



SAILOR

FY2012

THIRD QUARTER REPORT

JANUARY - MARCH 2012

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

FY2012 Third 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, the Sailor website, and the MARINA inter-library loan reserve application.

Besides fulfilling their responsibilities in these areas, during the period January through 2012 they also accomplished the following:

- ✓ Completed Comcast upgrades that increased capacity at reduced monthly costs.
 - Harford County PL, increased from 40 Mbps to 100 Mbps, January 2012
 - Howard County Library, increased from 40 Mbps to 100 Mbps, January 2012
- ✓ Ann Smith and Lynn Stonesifer met with Irene Padilla and Ann Yurcaba and Beth Scheinfeld of LYRASIS on February 23, 2012, to discuss FY13 realignment of the LYRASIS contract for database negotiations. The current SLRC contract with LYRASIS will be rewritten to address the negotiations for SAILOR databases only, and a separate contract funded by a DLDS grant will address the negotiation for public library databases.
- ✓ Resource Delivery and MILO managers began participating in monthly conference calls with the Relais D2D users groups on February 16, 2012. The users group includes representatives from all of the other libraries and consortia that use the Relais products including a few libraries that were previous URSA users. During weekly conference calls with Relais Project Manager Mark Finlay, he continues to provide updates on the status of the project time line, the development and any configuration issues. As of March 1, 2012 Mark reports that Relais has achieved Z39.50 connectivity with all of the public catalogs. He also reports that Relais staff has been working directly with Polaris and TLC on NCIP interoperability and that this work is almost complete. In early March, Relais will attempt to connect and validate all of the local library NCIP client servers. Training for Relais is tentatively scheduled for mid-end of May pending continued progress on the timeline.
- ✓ Representatives from IAD/SOC met with an auditor and representatives from DLDS and MSDE. They discussed the audit requirements from the State's Office of Legislative Audits (OLA). From these discussions, SOC proposed a combination of the existing annual City audit and purchased software which should perform the tests necessary to satisfy OLA's security audit requirements. SOC is awaiting confirmation from OLA on our proposal. In the interim, we are procuring software and services to probe and identify security and access issues on the Sailor network.

SAILOR Information Resource Statistics

| | FY2012 | 4q12 | 3q12 | 2q12 | 1q12 | FY2011 | 4q11 | 3q11 | 2q11 | 1q11 |
|---|-----------|------|---------|---------|---------|------------|---------|---------|-----------|------------|
| SAILOR Web Site Page Views [†] | 402,244 | | 134,183 | 126,615 | 141,446 | 779,273 | 122,868 | 166,567 | 221,657 | 268,181 |
| SAILOR Home Page Views [‡] | 76,348 | | 24,729 | 24,916 | 26,703 | 167,279 | 22,823 | 49,926 | 46,976 | 47,554 |
| SAILOR Visitors | 87,613 | | 30,331 | 28,957 | 28,325 | 164,212 | 26,139 | 30,237 | 47,288 | 60,548 |
| WSHS Page Views | 1,444,617 | | 440,979 | 467,007 | 536,631 | 24,043,421 | 463,740 | 686,672 | 9,994,320 | 12,898,689 |
| Cruise Account New | 1,081 | | 198 | 230 | 653 | 2,942 | 662 | 752 | 759 | 769 |
| Cruise Account Renewal (by staff) | 157 | | 153 | 4 | | 0 | | | | |
| Cruise Account Renewal (by user) | 83 | | 80 | 3 | | 0 | | | | |
| Cruise Account Population | 738 | | 780 | 741 | 692 | 852 | 776 | 821 | 880 | 929 |
| V.I.P. Account Production | 6 | | 1 | 1 | 4 | 8 | | | 3 | 5 |
| V.I.P. Account Population | 673 | | 674 | 673 | 672 | 670 | 668 | 671 | 671 | 668 |
| Video Conferences | 7 | | 4 | 2 | 1 | 7 | 3 | 1 | 2 | 1 |
| Video Conference Participants | 56 | | 38 | 12 | 6 | 65 | 26 | 9 | 21 | 9 |

[†] *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.

* Funded with Federal LSTA funds for public libraries.

Table 1

SAILOR HeritageQuest Online

| | FY2012 | 4q12 | 3q12 | 2q12 | 1q12 | FY2011 | 4q11 | 3q11 | 2q11 | 1q11 |
|---------------------------------------|------------------|------|----------------|----------------|----------------|------------------|----------------|----------------|----------------|----------------|
| Searches by Database | | | | | | | | | | |
| Books | 22,289 | | 7,938 | 6,616 | 7,735 | 44,292 | 8,369 | 19,622 | 7,725 | 8,576 |
| African American Heritage | 0 | | | | | 0 | | | | |
| American Antiquarian Society | 0 | | | | | 0 | | | | |
| U.S. Census | 463,268 | | 161,665 | 136,023 | 165,580 | 922,803 | 170,552 | 391,856 | 160,343 | 200,052 |
| Freedman's Bank | 4,384 | | 1,473 | 1,304 | 1,607 | 9,851 | 1,889 | 4,358 | 2,045 | 1,559 |
| Periodicals | 13,177 | | 4,864 | 3,755 | 4,558 | 25,104 | 5,162 | 10,937 | 4,317 | 4,688 |
| Revolutionary War | 8,154 | | 3,093 | 2,173 | 2,888 | 16,206 | 3,286 | 6,872 | 2,579 | 3,469 |
| U.S. Congress Actions | 2,343 | | 772 | 737 | 834 | 5,182 | 926 | 2,377 | 964 | 915 |
| Totals | 511,272 | | 179,033 | 149,871 | 182,368 | 1,018,256 | 189,258 | 433,645 | 177,009 | 218,344 |
| Citation Abstracts by Database | | | | | | | | | | |
| Books | 172,780 | | 59,258 | 49,351 | 64,171 | 357,879 | 67,059 | 160,576 | 55,810 | 74,434 |
| African American Heritage | 852 | | 371 | 481 | | 0 | | | | |
| American Antiquarian Society | 35,163 | | 12,120 | 10,479 | 12,564 | 76,506 | 15,112 | 34,019 | 12,059 | 15,316 |
| U.S. Census | 882,496 | | 315,259 | 246,937 | 320,300 | 1,804,988 | 312,588 | 754,240 | 348,538 | 389,622 |
| Freedman's Bank | 3,565 | | 1,230 | 1,030 | 1,305 | 8,273 | 1,507 | 4,274 | 1,368 | 1,124 |
| Periodicals | 5,805 | | 2,100 | 1,769 | 1,936 | 11,310 | 2,187 | 5,098 | 1,955 | 2,070 |
| Revolutionary War | 25,427 | | 9,180 | 6,508 | 9,739 | 50,983 | 11,541 | 21,542 | 7,536 | 10,364 |
| U.S. Congress Actions | 1,688 | | 511 | 522 | 655 | 5,791 | 662 | 3,242 | 933 | 954 |
| Totals | 1,100,661 | | 390,338 | 310,047 | 400,276 | 2,258,956 | 398,453 | 958,207 | 419,730 | 482,566 |
| Documents by Delivery Method | | | | | | | | | | |
| Download : Citation Image | 19 | | 8 | 4 | 7 | 51 | 17 | 24 | 3 | 7 |
| Download : Pdf | 13,653 | | 4,530 | 4,795 | 4,328 | 19,033 | 4,860 | 6,177 | 3,810 | 4,186 |
| Download : Tif | 1,870 | | 647 | 523 | 700 | 3,185 | 410 | 1,146 | 963 | 666 |
| On-Line Display : Citation | 5,805 | | 2,100 | 1,769 | 1,936 | 9,013 | 2,187 | 2,801 | 1,955 | 2,070 |
| On-Line Display : Citation Image | 1,094,049 | | 388,944 | 306,717 | 398,388 | 1,832,937 | 397,419 | 536,285 | 417,028 | 482,205 |
| On-Line Display : Pdf | 6,735 | | 1,953 | 1,739 | 3,043 | 10,871 | 3,449 | 3,455 | 1,858 | 2,109 |
| On-Line Display : Tif | 0 | | | | | 1 | | 1 | | |
| Printer : Citation Image | 5,645 | | 1,847 | 1,530 | 2,268 | 11,087 | 2,314 | 3,550 | 2,582 | 2,641 |
| Totals | 1,127,776 | | 400,029 | 317,077 | 410,670 | 1,886,178 | 410,656 | 553,439 | 428,199 | 493,884 |

Table 2

SAILOR HeritageQuest Cost per Download -
FY2012 1Q through 3Q

July - March update

75% of the database cost was divided by the number of downloads year to date to determine cost per download.

| Service Year | | Cost | Downloads | Cost / Download |
|--------------|-----------------|---------------|-----------|--------------------|
| | ProQuest | | | |
| FY05 | HeritageQuest | \$ 115,390.00 | 2,776,630 | \$ 0.04 |
| FY06 | HeritageQuest | \$ 121,160.00 | 2,876,369 | \$ 0.04 |
| FY07 | HeritageQuest | \$ 127,220.00 | 2,517,899 | \$ 0.05 |
| FY08 | HeritageQuest | \$ 136,125.00 | 2,202,713 | \$ 0.06 |
| FY09 | HeritageQuest | \$ 145,655.00 | 2,431,618 | \$ 0.06 |
| FY10 | HeritageQuest | \$ 152,940.00 | 2,042,737 | \$ 0.07 |
| FY11 | HeritageQuest | \$ 152,940.00 | 1,886,178 | \$ 0.08 |
| FY12 | HeritageQuest | \$ 152,940.00 | 1,127,776 | \$ 0.10 |

SAILOR EBSCO Databases

| | FY2012 | 4q12 | 3q12 | 2q12 | 1q12 | FY2011 | 4q11 | 3q11 | 2q11 | 1q11 |
|--|-----------|------|-----------|---------|---------|-----------|---------|---------|---------|--------|
| Sessions (Users) | | | | | | | | | | |
| Automobile Repair Reference Center | 11,587 | | 3,218 | 3,724 | 4,645 | 23,696 | 5,403 | 5,586 | 6,028 | 6,679 |
| Columbia Encyclopedia | 343 | | 133 | 137 | 73 | 430 | | 130 | 155 | 45 |
| Funk & Wagnalls New World Encyclopedia | 172,792 | | 65,117 | 56,706 | 50,969 | 90,652 | 49,665 | 36,785 | 3,311 | 891 |
| History Reference Center | 202,266 | | 79,216 | 68,624 | 54,426 | 118,996 | | 46,729 | 13,435 | 3,090 |
| MAS Ultra - School Edition | 184,381 | | 70,528 | 61,578 | 52,275 | 100,267 | 52,102 | 39,811 | 6,564 | 1,790 |
| MasterFILE Premier | 413,596 | | 275,905 | 75,971 | 61,720 | 142,972 | | 50,419 | 19,951 | 10,404 |
| Middle Search Plus | 184,046 | | 70,889 | 60,997 | 52,160 | 104,307 | 51,717 | 39,749 | 8,662 | 4,179 |
| Science Image Collection | 13,664 | | 5,834 | 5,779 | 2,051 | 7,979 | | 4,247 | 728 | 79 |
| Science Reference Center | 190,269 | | 72,859 | 63,937 | 53,473 | 109,451 | 53,620 | 42,551 | 10,208 | 3,072 |
| World History Image Collection | 23,153 | | 10,902 | 9,360 | 2,891 | 13,667 | | 7,695 | 1,178 | 108 |
| Totals | 1,396,097 | | 654,601 | 406,813 | 334,683 | 712,417 | 338,158 | 273,702 | 70,220 | 30,337 |
| Downloads (Retrievals) | | | | | | | | | | |
| Automobile Repair Reference Center | 44,501 | | 21,263 | 14,085 | 9,153 | 50,073 | 11,140 | 12,165 | 11,993 | 14,775 |
| Columbia Encyclopedia | 286 | | 127 | 129 | 30 | 432 | 56 | 129 | 201 | 46 |
| Funk & Wagnalls New World Encyclopedia | 4,178 | | 2,023 | 1,578 | 577 | 6,962 | 2,613 | 2,486 | 1,343 | 520 |
| History Reference Center | 51,439 | | 24,865 | 20,997 | 5,577 | 50,710 | 10,221 | 18,312 | 18,573 | 3,604 |
| MAS Ultra - School Edition | 20,515 | | 8,556 | 9,679 | 2,280 | 15,458 | 4,642 | 5,172 | 4,463 | 1,181 |
| MasterFILE Premier | 1,352,124 | | 1,277,875 | 45,178 | 29,071 | 123,234 | 28,485 | 39,627 | 39,458 | 15,664 |
| Middle Search Plus | 14,086 | | 6,399 | 5,763 | 1,924 | 13,981 | 4,516 | 4,612 | 3,658 | 1,195 |
| Science Image Collection | 310 | | 156 | 121 | 33 | 289 | 72 | 16 | 193 | 8 |
| Science Reference Center | 18,046 | | 7,036 | 7,964 | 3,046 | 25,139 | 5,035 | 7,378 | 9,386 | 3,340 |
| World History Image Collection | 1,189 | | 409 | 701 | 79 | 591 | 110 | 225 | 226 | 30 |
| Totals | 1,506,674 | | 1,348,709 | 106,195 | 51,770 | 286,869 | 66,890 | 90,122 | 89,494 | 40,363 |
| Searches | | | | | | | | | | |
| Automobile Repair Reference Center | 20,151 | | 6,877 | 6,173 | 7,101 | 37,682 | 8,445 | 9,239 | 9,522 | 10,476 |
| Columbia Encyclopedia | 723 | | 271 | 314 | 138 | 850 | 161 | 250 | 333 | 106 |
| Funk & Wagnalls New World Encyclopedia | 187,241 | | 71,227 | 62,779 | 53,235 | 103,802 | 52,904 | 41,300 | 7,094 | 2,504 |
| History Reference Center | 261,184 | | 106,185 | 92,986 | 62,013 | 177,232 | 68,186 | 67,853 | 33,152 | 8,041 |
| MAS Ultra - School Edition | 219,054 | | 85,875 | 76,799 | 56,380 | 128,618 | 59,197 | 49,323 | 15,513 | 4,585 |
| MasterFILE Premier | 514,951 | | 311,798 | 115,149 | 88,004 | 259,028 | 93,797 | 85,242 | 52,706 | 27,283 |
| Middle Search Plus | 214,801 | | 85,121 | 73,639 | 56,041 | 129,657 | 57,971 | 48,884 | 16,244 | 6,558 |
| Science Image Collection | 27,514 | | 12,261 | 11,519 | 3,734 | 14,417 | 5,410 | 7,519 | 1,363 | 125 |
| Science Reference Center | 233,953 | | 91,933 | 82,305 | 59,715 | 154,655 | 63,456 | 56,376 | 26,367 | 8,456 |
| World History Image Collection | 44,818 | | 21,267 | 18,468 | 5,083 | 24,769 | 8,252 | 14,335 | 1,988 | 194 |
| Totals | 1,724,390 | | 792,815 | 540,131 | 391,444 | 1,030,710 | 417,779 | 380,321 | 164,282 | 68,328 |

Table 3

SAILOR EBSCO Cost per Download - 1Q through 3Q FY2011

July-March update

75% of the database costs were divided by the number of downloads year to date to calculate cost per download.

| | FY2011 | | FY2012 | | % change |
|--------------------------------------|---------------|-----------|-------------------|-----------|-----------|
| | Cost | Downloads | Cost/ Download | Downloads | |
| EBSCO | | | | | |
| Automobile RRC (MPL) | | 38,933 | | 34,641 | 0.89 |
| Automobile RRC (K12) | | 1,043 | | 1045 | 1.00 |
| Columbia Encyclopedia (MPL) | | 376 | | 286 | 0.76 |
| Columbia Encyclopedia (K12) | | 217 | | 8 | 0.04 |
| Funk & Wagnalls (MPL) | | 4,349 | | 4,178 | 0.96 |
| Funk & Wagnalls (K12) | | 2,837 | | 3,196 | 1.13 |
| History Reference Center (MPL) | | 40,489 | | 51,439 | 1.27 |
| History Reference Center (K12) | | 57,194 | | 73,138 | 1.28 |
| MasterFile Premier (MPL) | | 94,749 | | 1,352,124 | 14.27 a |
| MasterFile Premier (K12) | | 31,646 | | 58,208 | 1.84 |
| Middle Search Plus (MPL) | | 9,465 | | 14,026 | 1.48 |
| Middle Search Plus (K12) | | 4,979 | | 1,310 | 0.26 |
| Science Image Collection (MPL) | | 217 | | 310 | 1.43 |
| Science Image Collection (K12) | | 256 | | 402 | 1.57 |
| Science Reference Center (MPL) | | 20,104 | | 18,046 | 0.90 |
| Science Reference Center (K12) | | 28,324 | | 58,781 | 2.08 |
| World History Image Collection (MPL) | | 481 | | 1,189 | 2.47 |
| World History Image Collection (K12) | | 1,757 | | 1,163 | 0.66 |
| MAS Ultra (MPL only) | | 10,816 | | 20,515 | 1.90 |
| EBSCO databases | \$ 410,000.00 | 348,232 | \$ 0.88 | 1,694,005 | \$ 0.18 a |

Notes

a) MasterFile Premier has been added to the Southern Maryland consortium catalog for federated searching. EBSCO interprets the Z39.50 searches as downloads, which explains the surge in statistics.

Top Ten Pages on SAILOR Web Site

| January-12 | | |
|--|---|--------|
| Title | URL | Views* |
| 1 HeritageQuest : SAILOR | http://db.sailor.lib.md.us/db/hqo | 8639 |
| 2 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_long.cfm | 3664 |
| 3 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_short.cfm | 3069 |
| 4 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/county_map.cfm | 2584 |
| 5 Marina - Services : SAILOR | http://www.sailor.lib.md.us/services/marina/ | 2306 |
| 6 Research Databases - Services : SAILOR | http://www.sailor.lib.md.us/services/databases/ | 1861 |
| 7 Search : SAILOR | http://www.sailor.lib.md.us/search/ | 1771 |
| 8 Dial-Up Access : SAILOR | http://www.sailor.lib.md.us/services/dial-up/ | 1079 |
| 9 Student Research Center : SAILOR | http://db.sailor.lib.md.us/db/ebsco/src | 955 |
| 10 Links : SAILOR | http://www.sailor.lib.md.us/links/ | 772 |

| February-12 | | |
|--|---|--------|
| Title | URL | Views* |
| 1 HeritageQuest : SAILOR | http://db.sailor.lib.md.us/db/hqo | 9080 |
| 2 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_long.cfm | 3152 |
| 3 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_short.cfm | 2719 |
| 4 Research Databases - Services : SAILOR | http://www.sailor.lib.md.us/services/databases/ | 2356 |
| 5 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/county_map.cfm | 2286 |
| 6 Search : SAILOR | http://www.sailor.lib.md.us/search/ | 2092 |
| 7 Marina - Services : SAILOR | http://www.sailor.lib.md.us/services/marina/ | 1895 |
| 8 Student Research Center : SAILOR | http://db.sailor.lib.md.us/db/ebsco/src | 1687 |
| 9 Dial-Up Access : SAILOR | http://www.sailor.lib.md.us/services/dial-up/ | 1172 |
| 10 Links : SAILOR | http://www.sailor.lib.md.us/links/ | 818 |

| March-12 | | |
|--|---|--------|
| Title | URL | Views* |
| 1 HeritageQuest : SAILOR | http://db.sailor.lib.md.us/db/hqo | 9892 |
| 2 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_long.cfm | 3589 |
| 3 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/counties_short.cfm | 3088 |
| 4 Maryland Public Library Directory : SAILOR | http://directory.sailor.lib.md.us/pub_use/county_map.cfm | 2428 |
| 5 Research Databases - Services : SAILOR | http://www.sailor.lib.md.us/services/databases/ | 2266 |
| 6 Marina - Services : SAILOR | http://www.sailor.lib.md.us/services/marina/ | 1875 |
| 7 Search : SAILOR | http://www.sailor.lib.md.us/search/ | 1697 |
| 8 Student Research Center : SAILOR | http://db.sailor.lib.md.us/db/ebsco/src | 1298 |
| 9 Dial-Up Access : SAILOR | http://www.sailor.lib.md.us/services/dial-up/ | 1191 |
| 10 About : SAILOR | http://www.sailor.lib.md.us/about/ | 944 |

* 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 | 3,352 |
| aadpw | AA Co. Dept of Public Works | 1,914 |
| baltocfb | Baltimore City Forestry Board | 3,320 |
| baltocfs | Circuit Court for Baltimore City | 264,638 |
| bcfb | Baltimore County Forestry Board | 862 |
| cecilfb | Cecil County Forestry Board | 2,336 |
| fcoss | Frederick County Department of Social Services | 23,357 |
| forvm | FORVM/ Forum for Rural Maryland | 20,236 |
| gcforest | Garrett County Forestry Board | 2,284 |
| gwib | GWIB/Work Force Investment Board | 261 |
| hcforest | Howard County Forestry Board | 4,137 |
| lhills | Landover Hills, Town of | 16,169 |
| mail | Maryland Interlibrary Loan Organization | 3,613 |
| marbidco | Maryland Agricultural and Resource-Based Industry Development Cor | 14,144 |
| mcforest | Montgomery Co. Forestry Board | 1,112 |
| mmctv | Montgomery Muni Cable | 3,326 |
| montgscd | Montgomery Soil Conservation District | 2,169 |
| msla | MD State Lottery Agency | 42,171 |
| perlit | Persianlit Online | 17,936 |
| qacfb | Queen Anne's County Forestry Board | 329 |
| tespta | Timonium Elementary School PTA | 687 |
| vncc | North Chevy Chase, Village of | 6,366 |
| wcfb | Washington County Forestry Board | 3,294 |
| | | 438,013 |

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