



SAILOR

FY2014

**FOURTH QUARTER REPORT
APRIL – JUNE 2014**

AND

ANNUAL REPORT

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

FY2014 Fourth 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, during the period April through June 2014 they also accomplished the following:

- ✓ After consideration of bids submitted for connectivity, it was determined that Comcast service will be provided to the following Eastern Shore sites:
 - Dorchester/Cambridge
 - Worcester/Snow Hill
 - Somerset/Princess Anne
- ✓ After installation of Comcast service, the wireless network south of Cambridge and Denton will be decommissioned. The radios and associated equipment will be offered in turn to the:
 - Tower owner
 - County (with tower owner's permission)
 - State (with tower owner's permission)
- ✓ The wireless network supporting Cecil County will be decommissioned as Cecil transitions to networkMaryland.
- ✓ The wireless network supporting Calvert County will be decommissioned as Calvert transitions to an in-county fiber network.
- ✓ Sailor Operations Center continues to seek proposals that could lead to the decommissioning of other parts of the wireless network while decreasing costs.
- ✓ There were 285,107 requests submitted via Marina in FY2014. Overall, Marina, using Relais, is stable with only occasional NCIP issues for Polaris libraries.

*Prepared by the Staff of Sailor Operations Center
Enoch Pratt Free Library, State Library Resource Center*

**Sailor Operations Center
FY 2014 Expenditures thru 6/30/14**

	Budget	Expenditure
Salaries	299,403.00	305,203.00
Benefits	119,860.00	108,995.00
Network Lines/Internet	705,000.00	607,399.00
Equipment (1)	350,000.00	462,324.00
Equipment/Software Maintenance	526,000.00	506,910.00
Miscellaneous (2)	44,300.00	21,757.00
Subtotal	2,044,563.00	2,012,588.00
Content Databases (3)	644,390.00	644,390.00
Total	2,688,953.00	2,656,978.00

(1) Purchase & Installation of Routers, switches, servers and other equipment

(2) Miscellaneous includes travel, photocopier rental, printing, supplies, property expenses at remote sites, & delivery expenses.

(3) Content Databases are licensed databases available for public access.

Savings in network lines were used for more equipment infrastructure.

SAILOR Information Resource Statistics

	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1	FY2013	FY2013 Q4	FY2013 Q3	FY2013 Q2	FY2013 Q1
SAILOR Web Site Page Views [†]	303,043	63,597	81,564	72,049	85,833	509,919	136,434	133,623	117,746	122,116
SAILOR Home Page Views [‡]	43,825	8,924	11,485	10,024	13,392	101,131	27,758	26,801	24,188	22,384
SAILOR Visitors	136,267	31,860	38,262	31,375	34,770	107,120	25,065	28,764	26,866	26,425
WSHS Page Views	4,237,338	1,148,703	1,028,690	1,002,435	1,057,510	2,102,414	838,887	468,544	388,567	406,416
Cruise Account New	359	64	80	89	126	559	125	170	105	159
Cruise Account Renewal (by staff)	201	23	64	17	97	207	26	73	29	79
Cruise Account Renewal (by user)	196	25	68	35	68	256	31	86	39	100
Cruise Account Population	421	344	401	444	493	540	515	509	525	611
V.I.P. Account Production	1				1	2	1	1		
V.I.P. Account Population	674	674	674	674	673	675	674	675	675	675

[†] Web Site Page Views - the number of times any page on the web site was viewed.

[‡] Home Page Views - the number of times the home page was viewed.

Table 1

SAILOR HeritageQuest Online

	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1	FY2013	FY2013 Q4	FY2013 Q3	FY2013 Q2	FY2013 Q1
Searches by Database										
Books	14,685	3,162	4,263	3,274	3,986	18,118	3,457	5,063	4,162	5,436
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	287,477	60,179	79,453	70,051	77,794	324,137	71,164	91,320	68,085	93,568
Freedman's Bank	3,173	545	872	966	790	3,191	720	703	638	1,130
Periodicals	8,930	1,824	2,620	2,020	2,466	10,087	2,054	2,851	2,148	3,034
Revolutionary War	5,356	1,380	1,452	1,110	1,414	6,738	1,321	2,030	1,441	1,946
U.S. Congress Actions	1,552	281	461	346	464	1,767	361	446	394	566
Totals	319,621	67,090	88,660	77,421	86,450	362,271	78,716	101,967	76,474	105,114
Citation Abstracts by Database										
Books	120,787	24,038	40,121	23,490	33,138	145,665	27,665	40,537	30,096	47,367
African American Heritage	1,331	640	409	65	217	619	97	207	87	228
American Antiquarian Society	24,551	5,567	7,932	4,672	6,380	29,536	6,173	8,153	6,736	8,474
U.S. Census	437,971	86,514	120,185	114,747	116,525	570,463	115,928	147,652	129,557	177,326
Freedman's Bank	2,384	462	810	607	505	2,197	427	417	413	940
Periodicals	3,617	681	1,265	803	868	3,649	703	1,018	786	1,142
Revolutionary War	18,819	6,325	5,270	3,033	4,191	20,005	3,396	5,298	5,617	5,694
U.S. Congress Actions	2,107	536	697	326	548	1,875	356	388	333	798
Totals	590,641	117,902	170,722	144,384	157,633	752,129	150,993	197,984	167,675	235,477
Documents by Delivery Method										
Download : Citation Image	18	6	6	3	3	42	4	5	19	14
Download : Pdf	7,498	1,440	2,153	1,957	1,948	9,718	2,349	2,419	2,245	2,705
Download : Tif	1,079	227	396	154	302	1,621	417	396	425	383
On-Line Display : Citation	3,617	681	1,265	803	868	3,891	945	1,018	786	1,142
On-Line Display : Citation Image	592,064	120,750	170,914	143,459	156,941	804,784	204,447	197,066	168,273	234,998
On-Line Display : Pdf	3,038	560	734	639	1,105	4,247	1,118	1,057	776	1,296
On-Line Display : Tif	0					0				
Printer : Citation Image	4,253	1,099	1,221	728	1,205	5,544	1,303	1,709	1,101	1,431
Totals	611,567	124,763	176,689	147,743	162,372	829,847	210,583	203,670	173,625	241,969

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1	FY2013	FY2013 Q4	FY2013 Q3	FY2013 Q2	FY2013 Q1
Sessions (Users)										
Automobile Repair Reference Center	12,986	3,302	3,077	3,035	3,572	14,323	2,355	3,671	3,865	4,432
Columbia Encyclopedia	144,548	33,375	36,448	35,638	39,087	23,273		8,384		
Columbia Encyclopedia	180	41	56	56	27	296	58	85	112	41
Funk & Wagnalls New World Encyclopedia	450,933	108,143	115,227	110,822	116,741	333,044	85,157	84,977	74,901	88,009
History Reference Center	468,138	111,052	121,235	116,800	119,051	366,742	89,236	94,308	90,806	92,392
MAS Ultra - School Edition	459,681	109,297	117,861	113,571	118,952	346,528	86,703	88,140	81,659	90,026
MasterFILE Premier	1,418,351	225,593	399,861	373,418	419,479	1,486,388	364,703	385,182	332,548	403,955
Middle Search Plus	459,351	109,496	118,345	113,430	118,080	345,688	87,077	88,450	80,421	89,740
Primary Search	142,669	33,112	36,512	35,036	38,009	21,248	14,066	7,182		
Regional Business News	138,542	32,116	35,043	33,806	37,577	19,031	12,991	6,040		
Science Image Collection	21,660	1,854	4,800	9,340	5,666	31,601	7,522	9,417	10,170	4,492
Science Reference Center	461,925	109,547	119,038	114,822	118,518	351,376	86,962	90,300	83,484	90,630
World History Image Collection	26,542	3,145	6,506	10,741	6,150	43,034	8,760	11,935	16,509	5,830
Totals	4,205,506	880,073	1,114,009	1,070,515	1,140,909	3,382,572	860,479	878,071	774,475	869,547
Downloads (Retrievals)										
Automobile Repair Reference Center	75,731	19,722	19,250	17,119	19,640	85,810	13,901	20,406	23,896	27,607
Business Source Premier	17,645	4,280	4,605	5,261	3,499	9,037	4,339	4,698		
Columbia Encyclopedia	157	39	59	37	22	301	60	93	106	42
Funk & Wagnalls New World Encyclopedia	6,690	1,407	2,287	2,339	657	6,173	1,807	1,950	1,761	655
History Reference Center	33,106	5,802	12,440	11,277	3,587	57,340	8,022	15,111	27,355	6,852
MAS Ultra - School Edition	25,866	6,317	6,863	7,387	5,299	27,174	5,282	6,463	11,087	4,342
MasterFILE Premier	133,054	30,868	35,254	39,754	27,178	3,455,605	33,897	809,387	1,161,406	1,450,915
Middle Search Plus	19,197	4,425	6,898	5,566	2,308	21,444	5,278	5,796	8,000	2,370
Primary Search	8,890	2,770	2,292	2,664	1,164	5,222	1,318	3,904		
Regional Business News	3,150	756	849	1,009	536	1,558	709	849		
Science Image Collection	24	8	13	1	2	144	31	9	82	22
Science Reference Center	16,688	2,566	5,292	6,419	2,411	27,303	3,252	8,634	12,299	3,118
World History Image Collection	503	42	112	249	100	1,608	49	511	971	77
Totals	340,701	79,002	96,214	99,082	66,403	3,698,719	77,945	877,811	1,246,963	1,496,000
Searches										
Automobile Repair Reference Center	24,505	6,245	6,084	5,416	6,760	28,561	4,654	7,694	7,364	8,849
Business Source Premier	171,841	38,563	44,368	43,771	45,139	34,696	20,486	14,210		
Columbia Encyclopedia	375	73	119	122	61	555	102	137	218	98
Funk & Wagnalls New World Encyclopedia	483,534	112,406	124,784	121,184	125,160	364,808	93,150	93,952	84,570	93,136
History Reference Center	527,129	120,065	140,219	135,534	131,311	438,588	100,966	113,177	121,687	102,758
MAS Ultra - School Edition	515,834	117,715	132,658	128,930	136,531	400,160	98,296	101,685	101,637	98,542
MasterFILE Premier	1,567,101	258,770	439,024	414,594	454,713	1,625,658	397,347	421,213	372,893	434,205
Middle Search Plus	508,988	116,954	134,366	128,552	129,116	394,023	97,628	101,308	97,857	97,230
Primary Search	168,014	36,979	44,141	43,406	43,488	35,454	20,269	15,185		
Regional Business News	155,798	34,203	39,632	39,963	42,000	28,347	17,193	11,154		
Science Image Collection	48,007	5,191	13,088	19,347	10,381	65,652	13,759	18,601	22,931	10,361
Science Reference Center	511,751	115,716	134,278	131,767	129,990	407,279	96,749	105,626	105,116	99,788
World History Image Collection	60,450	8,836	17,760	22,315	11,539	94,163	17,287	24,825	38,991	13,060
Totals	4,743,327	971,716	1,270,521	1,234,901	1,266,189	3,917,944	977,886	1,028,767	953,264	958,027

Table 3

FY2014

Sailor Database Downloads

Combined MPL and K-12 Statistics

Heritage Quest	FY2014	FY14 Q4	FY14 Q3	FY14 Q2	FY14 Q1
MPL	611,567	124,763	176,689	147,743	162,372
Retail value per download*	\$ 8.36				
Retail value of downloads	\$ 5,112,700.12				

EBSCO	FY2014	FY14 Q4	FY14 Q3	FY14 Q2	FY14 Q1
MPL	340,701	79,002	96,214	99,082	66,403
K-12	412,050	89,740	130,943	140,701	50,666
Total EBSCO	752,751	168,742	227,157	239,783	117,069
All Downloads	1,364,318	293,505	403,846	387,526	279,441
Retail value per download*	\$ 8.36				
Retail value of downloads	\$ 11,405,698.48				

Total Retail value of downloads \$ 16,518,398.60

*Source: State Library Resource Center

Filename: Sailor DB MPL and K12 Downloads- FY2014 Jul - Jun.xlsx

Table 3a

Top Ten Pages on SAILOR Web Site

April-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	4688
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1730
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1305
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	898
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	711
6 MAS Ultra - School Edition	http://db.sailor.lib.md.us/db/ebSCO/ulh	618
7 History Reference Center	http://db.sailor.lib.md.us/db/ebSCO/khh	488
8 Search	http://www.sailor.lib.md.us/search/	393
9 Student Research Center	http://db.sailor.lib.md.us/db/ebSCO/src	388
10 Services	http://www.sailor.lib.md.us/services/	259

May-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3949
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1960
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1226
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	941
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	705
6 Search	http://www.sailor.lib.md.us/search/	432
7 Student Research Center	http://db.sailor.lib.md.us/db/ebSCO/src	364
8 History Reference Center	http://db.sailor.lib.md.us/db/ebSCO/khh	353
9 Middle Search Plus	http://db.sailor.lib.md.us/db/ebSCO/mih	283
10 Prince George's County Memorial Library	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	237

June-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3970
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1316
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1017
4 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	858
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	858
6 Prince George's County Memorial Library	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	264
7 Search	http://www.sailor.lib.md.us/search/	237
8 Services	http://www.sailor.lib.md.us/services/	191
9 MasterFILE Premier	http://db.sailor.lib.md.us/db/ebSCO/f5h	182
10 Carroll County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	163

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

Top 25 Pages on SAILOR Web Site

Fiscal Year 2014		
Title	Page	Views*
1	HeritageQuest	58525
2	Research Databases - Services	21592
3	Marina - Services	20186
4	Maryland Public Library Directory	18144
5	Search	5831
6	Student Research Center	4547
7	History Reference Center	4306
8	MAS Ultra - School Edition	4052
9	Services	3532
10	Links	2684
11	Prince George's County Memorial Library	2573
12	Baltimore County Public Library	2496
13	Carroll County Public Library	2463
14	MasterFILE Premier	2168
15	Middle Search Plus	2141
16	Sailor Network - Services	2018
17	About	1994
18	Howard County Library System	1893
19	Contacts	1768
20	Prince George's County Memorial Library	1738
21	Anne Arundel County Public Library	1624
22	Science Reference Center	1613
23	Committees	1531
24	Enoch Pratt Free Library	1492
25	Funk & Wagnalls New World Encyclopedia	1472

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

Web Site Hosting Service (WSHS) FY14Q4

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	2,632
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	908,544
bcbf	Baltimore County Forestry Board	1,487
cecilfb	Cecil County Forestry Board	2,939
fcdds	Frederick County Department of Social Services	36,625
forvm	FORVM/ Forum for Rural Maryland	1,680
gcforest	Garrett County Forestry Board	1,634
gwib	GWIB/Work Force Investment Board	670
hcforest	Howard County Forestry Board	6,550
lhills	Landover Hills, Town of	15,256
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	96,733
mcforest	Montgomery Co. Forestry Board	1,028
mmctv	Montgomery Muni Cable	3,627
montgscd	Montgomery Soil Conservation District	1,717
perlit	Persianlit Online	13,037
qacfb	Queen Anne's County Forestry Board	524
vncc	North Chevy Chase, Village of	6,889
wcfb	Washington County Forestry Board	42,038
		1,143,610

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

Annual Web Site Hosting Service (WSHS) Page Views

login	Agency	FY13	FY14
aacofb	Anne Arundel County Forest Conservancy District Board	18,816	14,941
aadpw	AA Co. Dept of Public Works	12,904	10,942
baltoafb	Baltimore City Forestry Board	5,927	0
baltocts	Circuit Court for Baltimore City	1,397,672	3,419,268
bafb	Baltimore County Forestry Board	6,020	5,680
cecilafb	Cecil County Forestry Board	12,810	11,407
fcass	Frederick County Department of Social Services	139,639	158,406
forvm	FORVM/ Forum for Rural Maryland	81,404	39,793
gcforest	Garrett County Forestry Board	9,142	7,848
gwib	GWIB/Work Force Investment Board	2,377	2,784
hcforest	Howard County Forestry Board	26,139	25,800
lhills	Landover Hills, Town of	71,468	63,705
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	69,689	198,215
mcforest	Montgomery Co. Forestry Board	5,586	5,099
mmctv	Montgomery Muni Cable	14,682	15,664
montgscd	Montgomery Soil Conservation District	19,936	24,127
perlit	Persianlit Online	70,473	66,316
qacfb	Queen Anne's County Forestry Board	1,946	2,387
vncc	North Chevy Chase, Village of	42,657	48,881
wafb	Washington County Forestry Board	41,003	103,890
		2,050,290	4,225,153