



# **SAILOR PROJECT**

**FY2008**

## **FOURTH QUARTER APRIL THROUGH JUNE AND ANNUAL REPORT**

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



## **FY2008 FOURTH QUARTER ACTIVITIES SUMMARY**

Sailor Operations Center (SOC) staff at the Enoch Pratt Free Library (EPFL), Central Library, State Library Resource Center concern themselves on a day-to-day basis with maintaining an array of data communications services on which Maryland public libraries, government and education agencies, and the residents of Maryland rely. These services include the Sailor Network, the Public Libraries' common collection of subscription databases acquired through the Sailor Project, the Sailor Internet Connection Service (ICS), the Sailor Web Site Hosting Service (WSHS), Sailor Dial-Up Services, and the Sailor Web Site. Besides fulfilling their responsibilities in these areas, during the period April/May/June 2008 they also accomplished the following:

- ✓ Evaluated backbone network intrusion protection systems (IDS).
- ✓ Installed SolarWinds network monitoring and capacity planning software.
- ✓ Continued evaluating wave division multiplexing (WDM) technologies which allow multiple physical networks to occupy a single fiber path.
- ✓ Installed an alternate wireless path to the World Trade Center (WTC) in Baltimore, in support of the Eastern Shore and Central Maryland portions of the Sailor Network, in conjunction with the State Highway Administration (SHA) and the Maryland Institute for Emergency Medical Services Systems (MIEMSS). SOC is constructing an alternate Baltimore Point of Presence (PoP) at WTC to insure continuation of network services in the event of an outage at the main site at SLRC.
- ✓ More than doubled speed of Internet access provided by Cogent at less than ½ the cost previously paid. Previous speed 155 Mbps. New speed 400 Mbps.
- ✓ Deployed 200 mbps wireless from Calvert County (Barstow) to St. Mary's County (Mechanicsville). Completed installation quality control system. Installed fiber optics, using St. Mary's County fiber, to connect the Mechanicsville wireless PoP to the St. Mary's data center in Leonardtown. St. Mary's County Library connects to the data center via county fiber. Began reviewing proposals for optics to light fiber from the data center to the Sailor PoP at SMRLA at Charlotte Hall.
- ✓ Continued discussing a fiber installation project with Worcester County Government with the objective of connecting the future Sailor wireless PoP in Snow Hill to the Sailor PoP at Worcester County Library.
- ✓ Convened a meeting of the Maryland Public Electronic Resource Librarians group (MPERL) with vendor demonstrations in April. Renewed the subscriptions to the Sailor collection of online databases provided by EBSCO, ProQuest and World Book.

*Prepared by the staff of the Sailor Operations Center  
Enoch Pratt Free Library/Central Library, State Library Resource Center*

**SAILOR OPERATIONS CENTER BUDGET REPORT  
FY2008**

**Sailor Operations Center  
FY 2008 Actual Expenditures**

	<u>Expenditure</u>
Salaries	293,693.71
Benefits	108,823.35
Network Lines/Internet	1,091,655.81
Equipment (1)	271,155.43
Equipment/Software Maintenance	411,730.81
Miscellaneous (2)	<u>16,746.47</u>
<b>Subtotal</b>	<b>2,193,805.58</b>
Content Databases (3)	<u>1,000,959.00</u>
<b>Total</b>	<b>3,194,764.58</b>

DLDS/LSTA Grant Funded Database  
(Gale Science Resource Center) 278,000.00

- (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 databases available for public access licensed from EBSCO, ProQuest and Worldbook.

# SAILOR Information Resource Statistics

	FY2008	4q08	3q08	2q08	1q08	FY2007	4q07	3q07	2q07	1q07
SAILOR Web Site Page Views <sup>†</sup>	1,883,051	493,508	483,596	467,136	438,811	3,564,581	1,233,606	1,350,329	491,504	489,142
SAILOR Home Page Views <sup>‡</sup>	217,308	59,524	57,244	49,257	51,283	250,107	68,647	75,688	52,268	53,504
SAILOR Visitors	466,548	118,291	123,252	112,494	112,511	496,715	118,002	124,227	123,235	131,251
WSHS Page Views	70,759,779	18,116,140	18,922,264	16,145,743	17,575,632	59,095,965	15,101,591	16,740,303	13,973,010	13,281,061
Baltimore Sun Archive Downloads	46,137	8,854	12,177	15,373	9,733	27,357	7,839	7,381	6,053	6,084
HeritageQuest Searches	1,090,406	265,303	318,990	216,626	289,487	1,173,695	264,015	330,184	269,460	310,036
HeritageQuest Citations/Abstracts	2,202,713	363,606	689,413	504,243	645,451	2,595,916	623,458	695,067	601,677	675,714
HeritageQuest Visitors (Remote/Library) est.	94% / 6%	95% / 5%	94% / 6%	94% / 6%	94% / 6%	94% / 6%	94% / 6%	94% / 6%	94% / 6%	93% / 7%
Science Resource Center*	332,116	64,385	108,772	109,233	49,726	243,806	63,632	83,795	74,134	22,245
Gale Visitors (Remote/Library)	9% / 91%	6% / 94%	10% / 90%	10% / 90%	6% / 94%	11% / 89%	8% / 92%	12% / 88%	12% / 88%	10% / 90%
EBSCO Searches: Total	1,460,009	320,492	439,724	421,289	278,504	1,341,003	294,987	326,952	296,361	422,703
EBSCOhost Web	1,059,587	238,979	324,298	305,429	190,881	1,004,786	208,173	226,921	208,305	361,387
EBSCOhost Text Only	8,496	1,143	3,366	2,279	1,708	8,904	1,710	3,246	2,621	1,327
Novelist	133,644	23,123	36,173	37,770	36,578	125,536	33,632	31,771	29,962	30,171
Novelist K-8	45,677	6,624	12,577	14,905	11,571	36,123	10,940	10,125	8,279	6,779
Searchasaurus	50,802	14,062	13,696	10,898	12,146	26,921	10,143	12,866	2,331	1,581
Auto Repair Reference Center	36,405	9,078	9,556	8,816	8,955	33,638	8,519	8,468	8,224	8,427
Student Research Center	86,416	17,607	28,708	28,168	11,933	68,335	15,029	21,587	24,059	7,660
Kids Search	38,982	9,876	11,350	13,024	4,732	36,760	6,841	11,968	12,580	5,371
EBSCO Visitors (Remote/Library) est.	53% / 47%	15% / 47%	54% / 46%	56% / 44%	50% / 50%	53% / 47%	51% / 49%	55% / 45%	54% / 46%	51% / 49%
World Book Searches	73,892	18,369	26,058	26,640	2,825					
World Book Visitors (Remote/Library)	57% / 43%	58% / 42%	60% / 40%	58% / 42%	47% / 53%					
Cruise Account Production	4,855	1,128	1,271	1,216	1,240	5,123	1,254	1,322	1,231	1,316
Cruise Account Population (average)	1,331	1,313	1,326	1,340	1,345	1,376	1,389	1,384	1,373	1,359
V.I.P. Account Production	66	14	19	24	9	48	20	11	4	13
V.I.P. Account Population (average)	600	627	610	581	580	1,115	575	1,000	1,442	1,442
Video Conferences	8	2	2	1	3	6	2	1	3	
Video Conference Participants	103	23	27	11	42	153	78	14	61	

<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

## Top Ten Pages on **SAILOR** Web Site

April-08		
Title	URL	Views*
1 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	23716
2 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	14711
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>	13375
4 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>	6074
5 SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	4892
6 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>	4346
7 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>	4004
8 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>	3465
9 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	2886
10 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/">http://directory.sailor.lib.md.us/</a>	2579

May-08		
Title	URL	Views*
1 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	18459
2 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	12886
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>	9265
4 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>	5386
5 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>	3732
6 SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	3655
7 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>	3576
8 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>	3262
9 Maryland Shopping Mall	<a href="http://www.sailor.lib.md.us/maryland/sho_mal.html">http://www.sailor.lib.md.us/maryland/sho_mal.html</a>	2597
10 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	2512

June-08		
Title	URL	Views*
1 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>	38118
2 SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	16259
3 SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	12118
4 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>	5453
5 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>	3819
6 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>	3447
7 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>	2766
8 Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	2478
9 Maryland Public Library Directory	<a href="http://directory.sailor.lib.md.us/">http://directory.sailor.lib.md.us/</a>	2220
10 Maryland Shopping Mall	<a href="http://www.sailor.lib.md.us/maryland/sho_mal.html">http://www.sailor.lib.md.us/maryland/sho_mal.html</a>	2040

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

## Top 25 Pages on SAILOR Web Site

Fiscal Year 2008			
Title	Page	Views*	
1	SAILOR: EBSCO	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	261935
2	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>	182176
3	SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	171424
4	Maryland Public Library Information	<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>	66605
5	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>	49424
6	Maryland Shopping Mall	<a href="http://www.sailor.lib.md.us/maryland/sho_mal.html">http://www.sailor.lib.md.us/maryland/sho_mal.html</a>	46868
7	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>	44007
8	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>	35882
9	SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	31024
10	Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	29834
11	SAILOR: Baltimore Sun	<a href="http://www.sailor.lib.md.us/cgi-bin/baltimoresun">http://www.sailor.lib.md.us/cgi-bin/baltimoresun</a>	19221
12	Maryland Libraries	<a href="http://www.sailor.lib.md.us/MD_topics/lib/">http://www.sailor.lib.md.us/MD_topics/lib/</a>	14275
13	Database Login Error	<a href="http://www.sailor.lib.md.us/help/refer/">http://www.sailor.lib.md.us/help/refer/</a>	11179
14	Maryland Native Americans	<a href="http://www.sailor.lib.md.us/MD_topics/his/_nat.html">http://www.sailor.lib.md.us/MD_topics/his/_nat.html</a>	10840
15	Maryland Social Services	<a href="http://www.sailor.lib.md.us/docs/hrm/hrm_toc.html">http://www.sailor.lib.md.us/docs/hrm/hrm_toc.html</a>	10747
16	Maryland Historical Places & Museums	<a href="http://www.sailor.lib.md.us/MD_topics/pla/_his.html">http://www.sailor.lib.md.us/MD_topics/pla/_his.html</a>	10723
17	Maryland Public Schools, K - 12	<a href="http://www.sailor.lib.md.us/MD_topics/edu/_sch.html">http://www.sailor.lib.md.us/MD_topics/edu/_sch.html</a>	10569
18	Maryland A to Z	<a href="http://www.sailor.lib.md.us/MD_AtoZ/">http://www.sailor.lib.md.us/MD_AtoZ/</a>	9608
19	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>	9195
20	Parochial and Private Schools in Maryland	<a href="http://www.sailor.lib.md.us/MD_topics/edu/sch_par.html">http://www.sailor.lib.md.us/MD_topics/edu/sch_par.html</a>	8491
21	Maryland Children	<a href="http://www.sailor.lib.md.us/MD_topics/kid/">http://www.sailor.lib.md.us/MD_topics/kid/</a>	8227
22	Maryland Employment/Careers	<a href="http://www.sailor.lib.md.us/MD_topics/bus/_emp.html">http://www.sailor.lib.md.us/MD_topics/bus/_emp.html</a>	8082
23	Sailor: Thank you	<a href="http://www.sailor.lib.md.us/cgi-bin/comments2.pl">http://www.sailor.lib.md.us/cgi-bin/comments2.pl</a>	7193
24	SAILOR: FEEDBACK FORM	<a href="http://www.sailor.lib.md.us/forms/feedback.html">http://www.sailor.lib.md.us/forms/feedback.html</a>	7140
25	Maryland Famous People and Places	<a href="http://www.sailor.lib.md.us/MD_topics/his/_fam.html">http://www.sailor.lib.md.us/MD_topics/his/_fam.html</a>	7084

\* 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	1,713
aadpw	AA Co. Dept of Public Works	1,746
baltocfb	Baltimore City Forestry Board	7,080
baltocfs	Circuit Court for Baltimore City	191,422
bcbf	Baltimore County Forestry Board	7,231
berlin	Berlin, Town of	17,874
cecilfb	Cecil County Forestry Board	1,633
dgs	MD Dept of General Services	229,831
dhr	MD Dept of Human Resources	0
fathermd	Fatherhood Maryland	9,497
fdcss	Frederick County Department of Social Services	18,846
forest	Carroll County Forest Conservancy Board	676
forvm	FORVM/ Forum for Rural Maryland	36,344
gcapaa	Governor's Commission of Asian Pacific American Affairs	5,398
gcforest	Garrett County Forestry Board	3,622
gcha	Governor's Commission on Hispanic Affairs	23,723
gcia	Governor's Commission on Indian Affairs	3,933
gwib	GWIB/Work Force Investment Board	181
hcforest	Howard County Forestry Board	4,687
hclc	Harbor City Learning Center	5,471
hhsband	Howard High School Band	5,168
lhills	Landover Hills, Town of	20,466
maill	Maryland Interlibrary Loan Organization	2,901
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	19,896
mcforest	Montgomery Co. Forestry Board	1,563
mcw	Maryland Commission for Women	11,446
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,722
mdwhf	Maryland Women's Heritage Foundation	0
mena	MD Emergency Number Association	105
mmctv	Montgomery Muni Cable	2,667
montgscd	Montgomery Soil Conservation District	396
mperl	Maryland Public Library Electronic Resource Librarians Group	240
msla	MD State Lottery Agency	17,383,190
mssa	MSDE / Md Stud Svc Alliance	35,292
myercity	Myersville, Town of	7,561
oah	MD Office of Admin Hearings	4,620
osp	MD Office of State Prosecutor	286
perlit	Persianlit Online	26,866
qacfb	Queen Anne's County Forestry Board	431
soc	Sailor Operations Center	7,194
vncc	North Chevy Chase, Village of	7,962
wcfb	Washington County Forestry Board	1,135
worsatty	Worcester Co. State's Attorney	3,125
		18,116,140

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



## Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY07	FY08
aacofb	Anne Arundel County Forest Conservancy District Board	1,671	4,160
aadpw	AA Co. Dept of Public Works	15,771	7,676
baltocfb	Baltimore City Forestry Board	17,481	19,411
baltocfs	Circuit Court for Baltimore City	596,970	722,980
bcfb	Baltimore County Forestry Board	43,114	33,461
berlin	Berlin, Town of	81,826	76,620
cecilfb	Cecil County Forestry Board	0	3,165
dgs	MD Dept of General Services	901,403	897,056
dhr	MD Dept of Human Resources	0	0
fathermd	Fatherhood Maryland	33,053	35,480
fdcss	Frederick County Department of Social Services	65,460	64,985
forest	Carroll County Forest Conservancy Board	0	1,815
forvm	FORVM/ Forum for Rural Maryland	86,435	111,396
gcapaa	Governor's Commission of Asian Pacific American Affairs	12,444	15,664
gforest	Garrett County Forestry Board	4,569	13,232
gcha	Governor's Commission on Hispanic Affairs	42,033	68,467
gcia	Governor's Commission on Indian Affairs	2,286	9,349
gwib	GWIB/Work Force Investment Board	2,392	678
hcforest	Howard County Forestry Board	14,754	15,120
hclc	Harbor City Learning Center	20,772	18,609
hhsband	Howard High School Band	18,036	21,850
lhills	Landover Hills, Town of	67,369	69,081
maill	Maryland Interlibrary Loan Organization	10,339	13,950
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	13,461	44,511
mcforest	Montgomery Co. Forestry Board	4,942	5,093
mcw	Maryland Commision for Women	43,028	42,947
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	7,546	9,235
mdwhf	Maryland Women's Heritage Foundation	9	2
mena	MD Emergency Number Association	515	424
mmctv	Montgomery Muni Cable	6,551	9,530
montgscd	Montgomery Soil Conservation District	1,378	898
mperl	Maryland Public Library Electronic Resource Librarians Group	1,622	1,094
msla	MD State Lottery Agency	56,520,990	68,077,462
mssa	MSDE / Md Stud Svc Alliance	139,993	126,007
myercity	Myersville, Town of	52,204	32,914
oah	MD Office of Admin Hearings	72,181	19,350
osp	MD Office of State Prosecutor	1,199	1,094
perlit	Persianlit Online	105,795	94,488
qacfb	Queen Anne's County Forestry Board	1,267	1,634
soc	Sailor Operations Center	31,061	26,845
vncc	North Chevy Chase, Village of	21,051	24,339
wcfb	Washington County Forestry Board	2,889	3,763
worsatty	Worcester Co. State's Attorney	14,234	12,642
		59,080,094	70,758,477

**Table 3a**

# SAILOR Network

