



**SAILOR**

**FY2014**

**FIRST QUARTER REPORT**

**JULY - SEPTEMBER 2013**

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



## **FY2014 First 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 2014:

- ✓ Sailor NOC staff Comcast upgrades for Wicomico/Salisbury and SMRLA/Charlotte Hall were completed. Service at each location was increased from 200Mbps to 300 Mbps.
- ✓ Sailor NOC migrated Washington County Sailor PoP to the new Washington County Free Library in Hagerstown.
  - Arranged for Comcast to move their circuit.
  - Sailor staff moved the Sailor router, UPS & LATA server from the temporary location to the reconstructed library on South Potomac Street.
- ✓ Michael Walsh and Stuart Ragland continued making site visits to counties where Sailor serves local government and public schools. The purpose of the meetings is to hear about the customers' current plans for BTOP fiber and Internet access.
  - July 13 – Wicomico
  - August 6 – Somerset, Worcester
  - September 5 – Talbot, Queen Anne's

*Prepared by the Staff of Sailor Operations Center*

## SAILOR Information Resource Statistics

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
SAILOR Web Site Page Views <sup>†</sup>	85,833				85,833	509,919	136,434	133,623	117,746	122,116
SAILOR Home Page Views <sup>‡</sup>	12,437				12,437	101,131	27,758	26,801	24,188	22,384
SAILOR Visitors	19,588				19,588	107,120	25,065	28,764	26,866	26,425
WSHS Page Views	1,057,510				1,057,510	2,102,414	838,887	468,544	388,567	406,416
Cruise Account New	126				126	559	125	170	105	159
Cruise Account Renewal (by staff)	97				97	207	26	73	29	79
Cruise Account Renewal (by user)	68				68	256	31	86	39	100
Cruise Account Population	493				493	540	515	509	525	611
V.I.P. Account Production	1				1	2	1	1		
V.I.P. Account Population	673				673	675	674	675	675	675

<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

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
<b>Searches by Database</b>										
Books	3,986				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	77,794				77,794	324,137	71,164	91,320	68,085	93,568
Freedman's Bank	790				790	3,191	720	703	638	1,130
Periodicals	2,466				2,466	10,087	2,054	2,851	2,148	3,034
Revolutionary War	1,414				1,414	6,738	1,321	2,030	1,441	1,946
U.S. Congress Actions	464				464	1,767	361	446	394	566
<b>Totals</b>	<b>86,450</b>				<b>86,450</b>	<b>362,271</b>	<b>78,716</b>	<b>101,967</b>	<b>76,474</b>	<b>105,114</b>
<b>Citation Abstracts by Database</b>										
Books	33,138				33,138	145,665	27,665	40,537	30,096	47,367
African American Heritage	217				217	619	97	207	87	228
American Antiquarian Society	6,380				6,380	29,536	6,173	8,153	6,736	8,474
U.S. Census	116,525				116,525	570,463	115,928	147,652	129,557	177,326
Freedman's Bank	505				505	2,197	427	417	413	940
Periodicals	868				868	3,649	703	1,018	786	1,142
Revolutionary War	4,191				4,191	20,005	3,396	5,298	5,617	5,694
U.S. Congress Actions	548				548	1,875	356	388	333	798
<b>Totals</b>	<b>157,633</b>				<b>157,633</b>	<b>752,129</b>	<b>150,993</b>	<b>197,984</b>	<b>167,675</b>	<b>235,477</b>
<b>Documents by Delivery Method</b>										
Download : Citation Image	3				3	42	4	5	19	14
Download : Pdf	1,948				1,948	9,718	2,349	2,419	2,245	2,705
Download : Tif	302				302	1,621	417	396	425	383
On-Line Display : Citation	868				868	3,891	945	1,018	786	1,142
On-Line Display : Citation Image	156,941				156,941	804,784	204,447	197,066	168,273	234,998
On-Line Display : Pdf	1,105				1,105	4,247	1,118	1,057	776	1,296
On-Line Display : Tif	0					0				
Printer : Citation Image	1,205				1,205	5,544	1,303	1,709	1,101	1,431
<b>Totals</b>	<b>162,372</b>				<b>162,372</b>	<b>829,847</b>	<b>210,583</b>	<b>203,670</b>	<b>173,625</b>	<b>241,969</b>

Table 2

## SAILOR EBSCO Databases

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
<b>Sessions (Users)</b>										
Automobile Repair Reference Center	3,572				3,572	14,323	2,355	3,671	3,865	4,432
Columbia Encyclopedia	39,087				39,087	23,273		8,384		
Columbia Encyclopedia	27				27	296	58	85	112	41
Funk & Wagnalls New World Encyclopedia	116,741				116,741	333,044	85,157	84,977	74,901	88,009
History Reference Center	119,051				119,051	366,742	89,236	94,308	90,806	92,392
MAS Ultra - School Edition	118,952				118,952	346,528	86,703	88,140	81,659	90,026
MasterFILE Premier	419,479				419,479	1,486,388	364,703	385,182	332,548	403,955
Middle Search Plus	118,080				118,080	345,688	87,077	88,450	80,421	89,740
Primary Search	38,009				38,009	21,248	14,066	7,182		
Regional Business News	37,577				37,577	19,031	12,991	6,040		
Science Image Collection	5,666				5,666	31,601	7,522	9,417	10,170	4,492
Science Reference Center	118,518				118,518	351,376	86,962	90,300	83,484	90,630
World History Image Collection	6,150				6,150	43,034	8,760	11,935	16,509	5,830
<b>Totals</b>	<b>1,140,909</b>				<b>1,140,909</b>	<b>3,382,572</b>	<b>860,479</b>	<b>878,071</b>	<b>774,475</b>	<b>869,547</b>
<b>Downloads (Retrievals)</b>										
Automobile Repair Reference Center	19,640				19,640	85,810	13,901	20,406	23,896	27,607
Business Source Premier	3,499				3,499	9,037	4,339	4,698		
Columbia Encyclopedia	22				22	301	60	93	106	42
Funk & Wagnalls New World Encyclopedia	657				657	6,173	1,807	1,950	1,761	655
History Reference Center	3,587				3,587	57,340	8,022	15,111	27,355	6,852
MAS Ultra - School Edition	5,299				5,299	27,174	5,282	6,463	11,087	4,342
MasterFILE Premier	27,178				27,178	3,455,605	33,897	809,387	1,161,406	1,450,915
Middle Search Plus	2,308				2,308	21,444	5,278	5,796	8,000	2,370
Primary Search	1,164				1,164	5,222	1,318	3,904		
Regional Business News	536				536	1,558	709	849		
Science Image Collection	2				2	144	31	9	82	22
Science Reference Center	2,411				2,411	27,303	3,252	8,634	12,299	3,118
World History Image Collection	100				100	1,608	49	511	971	77
<b>Totals</b>	<b>66,403</b>				<b>66,403</b>	<b>3,698,719</b>	<b>77,945</b>	<b>877,811</b>	<b>1,246,963</b>	<b>1,496,000</b>
<b>Searches</b>										
Automobile Repair Reference Center	6,760				6,760	28,561	4,654	7,694	7,364	8,849
Business Source Premier	45,139				45,139	34,696	20,486	14,210		
Columbia Encyclopedia	61				61	555	102	137	218	98
Funk & Wagnalls New World Encyclopedia	125,160				125,160	364,808	93,150	93,952	84,570	93,136
History Reference Center	131,311				131,311	438,588	100,966	113,177	121,687	102,758
MAS Ultra - School Edition	136,531				136,531	400,160	98,296	101,685	101,637	98,542
MasterFILE Premier	454,713				454,713	1,625,658	397,347	421,213	372,893	434,205
Middle Search Plus	129,116				129,116	394,023	97,628	101,308	97,857	97,230
Primary Search	43,488				43,488	35,454	20,269	15,185		
Regional Business News	42,000				42,000	28,347	17,193	11,154		
Science Image Collection	10,381				10,381	65,652	13,759	18,601	22,931	10,361
Science Reference Center	129,990				129,990	407,279	96,749	105,626	105,116	99,788
World History Image Collection	11,539				11,539	94,163	17,287	24,825	38,991	13,060
<b>Totals</b>	<b>1,266,189</b>				<b>1,266,189</b>	<b>3,917,944</b>	<b>977,886</b>	<b>1,028,767</b>	<b>953,264</b>	<b>958,027</b>

Table 3

## Top Ten Pages on SAILOR Web Site

July-13		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5181
2 Homepage	<a href="http://www.sailor.lib.md.us/">http://www.sailor.lib.md.us/</a>	4404
3 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>	1984
4 Marina	<a href="http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300">http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300</a>	1772
5 Sailor Research Databases	<a href="http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608">http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608</a>	875
6 Search page	<a href="http://www.sailor.lib.md.us/search/Default.aspx">http://www.sailor.lib.md.us/search/Default.aspx</a>	505
7 Services	<a href="http://www.sailor.lib.md.us/services/">http://www.sailor.lib.md.us/services/</a>	498
8 Links	<a href="http://www.sailor.lib.md.us/links/">http://www.sailor.lib.md.us/links/</a>	400
9 Contact	<a href="http://www.sailor.lib.md.us/contacts/">http://www.sailor.lib.md.us/contacts/</a>	319
10 Committee	<a href="http://www.sailor.lib.md.us/committees/">http://www.sailor.lib.md.us/committees/</a>	281

August-13		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5357
2 Homepage	<a href="http://www.sailor.lib.md.us/">http://www.sailor.lib.md.us/</a>	4156
3 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>	1828
4 Marina	<a href="http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300">http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300</a>	1659
5 Sailor Research Databases	<a href="http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608">http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608</a>	855
6 Services	<a href="http://www.sailor.lib.md.us/services/">http://www.sailor.lib.md.us/services/</a>	452
7 Search page	<a href="http://www.sailor.lib.md.us/search/Default.aspx">http://www.sailor.lib.md.us/search/Default.aspx</a>	446
8 Links	<a href="http://www.sailor.lib.md.us/links/">http://www.sailor.lib.md.us/links/</a>	394
9 Contact	<a href="http://www.sailor.lib.md.us/contacts/">http://www.sailor.lib.md.us/contacts/</a>	286
10 Sailor Network	<a href="http://www.sailor.lib.md.us/services/network/Default.aspx?id=56088">http://www.sailor.lib.md.us/services/network/Default.aspx?id=56088</a>	252

September-13		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5052
2 Homepage	<a href="http://www.sailor.lib.md.us/">http://www.sailor.lib.md.us/</a>	3877
3 Sailor Research Databases	<a href="http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608">http://www.sailor.lib.md.us/services/databases/Default.aspx?id=5608</a>	2415
4 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>	1723
5 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>	1650
6 Marina	<a href="http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300">http://www.sailor.lib.md.us/services/marina/default.aspx?id=56300</a>	1479
7 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	685
8 Middle Search Plus	<a href="http://db.sailor.lib.md.us/db/ebsco/mih">http://db.sailor.lib.md.us/db/ebsco/mih</a>	623
9 Search page	<a href="http://www.sailor.lib.md.us/search/Default.aspx">http://www.sailor.lib.md.us/search/Default.aspx</a>	587
10 Services	<a href="http://www.sailor.lib.md.us/services/">http://www.sailor.lib.md.us/services/</a>	434

\* 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	4,220
aadpw	AA Co. Dept of Public Works	3,202
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	849,105
bcfb	Baltimore County Forestry Board	1,407
cecilfb	Cecil County Forestry Board	2,803
fcdds	Frederick County Department of Social Services	43,469
forvm	FORVM/ Forum for Rural Maryland	16,036
gcforest	Garrett County Forestry Board	2,255
gwib	GWIB/Work Force Investment Board	631
hcforest	Howard County Forestry Board	6,915
lhills	Landover Hills, Town of	19,389
mail	Maryland Interlibrary Loan Organization	1,784
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	23,003
mcforest	Montgomery Co. Forestry Board	1,481
mmctv	Montgomery Muni Cable	4,075
montgscd	Montgomery Soil Conservation District	12,277
perlit	Persianlit Online	20,883
qacfb	Queen Anne's County Forestry Board	541
vncc	North Chevy Chase, Village of	17,999
wcfb	Washington County Forestry Board	23,780
<b>FY2014 First Quarter</b>		<b>1,055,255</b>

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