



SAILOR

FY2011

FIRST QUARTER REPORT

JULY - SEPTEMBER 2010

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

FY2011 First 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 July/August/September 2010 they also applied their efforts to the following:

- ✓ Introduced the new suite of Sailor databases purchased through a three year contract with EBSCO Publishing which provides the following online databases for all Maryland public libraries and Maryland K12 public schools: *MasterFile Premier* (a periodicals package); *History Reference Center*; *Science Reference Center*; and, *Auto Repair Reference Center*. Also included for Maryland public libraries: *Student Research Center* which incorporates *Magazine Article Summaries*, *Ultra School Edition*, and *Middle Search Plus*. Authentication for library customers using the databases via library websites at non-library locations, and for students using the databases off-campus through a school's website is via geo-location.
- ✓ Renewed the contract with ProQuest, for *Heritage Quest*, a genealogical research tool that is one of the most popular (highest usage) of all Sailor subscriptions.
- ✓ Provided technical support to the county libraries for database access configuration issues. Training webinars for library staff were held by EBSCO.
- ✓ Continued working on the redesign of the Sailor website. Began posting new informational pages to the content management system, Ektron. Began merging information from related sites that will be retired (SAC, SOC, SNMG, MPERL) into Ektron.
- ✓ Continued installations, training and testing of Marina/URSA 4.2 for statewide resource sharing services.
- ✓ Upgraded connection in Montgomery County (Rockville) from OC3 to a fiber (GigE/1,000 mbps) connection from Comcast, which doubled capacity to 300 mbps while decreasing cost by 2/3.
- ✓ Upgraded Howard County Comcast from 25 mbps to 40 mbps.
- ✓ Upgraded Harford County Comcast from 25 mbps to 40 mbps.

- ✓ Installed fiber at 6 St. Paul to make better use of lower cost services from other networks.
- ✓ Began using a networkMaryland fiber connection from Oakland to 6 St. Paul to connect Ruth Enlow Library to SOC at 10 Mbps. This connection replaces the Oakland-to-Hagerstown T1 bundle resulting in a 60% cost savings while increasing bandwidth by 1Mbps.
- ✓ Began routing IPv6 over the Sailor network. IPv6 is the next generation of routing protocols, replacing IPv4 which is running out of space. Began exchanging IPv6 routes with Cogent. Made first allocation of IPv6 address space to Calvert Co. Government.

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

SAILOR Information Resource Statistics

	FY2011	4q11	3q11	2q11	1q11	FY2010	4q10	3q10	2q10	1q10
SAILOR Web Site Page Views [†]	268,181				268,181	1,656,230	356,092	335,166	391,497	573,475
SAILOR Home Page Views [‡]	47,554				47,554	130,538	38,552	24,793	31,440	35,753
SAILOR Visitors	60,548				60,548	313,455	76,221	72,163	87,641	77,430
WSHS Page Views	12,898,689				12,898,689	54,513,847	13,216,786	13,384,891	12,649,520	15,262,650
Cruise Account Production	769				769	3,783	874	939	946	1,024
Cruise Account Population (average)	931				931	1,048	997	1,010	1,087	1,098
V.I.P. Account Production	5				5	8	4	2	2	2
V.I.P. Account Population (average)	668				668	657	661	657	656	655
Video Conferences	1				1	6	2	2	2	0
Video Conference Participants	9				9	61	21	20	20	0

[†] *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

	FY2011	4q11	3q11	2q11	1q11	FY2010	4q10	3q10	2q10	1q10
Searches by Database										
Books	8,576				8,576	70,976	9,010	11,882	13,387	36,697
American Antiquarian Society	0					0				
U.S. Census	200,052				200,052	832,647	174,112	225,980	202,733	229,822
Freedman's Bank	1,559				1,559	31,831	1,613	2,118	4,739	23,361
Periodicals	4,688				4,688	102,346	4,345	5,951	18,918	73,132
Revolutionary War	3,469				3,469	17,054	3,192	4,265	3,384	6,213
U.S. Congress Actions	915				915	4,669	958	1,565	1,102	1,044
Totals	219,259				219,259	1,059,523	193,230	251,761	244,263	370,269
Citation Abstracts by Database										
Books	74,434				74,434	367,435	74,785	108,621	81,375	102,654
American Antiquarian Society	15,316				15,316	49,344	14,042	14,374	11,086	9,842
U.S. Census	389,622				389,622	1,559,800	318,216	431,703	367,658	442,223
Freedman's Bank	1,124				1,124	6,919	1,244	2,238	1,621	1,816
Periodicals	2,070				2,070	9,387	1,917	2,434	2,303	2,733
Revolutionary War	10,364				10,364	45,550	9,152	14,433	10,311	11,654
U.S. Congress Actions	954				954	4,302	751	1,549	946	1,056
Totals	493,884				493,884	2,042,737	420,107	575,352	475,300	571,978
Documents by Delivery Method										
Download : Citation Image	7				7	69	31	15	12	11
Download : Pdf	4,186				4,186	22,397	4,863	7,232	5,022	5,280
Download : Tif	666				666	2,794	576	968	602	648
On-Line Display : Citation	2,070				2,070	9,387	1,917	2,434	2,303	2,733
On-Line Display : Citation Image	482,205				482,205	1,984,843	408,198	558,054	461,527	557,064
On-Line Display : Pdf	2,109				2,109	12,306	2,125	3,492	3,508	3,181
On-Line Display : Tif	0					1		1		
Printer : Citation Image	2,641				2,641	10,940	2,397	3,156	2,326	3,061
Totals	493,884				493,884	2,042,737	420,107	575,352	475,300	571,978

Table 2

SAILOR EBSCO Databases

	FY2011	4q11	3q11	2q11	1q11	FY2010	4q10	3q10	2q10	1q10
Sessions (Users)										
Automobile Repair Reference Center	6,679				6,679	23,473	6,431	6,358	5,546	5,138
Columbia Encyclopedia	45				45					
Funk & Wagnalls New World Encyclopedia	891				891					
History Reference Center	3,090				3,090					
MAS Ultra - School Edition	1,790				1,790					
MasterFILE Premier	10,404				10,404					
Middle Search Plus	4,179				4,179					
Science Image Collection	79				79					
Science Reference Center	3,072				3,072					
World History Image Collection	108				108					
Totals	30,337				30,337	23,473	6,431	6,358	5,546	5,138
Downloads (Retrievals)										
Automobile Repair Reference Center	14,775				14,775	49,170	13,123	13,712	11,792	10,543
Columbia Encyclopedia	46				46					
Funk & Wagnalls New World Encyclopedia	520				520					
History Reference Center	3,604				3,604					
MAS Ultra - School Edition	1,181				1,181					
MasterFILE Premier	15,664				15,664					
Middle Search Plus	1,195				1,195					
Science Image Collection	8				8					
Science Reference Center	3,340				3,340					
World History Image Collection	30				30					
Totals	40,363				40,363	49,170	13,123	13,712	11,792	10,543
Searches										
Automobile Repair Reference Center	10,476				10,476	36,856	9,815	9,880	8,908	8,253
Columbia Encyclopedia	106				106					
Funk & Wagnalls New World Encyclopedia	2,504				2,504					
History Reference Center	8,041				8,041					
MAS Ultra - School Edition	4,585				4,585					
MasterFILE Premier	27,283				27,283					
Middle Search Plus	6,558				6,558					
Science Image Collection	125				125					
Science Reference Center	8,456				8,456					
World History Image Collection	194				194					
Totals	68,328				68,328	36,856	9,815	9,880	8,908	8,253

Table 3

SAILOR DATABASE COST PER DOWNLOAD - FY2011

July-August-September update

The 1st quarter costs/download were calculated by the dividing 25% of the database cost by the number of downloads.

Service Year		Cost	Downloads	Cost/Download
	EBSCO			
FY11	Automobile RRC (MPL)		14,775	
	Austomobile RRC (K12)		261	
	Columbia Encyclopedia (MPL)		46	
	Columbia Encyclopedia (K12)		6	
	Funk & Wagnalls (MPL)		520	
	Funk & Wagnalls (K12)		216	
	History Reference Center (MPL)		3,604	
	History Reference Center (K12)		2,548	
	MasterFile Premier (MPL)		15,664	
	MasterFile Premier (K12)		1,663	
	Middle Search Plus (MPL)		1,195	
	Middle Search Plus (K12)		454	
	Science Image Collection (MPL)		8	
	Science Image Collection (K12)		24	
	Science Reference Center (MPL)		3,350	
	Science Reference Center (K12)		3,969	
	World History Image Collection (MPL)		30	
	World History Image Collection (K12)		75	
	MAS Ultra (MPL only)		1,181	
FY11	EBSCO databases	\$ 410,000.00	49,589	\$ 2.07
	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	493,884	\$ 0.08

Top Ten Pages on SAILOR Web Site

July-10			
Title	URL	Views*	
1	SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	11230
2	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	4399
3	Marina	http://www.sailor.lib.md.us/marina/	3079
4	Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	3019
5	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2859
6	SAILOR: World Book	http://www.sailor.lib.md.us/cgi-bin/worldbook	2735
7	SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.sailor	2414
8	Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	2208
9	SAILOR: EBSCO Database	http://www.sailor.lib.md.us/cgi-bin/ebSCO	2018
10	Maryland Public Library Directory	http://directory.sailor.lib.md.us/	1789

August-10			
Title	URL	Views*	
1	SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	11224
2	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	4449
3	Marina	http://www.sailor.lib.md.us/marina/	3115
4	Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	3084
5	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2990
6	SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.sailor	2612
7	Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	2080
8	Maryland Public Library Directory	http://directory.sailor.lib.md.us/	1898
9	SAILOR: EBSCO Database	http://www.sailor.lib.md.us/cgi-bin/ebSCO	1597
10	Periodicals in Maryland Libraries	http://www.sailor.lib.md.us/MD_topics/lib/piml.pdf	1429

September-10			
Title	URL	Views*	
1	SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	10005
2	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	4113
3	Marina	http://www.sailor.lib.md.us/marina/	3284
4	Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2919
5	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2793
6	SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.sailor	2759
7	Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	1982
8	Maryland Public Library Directory	http://directory.sailor.lib.md.us/	1666
9	SAILOR Wireless Project	http://wireless.sailor.lib.md.us/photo.cfm	1389
10	SAILOR: EBSCO Database	http://www.sailor.lib.md.us/cgi-bin/ebSCO	1376

* 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	42,221
gcforest	Garrett County Forestry Board	2,512
gwib	GWIB/Work Force Investment Board	251
hcforest	Howard County Forestry Board	5,260
hclc	Harbor City Learning Center	7,826
hhsband	Howard High School Band	1,254
lhills	Landover Hills, Town of	16,407
mail	Maryland Interlibrary Loan Organization	3,857
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	12,634
mcforest	Montgomery Co. Forestry Board	1,265
mdforest	MSAFCDDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,658
mena	MD Emergency Number Association	91
mmctv	Montgomery Muni Cable	3,595
montgscd	Montgomery Soil Conservation District	1,175
mperl	Maryland Public Library Electronic Resource Librarians Group	452
msla	MD State Lottery Agency	12,289,588
mssa	MSDE / Md Student Services Alliance	26,951
perlit	Persianlit Online	20,131
qacfbd	Queen Anne's County Forestry Board	385
soc	Sailor Operations Center	5,095
tespta	Timonium Elementary School PTA	545
vncc	North Chevy Chase, Village of	5,479
wcfb	Washington County Forestry Board	2,850
worsatty	Worcester Co. State's Attorney	4,437
		12,456,919

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