



**SAILOR**

**FY2010**

**THIRD QUARTER REPORT**

**JANUARY - MARCH 2010**

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



## **FY2010 THIRD QUARTER SAILOR 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 collection of subscription databases, the Sailor Network, 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 January through March 2010 they also applied their efforts to the following:

- ✓ SAC Chair Audra Caplan, Database Review Committee Chair Jo Ann Pinder, SOC staff and Sailor database stakeholders met with Gale Cengage engineering staff (January 12 and March 2) to plan the implementation of authentication via geo-location for Sailor-Gale databases. The benefit of the geo-location is that authentication is based on the user's IP address. As a result, the user does not have to key in a 14 digit library card number.
- ✓ SOC staff and contractor Lyris convened a meeting of the Maryland Public Electronic Resource Librarians (MPERL) group at Baltimore County Public Library on March 16 at which time vendor presentations were given by Gale, EBSCO and ProQuest. This meeting was followed up with a survey of the public libraries for their priorities for the FY2011 collection of Sailor databases. The Database Review Committee will meet April 27 to select the databases for FY2011.
- ✓ IAD Chief and Sailor Services Coordinator continued working on content for the pages of the new Sailor website. The project involves weeding through the existing content, creating new information architecture, and designing new content and graphic layout.
- ✓ The Marina manager at SLRC coordinated testing of the new release of URSA inter-library loan reservation system software. Horizon libraries completed testing in mid-March. TLC and Innovative Interfaces libraries to begin testing in April.
- ✓ Made preparations for relocating the Sailor Network hubs at Washington County Free Library and Talbot County Free Library when they relocate to temporary facilities during their construction projects which are scheduled to begin this summer.
- ✓ Relocated the Sailor Videoconferencing Network site in Montgomery County from Wheaton to the MCPL Rockville library at 21 Maryland Avenue.

*Prepared by the staff of the Sailor Operations Center*

## SAILOR Information Resource Statistics

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
SAILOR Web Site Page Views <sup>†</sup>	1,300,138		335,166	391,497	573,475	1,649,635	328,557	387,517	440,517	493,044
SAILOR Home Page Views <sup>‡</sup>	91,986		24,793	31,440	35,753	161,347	32,505	36,360	40,723	51,759
SAILOR Visitors	237,234		72,163	87,641	77,430	294,453	68,872	71,771	73,254	80,556
WSHS Page Views	41,297,061		13,384,891	12,649,520	15,262,650	71,905,893	17,342,182	15,030,178	20,468,590	19,064,943
EBSCO - Automobile Repair Reference Center - Sessions	17,042		6,358	5,546	5,138	21,446	5,503	5,467	5,214	5,262
EBSCO - Automobile Repair Reference Center - Downloads	36,047		13,712	11,792	10,543	71,997	11,971	11,696	35,293	13,037
EBSCO - Automobile Repair Reference Center - Searches	27,041		9,880	8,908	8,253	34,025	8,837	8,720	8,188	8,280
World Book Sessions	72,026		12,574	22,505	36,947	78,455	20,887	27,067	17,716	12,785
World Book Views	43,661		23,951	13,206	6,504	54,914	12,466	16,668	17,035	8,745
World Book Searches	63,102		15,448	22,654	25,000	77,304	17,663	24,278	23,788	11,575
Cruise Account Production	2,909		939	946	1,024	4,399	1,046	1,126	1,089	1,138
Cruise Account Population (average)	1,069		1,014	1,091	1,102	1,192	1,198	1,181	1,177	1,210
V.I.P. Account Production	4		2	2	0	21	5	6	2	8
V.I.P. Account Population (average)	658		659	658	657	649	655	650	647	643
Video Conferences	4		2	2	0	8	2	1	2	3
Video Conference Participants	40		20	20	0	86	23	10	23	30

<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.

\* Funded with Federal LSTA funds for public libraries.

Table 1

# SAILOR HeritageQuest Online

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>Searches by Database</b>										
Books	61,966		11,882	13,387	36,697	54,593	13,033	13,967	12,796	14,797
American Antiquarian Society	0					0				
U.S. Census	658,535		225,980	202,733	229,822	968,067	241,315	247,192	223,455	256,105
Freedman's Bank	30,218		2,118	4,739	23,361	8,851	2,006	2,823	1,547	2,475
Periodicals	98,001		5,951	18,918	73,132	28,722	6,906	8,365	5,932	7,519
Revolutionary War	13,862		4,265	3,384	6,213	18,191	4,248	5,046	4,109	4,788
U.S. Congress Actions	3,711		1,565	1,102	1,044	5,823	1,154	1,675	1,409	1,585
<b>Totals</b>	<b>866,293</b>		<b>251,761</b>	<b>244,263</b>	<b>370,269</b>	<b>1,084,247</b>	<b>268,662</b>	<b>279,068</b>	<b>249,248</b>	<b>287,269</b>
<b>Citation Abstracts by Database</b>										
Books	292,650		108,621	81,375	102,654	513,283	115,622	138,401	119,481	139,779
American Antiquarian Society	35,302		14,374	11,086	9,842	22,011	9,268	6,639	4,917	1,187
U.S. Census	1,241,584		431,703	367,658	442,223	1,817,512	459,242	485,860	409,639	462,771
Freedman's Bank	5,675		2,238	1,621	1,816	6,615	1,279	2,159	1,245	1,932
Periodicals	7,470		2,434	2,303	2,733	11,002	2,512	3,555	2,290	2,645
Revolutionary War	36,398		14,433	10,311	11,654	54,644	12,569	15,102	13,747	13,226
U.S. Congress Actions	3,551		1,549	946	1,056	6,551	1,113	1,918	1,639	1,881
<b>Totals</b>	<b>1,622,630</b>		<b>575,352</b>	<b>475,300</b>	<b>571,978</b>	<b>2,431,618</b>	<b>601,605</b>	<b>653,634</b>	<b>552,958</b>	<b>623,421</b>
<b>Documents by Delivery Method</b>										
Download : Citation Image	38		15	12	11	42	3	7	3	29
Download : Pdf	17,534		7,232	5,022	5,280	24,067	5,998	6,470	5,897	5,702
Download : Tif	2,218		968	602	648	4,023	707	748	1,460	1,108
On-Line Display : Citation	7,470		2,434	2,303	2,733	11,002	2,512	3,555	2,290	2,645
On-Line Display : Citation Image	1,576,645		558,054	461,527	557,064	2,362,699	586,010	635,339	536,275	605,075
On-Line Display : Pdf	10,181		3,492	3,508	3,181	15,252	3,487	3,831	3,575	4,359
On-Line Display : Tif	1		1			0				
Printer : Citation Image	8,543		3,156	2,326	3,061	14,533	2,888	3,684	3,458	4,503
<b>Totals</b>	<b>1,622,630</b>		<b>575,352</b>	<b>475,300</b>	<b>571,978</b>	<b>2,431,618</b>	<b>601,605</b>	<b>653,634</b>	<b>552,958</b>	<b>623,421</b>

Table 2

## SAILOR Gale Science Resource Center Use - SESSIONS

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>K12s</b>										
Science Resource Center (Inside)	94,209		27,075	45,911	21,223	117,163	24,395	32,016	41,477	19,275
Science Resource Center (Remote)	9,599		2,800	4,596	2,203	7,403	1,131	2,729	2,676	867
Totals	103,808		29,875	50,507	23,426	124,566	25,526	34,745	44,153	20,142
Inside / Remote	91% / 9%		91% / 9%	91% / 9%	91% / 9%	94% / 6%	96% / 4%	92% / 8%	94% / 6%	96% / 4%
<b>Publics</b>										
Science Resource Center (Inside)	70,221		16,784	21,235	32,202	54,621	12,390	14,891	15,613	11,727
Science Resource Center (Remote)	5,132		1,815	2,384	933	7,087	1,085	2,163	2,697	1,142
Totals	75,353		18,599	23,619	33,135	61,708	13,475	17,054	18,310	12,869
Inside / Remote	93% / 7%		90% / 10%	90% / 10%	97% / 3%	89% / 11%	92% / 8%	87% / 13%	85% / 15%	91% / 9%

## SAILOR Gale Science Resource Center Use - DOWNLOADS

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>K12s</b>										
Science Resource Center (Inside)	141,062		37,977	66,599	36,486	157,342	27,428	41,635	56,801	31,478
Science Resource Center (Remote)	16,622		4,446	7,614	4,562	11,848	1,562	4,002	4,669	1,615
Totals	157,684		42,423	74,213	41,048	169,190	28,990	45,637	61,470	33,093
Inside / Remote	89% / 11%		90% / 10%	90% / 10%	89% / 11%	93% / 7%	95% / 5%	91% / 9%	92% / 8%	95% / 5%
<b>Publics</b>										
Science Resource Center (Inside)	5,846		2,010	2,636	1,200	7,290	1,112	2,033	2,798	1,347
Science Resource Center (Remote)	8,608		2,837	4,360	1,411	14,920	2,054	4,407	5,925	2,534
Totals	14,454		4,847	6,996	2,611	22,210	3,166	6,440	8,723	3,881
Inside / Remote	40% / 60%		41% / 59%	38% / 62%	46% / 54%	33% / 67%	35% / 65%	32% / 68%	32% / 68%	35% / 65%

## SAILOR Gale Science Resource Center Use - SEARCHES

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>K12s</b>										
Science Resource Center (Inside)	907,298		150,650	433,403	323,245	1,436,323	255,212	349,215	575,199	256,697
Science Resource Center (Remote)	92,102		15,376	42,804	33,922	101,139	14,070	37,370	37,892	11,807
Totals	999,400		166,026	476,207	357,167	1,537,462	269,282	386,585	613,091	268,504
Inside / Remote	91% / 9%		91% / 9%	91% / 9%	91% / 9%	93% / 7%	95% / 5%	90% / 10%	94% / 6%	96% / 4%
<b>Publics</b>										
Science Resource Center (Inside)	237,830		47,596	70,653	119,581	244,043	50,482	69,293	74,517	49,751
Science Resource Center (Remote)	45,265		12,044	20,816	12,405	112,245	14,606	34,152	43,039	20,448
Totals	283,095		59,640	91,469	131,986	356,288	65,088	103,445	117,556	70,199
Inside / Remote	84% / 16%		80% / 20%	77% / 23%	91% / 9%	68% / 32%	78% / 22%	67% / 33%	63% / 37%	71% / 29%

\* Funded with Federal LSTA funds for public libraries.

# SAILOR Gale Databases

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>Sessions (Users)</b>										
Books & Authors	11,166		3,312	2,757	5,097					
Custom Newspapers	55,321		15,557	20,978	18,786					
Discovering Collection	36,975		12,927	12,564	11,484					
Educator's Reference Complete	33,395		12,188	11,255	9,952					
Expanded Academic ASAP	25,593		13,387	7,594	4,612					
Gale Virtual Reference Library	217,242		72,418	57,633	87,191					
Gardening Landscape and Horticulture										
General OneFile	94,323		31,427	31,386	31,510					
General Reference Center Gold	135,931		11,026	42,836	82,069					
Health and Wellness Resource Center	40,985		10,694	11,310	18,981					
History Resource Center: U.S.										
History Resource Center: World	33,287		10,403	12,602	10,282					
Home Improvement Collection	13,112		6,589	3,993	2,530					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	23,346		7,215	8,395	7,736					
Kids InfoBits	29,569		9,226	10,995	9,348					
Military and Intelligence Database	27,338		8,906	9,894	8,538					
Religion & Philosophy Collection	23,832		7,576	8,525	7,731					
Science Resource Center	69,806		18,599	18,072	33,135					
Small Business Resource Center	15,013		6,433	4,812	3,768					
Student Resource Center Bronze	41,287		15,435	14,440	11,412					
Totals	927,521		273,318	290,041	364,162					
<b>Downloads (Retrievals)</b>										
Books & Authors	12,726		3,381	2,848	6,497					
Custom Newspapers	9,653		2,487	2,621	4,545					
Discovering Collection	33,944		10,863	11,904	11,177					
Educator's Reference Complete	9,470		3,545	3,291	2,634					
Expanded Academic ASAP	12,779		5,676	4,530	2,573					
Gale Virtual Reference Library	15,125		6,368	4,591	4,166					
Gardening Landscape and Horticulture										
General OneFile	77,317		26,997	25,470	24,850					
General Reference Center Gold	11,908		3,280	4,420	4,208					
Health and Wellness Resource Center	15,251		5,675	5,111	4,465					
History Resource Center: U.S.										
History Resource Center: World	39,520		12,822	15,132	11,566					
Home Improvement Collection	1,144		341	278	525					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	152		54	38	60					
Kids InfoBits	7,188		2,408	2,782	1,998					
Military and Intelligence Database	1,627		645	534	448					
Religion & Philosophy Collection	770		343	278	149					
Science Resource Center	149,843		40,856	40,558	68,429					
Small Business Resource Center	3,539		1,291	1,061	1,187					
Student Resource Center Bronze	43,754		16,743	15,517	11,494					
Totals	445,710		143,775	140,964	160,971					
<b>Searches</b>										
Books & Authors	17,999		4,582	3,821	9,596					
Custom Newspapers	46,816		22,991	13,689	10,136					
Discovering Collection	79,657		32,010	26,530	21,117					
Educator's Reference Complete	57,611		26,858	18,513	12,240					
Expanded Academic ASAP	33,243		18,223	9,778	5,242					
Gale Virtual Reference Library	72,931		35,313	23,396	14,222					
Gardening Landscape and Horticulture										
General OneFile	181,931		76,935	63,840	41,156					
General Reference Center Gold	67,548		31,303	25,026	11,219					
Health and Wellness Resource Center	119,331		30,040	36,241	53,050					
History Resource Center: U.S.										
History Resource Center: World	92,364		24,941	34,617	32,806					
Home Improvement Collection	15,102		9,459	3,226	2,417					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	15,673		8,185	4,299	3,189					
Kids InfoBits	39,114		6,937	14,414	17,763					
Military and Intelligence Database	26,167		11,677	8,495	5,995					
Religion & Philosophy Collection	20,298		9,735	6,137	4,426					
Science Resource Center	265,303		59,640	73,677	131,986					
Small Business Resource Center	29,028		11,613	9,320	8,095					
Student Resource Center Bronze	108,298		46,593	37,131	24,574					
Totals	1,288,414		467,035	412,150	409,229					

## Top Ten Pages on SAILOR Web Site

January-10		
Title	URL	Views*
1 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	12130
2 SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	11608
3 SAILOR Search	<a href="http://www.sailor.lib.md.us/cgi-bin/search.pl">http://www.sailor.lib.md.us/cgi-bin/search.pl</a>	9403
4 SAILOR: Gale	<a href="http://www.sailor.lib.md.us/cgi-bin/gale">http://www.sailor.lib.md.us/cgi-bin/gale</a>	6756
5 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	5562
6 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>	4477
7 Access Maryland Public Libraries	<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>	3202
8 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	2951
9 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>	2389
10 Maryland Statutes & Regulations	<a href="http://www.sailor.lib.md.us/MD_topics/law/_cod.html">http://www.sailor.lib.md.us/MD_topics/law/_cod.html</a>	2106

February-10		
Title	URL	Views*
1 SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	13836
2 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	11372
3 SAILOR Search	<a href="http://www.sailor.lib.md.us/cgi-bin/search.pl">http://www.sailor.lib.md.us/cgi-bin/search.pl</a>	8993
4 SAILOR: Gale	<a href="http://www.sailor.lib.md.us/cgi-bin/gale">http://www.sailor.lib.md.us/cgi-bin/gale</a>	6817
5 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	4676
6 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>	4453
7 Access Maryland Public Libraries	<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>	2833
8 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	2495
9 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>	2463
10 Maryland Statutes & Regulations	<a href="http://www.sailor.lib.md.us/MD_topics/law/_cod.html">http://www.sailor.lib.md.us/MD_topics/law/_cod.html</a>	2073

March-10		
Title	URL	Views*
1 SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	24554
2 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	6904
3 SAILOR Search	<a href="http://www.sailor.lib.md.us/cgi-bin/search.pl">http://www.sailor.lib.md.us/cgi-bin/search.pl</a>	5119
4 SAILOR: Gale	<a href="http://www.sailor.lib.md.us/cgi-bin/gale">http://www.sailor.lib.md.us/cgi-bin/gale</a>	4366
5 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	3218
6 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>	2581
7 Access Maryland Public Libraries	<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>	1874
8 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	1601
9 Periodicals in Maryland Libraries	<a href="http://www.sailor.lib.md.us/MD_topics/lib/piml.pdf">http://www.sailor.lib.md.us/MD_topics/lib/piml.pdf</a>	1505
10 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>	1496

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



## Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
forvm	FORVM/ Forum for Rural Maryland	43,718
gcforest	Garrett County Forestry Board	2,506
gwib	GWIB/Work Force Investment Board	136
hcforest	Howard County Forestry Board	4,665
hclc	Harbor City Learning Center	9,573
hhsband	Howard High School Band	1,330
lhills	Landover Hills, Town of	15,974
mail	Maryland Interlibrary Loan Organization	2,675
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	11,258
mcforest	Montgomery Co. Forestry Board	1,344
mdforest	MSAFCDDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,371
mena	MD Emergency Number Association	243
mmctv	Montgomery Muni Cable	3,944
montgscd	Montgomery Soil Conservation District	583
mperl	Maryland Public Library Electronic Resource Librarians Group	529
msla	MD State Lottery Agency	12,560,422
mssa	MSDE / Md Student Services Alliance	32,761
perlit	Persianlit Online	26,547
qacfbd	Queen Anne's County Forestry Board	393
soc	Sailor Operations Center	8,120
tespta	Timonium Elementary School PTA	392
vncc	North Chevy Chase, Village of	5,521
wcfb	Washington County Forestry Board	3,411
worsatty	Worcester Co. State's Attorney	3,386
		12,741,802

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