



SAILOR

FY2012

**FOURTH QUARTER REPORT
APRIL – JUNE 2012**

AND

ANNUAL REPORT

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

FY2012 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 2012 they also accomplished the following:

- ✓ An agreement was finalized with LYRASIS on 5/8/12 which retains LYRASIS to negotiate SAILOR FY14-16 database subscriptions. Beth Scheinfeld of LYRASIS will be the lead.
- ✓ The migration of the SAILOR Hub in Hagerstown, Washington County, from Verizon to Comcast was completed in May. Bandwidth doubled to 300 Mbps, with costs reduced by more than 50%.
- ✓ Bandwidth to BCPL was increased from 150 Mbps to 200 Mbps in the fourth quarter.
- ✓ Replacement switches for all 70 Sailor points-of-presence were ordered this quarter, for installation this Fall.
- ✓ A new contract for Internet service from Comcast was negotiated. The contract doubles capacity to 2 Gbps while reducing per Megabit cost by 40%.
- ✓ The Resource Delivery Department (RSD) continued working with Relais on the development of D2D (Discovery to Delivery / user interface and patron identification) for MARINA, coordinating testing with the counties and library automation vendor, Polaris.
- ✓ In June, Relais demonstrated the windows client and web interface, and provided basic training for RSD and MILO managers.

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

**Sailor Operations Center
FY 2012 Expenditures thru 6/30/12**

	Budget	Expenditure
Salaries	290,519.00	297,538.00
Benefits	114,831.00	115,483.00
Network Lines/Internet	923,740.00	794,326.00
Equipment (1)	191,210.00	380,928.00
Equipment/Software Maintenance	458,000.00	471,841.00
Miscellaneous (2)	46,000.00	25,668.00
Subtotal	2,024,300.00	2,085,784.00
Content Databases (3)	599,507.00	562,940.00
Total	2,623,807.00	2,648,724.00

(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 licensed for public access which are funded as part of the Sailor allocation from the SLRC budget

SAILOR Information Resource Statistics

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
SAILOR Web Site Page Views [†]	532,469	130,225	134,183	126,615	141,446	779,273	122,868	166,567	221,657	268,181
SAILOR Home Page Views [‡]	99,081	22,733	24,729	24,916	26,703	167,279	22,823	49,926	46,976	47,554
SAILOR Visitors	115,035	27,422	30,331	28,957	28,325	164,212	26,139	30,237	47,288	60,548
WSHS Page Views	1,864,248	419,631	440,979	467,007	536,631	24,043,421	463,740	686,672	9,994,320	12,898,689
Cruise Account New	1,237	156	198	230	653	2,942	662	752	759	769
Cruise Account Renewal (by staff)	198	41	153	4		0				
Cruise Account Renewal (by user)	114	31	80	3		0				
Cruise Account Population	716	650	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	674	675	674	673	672	670	668	671	671	668
Video Conferences	10	3	4	2	1	7	3	1	2	1
Video Conference Participants	120	64	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	28,731	6,442	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	571,355	108,087	161,665	136,023	165,580	922,803	170,552	391,856	160,343	200,052
Freedman's Bank	5,667	1,283	1,473	1,304	1,607	9,851	1,889	4,358	2,045	1,559
Periodicals	16,765	3,588	4,864	3,755	4,558	25,104	5,162	10,937	4,317	4,688
Revolutionary War	10,480	2,326	3,093	2,173	2,888	16,206	3,286	6,872	2,579	3,469
U.S. Congress Actions	2,985	642	772	737	834	5,182	926	2,377	964	915
Totals	632,998	121,726	179,033	149,871	182,368	1,018,256	189,258	433,645	177,009	218,344
Citation Abstracts by Database										
Books	217,565	44,785	59,258	49,351	64,171	357,879	67,059	160,576	55,810	74,434
African American Heritage	1,234	382	371	481		0				
American Antiquarian Society	45,700	10,537	12,120	10,479	12,564	76,506	15,112	34,019	12,059	15,316
U.S. Census	1,084,241	201,745	315,259	246,937	320,300	1,804,988	312,588	754,240	348,538	389,622
Freedman's Bank	4,402	837	1,230	1,030	1,305	8,273	1,507	4,274	1,368	1,124
Periodicals	7,222	1,417	2,100	1,769	1,936	11,310	2,187	5,098	1,955	2,070
Revolutionary War	31,318	5,891	9,180	6,508	9,739	50,983	11,541	21,542	7,536	10,364
U.S. Congress Actions	2,360	672	511	522	655	5,791	662	3,242	933	954
Totals	1,360,364	259,703	390,338	310,047	400,276	2,258,956	398,453	958,207	419,730	482,566
Documents by Delivery Method										
Download : Citation Image	27	8	8	4	7	51	17	24	3	7
Download : Pdf	17,036	3,383	4,530	4,795	4,328	19,033	4,860	6,177	3,810	4,186
Download : Tif	2,253	383	647	523	700	3,185	410	1,146	963	666
On-Line Display : Citation	7,222	1,417	2,100	1,769	1,936	9,013	2,187	2,801	1,955	2,070
On-Line Display : Citation Image	1,352,158	258,109	388,944	306,717	398,388	1,832,937	397,419	536,285	417,028	482,205
On-Line Display : Pdf	8,165	1,430	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	7,181	1,536	1,847	1,530	2,268	11,087	2,314	3,550	2,582	2,641
Totals	1,394,042	266,266	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

July - June update

100% 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	1,360,364	\$ 0.11

SAILOR EBSCO Databases

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
Sessions (Users)										
Automobile Repair Reference Center	16,615	5,028	3,218	3,724	4,645	23,696	5,403	5,586	6,028	6,679
Columbia Encyclopedia	422	79	133	137	73	430		130	155	45
Funk & Wagnalls New World Encyclopedia	233,927	61,135	65,117	56,706	50,969	90,652	49,665	36,785	3,311	891
History Reference Center	270,403	68,137	79,216	68,624	54,426	118,996		46,729	13,435	3,090
MAS Ultra - School Edition	248,963	64,582	70,528	61,578	52,275	100,267	52,102	39,811	6,564	1,790
MasterFILE Premier	861,858	448,262	275,905	75,971	61,720	142,972		50,419	19,951	10,404
Middle Search Plus	248,237	64,191	70,889	60,997	52,160	104,307	51,717	39,749	8,662	4,179
Science Image Collection	17,859	4,195	5,834	5,779	2,051	7,979		4,247	728	79
Science Reference Center	255,025	64,756	72,859	63,937	53,473	109,451	53,620	42,551	10,208	3,072
World History Image Collection	30,355	7,202	10,902	9,360	2,891	13,667		7,695	1,178	108
Totals	2,183,664	787,567	654,601	406,813	334,683	712,417	338,158	273,702	70,220	30,337
Downloads (Retrievals)										
Automobile Repair Reference Center	75,531	31,030	21,263	14,085	9,153	50,073	11,140	12,165	11,993	14,775
Columbia Encyclopedia	395	109	127	129	30	432	56	129	201	46
Funk & Wagnalls New World Encyclopedia	5,406	1,228	2,023	1,578	577	6,962	2,613	2,486	1,343	520
History Reference Center	62,514	11,075	24,865	20,997	5,577	50,710	10,221	18,312	18,573	3,604
MAS Ultra - School Edition	27,598	7,083	8,556	9,679	2,280	15,458	4,642	5,172	4,463	1,181
MasterFILE Premier	3,433,125	2,081,001	1,277,875	45,178	29,071	123,234	28,485	39,627	39,458	15,664
Middle Search Plus	18,756	4,670	6,399	5,763	1,924	13,981	4,516	4,612	3,658	1,195
Science Image Collection	357	47	156	121	33	289	72	16	193	8
Science Reference Center	21,637	3,591	7,036	7,964	3,046	25,139	5,035	7,378	9,386	3,340
World History Image Collection	1,526	337	409	701	79	591	110	225	226	30
Totals	3,646,845	2,140,171	1,348,709	106,195	51,770	286,869	66,890	90,122	89,494	40,363
Searches										
Automobile Repair Reference Center	29,566	9,415	6,877	6,173	7,101	37,682	8,445	9,239	9,522	10,476
Columbia Encyclopedia	889	166	271	314	138	850	161	250	333	106
Funk & Wagnalls New World Encyclopedia	253,463	66,222	71,227	62,779	53,235	103,802	52,904	41,300	7,094	2,504
History Reference Center	343,415	82,231	106,185	92,986	62,013	177,232	68,186	67,853	33,152	8,041
MAS Ultra - School Edition	294,910	75,856	85,875	76,799	56,380	128,618	59,197	49,323	15,513	4,585
MasterFILE Premier	996,363	481,412	311,798	115,149	88,004	259,028	93,797	85,242	52,706	27,283
Middle Search Plus	288,526	73,725	85,121	73,639	56,041	129,657	57,971	48,884	16,244	6,558
Science Image Collection	36,058	8,544	12,261	11,519	3,734	14,417	5,410	7,519	1,363	125
Science Reference Center	308,422	74,469	91,933	82,305	59,715	154,655	63,456	56,376	26,367	8,456
World History Image Collection	59,458	14,640	21,267	18,468	5,083	24,769	8,252	14,335	1,988	194
Totals	2,611,070	886,680	792,815	540,131	391,444	1,030,710	417,779	380,321	164,282	68,328

Table 3

SAILOR EBSCO Cost per Download - FY2012

July-June update

100% of the database costs were divided by the number of downloads year to date to calculate cost per download.

		FY2011		FY2012		
	Cost	Downloads	Cost/ Download	Downloads	Cost/ Download	% change
EBSCO						
Automobile RRC (MPL)		38,933		75,531		94.00%
Automobile RRC (K12)		1,043		1045		0.19%
Columbia Encyclopedia (MPL)		376		395		5.05%
Columbia Encyclopedia (K12)		217		8		-96.31%
Funk & Wagnalls (MPL)		4,349		5,406		24.30%
Funk & Wagnalls (K12)		2,837		4,441		56.54%
History Reference Center (MPL)		40,489		62,514		54.40%
History Reference Center (K12)		57,194		88,433		54.62%
MasterFile Premier (MPL)		94,749		3,433,125		3523.39% a
MasterFile Premier (K12)		31,646		67,479		113.23%
Middle Search Plus (MPL)		9,465		18,756		98.16%
Middle Search Plus (K12)		4,979		1,318		-73.53%
Science Image Collection (MPL)		217		357		64.52%
Science Image Collection (K12)		256		465		81.64%
Science Reference Center (MPL)		20,104		21,637		7.63%
Science Reference Center (K12)		28,324		68,006		140.10%
World History Image Collection (MPL)		481		1,526		217.26%
World History Image Collection (K12)		1,757		1,964		11.78%
MAS Ultra (MPL only)		10,816		27,598		155.16%
EBSCO databases	\$ 410,000.00	348,232	\$ 1.18	3,880,004	\$ 0.11	a

Notes

a) MasterFile Premier has been added to the Southern Maryland consortium catalog federated search engine. This means Masterfile Premier is effectively part of the catalog of local library collections in Southern Maryland. EBSCO interprets these Masterfile Premier searches as downloads, which explains the surge in statistics.

Top Ten Pages on SAILOR Web Site

April-12		
Title	URL	Views*
1	HeritageQuest	9725
2	Maryland Public Library Directory	3278
3	Maryland Public Library Directory	2966
4	Maryland Public Library Directory Survey	2519
5	Maryland Public Library Directory	2331
6	Search	2113
7	Research Databases - Services	1964
8	Marina - Services	1807
9	Dial-Up Access	973
10	About	970

May-12		
Title	URL	Views*
1	HeritageQuest	8172
2	Maryland Public Library Directory	3987
3	Maryland Public Library Directory	3277
4	Research Databases - Services	3037
5	Maryland Public Library Directory	2130
6	Marina - Services	1954
7	Search	1645
8	Middle Search Plus	1085
9	MAS Ultra - School Edition	1037
10	Dial-Up Access	1006

June-12		
Title	URL	Views*
1	HeritageQuest	7196
2	Maryland Public Library Directory	3342
3	Maryland Public Library Directory	2813
4	Maryland Public Library Directory	2176
5	Marina - Services	1928
6	Search	1385
7	Research Databases - Services	1242
8	Dial-Up Access	918
9	About	830
10	Services	793

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

Top 25 Pages on SAILOR Web Site

Fiscal Year 2012		
Title	Page	Views*
1	HeritageQuest	103239
2	Maryland Public Library Directory	42868
3	Maryland Public Library Directory	37131
4	Maryland Public Library Directory	28633
5	Research Databases - Services	24427
6	Search	20250
7	Marina - Services	18996
8	Dial-Up Access	13191
9	About	9732
10	Student Research Center	9009
11	Sailor Network - Services	8607
12	Links	8406
13	Services	7745
14	Sailor Videoconferencing Network (SVN) - Sei	6514
15	MAS Ultra - School Edition	6189
16	Committees	5347
17	History Reference Center	5142
18	Maryland Public Library Directory	4682
19	SAILOR Wireless Project	4477
20	Middle Search Plus	4315
21	Contacts	4294
22	Marina - Services	4062
23	Marina	4033
24	Science Reference Center	3522
25	MasterFILE Premier	3515

* 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	4,150
aadpw	AA Co. Dept of Public Works	2,181
baltocfb	Baltimore City Forestry Board	3,777
baltocfs	Circuit Court for Baltimore City	242,565
bcfb	Baltimore County Forestry Board	961
cecilfb	Cecil County Forestry Board	2,524
fccss	Frederick County Department of Social Services	24,988
forvm	FORVM/ Forum for Rural Maryland	18,164
gcforest	Garrett County Forestry Board	2,268
gwib	GWIB/Work Force Investment Board	226
hcforest	Howard County Forestry Board	5,459
lhills	Landover Hills, Town of	18,141
mail	Maryland Interlibrary Loan Organization	2,539
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	14,607
mcforest	Montgomery Co. Forestry Board	1,170
mmctv	Montgomery Muni Cable	3,071
montgscd	Montgomery Soil Conservation District	1,531
msla	MD State Lottery Agency	37,344
perlit	Persianlit Online	18,729
qacfb	Queen Anne's County Forestry Board	347
tespta	Timonium Elementary School PTA	748
vncc	North Chevy Chase, Village of	8,135
wcfb	Washington County Forestry Board	3,738
		417,363

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

Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY11	FY12
aacofb	Anne Arundel County Forest Conservancy District Board	9,004	12,990
aadpw	AA Co. Dept of Public Works	7,516	8,608
baltocfb	Baltimore City Forestry Board	27,799	14,900
baltocts	Circuit Court for Baltimore City	1,002,562	1,118,676
bcfb	Baltimore County Forestry Board	30,038	7,226
cecilfb	Cecil County Forestry Board	8,972	9,361
fdss	Frederick County Department of Social Services	89,528	95,954
forvm	FORVM/ Forum for Rural Maryland	130,956	83,278
gcforest	Garrett County Forestry Board	11,761	10,054
gwib	GWIB/Work Force Investment Board	1,161	930
hcforest	Howard County Forestry Board	20,435	18,957
lhills	Landover Hills, Town of	65,198	67,178
maill	Maryland Interlibrary Loan Organization	13,728	13,786
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	49,315	58,668
mcforest	Montgomery Co. Forestry Board	5,330	4,587
mmctv	Montgomery Muni Cable	13,923	12,712
montgscd	Montgomery Soil Conservation District	4,701	6,719
msla	MD State Lottery Agency	21,930,523	159,426
perlit	Persianlit Online	85,196	78,897
qacfb	Queen Anne's County Forestry Board	1,442	1,371
tespta	Timonium Elementary School PTA	1,983	3,062
vncc	North Chevy Chase, Village of	23,290	26,911
wcfb	Washington County Forestry Board	10,799	11,954
		23,545,160	1,826,205