



SAILOR

FY2013

**FOURTH QUARTER REPORT
APRIL – JUNE 2013**

AND

ANNUAL REPORT

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

FY2013 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 2013 they also accomplished the following:

- ✓ Since going live with Relais, there have been several requests for a glossary of terms that would explain the different functions and notes in requests for additional, detailed written instructions for Relais processes. A glossary of Relais terms was sent to the Marina email list on May 1 and Marina written instructions/Processing Checklist was sent to the Marina list on May 30.
- ✓ On May 17, a message was sent to the list announcing that Marina has been live with Relais for four months and that it was time to transition from implementation to regular Relais production and support. Marina moved to regular Relais support effective May 28, 2013.
- ✓ EPFL/SLRC hosted the 1st Annual Media Specialists Professional Development Day on 6/13/13 to introduce SLRC services to the Baltimore City public school librarians/media specialists. As part of the program a SLRC librarian presented information on using the Sailor databases and other research tools.
- ✓ Began discussions with Internet Connection Service customers regarding impact of new technologies including BTOP fiber on Sailor Network. Met with Caroline County, June 2013.
- ✓ Hangouts testing continued at the May SLRC Commission meetings, and the April and June SAC meetings. SOC staff wrote guidelines for technology requirements and helpful tips in using Hangouts which were handed out at MAPLA on June 20th and posted on the Sailor and MERLIN websites.

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

Sailor Operations Center
FY 2013 Expenditures thru 6/30/13

	<u>Budget</u>	<u>Expenditure</u>
Salaries	293,800.00	287,232.00
Benefits	118,785.00	95,395.00
Network Lines/Internet	806,610.00	730,036.00
Equipment (1)	235,205.00	380,928.00
Equipment/Software Maintenance	532,750.00	480,749.00
Miscellaneous (2)	<u>22,500.00</u>	<u>3,834.00</u>
Subtotal	2,009,650.00	1,978,174.00
Content Databases (3)	<u>668,530.00</u>	<u>644,390.00</u>
Total	2,678,180.00	2,622,564.00

(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

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
SAILOR Web Site Page Views [†]	509,919	136,434	133,623	117,746	122,116	532,469	130,225	134,183	126,615	141,446
SAILOR Home Page Views [‡]	101,131	27,758	26,801	24,188	22,384	99,081	22,733	24,729	24,916	26,703
SAILOR Visitors	107,120	25,065	28,764	26,866	26,425	115,035	27,422	30,331	28,957	28,325
WSHS Page Views	2,102,414	838,887	468,544	388,567	406,416	1,864,248	419,631	440,979	467,007	536,631
Cruise Account New	559	125	170	105	159	1,237	156	198	230	653
Cruise Account Renewal (by staff)	207	26	73	29	79	198	41	153	4	
Cruise Account Renewal (by user)	256	31	86	39	100	114	31	80	3	0
Cruise Account Population	540	515	509	525	611	716	650	780	741	692
V.I.P. Account Production	2	1	1			6		1	1	4
V.I.P. Account Population	675	674	675	675	675	674	675	674	673	672
Video Conferences	0				0	10	3	4	2	1
Video Conference Participants	0				0	120	64	38	12	6

[†] *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.

Table 1

SAILOR HeritageQuest Online

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
Searches by Database										
Books	18,118	3,457	5,063	4,162	5,436	28,731	6,442	7,938	6,616	7,735
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	324,137	71,164	91,320	68,085	93,568	571,355	108,087	161,665	136,023	165,580
Freedman's Bank	3,191	720	703	638	1,130	5,667	1,283	1,473	1,304	1,607
Periodicals	10,087	2,054	2,851	2,148	3,034	16,765	3,588	4,864	3,755	4,558
Revolutionary War	6,738	1,321	2,030	1,441	1,946	10,480	2,326	3,093	2,173	2,888
U.S. Congress Actions	1,767	361	446	394	566	2,985	642	772	737	834
Totals	362,271	78,716	101,967	76,474	105,114	632,998	121,726	179,033	149,871	182,368
Citation Abstracts by Database										
Books	145,665	27,665	40,537	30,096	47,367	217,565	44,785	59,258	49,351	64,171
African American Heritage	619	97	207	87	228	1,234	382	371	481	
American Antiquarian Society	29,536	6,173	8,153	6,736	8,474	45,700	10,537	12,120	10,479	12,564
U.S. Census	570,463	115,928	147,652	129,557	177,326	1,084,241	201,745	315,259	246,937	320,300
Freedman's Bank	2,197	427	417	413	940	4,402	837	1,230	1,030	1,305
Periodicals	3,649	703	1,018	786	1,142	7,222	1,417	2,100	1,769	1,936
Revolutionary War	20,005	3,396	5,298	5,617	5,694	31,318	5,891	9,180	6,508	9,739
U.S. Congress Actions	1,875	356	388	333	798	2,360	672	511	522	655
Totals	752,129	150,993	197,984	167,675	235,477	1,360,364	259,703	390,338	310,047	400,276
Documents by Delivery Method										
Download : Citation Image	42	4	5	19	14	27	8	8	4	7
Download : Pdf	9,718	2,349	2,419	2,245	2,705	17,036	3,383	4,530	4,795	4,328
Download : Tif	1,621	417	396	425	383	2,253	383	647	523	700
On-Line Display : Citation	3,891	945	1,018	786	1,142	7,222	1,417	2,100	1,769	1,936
On-Line Display : Citation Image	804,784	204,447	197,066	168,273	234,998	1,352,158	258,109	388,944	306,717	398,388
On-Line Display : Pdf	4,247	1,118	1,057	776	1,296	8,165	1,430	1,953	1,739	3,043
On-Line Display : Tif	0					0				
Printer : Citation Image	5,544	1,303	1,709	1,101	1,431	7,181	1,536	1,847	1,530	2,268
Totals	829,847	210,583	203,670	173,625	241,969	1,394,042	266,266	400,029	317,077	410,670

Table 2

SAILOR EBSCO Databases

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
Sessions (Users)										
Automobile Repair Reference Center	14,323	2,355	3,671	3,865	4,432	16,615	5,028	3,218	3,724	4,645
Columbia Encyclopedia	23,273	14,889	8,384							
Columbia Encyclopedia	296	58	85	112	41	422	79	133	137	73
Funk & Wagnalls New World Encyclopedia	333,044	85,157	84,977	74,901	88,009	233,927	61,135	65,117	56,706	50,969
History Reference Center	366,742	89,236	94,308	90,806	92,392	270,403	68,137	79,216	68,624	54,426
MAS Ultra - School Edition	346,528	86,703	88,140	81,659	90,026	248,963	64,582	70,528	61,578	52,275
MasterFILE Premier	1,486,388	364,703	385,182	332,548	403,955	861,858	448,262	275,905	75,971	61,720
Middle Search Plus	345,688	87,077	88,450	80,421	89,740	248,237	64,191	70,889	60,997	52,160
Primary Search	21,248	14,066	7,182							
Regional Business News	19,031	12,991	6,040							
Science Image Collection	31,601	7,522	9,417	10,170	4,492	17,859	4,195	5,834	5,779	2,051
Science Reference Center	351,376	86,962	90,300	83,484	90,630	255,025	64,756	72,859	63,937	53,473
World History Image Collection	43,034	8,760	11,935	16,509	5,830	30,355	7,202	10,902	9,360	2,891
Totals	3,382,572	860,479	878,071	774,475	869,547	2,183,664	787,567	654,601	406,813	334,683
Downloads (Retrievals)										
Automobile Repair Reference Center	85,810	13,901	20,406	23,896	27,607	75,531	31,030	21,263	14,085	9,153
Business Source Premier	9,037	4,339	4,698							
Columbia Encyclopedia	301	60	93	106	42	395	109	127	129	30
Funk & Wagnalls New World Encyclopedia	6,173	1,807	1,950	1,761	655	5,406	1,228	2,023	1,578	577
History Reference Center	57,340	8,022	15,111	27,355	6,852	62,514	11,075	24,865	20,997	5,577
MAS Ultra - School Edition	27,174	5,282	6,463	11,087	4,342	27,598	7,083	8,556	9,679	2,280
MasterFILE Premier	3,455,605	33,897	809,387	1,161,406	1,450,915	3,433,125	2,081,001	1,277,875	45,178	29,071
Middle Search Plus	21,444	5,278	5,796	8,000	2,370	18,756	4,670	6,399	5,763	1,924
Primary Search	5,222	1,318	3,904							
Regional Business News	1,558	709	849							
Science Image Collection	144	31	9	82	22	357	47	156	121	33
Science Reference Center	27,303	3,252	8,634	12,299	3,118	21,637	3,591	7,036	7,964	3,046
World History Image Collection	1,608	49	511	971	77	1,526	337	409	701	79
Totals	3,698,719	77,945	877,811	1,246,963	1,496,000	3,646,845	2,140,171	1,348,709	106,195	51,770
Searches										
Automobile Repair Reference Center	28,561	4,654	7,694	7,364	8,849	29,566	9,415	6,877	6,173	7,101
Business Source Premier	34,696	20,486	14,210							
Columbia Encyclopedia	555	102	137	218	98	889	166	271	314	138
Funk & Wagnalls New World Encyclopedia	364,808	93,150	93,952	84,570	93,136	253,463	66,222	71,227	62,779	53,235
History Reference Center	438,588	100,966	113,177	121,687	102,758	343,415	82,231	106,185	92,986	62,013
MAS Ultra - School Edition	400,160	98,296	101,685	101,637	98,542	294,910	75,856	85,875	76,799	56,380
MasterFILE Premier	1,625,658	397,347	421,213	372,893	434,205	996,363	481,412	311,798	115,149	88,004
Middle Search Plus	394,023	97,628	101,308	97,857	97,230	288,526	73,725	85,121	73,639	56,041
Primary Search	35,454	20,269	15,185							
Regional Business News	28,347	17,193	11,154							
Science Image Collection	65,652	13,759	18,601	22,931	10,361	36,058	8,544	12,261	11,519	3,734
Science Reference Center	407,279	96,749	105,626	105,116	99,788	308,422	74,469	91,933	82,305	59,715
World History Image Collection	94,163	17,287	24,825	38,991	13,060	59,458	14,640	21,267	18,468	5,083
Totals	3,917,944	977,886	1,028,767	953,264	958,027	2,611,070	886,680	792,815	540,131	391,444

Table 3

Top Ten Pages on SAILOR Web Site

April-13		
Title	URL	Views*
1	HeritageQuest	6383
2	Maryland Public Library Directory	3428
3	Research Databases - Services	2960
4	Search	2896
5	Maryland Public Library Directory	2776
6	Marina - Services	2496
7	Maryland Public Library Directory	2263
8	About	1595
9	Dial-Up Access	1424
10	Committees	1415

May-13		
Title	URL	Views*
1	HeritageQuest	6488
2	Maryland Public Library Directory	3815
3	Maryland Public Library Directory	3116
4	Research Databases - Services	2704
5	Maryland Public Library Directory	2316
6	Marina - Services	2310
7	Search	2213
8	About	1204
9	Dial-Up Access	1108
10	Committees	1065

June-13		
Title	URL	Views*
1	HeritageQuest	6883
2	Maryland Public Library Directory	3401
3	Maryland Public Library Directory	2556
4	Marina - Services	2549
5	Maryland Public Library Directory	2129
6	Research Databases - Services	1148
7	Search	1122
8	About	1068
9	Committees	969
10	Dial-Up Access	921

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

Top 25 Pages on SAILOR Web Site

Fiscal Year 2013		
Title	Page	Views*
1	HeritageQuest	82125
2	Maryland Public Library Directory	40389
3	Maryland Public Library Directory	32974
4	Research Databases - Services	28184
5	Marina - Services	26626
6	Maryland Public Library Directory	26181
7	Search	20823
8	Dial-Up Access	12674
9	About	12386
10	Committees	10877
11	Services	9913
12	Links	8714
13	Sailor Network - Services	8617
14	Maryland Public Library Directory	8153
15	Student Research Center	7797
16	Sailor Videoconferencing Network (SVN) - Sei	6462
17	History Reference Center	5850
18	Contacts	5735
19	MAS Ultra - School Edition	5632
20	Middle Search Plus	3683
21	MasterFILE Premier	3505
22	Science Reference Center	3125
23	Untitled Page	2703
24	Committees	2585
25	Maryland Public Library Directory PDF	2460

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

Web Site Hosting Service (WSHS) Site Data

4th Quarter

Login	Agency	Views*
aacofb	Anne Arundel County Forest Conservancy District Board	4,460
aadpw	AA Co. Dept of Public Works	4,225
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	642,631
bcbf	Baltimore County Forestry Board	1,829
cecilfb	Cecil County Forestry Board	3,173
fcdss	Frederick County Department of Social Services	38,139
forvm	FORVM/ Forum for Rural Maryland	20,226
gcforest	Garrett County Forestry Board	2,564
gwib	GWIB/Work Force Investment Board	570
hcforest	Howard County Forestry Board	6,955
lhills	Landover Hills, Town of	18,779
maill	Maryland Interlibrary Loan Organization	2,008
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	17,136
mcforest	Montgomery Co. Forestry Board	1,555
mmctv	Montgomery Muni Cable	3,985
montgscd	Montgomery Soil Conservation District	10,770
perlit	Persianlit Online	17,472
qacfb	Queen Anne's County Forestry Board	565
vncc	North Chevy Chase, Village of	17,879
wcfb	Washington County Forestry Board	21,402
		836,323

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

Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY12	FY13
aacofb	Anne Arundel County Forest Conservancy District Board	12,990	18,816
aadpw	AA Co. Dept of Public Works	8,608	12,904
baltoafb	Baltimore City Forestry Board	14,900	5,927
baltocts	Circuit Court for Baltimore City	1,118,676	1,397,672
bafb	Baltimore County Forestry Board	7,226	6,020
cecilafb	Cecil County Forestry Board	9,361	12,810
fcfss	Frederick County Department of Social Services	95,954	139,639
forvm	FORVM/ Forum for Rural Maryland	83,278	81,404
gcforest	Garrett County Forestry Board	10,054	9,142
gwib	GWIB/Work Force Investment Board	930	2,377
hcforest	Howard County Forestry Board	18,957	26,139
lhills	Landover Hills, Town of	67,178	71,468
maill	Maryland Interlibrary Loan Organization	13,786	10,488
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	58,668	69,689
mcforest	Montgomery Co. Forestry Board	4,587	5,586
mmctv	Montgomery Muni Cable	12,712	14,682
montgscd	Montgomery Soil Conservation District	6,719	19,936
perlit	Persianlit Online	78,897	70,473
qacfb	Queen Anne's County Forestry Board	1,371	1,946
vncc	North Chevy Chase, Village of	26,911	42,657
wafb	Washington County Forestry Board	11,954	41,003
		1,663,717	2,060,778