyrasis contacted the three database vendors to request costs by December 1<sup>st</sup> for a periodical, history, science, and auto repair database subscriptions for Maryland Public and K12 libraries. The negotiations for a new three-year (FY14-16) contract for database subscriptions for SAILOR were successfully concluded in late December. The Database Review Committee met with Lyrasis representatives on December 12, 2012, to review the proposals. EBSCO offered a superior package at the best pricing for all products for public library and K12 access. In addition, EBSCO offered to provide full access to their

new package starting in January, 2013. The DRC accepted this proposal. An announcement was sent to the MPERLS and MAPLA January 2, 2013.

The EBSCO package includes:

- MasterFile Premier
- Business Source Premier (new)
- Regional Business News (new)
- Auto Repair Reference Center
- History Reference Center
- MAS Ultra [Magazine Articles Summaries]
- Middle Search Plus
- Primary Search
- Science Reference Center

HeritageQuest will also be continued as it is the most popular database offered through Sailor.

*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>	239,862			117,746	122,116	532,469	130,225	134,183	126,615	141,446
SAILOR Home Page Views <sup>‡</sup>	46,572			24,188	22,384	99,081	22,733	24,729	24,916	26,703
SAILOR Visitors	53,291			26,866	26,425	115,035	27,422	30,331	28,957	28,325
WSHS Page Views	794,983			388,567	406,416	1,864,248	419,631	440,979	467,007	536,631
Cruise Account New	264			105	159	1,237	156	198	230	653
	108			29	79	198	41	153	4	
Cruise Account Renewal (by user)	139			39	100	114	31	80	3	0
Cruise Account Population	568			525	611	716	650	780	741	692
V.I.P. Account Production	0					6		1	1	4
V.I.P. Account Population	675			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	9,598			4,162	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	161,653			68,085	93,568	571,355	108,087	161,665	136,023	165,580
Freedman's Bank	1,768			638	1,130	5,667	1,283	1,473	1,304	1,607
Periodicals	5,182			2,148	3,034	16,765	3,588	4,864	3,755	4,558
Revolutionary War	3,387			1,441	1,946	10,480	2,326	3,093	2,173	2,888
U.S. Congress Actions	960			394	566	2,985	642	772	737	834
<b>Totals</b>	<b>181,588</b>			<b>76,474</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	77,463			30,096	47,367	217,565	44,785	59,258	49,351	64,171
African American Heritage	315			87	228	1,234	382	371	481	
American Antiquarian Society	15,210			6,736	8,474	45,700	10,537	12,120	10,479	12,564
U.S. Census	306,883			129,557	177,326	1,084,241	201,745	315,259	246,937	320,300
Freedman's Bank	1,353			413	940	4,402	837	1,230	1,030	1,305
Periodicals	1,928			786	1,142	7,222	1,417	2,100	1,769	1,936
Revolutionary War	11,311			5,617	5,694	31,318	5,891	9,180	6,508	9,739
U.S. Congress Actions	1,131			333	798	2,360	672	511	522	655
<b>Totals</b>	<b>403,152</b>			<b>167,675</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	33			19	14	27	8	8	4	7
Download : Pdf	4,950			2,245	2,705	17,036	3,383	4,530	4,795	4,328
Download : Tif	808			425	383	2,253	383	647	523	700
On-Line Display : Citation	1,928			786	1,142	7,222	1,417	2,100	1,769	1,936
On-Line Display : Citation Image	403,271			168,273	234,998	1,352,158	258,109	388,944	306,717	398,388
On-Line Display : Pdf	2,072			776	1,296	8,165	1,430	1,953	1,739	3,043
On-Line Display : Tif	0					0				
Printer : Citation Image	2,532			1,101	1,431	7,181	1,536	1,847	1,530	2,268
<b>Totals</b>	<b>415,594</b>			<b>173,625</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	8,297			3,865	4,432	16,615	5,028	3,218	3,724	4,645
Columbia Encyclopedia	153			112	41	422		133	137	73
Funk & Wagnalls New World Encyclopedia	162,910			74,901	88,009	233,927	61,135	65,117	56,706	50,969
History Reference Center	183,198			90,806	92,392	270,403		79,216	68,624	54,426
MAS Ultra - School Edition	171,685			81,659	90,026	248,963	64,582	70,528	61,578	52,275
MasterFILE Premier	736,503			332,548	403,955	861,858		275,905	75,971	61,720
Middle Search Plus	170,161			80,421	89,740	248,237	64,191	70,889	60,997	52,160
Science Image Collection	14,662			10,170	4,492	17,859		5,834	5,779	2,051
Science Reference Center	174,114			83,484	90,630	255,025	64,756	72,859	63,937	53,473
World History Image Collection	22,339			16,509	5,830	30,355		10,902	9,360	2,891
<b>Totals</b>	<b>1,644,022</b>			<b>774,475</b>	<b>869,547</b>	<b>2,183,664</b>	<b>787,567</b>	<b>654,601</b>	<b>406,813</b>	<b>334,683</b>
<b>Downloads (Retrievals)</b>										
Automobile Repair Reference Center	51,503			23,896	27,607	75,531	31,030	21,263	14,085	9,153
Columbia Encyclopedia	148			106	42	395	109	127	129	30
Funk & Wagnalls New World Encyclopedia	2,416			1,761	655	5,406	1,228	2,023	1,578	577
History Reference Center	34,207			27,355	6,852	62,514	11,075	24,865	20,997	5,577
MAS Ultra - School Edition	15,429			11,087	4,342	27,598	7,083	8,556	9,679	2,280
MasterFILE Premier	2,612,321			1,161,406	1,450,915	3,433,125	2,081,001	1,277,875	45,178	29,071
Middle Search Plus	10,370			8,000	2,370	18,756	4,670	6,399	5,763	1,924
Science Image Collection	104			82	22	357	47	156	121	33
Science Reference Center	15,417			12,299	3,118	21,637	3,591	7,036	7,964	3,046
World History Image Collection	1,048			971	77	1,526	337	409	701	79
<b>Totals</b>	<b>2,742,963</b>			<b>1,246,963</b>	<b>1,496,000</b>	<b>3,646,845</b>	<b>2,140,171</b>	<b>1,348,709</b>	<b>106,195</b>	<b>51,770</b>
<b>Searches</b>										
Automobile Repair Reference Center	16,213			7,364	8,849	29,566	9,415	6,877	6,173	7,101
Columbia Encyclopedia	316			218	98	889	166	271	314	138
Funk & Wagnalls New World Encyclopedia	177,706			84,570	93,136	253,463	66,222	71,227	62,779	53,235
History Reference Center	224,445			121,687	102,758	343,415	82,231	106,185	92,986	62,013
MAS Ultra - School Edition	200,179			101,637	98,542	294,910	75,856	85,875	76,799	56,380
MasterFILE Premier	807,098			372,893	434,205	996,363	481,412	311,798	115,149	88,004
Middle Search Plus	195,087			97,857	97,230	288,526	73,725	85,121	73,639	56,041
Science Image Collection	33,292			22,931	10,361	36,058	8,544	12,261	11,519	3,734
Science Reference Center	204,904			105,116	99,788	308,422	74,469	91,933	82,305	59,715
World History Image Collection	52,051			38,991	13,060	59,458	14,640	21,267	18,468	5,083
<b>Totals</b>	<b>1,911,291</b>			<b>953,264</b>	<b>958,027</b>	<b>2,611,070</b>	<b>886,680</b>	<b>792,815</b>	<b>540,131</b>	<b>391,444</b>

Table 3

## Top Ten Pages on SAILOR Web Site

October-12		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	6256
2 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	3340
3 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	2784
4 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	2647
5 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	2017
6 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	1757
7 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	1744
8 Dial-Up Access	<a href="http://www.sailor.lib.md.us/services/dial-up/">http://www.sailor.lib.md.us/services/dial-up/</a>	947
9 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/src/counties_long.cfm">http://directory.sailor.lib.md.us/src/counties_long.cfm</a>	924
10 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	870

November-12		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5860
2 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	3222
3 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	2960
4 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	2515
5 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	2021
6 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	1888
7 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	1659
8 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	1136
9 Dial-Up Access	<a href="http://www.sailor.lib.md.us/services/dial-up/">http://www.sailor.lib.md.us/services/dial-up/</a>	870
10 MAS Ultra - School Edition	<a href="http://db.sailor.lib.md.us/db/ebsco/ulh">http://db.sailor.lib.md.us/db/ebsco/ulh</a>	853

December-12		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5444
2 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	3179
3 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	3176
4 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	2368
5 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	1945
6 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	1832
7 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	1634
8 MAS Ultra - School Edition	<a href="http://db.sailor.lib.md.us/db/ebsco/ulh">http://db.sailor.lib.md.us/db/ebsco/ulh</a>	1170
9 About	<a href="http://www.sailor.lib.md.us/about/">http://www.sailor.lib.md.us/about/</a>	965
10 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	890

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



## Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aacofb	Anne Arundel County Forest Conservancy District Board	4,900
aadpw	AA Co. Dept of Public Works	3,182
baltocfb	Baltimore City Forestry Board	2,780
baltocfs	Circuit Court for Baltimore City	229,611
bcfb	Baltimore County Forestry Board	1,397
cecilfb	Cecil County Forestry Board	3,023
fdcass	Frederick County Department of Social Services	34,977
forvm	FORVM/ Forum for Rural Maryland	20,484
gcforest	Garrett County Forestry Board	2,195
gwib	GWIB/Work Force Investment Board	594
hcforest	Howard County Forestry Board	5,768
lhills	Landover Hills, Town of	17,790
mail	Maryland Interlibrary Loan Organization	3,383
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	17,134
mcforest	Montgomery Co. Forestry Board	1,310
mmctv	Montgomery Muni Cable	3,508
montgscd	Montgomery Soil Conservation District	1,693
perlit	Persianlit Online	18,778
qacfb	Queen Anne's County Forestry Board	425
vncc	North Chevy Chase, Village of	7,466
wcfb	Washington County Forestry Board	5,974
		386,372

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