



SAILOR

FY2012

SECOND QUARTER REPORT

OCTOBER - DECEMBER 2011

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

FY2012 Second 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 October through December 2011 they also accomplished the following:

- ✓ Connected Baltimore County Public Library to the Sailor Network via Comcast fiber. The extension of the Sailor Network to BCPL became operational on 18 October 2011.
- ✓ Completed installation of Comcast upgrades to the following sites:
 - Baltimore, EPFL/SOC, 750 mbps (megabits per second) to 1 Gbps
 - Anne Arundel, 25 mbps to 100 mbps
 - Montgomery, 150 mbps to 200 mbps
 - Prince Georges, 100 mbps to 200 mbps
 - Wicomico, 100 mbps to 200 mbps
- ✓ Ordered an upgraded Comcast fiber link to Hagerstown/Washington County. Bandwidth will double to 300 mbps, while decreasing costs by more than 50%.
- ✓ Completed Sailor Network firewall upgrade project.
- ✓ Sailor Cruise Accounts became renewable on November 23, at which time an online renewal interface was introduced to streamline the renewal process for the customers. The online renewal interface enables customers to renew their accounts themselves without having to submit a paper renewal form at their participating library, although that alternative is still available to them.
- ✓ The Resource Delivery Manager at EPFL/SLRC continued working with the RSSET team on the selection of the next generation resource sharing application for the Marina consortium. In September, RSSET chose Relais International to be the new vendor. The final contract is expected to be completed and signed by mid-January. DLDS awarded a grant to cover the costs of migration from URSA to Relais, in December.

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

SAILOR Information Resource Statistics

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
SAILOR Web Site Page Views [†]	268,061			126,615	141,446	779,273	122,868	166,567	221,657	268,181
SAILOR Home Page Views [‡]	51,619			24,916	26,703	167,279	22,823	49,926	46,976	47,554
SAILOR Visitors	57,282			28,957	28,325	164,212	26,139	30,237	47,288	60,548
WSHS Page Views	1,003,638			467,007	536,631	24,043,421	463,740	686,672	9,994,320	12,898,689
Cruise Account New	883			230	653	2,942	662	752	759	769
Cruise Account Renewal (by staff)	4			4		0				
Cruise Account Renewal (by user)	3			3		0				
Cruise Account Population	717			741	692	852	776	821	880	929
V.I.P. Account Production	5			1	4	8			3	5
V.I.P. Account Population	673			673	672	670	668	671	671	668
Video Conferences	3			2	1	7	3	1	2	1
Video Conference Participants	18			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	14,351			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	301,603			136,023	165,580	922,803	170,552	391,856	160,343	200,052
Freedman's Bank	2,911			1,304	1,607	9,851	1,889	4,358	2,045	1,559
Periodicals	8,313			3,755	4,558	25,104	5,162	10,937	4,317	4,688
Revolutionary War	5,061			2,173	2,888	16,206	3,286	6,872	2,579	3,469
U.S. Congress Actions	1,571			737	834	5,182	926	2,377	964	915
Totals	332,239			149,871	182,368	1,018,256	189,258	433,645	177,009	218,344
Citation Abstracts by Database										
Books	113,522			49,351	64,171	357,879	67,059	160,576	55,810	74,434
African American Heritage	481			481		0				
American Antiquarian Society	23,043			10,479	12,564	76,506	15,112	34,019	12,059	15,316
U.S. Census	567,237			246,937	320,300	1,804,988	312,588	754,240	348,538	389,622
Freedman's Bank	2,335			1,030	1,305	8,273	1,507	4,274	1,368	1,124
Periodicals	3,705			1,769	1,936	11,310	2,187	5,098	1,955	2,070
Revolutionary War	16,247			6,508	9,739	50,983	11,541	21,542	7,536	10,364
U.S. Congress Actions	1,177			522	655	5,791	662	3,242	933	954
Totals	710,323			310,047	400,276	2,258,956	398,453	958,207	419,730	482,566
Documents by Delivery Method										
Download : Citation Image	11			4	7	51	17	24	3	7
Download : Pdf	9,123			4,795	4,328	19,033	4,860	6,177	3,810	4,186
Download : Tif	1,223			523	700	3,185	410	1,146	963	666
On-Line Display : Citation	3,705			1,769	1,936	9,013	2,187	2,801	1,955	2,070
On-Line Display : Citation Image	705,105			306,717	398,388	1,832,937	397,419	536,285	417,028	482,205
On-Line Display : Pdf	4,782			1,739	3,043	10,871	3,449	3,455	1,858	2,109
On-Line Display : Tif	0					1		1		
Printer : Citation Image	3,798			1,530	2,268	11,087	2,314	3,550	2,582	2,641
Totals	727,747			317,077	410,670	1,886,178	410,656	553,439	428,199	493,884

Table 2

SAILOR EBSCO Databases

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
Sessions (Users)										
Automobile Repair Reference Center	8,369			3,724	4,645	23,696	5,403	5,586	6,028	6,679
Columbia Encyclopedia	210			137	73	430		130	155	45
Funk & Wagnalls New World Encyclopedia	107,675			56,706	50,969	90,652	49,665	36,785	3,311	891
History Reference Center	123,050			68,624	54,426	118,996		46,729	13,435	3,090
MAS Ultra - School Edition	113,853			61,578	52,275	100,267	52,102	39,811	6,564	1,790
MasterFILE Premier	137,691			75,971	61,720	142,972		50,419	19,951	10,404
Middle Search Plus	113,157			60,997	52,160	104,307	51,717	39,749	8,662	4,179
Science Image Collection	7,830			5,779	2,051	7,979		4,247	728	79
Science Reference Center	117,410			63,937	53,473	109,451	53,620	42,551	10,208	3,072
World History Image Collection	12,251			9,360	2,891	13,667		7,695	1,178	108
Totals	741,496			406,813	334,683	712,417	338,158	273,702	70,220	30,337
Downloads (Retrievals)										
Automobile Repair Reference Center	13,378			4,225	9,153	50,073	11,140	12,165	11,993	14,775
Columbia Encyclopedia	159			129	30	432	56	129	201	46
Funk & Wagnalls New World Encyclopedia	2,155			1,578	577	6,962	2,613	2,486	1,343	520
History Reference Center	26,574			20,997	5,577	50,710	10,221	18,312	18,573	3,604
MAS Ultra - School Edition	11,959			9,679	2,280	15,458	4,642	5,172	4,463	1,181
MasterFILE Premier	74,249			45,178	29,071	123,234	28,485	39,627	39,458	15,664
Middle Search Plus	7,687			5,763	1,924	13,981	4,516	4,612	3,658	1,195
Science Image Collection	154			121	33	289	72	16	193	8
Science Reference Center	11,010			7,964	3,046	25,139	5,035	7,378	9,386	3,340
World History Image Collection	780			701	79	591	110	225	226	30
Totals	148,105			96,335	51,770	286,869	66,890	90,122	89,494	40,363
Searches										
Automobile Repair Reference Center	13,274			6,173	7,101	37,682	8,445	9,239	9,522	10,476
Columbia Encyclopedia	452			314	138	850	161	250	333	106
Funk & Wagnalls New World Encyclopedia	116,014			62,779	53,235	103,802	52,904	41,300	7,094	2,504
History Reference Center	154,999			92,986	62,013	177,232	68,186	67,853	33,152	8,041
MAS Ultra - School Edition	133,179			76,799	56,380	128,618	59,197	49,323	15,513	4,585
MasterFILE Premier	203,153			115,149	88,004	259,028	93,797	85,242	52,706	27,283
Middle Search Plus	129,680			73,639	56,041	129,657	57,971	48,884	16,244	6,558
Science Image Collection	15,253			11,519	3,734	14,417	5,410	7,519	1,363	125
Science Reference Center	142,020			82,305	59,715	154,655	63,456	56,376	26,367	8,456
World History Image Collection	23,551			18,468	5,083	24,769	8,252	14,335	1,988	194
Totals	931,575			540,131	391,444	1,030,710	417,779	380,321	164,282	68,328

Table 3

Top Ten Pages on SAILOR Web Site

October-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	8938
2 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	3537
3 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3210
4 Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	2996
5 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2488
6 Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1877
7 Search : SAILOR	http://www.sailor.lib.md.us/search/	1510
8 Dial-Up Access : SAILOR	http://www.sailor.lib.md.us/services/dial-up/	1222
9 History Reference Center : SAILOR	http://db.sailor.lib.md.us/db/ebSCO/khh	904
10 Links : SAILOR	http://www.sailor.lib.md.us/links/	824

November-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	7597
2 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	3389
3 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	2634
4 Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	2507
5 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2361
6 Search : SAILOR	http://www.sailor.lib.md.us/search/	1854
7 Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1763
8 0	http://www.sailor.lib.md.us/error.htm	1671
9 MAS Ultra - School Edition : SAILOR	http://db.sailor.lib.md.us/db/ebSCO/ulh	1537
10 Student Research Center : SAILOR	http://db.sailor.lib.md.us/db/ebSCO/src	1467

December-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	6483
2 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	3638
3 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	2912
4 Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	2291
5 Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2168
6 Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1745
7 Search : SAILOR	http://www.sailor.lib.md.us/search/	1477
8 MAS Ultra - School Edition : SAILOR	http://db.sailor.lib.md.us/db/ebSCO/ulh	1013
9 Student Research Center : SAILOR	http://db.sailor.lib.md.us/db/ebSCO/src	956
10 Dial-Up Access : SAILOR	http://www.sailor.lib.md.us/services/dial-up/	872

* 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	2,884
aadpw	AA Co. Dept of Public Works	2,213
baltocfb	Baltimore City Forestry Board	3,565
baltocfs	Circuit Court for Baltimore City	296,111
bcfb	Baltimore County Forestry Board	1,068
cecilfb	Cecil County Forestry Board	2,185
fcdds	Frederick County Department of Social Services	22,819
forest	Carroll County Forest Conservancy Board	520
forvm	FORVM/ Forum for Rural Maryland	19,473
gcforest	Garrett County Forestry Board	2,517
gwib	GWIB/Work Force Investment Board	254
hcforest	Howard County Forestry Board	4,433
lhills	Landover Hills, Town of	15,452
maill	Maryland Interlibrary Loan Organization	3,916
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	15,390
mcforest	Montgomery Co. Forestry Board	1,042
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	1,766
mmctv	Montgomery Muni Cable	3,033
montgscd	Montgomery Soil Conservation District	1,624
msla	MD State Lottery Agency	36,028
perlit	Persianlit Online	18,667
qacfb	Queen Anne's County Forestry Board	296
tespta	Timonium Elementary School PTA	753
vncc	North Chevy Chase, Village of	6,004
wcfb	Washington County Forestry Board	2,343
		464,356

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

SAILOR DATABASE COST PER DOWNLOAD - FY2012 Mid Year

July - Dec update

The mid-year costs/download were calculated by the dividing 50% of the database cost by the number of downloads.

Service Year		Cost	Downloads	Cost/Download
	EBSCO			
FY11	Automobile RRC (MPL)		13,378	
	Automobile RRC (K12)		971	
	Columbia Encyclopedia (MPL)		159	
	Columbia Encyclopedia (K12)		4	
	Funk & Wagnalls (MPL)		2155	
	Funk & Wagnalls (K12)		4797	
	History Reference Center (MPL)		26,574	
	History Reference Center (K12)		128,160	
	MasterFile Premier (MPL)		74,249	
	MasterFile Premier (K12)		82,962	
	Middle Search Plus (MPL)		7,687	
	Middle Search Plus (K12)		3,023	
	Science Image Collection (MPL)		154	
	Science Image Collection (K12)		396	
	Science Reference Center (MPL)		11,010	
	Science Reference Center (K12)		101,845	
	World History Image Collection (MPL)		780	
	World History Image Collection (K12)		82	
	MAS Ultra (MPL only)		11,959	
FY11	EBSCO databases	\$ 410,000.00	470,345	\$ 0.44
	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	727,747	\$ 0.11

Table 6