



SAILOR

FY2010

SECOND QUARTER REPORT

OCTOBER - DECEMBER 2009

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

FY2010 SECOND 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 October through December 2009 they also applied their efforts to the following:

- ✓ Migration to a new, faster Web Site Hosting Service (WSHS) web server.
- ✓ Coordinating with the Maryland Public Electronic Resource Librarians (MPERL) group by convening an MPERL meeting in Baltimore on October 26, 2009, at which the FY2010 Sailor Database timeline for the survey of priorities (December) and winter feedback meeting (January) was established.
- ✓ Planning meeting to coordinate with Gale Cengage concerning geographical IP authentication for Sailor Databases purchased from Gale (set for January 12, 2010).
- ✓ Preliminary work on a Sailor website redesign, which will involve weeding through the existing content, creating new information architecture, and designing new content and graphic layout. An initial draft of the new homepage and a secondary page on Databases was completed, shared with and approved by the Sailor Advisory Committee in December.
- ✓ Coordinating with Sirsi/Dynix on the testing of the new release of the software (URSA) behind the MARINA inter-library loan reservation system.
- ✓ Receiving fiber from networkMaryland to complete the DWDM¹ ring from Parole to UMCP and Baltimore.
- ✓ Advising Washington County Free Library, Wicomico Public Library and Talbot County Free Library regarding their relocation of their Sailor Network hubs during their construction projects.
- ✓ Advising Talbot County Public Schools on their fiber project, to involve a future connection to the Sailor Network.
- ✓ Increasing Internet capacity from Level 3 by a factor of five (5) to 1 Gbps (Gigabits per second²) (1,000 Megabits per second), through an upgrade that lowers the cost/megabit, provides full redundancy for Internet use, and increases total Internet capacity to 2.2 Gbps.

Prepared by the staff of the Sailor Operations Center

¹ DWDM = Dense Wave Division Multiplexing.

² 1 Gbps = 1,000 Megabits per second.

SAILOR Information Resource Statistics

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
SAILOR Web Site Page Views [†]	964,972			391,497	573,475	1,649,635	328,557	387,517	440,517	493,044
SAILOR Home Page Views [‡]	67,193			31,440	35,753	161,347	32,505	36,360	40,723	51,759
SAILOR Visitors	165,071			87,641	77,430	294,453	68,872	71,771	73,254	80,556
WSHS Page Views	27,912,170			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	10,684			5,546	5,138	21,446	5,503	5,467	5,214	5,262
EBSCO - Automobile Repair Reference Center - Downloads	22,335			11,792	10,543	71,997	11,971	11,696	35,293	13,037
EBSCO - Automobile Repair Reference Center - Searches	17,161			8,908	8,253	34,025	8,837	8,720	8,188	8,280
World Book Sessions	59,452			22,505	36,947	78,455	20,887	27,067	17,716	12,785
World Book Views	19,710			13,206	6,504	54,914	12,466	16,668	17,035	8,745
World Book Searches	47,654			22,654	25,000	77,304	17,663	24,278	23,788	11,575
Cruise Account Production	1,970			946	1,024	4,399	1,046	1,126	1,089	1,138
Cruise Account Population (average)	1,104			1,098	1,109	1,199	1,205	1,188	1,184	1,217
V.I.P. Account Production	2			2	0	21	5	6	2	8
V.I.P. Account Population (average)	654			654	653	645	651	646	643	639
Video Conferences	2			2	0	8	2	1	2	3
Video Conference Participants	20			20	0	86	23	10	23	30

[†] 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

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Searches by Database										
Books	50,084			13,387	36,697	54,593	13,033	13,967	12,796	14,797
American Antiquarian Society	0					0				
U.S. Census	432,555			202,733	229,822	968,067	241,315	247,192	223,455	256,105
Freedman's Bank	28,100			4,739	23,361	8,851	2,006	2,823	1,547	2,475
Periodicals	92,050			18,918	73,132	28,722	6,906	8,365	5,932	7,519
Revolutionary War	9,597			3,384	6,213	18,191	4,248	5,046	4,109	4,788
U.S. Congress Actions	2,146			1,102	1,044	5,823	1,154	1,675	1,409	1,585
Totals	614,532			244,263	370,269	1,084,247	268,662	279,068	249,248	287,269
Citation Abstracts by Database										
Books	184,029			81,375	102,654	513,283	115,622	138,401	119,481	139,779
American Antiquarian Society	20,928			11,086	9,842	22,011	9,268	6,639	4,917	1,187
U.S. Census	809,881			367,658	442,223	1,817,512	459,242	485,860	409,639	462,771
Freedman's Bank	3,437			1,621	1,816	6,615	1,279	2,159	1,245	1,932
Periodicals	5,036			2,303	2,733	11,002	2,512	3,555	2,290	2,645
Revolutionary War	21,965			10,311	11,654	54,644	12,569	15,102	13,747	13,226
U.S. Congress Actions	2,002			946	1,056	6,551	1,113	1,918	1,639	1,881
Totals	1,047,278			475,300	571,978	2,431,618	601,605	653,634	552,958	623,421
Documents by Delivery Method										
Download : Citation Image	23			12	11	42	3	7	3	29
Download : Pdf	10,302			5,022	5,280	24,067	5,998	6,470	5,897	5,702
Download : Tif	1,250			602	648	4,023	707	748	1,460	1,108
On-Line Display : Citation	5,036			2,303	2,733	11,002	2,512	3,555	2,290	2,645
On-Line Display : Citation Image	1,018,591			461,527	557,064	2,362,699	586,010	635,339	536,275	605,075
On-Line Display : Pdf	6,689			3,508	3,181	15,252	3,487	3,831	3,575	4,359
On-Line Display : Tif	0					0				
Printer : Citation Image	5,387			2,326	3,061	14,533	2,888	3,684	3,458	4,503
Totals	1,047,278			475,300	571,978	2,431,618	601,605	653,634	552,958	623,421

Table 2

SAILOR Gale Science Resource Center Use - SESSIONS

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
K12s										
Science Resource Center (Inside)	67,134			45,911	21,223	117,163	24,395	32,016	41,477	19,275
Science Resource Center (Remote)	6,799			4,596	2,203	7,403	1,131	2,729	2,676	867
Totals	73,933			50,507	23,426	124,566	25,526	34,745	44,153	20,142
Inside / Remote	91% / 9%			91% / 9%	91% / 9%	94% / 6%	96% / 4%	92% / 8%	94% / 6%	96% / 4%
Publics										
Science Resource Center (Inside)	53,437			21,235	32,202	54,621	12,390	14,891	15,613	11,727
Science Resource Center (Remote)	3,317			2,384	933	7,087	1,085	2,163	2,697	1,142
Totals	56,754			23,619	33,135	61,708	13,475	17,054	18,310	12,869
Inside / Remote	94% / 6%			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
K12s										
Science Resource Center (Inside)	103,085			66,599	36,486	157,342	27,428	41,635	56,801	31,478
Science Resource Center (Remote)	12,176			7,614	4,562	11,848	1,562	4,002	4,669	1,615
Totals	115,261			74,213	41,048	169,190	28,990	45,637	61,470	33,093
Inside / Remote	89% / 11%			90% / 10%	89% / 11%	93% / 7%	95% / 5%	91% / 9%	92% / 8%	95% / 5%
Publics										
Science Resource Center (Inside)	3,836			2,636	1,200	7,290	1,112	2,033	2,798	1,347
Science Resource Center (Remote)	5,771			4,360	1,411	14,920	2,054	4,407	5,925	2,534
Totals	9,607			6,996	2,611	22,210	3,166	6,440	8,723	3,881
Inside / Remote	40% / 60%			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
K12s										
Science Resource Center (Inside)	756,648			433,403	323,245	1,436,323	255,212	349,215	575,199	256,697
Science Resource Center (Remote)	76,726			42,804	33,922	101,139	14,070	37,370	37,892	11,807
Totals	833,374			476,207	357,167	1,537,462	269,282	386,585	613,091	268,504
Inside / Remote	91% / 9%			91% / 9%	91% / 9%	93% / 7%	95% / 5%	90% / 10%	94% / 6%	96% / 4%
Publics										
Science Resource Center (Inside)	190,234			70,653	119,581	244,043	50,482	69,293	74,517	49,751
Science Resource Center (Remote)	33,221			20,816	12,405	112,245	14,606	34,152	43,039	20,448
Totals	223,455			91,469	131,986	356,288	65,088	103,445	117,556	70,199
Inside / Remote	85% / 15%			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

Sessions (Users)	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	7,625			2,528	5,097					
Custom Newspapers	31,677			12,891	18,786					
Discovering Collection	20,310			8,826	11,484					
Educator's Reference Complete	17,503			7,551	9,952					
Expanded Academic ASAP	12,246			7,634	4,612					
Gale Virtual Reference Library	137,506			50,315	87,191					
Gardening Landscape and Horticulture										
General OneFile	55,376			23,866	31,510					
General Reference Center Gold	101,907			19,838	82,069					
Health and Wellness Resource Center	27,310			8,329	18,981					
History Resource Center: U.S.										
History Resource Center: World	18,952			8,670	10,282					
Home Improvement Collection	6,756			4,226	2,530					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	12,928			5,192	7,736					
Kids InfoBits	16,616			7,268	9,348					
Military and Intelligence Database	15,023			6,485	8,538					
Religion & Philosophy Collection	13,000			5,269	7,731					
Science Resource Center	47,411			14,276	33,135					
Small Business Resource Center	8,499			4,731	3,768					
Student Resource Center Bronze	21,944			10,532	11,412					
Totals	572,589			208,427	364,162					

Downloads (Full Text)	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	9,234			2,737	6,497					
Custom Newspapers	6,591			2,046	4,545					
Discovering Collection	19,267			8,090	11,177					
Educator's Reference Complete	5,431			2,797	2,634					
Expanded Academic ASAP	6,693			4,120	2,573					
Gale Virtual Reference Library	8,505			4,339	4,166					
Gardening Landscape and Horticulture										
General OneFile	44,883			20,033	24,850					
General Reference Center Gold	7,546			3,338	4,208					
Health and Wellness Resource Center	8,518			4,053	4,465					
History Resource Center: U.S.										
History Resource Center: World	22,173			10,607	11,566					
Home Improvement Collection	809			284	525					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	99			39	60					
Kids InfoBits	4,311			2,313	1,998					
Military and Intelligence Database	1,002			554	448					
Religion & Philosophy Collection	403			254	149					
Science Resource Center	100,050			31,621	68,429					
Small Business Resource Center	1,940			753	1,187					
Student Resource Center Bronze	23,013			11,519	11,494					
Totals	270,468			109,497	160,971					

Searches	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	12,973			3,377	9,596					
Custom Newspapers	22,390			12,254	10,136					
Discovering Collection	42,053			20,936	21,117					
Educator's Reference Complete	27,960			15,720	12,240					
Expanded Academic ASAP	14,816			9,574	5,242					
Gale Virtual Reference Library	36,645			22,423	14,222					
Gardening Landscape and Horticulture										
General OneFile	94,599			53,443	41,156					
General Reference Center Gold	34,614			23,395	11,219					
Health and Wellness Resource Center	75,723			22,673	53,050					
History Resource Center: U.S.										
History Resource Center: World	53,138			20,332	32,806					
Home Improvement Collection	6,540			4,123	2,417					
Hospitality Tourism and Leisure										
Insurance and Liability Collection	7,217			4,028	3,189					
Kids InfoBits	23,189			5,426	17,763					
Military and Intelligence Database	13,390			7,395	5,995					
Religion & Philosophy Collection	9,784			5,358	4,426					
Science Resource Center	177,936			45,950	131,986					
Small Business Resource Center	16,421			8,326	8,095					
Student Resource Center Bronze	54,982			30,408	24,574					
Totals	724,370			315,141	409,229					

Top Ten Pages on **SAILOR** Web Site

October-09		
Title	URL	Views*
1 SAILOR: World Book	http://www.sailor.lib.md.us/cgi-bin/worldbook	27394
2 SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	11520
3 SAILOR: Science Resource Center	http://www.sailor.lib.md.us/cgi-bin/gale	10783
4 SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.pl	8635
5 SAILOR: EBSCO	http://www.sailor.lib.md.us/cgi-bin/ebSCO	6785
6 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	4126
7 Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	3447
8 Marina	http://www.sailor.lib.md.us/marina/	2903
9 Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	2583
10 Maryland Public Library Directory	http://directory.sailor.lib.md.us/	2090

November-09		
Title	URL	Views*
1 SAILOR: World Book	http://www.sailor.lib.md.us/cgi-bin/worldbook	26809
2 SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	11992
3 SAILOR: Science Resource Center	http://www.sailor.lib.md.us/cgi-bin/gale	10778
4 SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.pl	8475
5 SAILOR: EBSCO	http://www.sailor.lib.md.us/cgi-bin/ebSCO	5874
6 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3767
7 Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	3003
8 Marina	http://www.sailor.lib.md.us/marina/	2450
9 Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	2223
10 Maryland Public Library Directory	http://directory.sailor.lib.md.us/	1861

December-09		
Title	URL	Views*
1 SAILOR: World Book	http://www.sailor.lib.md.us/cgi-bin/worldbook	13601
2 SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	10439
3 SAILOR: Science Resource Center	http://www.sailor.lib.md.us/cgi-bin/gale	8402
4 SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.pl	7638
5 SAILOR: EBSCO	http://www.sailor.lib.md.us/cgi-bin/ebSCO	4951
6 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3970
7 Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	3148
8 Marina	http://www.sailor.lib.md.us/marina/	2479
9 Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	1884
10 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	1856

* 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	47,741
gcforest	Garrett County Forestry Board	3,119
gwib	GWIB/Work Force Investment Board	129
hcforest	Howard County Forestry Board	5,349
hclc	Harbor City Learning Center	6,984
hhsband	Howard High School Band	1,170
lhills	Landover Hills, Town of	14,622
maill	Maryland Interlibrary Loan Organization	3,729
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	10,773
mcforest	Montgomery Co. Forestry Board	1,657
mdforest	MSAFCDDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,079
mena	MD Emergency Number Association	358
mmctv	Montgomery Muni Cable	4,253
montgscd	Montgomery Soil Conservation District	507
mperl	Maryland Public Library Electronic Resource Librarians Group	707
msla	MD State Lottery Agency	11,860,617
mssa	MSDE / Md Student Services Alliance	36,922
perlit	Persianlit Online	25,413
qacfbd	Queen Anne's County Forestry Board	366
soc	Sailor Operations Center	8,745
tespta	Timonium Elementary School PTA	587
vncc	North Chevy Chase, Village of	5,661
wcfb	Washington County Forestry Board	2,200
worsatty	Worcester Co. State's Attorney	3,411
		12,047,099

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