



SAILOR PROJECT

FY2010

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



## FY2010 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 with Sailor funding, 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/May/June 2010 they also accomplished the following:

- ✓ In March, Collection Management Department Manager Lynn Stonesifer and database consultant Lyrasis surveyed the Maryland Electronic Resource Librarians group (MPERL) regarding their choices of research databases.
- ✓ In May, the Database Review Committee awarded a three-year contract (FY11-13) for Sailor databases to EBSCO for the following products: *MasterFile Premier* (a periodicals package); *History Reference Center*; *Science Reference Center*; *Student Research Center* which includes *Magazine Article Summaries*, Ultra School Edition, and *Middle Search Plus*; And, *Auto Repair Reference Center*. Also, ProQuest *Heritage Quest* (genealogy) was renewed for three years.
- ✓ IAD Chief Ann Smith and Sailor Service Coordinator Stuart Ragland continued working on content for the pages of the new Sailor website. The project involves weeding through the existing content, creating new information architecture, and designing new content. Web Department Manager Xiaoyu Zhou directed the effort to design the new graphic layout.
- ✓ Resource Delivery Manager Wendy Dobson continued to coordinate library training and testing for the upcoming migration to URSA 4, the software behind the public libraries' inter-library loan service, MARINA.
- ✓ Wide Area Network Administrator Michael Brown worked with service providers and Sailor Network customers in Washington and Garrett counties toward migration of the Sailor Point of Presence in Hagerstown to a temporary location during construction of the new Washington County Free Library main library, scheduled to begin this calendar year.

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

# SAILOR OPERATIONS CENTER BUDGET REPORT FY 2010

## Sailor Operations Center FY 2010 Expenditures thru 6/30/10

	<u>Budget</u>	<u>Expenditure</u>
Salaries	264,310.00	255,692.00
Benefits	90,932.00	82,814.00
Network Lines/Internet	990,000.00	919,167.00
Equipment (1)	109,900.00	136,586.00
Equipment/Software Maintenance	455,000.00	483,536.00
Miscellaneous (2)	<u>40,950.00</u>	<u>36,980.00</u>
<b>Subtotal</b>	1,951,092.00	1,914,775.00
Content Databases (3)	<u>521,492.00</u>	<u>562,991.00</u>
<b>Total</b>	2,472,584.00	2,477,766.00

(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 available on the Sailor network for public access

## SAILOR Information Resource Statistics

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
SAILOR Web Site Page Views <sup>†</sup>	1,656,230	356,092	335,166	391,497	573,475	1,649,635	328,557	387,517	440,517	493,044
SAILOR Home Page Views <sup>‡</sup>	130,538	38,552	24,793	31,440	35,753	161,347	32,505	36,360	40,723	51,759
SAILOR Visitors	313,455	76,221	72,163	87,641	77,430	294,453	68,872	71,771	73,254	80,556
WSHS Page Views	54,513,847	13,216,786	13,384,891	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	23,473	6,431	6,358	5,546	5,138	21,446	5,503	5,467	5,214	5,262
EBSCO - Automobile Repair Reference Center - Downloads	49,170	13,123	13,712	11,792	10,543	71,997	11,971	11,696	35,293	13,037
EBSCO - Automobile Repair Reference Center - Searches	36,856	9,815	9,880	8,908	8,253	34,025	8,837	8,720	8,188	8,280
World Book Sessions	80,847	8,821	12,574	22,505	36,947	78,455	20,887	27,067	17,716	12,785
World Book Views	56,329	12,668	23,951	13,206	6,504	54,914	12,466	16,668	17,035	8,745
World Book Searches	73,683	10,581	15,448	22,654	25,000	77,304	17,663	24,278	23,788	11,575
Cruise Account Production	3,783	874	939	946	1,024	4,399	1,046	1,126	1,089	1,138
Cruise Account Population (average)	1,048	997	1,010	1,087	1,098	1,188	1,194	1,177	1,173	1,206
V.I.P. Account Production	8	4	2	2	0	21	5	6	2	8
V.I.P. Account Population (average)	657	661	657	656	655	647	653	648	645	641
Video Conferences	6	2	2	2	0	8	2	1	2	3
Video Conference Participants	61	21	20	20	0	86	23	10	23	30

<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**

# SAILOR HeritageQuest Online

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>Searches by Database</b>										
Books	70,976	9,010	11,882	13,387	36,697	54,593	13,033	13,967	12,796	14,797
American Antiquarian Society	0					0				
U.S. Census	832,647	174,112	225,980	202,733	229,822	968,067	241,315	247,192	223,455	256,105
Freedman's Bank	31,831	1,613	2,118	4,739	23,361	8,851	2,006	2,823	1,547	2,475
Periodicals	102,346	4,345	5,951	18,918	73,132	28,722	6,906	8,365	5,932	7,519
Revolutionary War	17,054	3,192	4,265	3,384	6,213	18,191	4,248	5,046	4,109	4,788
U.S. Congress Actions	4,669	958	1,565	1,102	1,044	5,823	1,154	1,675	1,409	1,585
<b>Totals</b>	<b>1,059,523</b>	<b>193,230</b>	<b>251,761</b>	<b>244,263</b>	<b>370,269</b>	<b>1,084,247</b>	<b>268,662</b>	<b>279,068</b>	<b>249,248</b>	<b>287,269</b>
<b>Citation Abstracts by Database</b>										
Books	367,435	74,785	108,621	81,375	102,654	513,283	115,622	138,401	119,481	139,779
American Antiquarian Society	49,344	14,042	14,374	11,086	9,842	22,011	9,268	6,639	4,917	1,187
U.S. Census	1,559,800	318,216	431,703	367,658	442,223	1,817,512	459,242	485,860	409,639	462,771
Freedman's Bank	6,919	1,244	2,238	1,621	1,816	6,615	1,279	2,159	1,245	1,932
Periodicals	9,387	1,917	2,434	2,303	2,733	11,002	2,512	3,555	2,290	2,645
Revolutionary War	45,550	9,152	14,433	10,311	11,654	54,644	12,569	15,102	13,747	13,226
U.S. Congress Actions	4,302	751	1,549	946	1,056	6,551	1,113	1,918	1,639	1,881
<b>Totals</b>	<b>2,042,737</b>	<b>420,107</b>	<b>575,352</b>	<b>475,300</b>	<b>571,978</b>	<b>2,431,618</b>	<b>601,605</b>	<b>653,634</b>	<b>552,958</b>	<b>623,421</b>
<b>Documents by Delivery Method</b>										
Download : Citation Image	69	31	15	12	11	42	3	7	3	29
Download : Pdf	22,397	4,863	7,232	5,022	5,280	24,067	5,998	6,470	5,897	5,702
Download : Tif	2,794	576	968	602	648	4,023	707	748	1,460	1,108
On-Line Display : Citation	9,387	1,917	2,434	2,303	2,733	11,002	2,512	3,555	2,290	2,645
On-Line Display : Citation Image	1,984,843	408,198	558,054	461,527	557,064	2,362,699	586,010	635,339	536,275	605,075
On-Line Display : Pdf	12,306	2,125	3,492	3,508	3,181	15,252	3,487	3,831	3,575	4,359
On-Line Display : Tif	1		1			0				
Printer : Citation Image	10,940	2,397	3,156	2,326	3,061	14,533	2,888	3,684	3,458	4,503
<b>Totals</b>	<b>2,042,737</b>	<b>420,107</b>	<b>575,352</b>	<b>475,300</b>	<b>571,978</b>	<b>2,431,618</b>	<b>601,605</b>	<b>653,634</b>	<b>552,958</b>	<b>623,421</b>

Table 2

## SAILOR Gale Science Resource Center Use - SESSIONS

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>K12s</b>										
Science Resource Center (Inside)	40,232	3,782	9,720	9,450	17,280	117,163	24,395	32,016	41,477	19,275
Science Resource Center (Remote)	4,676	638	1,067	1,033	1,938	7,403	1,131	2,729	2,676	867
Totals	44,908	4,420	10,787	10,483	19,218	124,566	25,526	34,745	44,153	20,142
Inside / Remote	90% / 10%	86% / 14%	90% / 10%	90% / 10%	90% / 10%	94% / 6%	96% / 4%	92% / 8%	94% / 6%	96% / 4%

### Publics

Science Resource Center (Inside)	29,845	2,659	6,857	6,830	13,499	54,621	12,390	14,891	15,613	11,727
Science Resource Center (Remote)	2,674	542	955	759	418	7,087	1,085	2,163	2,697	1,142
Totals	32,519	3,201	7,812	7,589	13,917	61,708	13,475	17,054	18,310	12,869
Inside / Remote	92% / 8%	83% / 17%	88% / 12%	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
<b>K12s</b>										
Science Resource Center (Inside)	137,744	13,818	37,977	49,463	36,486	157,342	27,428	41,635	56,801	31,478
Science Resource Center (Remote)	14,870	1,535	4,446	4,327	4,562	11,848	1,562	4,002	4,669	1,615
Totals	152,614	15,353	42,423	53,790	41,048	169,190	28,990	45,637	61,470	33,093
Inside / Remote	90% / 10%	90% / 10%	90% / 10%	92% / 8%	89% / 11%	93% / 7%	95% / 5%	91% / 9%	92% / 8%	95% / 5%

### Publics

Science Resource Center (Inside)	5,318	560	2,010	1,548	1,200	7,290	1,112	2,033	2,798	1,347
Science Resource Center (Remote)	8,671	847	2,837	3,576	1,411	14,920	2,054	4,407	5,925	2,534
Totals	13,989	1,407	4,847	5,124	2,611	22,210	3,166	6,440	8,723	3,881
Inside / Remote	38% / 62%	40% / 60%	41% / 59%	30% / 70%	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
<b>K12s</b>										
Science Resource Center (Inside)	152,875	12,846	31,478	38,887	69,664	1,436,323	255,212	349,215	575,199	256,697
Science Resource Center (Remote)	15,612	1,765	3,112	3,846	6,889	101,139	14,070	37,370	37,892	11,807
Totals	168,487	14,611	34,590	42,733	76,553	1,537,462	269,282	386,585	613,091	268,504
Inside / Remote	91% / 9%	88% / 12%	91% / 9%	91% / 9%	91% / 9%	93% / 7%	95% / 5%	90% / 10%	94% / 6%	96% / 4%

### Publics

Science Resource Center (Inside)	103,736	9,416	20,038	23,837	50,445	244,043	50,482	69,293	74,517	49,751
Science Resource Center (Remote)	18,271	1,164	5,010	7,107	4,990	112,245	14,606	34,152	43,039	20,448
Totals	122,007	10,580	25,048	30,944	55,435	356,288	65,088	103,445	117,556	70,199
Inside / Remote	85% / 15%	89% / 11%	80% / 20%	77% / 23%	91% / 9%	68% / 32%	78% / 22%	67% / 33%	63% / 37%	71% / 29%

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## SAILOR Gale Databases

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
<b>Sessions (Users)</b>										
Books & Authors	13,852	2,686	3,312	2,757	5,097					
Custom Newspapers	68,550	13,229	15,557	20,978	18,786					
Discovering Collection	48,201	11,226	12,927	12,564	11,484					
Educator's Reference Complete	44,676	11,281	12,188	11,255	9,952					
Expanded Academic ASAP	36,845	11,252	13,387	7,594	4,612					
Gale History Resource Center	45,758	5,980	11,391	13,344	15,043					
Gale Virtual Reference Library	261,591	44,349	72,418	57,633	87,191					
Gardening, Landscape and Horticulture	33,392	8,220	8,512	8,658	8,002					
General OneFile	121,846	27,523	31,427	31,386	31,510					
General Reference Center Gold	148,074	12,143	11,026	42,836	82,069					
Health and Wellness Resource Center	46,482	5,497	10,694	11,310	18,981					
History Resource Center: World	38,509	5,222	10,403	12,602	10,282					
Home Improvement Collection	20,679	7,567	6,589	3,993	2,530					
Hospitality, Tourism and Leisure	32,148	8,237	7,576	8,500	7,835					
Insurance and Liability Collection	31,285	7,939	7,215	8,395	7,736					
Kids InfoBits	34,289	4,720	9,226	10,995	9,348					
Military and Intelligence Database	36,302	8,964	8,906	9,894	8,538					
Religion & Philosophy Collection	32,025	8,193	7,576	8,525	7,731					
Science Resource Center	77,427	7,621	18,599	18,072	33,135					
Small Business Resource Center	17,292	2,279	6,433	4,812	3,768					
Student Resource Center Bronze	53,702	12,415	15,435	14,440	11,412					
<b>Totals</b>	<b>1,242,925</b>	<b>226,543</b>	<b>300,797</b>	<b>320,543</b>	<b>395,042</b>					
<b>Downloads (Retrievals)</b>										
Books & Authors	15,477	2,751	3,381	2,848	6,497					
Custom Newspapers	11,605	1,952	2,487	2,621	4,545					
Discovering Collection	35,006	1,062	10,863	11,904	11,177					
Educator's Reference Complete	11,565	2,095	3,545	3,291	2,634					
Expanded Academic ASAP	15,629	2,850	5,676	4,530	2,573					
Gale History Resource Center	59,262	9,950	15,466	16,594	17,252					
Gale Virtual Reference Library	20,854	5,729	6,368	4,591	4,166					
Gardening, Landscape and Horticulture	1,209	131	281	316	481					
General OneFile	94,869	17,552	26,997	25,470	24,850					
General Reference Center Gold	13,926	2,018	3,280	4,420	4,208					
Health and Wellness Resource Center	19,619	4,368	5,675	5,111	4,465					
History Resource Center: World	47,112	7,592	12,822	15,132	11,566					
Home Improvement Collection	1,284	140	341	278	525					
Hospitality, Tourism and Leisure	809	121	239	197	252					
Insurance and Liability Collection	209	57	54	38	60					
Kids InfoBits	13,041	5,853	2,408	2,782	1,998					
Military and Intelligence Database	1,901	274	645	534	448					
Religion & Philosophy Collection	982	212	343	278	149					
Science Resource Center	166,603	16,760	40,856	40,558	68,429					
Small Business Resource Center	4,507	968	1,291	1,061	1,187					
Student Resource Center Bronze	46,848	3,094	16,743	15,517	11,494					
<b>Totals</b>	<b>582,317</b>	<b>85,529</b>	<b>159,761</b>	<b>158,071</b>	<b>178,956</b>					
<b>Searches</b>										
Books & Authors	21,673	3,674	4,582	3,821	9,596					
Custom Newspapers	66,537	19,721	22,991	13,689	10,136					
Discovering Collection	99,476	19,819	32,010	26,530	21,117					
Educator's Reference Complete	75,035	17,424	26,858	18,513	12,240					
Expanded Academic ASAP	49,676	16,433	18,223	9,778	5,242					
Gale History Resource Center	136,608	21,287	30,850	38,478	45,993					
Gale Virtual Reference Library	105,077	32,146	35,313	23,396	14,222					
Gardening, Landscape and Horticulture	32,459	11,681	11,057	5,347	4,374					
General OneFile	225,102	43,171	76,935	63,840	41,156					
General Reference Center Gold	87,142	19,594	31,303	25,026	11,219					
Health and Wellness Resource Center	137,334	18,003	30,040	36,241	53,050					
History Resource Center: World	108,807	16,443	24,941	34,617	32,806					
Home Improvement Collection	26,480	11,378	9,459	3,226	2,417					
Hospitality, Tourism and Leisure	26,414	11,820	9,487	3,104	2,003					
Insurance and Liability Collection	26,840	11,167	8,185	4,299	3,189					
Kids InfoBits	46,025	6,911	6,937	14,414	17,763					
Military and Intelligence Database	38,213	12,046	11,677	8,495	5,995					
Religion & Philosophy Collection	31,796	11,498	9,735	6,137	4,426					
Science Resource Center	290,494	25,191	59,640	73,677	131,986					
Small Business Resource Center	34,554	5,526	11,613	9,320	8,095					
Student Resource Center Bronze	131,944	23,646	46,593	37,131	24,574					
<b>Totals</b>	<b>1,797,686</b>	<b>358,579</b>	<b>518,429</b>	<b>459,079</b>	<b>461,599</b>					



## Top Ten Pages on SAILOR Web Site

April-10		
Title	URL	Views*
1	SAILOR: World Book	14342
2	SAILOR: HeritageQuest	10141
3	SAILOR Search	8469
4	SAILOR: Gale	7031
5	SAILOR: EBSCO	4845
6	Maryland Public Library Directory	4533
7	Access Maryland Public Libraries	3012
8	Marina	2799
9	Maryland Public Library Directory	2736
10	Maryland Statutes & Regulations	2550

May-10		
Title	URL	Views*
1	SAILOR: World Book	15555
2	SAILOR Search	10892
3	SAILOR: HeritageQuest	10546
4	SAILOR: Gale	6671
5	SAILOR: EBSCO	4823
6	Maryland Public Library Directory	4368
7	Maryland Public Library Directory	2791
8	Access Maryland Public Libraries	2774
9	Marina	2760
10	Maryland Famous People	2272

June-10		
Title	URL	Views*
1	SAILOR: HeritageQuest	9587
2	SAILOR: World Book	7909
3	SAILOR Search	7081
4	SAILOR: Gale Database	4278
5	SAILOR: EBSCO Database	3991
6	Maryland Public Library Directory	3914
7	Marina	2883
8	Access Maryland Public Libraries	2833
9	Maryland Public Library Directory	2555
10	Maryland Statutes & Regulations	2360

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

## Top 25 Pages on SAILOR Web Site

Fiscal Year 2010			
Title	Page	Views*	
1	SAILOR: World Book	<a href="http://www.sailor.lib.md.us/cgi-bin/worldbook">http://www.sailor.lib.md.us/cgi-bin/worldbook</a>	173090
2	SAILOR: HeritageQuest	<a href="http://www.sailor.lib.md.us/cgi-bin/hqo">http://www.sailor.lib.md.us/cgi-bin/hqo</a>	131783
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>	99645
4	SAILOR: Gale Database	<a href="http://www.sailor.lib.md.us/cgi-bin/gale">http://www.sailor.lib.md.us/cgi-bin/gale</a>	97541
5	SAILOR: EBSCO Database	<a href="http://www.sailor.lib.md.us/cgi-bin/ebSCO">http://www.sailor.lib.md.us/cgi-bin/ebSCO</a>	67499
6	Maryland Public Library Information	<a href="http://www.sailor.lib.md.us/pub_use/counties_short.cfm">http://www.sailor.lib.md.us/pub_use/counties_short.cfm</a>	48648
7	Access Maryland Public Libraries	<a href="http://www.sailor.lib.md.us/pub_use/county_map.cfm">http://www.sailor.lib.md.us/pub_use/county_map.cfm</a>	36134
8	Marina	<a href="http://www.sailor.lib.md.us/marina/">http://www.sailor.lib.md.us/marina/</a>	32553
9	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>	26502
10	Maryland Public Library Directory	<a href="http://www.sailor.lib.md.us/pub_use/counties_long.cfm">http://www.sailor.lib.md.us/pub_use/counties_long.cfm</a>	26343
11	Database Login Error	<a href="http://www.sailor.lib.md.us/help/refer/">http://www.sailor.lib.md.us/help/refer/</a>	13519
12	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>	13123
13	SAILOR Wireless Project	<a href="http://wireless.sailor.lib.md.us/photo.cfm">http://wireless.sailor.lib.md.us/photo.cfm</a>	11642
14	Maryland Famous People	<a href="http://www.sailor.lib.md.us/MD_topics/pla/_peo.html">http://www.sailor.lib.md.us/MD_topics/pla/_peo.html</a>	10777
15	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>	9362
16	Maryland Libraries	<a href="http://www.sailor.lib.md.us/MD_topics/lib/">http://www.sailor.lib.md.us/MD_topics/lib/</a>	8550
17	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>	8067
18	Maryland Counties Dept. of 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>	7596
19	Maryland A to Z	<a href="http://www.sailor.lib.md.us/MD_AtoZ/">http://www.sailor.lib.md.us/MD_AtoZ/</a>	7181
20	Actors, actresses, filmmakers, showbiz	<a href="http://www.sailor.lib.md.us/maryland/famous/act.html">http://www.sailor.lib.md.us/maryland/famous/act.html</a>	7111
21	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>	6626
22	About Sailor	<a href="http://www.sailor.lib.md.us/sailor/welcome.html">http://www.sailor.lib.md.us/sailor/welcome.html</a>	6308
23	Sailor Maryland Children	<a href="http://www.sailor.lib.md.us/MD_topics/kid/">http://www.sailor.lib.md.us/MD_topics/kid/</a>	6261
24	Maryland Animals	<a href="http://www.sailor.lib.md.us/MD_topics/res/env_ani.html">http://www.sailor.lib.md.us/MD_topics/res/env_ani.html</a>	6123
25	Limited Divorce Vs. Absolute Divorce	<a href="http://www.sailor.lib.md.us/md/docs/divorce/limit_absolute.txt">http://www.sailor.lib.md.us/md/docs/divorce/limit_absolute.txt</a>	6021

\* 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	39,103
gcforest	Garrett County Forestry Board	2,928
gwib	GWIB/Work Force Investment Board	281
hcforest	Howard County Forestry Board	5,650
hclc	Harbor City Learning Center	8,802
hhsband	Howard High School Band	1,535
lhills	Landover Hills, Town of	16,980
mail	Maryland Interlibrary Loan Organization	3,332
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	8,924
mcforest	Montgomery Co. Forestry Board	1,203
mdforest	MSAFADB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,630
mena	MD Emergency Number Association	115
mmctv	Montgomery Muni Cable	3,224
montgscd	Montgomery Soil Conservation District	691
mperl	Maryland Public Library Electronic Resource Librarians Group	474
msla	MD State Lottery Agency	12,513,790
mssa	MSDE / Md Student Services Alliance	25,190
perlit	Persianlit Online	27,165
qacfb	Queen Anne's County Forestry Board	422
soc	Sailor Operations Center	6,499
tespta	Timonium Elementary School PTA	438
vncc	North Chevy Chase, Village of	5,408
wcfb	Washington County Forestry Board	3,605
worsatty	Worcester Co. State's Attorney	3,681
		12,682,070

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

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

login	Agency	FY09	FY10
aacofb	Anne Arundel County Forest Conservancy District Board	7,078	8,527
aadpw	AA Co. Dept of Public Works	7,248	7,457
baltocfb	Baltimore City Forestry Board	22,236	28,321
baltocfs	Circuit Court for Baltimore City	843,618	919,494
bcbf	Baltimore County Forestry Board	29,794	30,097
cecilfb	Cecil County Forestry Board	7,191	9,369
dgs	MD Dept of General Services	1,037,169	1,301,459
fdcss	Frederick County Department of Social Services	75,113	75,457
forest	Carroll County Forest Conservancy Board	2,775	2,105
forvm	FORVM/ Forum for Rural Maryland	141,472	195,732
gcforest	Garrett County Forestry Board	10,597	11,161
gwib	GWIB/Work Force Investment Board	700	723
hcforest	Howard County Forestry Board	18,951	19,963
hclc	Harbor City Learning Center	23,034	32,082
hhsband	Howard High School Band	6,110	5,117
lhills	Landover Hills, Town of	73,678	64,213
maill	Maryland Interlibrary Loan Organization	13,543	13,636
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	59,597	42,834
mcforest	Montgomery Co. Forestry Board	5,811	5,954
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	10,317	9,489
mena	MD Emergency Number Association	1,157	1,121
mmctv	Montgomery Muni Cable	12,343	14,800
montgscd	Montgomery Soil Conservation District	2,052	2,454
mperl	Maryland Public Library Electronic Resource Librarians Group	1,587	2,427
msla	MD State Lottery Agency	69,073,282	50,358,288
mssa	MSDE / Md Student Services Alliance	134,916	128,481
perlit	Persianlit Online	91,041	102,431
qacfbf	Queen Anne's County Forestry Board	1,552	1,573
soc	Sailor Operations Center	24,745	43,331
tespta	Timonium Elementary School PTA	551	1,984
vncc	North Chevy Chase, Village of	23,993	22,418
wcfb	Washington County Forestry Board	6,327	11,296
worsatty	Worcester Co. State's Attorney	11,902	15,916
		71,781,480	53,489,710

**Table 3a**

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login	Agency	FY09	FY10
aacofb	Anne Arundel County Forest Conservancy District Board	7,078	8,527
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worsatty	Worcester Co. State's Attorney	11,902	15,916
		71,781,480	53,489,710

**Table 3a**

## SAILOR DATABASE COST PER DOWNLOAD ANALYSIS

Funding for a given Service Year is provided for in previous fiscal year's budget.

This Report: July 2009 through June 2010

Service Year		Cost	Downloads	Cost/Download
FY06	EBSCO ARRC	\$ 79,950	39,622	\$ 2.02
FY07	EBSCO ARRC	\$ 83,148	33,638	\$ 2.47
FY08	EBSCO ARRC	\$ 87,305	36,405	\$ 2.40
FY09	EBSCO ARRC	\$ 91,670	71,997	\$ 1.27
FY10	EBSCO ARRC	\$ 91,670	49,170	\$ 1.40

Service Year		Cost	Items	Cost/Item
FY05	HeritageQuest	\$ 115,390	2,776,630	\$ 0.04
FY06	HeritageQuest	\$ 121,160	2,876,369	\$ 0.04
FY07	HeritageQuest	\$ 127,220	2,517,899	\$ 0.05
FY08	HeritageQuest	\$ 136,125	2,202,713	\$ 0.06
FY09	HeritageQuest	\$ 145,655	2,431,618	\$ 0.06
FY10	HeritageQuest	\$ 152,940	2,042,737	\$ 0.06

Service Year		Cost	Articles	Cost/Article
FY08	WorldBook	\$ 75,000	66,164	\$ 1.13
FY09	WorldBook	\$ 78,750	54,914	\$ 1.43
FY10	WorldBook	\$ 98,437	56,329	\$ 1.31

Service Year		Cost	Full Texts	Cost/Full Text
FY07	Gale Science Res Ctr (MPL)		23,479	
	Gale Science Res Ctr (K12)		204,019	
	Gale Science Res Ctr (MPL+K12)	\$ 228,000	227,498	\$ 1.00
FY08	Gale Science Res Ctr (MPL)		24,163	
	Gale Science Res Ctr (K12)		168,554	
	Gale Science Res Ctr (Acad)		17,522	
	Gale Science Res Ctr (MPL+K12+MDL)	\$ 278,000	210,239	\$ 1.32
FY09	Gale Science Res Ctr (MPL)		22,210	
	Gale Science Res Ctr (K12)		169,190	
	Gale Science Res Ctr (MPL+K12)	\$ 278,000	191,400	\$ 1.45
FY10	Gale Science Res Ctr (MPL)	\$ 95,967	13,989	
	Gale Science Res Ctr (K12)	\$ 95,967	152,614	
	Gale Science Res Ctr (MPL+K12)	\$ 191,934	166,603	\$ 0.86
FY10	Gale OneFile	\$ 201,536		
	Gale Small Bus RC	\$ 47,981		
	Gale U.S.&World History RC	\$ 43,187		
	Gale Health&Wellness RC	\$ 62,381		
	Gale Books&Authors	\$ 47,981		
	Gale Package net of SciRC	\$ 403,066	415,714	\$ 0.73
FY10	Gale Package FY2010	\$ 595,000	582,317	\$ 0.77