SAILOR

FY2011

SECOND QUARTER REPORT

OCTOBER – DECEMBER 2010

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

FY2011 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 2010 they also accomplished the following:

- ✓ Launched the redesigned Sailor website in November with a brand-new look and revised content. The new site contains updated information about Sailor and merged with redundant content from the SAC and other related websites. All text has been entered into Ektron, the content management system on which the new Sailor website is built. The website was presented to the Sailor Advisory Committee in October and to the SLRC Commission in November 2010.

- ✓ Moved the Sailor point of presence (PoP) in Washington County from the Central Library on Potomac Street in Hagerstown in early November 2010 to the temporary administrative offices on Tandy Drive to prepare for the November 10th closure of the Central Library for renovation.

- ✓ Moved the Sailor PoP at Talbot County Free Library on West Dover Street, Easton, in December 2010, to the temporary TCFL headquarters on Glebe Road, using a wireless link, due to closure of the Central Library for renovation.

- ✓ Partnered with Dorchester County IT to obtain a fiber connection from the Cambridge library to the local Sailor PoP. When installed, capacity will be increased 10x while lowering cost by 75%.

- ✓ Completed the Sailor Security Audit, conducted by an outside firm. The audit revealed that SOC maintains a well-protected network. An executive summary of this report was presented to the Sailor Advisory Committee at their December meeting.

- ✓ Completed a comprehensive Disaster Recovery Plan, detailing steps to mitigate failures or degradation of the network or its services. An executive summary of this report was presented to the Sailor Advisory Committee at their December meeting.

- ✓ Resumed URSA 4.2.1 testing in November with Allegany County (TLC) and Garrett County (TLC) and Carroll County (Polaris) and Prince Georges County (Polaris.) Staff from Pratt and Carroll County plan to visit Prince Georges County in January to check Polaris configurations and to help with workflow issues. Once workflow and

configuration issues have been resolved in Prince Georges County, we will consult with Polaris and SirsiDynix about initiating configurations and testing with Baltimore County, Howard County, and Talbot County.

✓ The developers have begun working on the code for the new release URSA 4.2.1 which has been planned to fix the pending issues we identified during the testing process. There has been some progress with the courier codes for the printing wrappers issue, and SirsiDynix informs us that the code will be published for us to review in January. The developers have also been making some progress on setting up the workflow for OCLC requests and the blank form for copy requests. The plan continues to be to deliver code every couple of weeks and have us review and test it. SirsiDynix still expects that this process will take until February 2011. Testing with Polaris will continue as planned.

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[†]	489,838			221,657	268,181	1,656,230	356,092	335,166	391,497	573,475
SAILOR Home Page Views[‡]	94,530			46,976	47,554	130,538	38,552	24,793	31,440	35,753
SAILOR Visitors	107,836			47,288	60,548	313,455	76,221	72,163	87,641	77,430
WSHS Page Views	22,893,009			9,994,320	12,898,689	54,513,847	13,216,786	13,384,891	12,649,520	15,262,650
Cruise Account Production	1,528			759	769	3,783	874	939	946	1,024
Cruise Account Population (average)	905			880	929	1,048	997	1,010	1,087	1,098
V.I.P. Account Production	8			3	5	8	4	2	2	
V.I.P. Account Population (average)	670			671	668	657	661	657	656	655
Video Conferences	3			2	1	6	2	2	2	0
Video Conference Participants	30			21	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	16,301			7,725	8,576	70,976	9,010	11,882	13,387	36,697
American Antiquarian Society	0					0				
U.S. Census	360,395			160,343	200,052	832,647	174,112	225,980	202,733	229,822
Freedman's Bank	3,604			2,045	1,559	31,831	1,613	2,118	4,739	23,361
Periodicals	9,005			4,317	4,688	102,346	4,345	5,951	18,918	73,132
Revolutionary War	6,048			2,579	3,469	17,054	3,192	4,265	3,384	6,213
U.S. Congress Actions	1,879			964	915	4,669	958	1,565	1,102	1,044
Totals	397,232			177,973	219,259	1,059,523	193,230	251,761	244,263	370,269
Citation Abstracts by Database										
Books	130,244			55,810	74,434	367,435	74,785	108,621	81,375	102,654
American Antiquarian Society	27,375			12,059	15,316	49,344	14,042	14,374	11,086	9,842
U.S. Census	738,160			348,538	389,622	1,559,800	318,216	431,703	367,658	442,223
Freedman's Bank	2,492			1,368	1,124	6,919	1,244	2,238	1,621	1,816
Periodicals	4,025			1,955	2,070	9,387	1,917	2,434	2,303	2,733
Revolutionary War	17,900			7,536	10,364	45,550	9,152	14,433	10,311	11,654
U.S. Congress Actions	1,887			933	954	4,302	751	1,549	946	1,056
Totals	922,083			428,199	493,884	2,042,737	420,107	575,352	475,300	571,978
Documents by Delivery Method										
Download : Citation Image	10			3	7	69	31	15	12	11
Download : Pdf	7,996			3,810	4,186	22,397	4,863	7,232	5,022	5,280
Download : Tif	1,629			963	666	2,794	576	968	602	648
On-Line Display : Citation	4,025			1,955	2,070	9,387	1,917	2,434	2,303	2,733
On-Line Display : Citation Image	899,233			417,028	482,205	1,984,843	408,198	558,054	461,527	557,064
On-Line Display : Pdf	3,967			1,858	2,109	12,306	2,125	3,492	3,508	3,181
On-Line Display : Tif	0					1		1		
Printer : Citation Image	5,223			2,582	2,641	10,940	2,397	3,156	2,326	3,061
Totals	922,083			428,199	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	12,707			6,028	6,679	23,473	6,431	6,358	5,546	5,138
Columbia Encyclopedia	200			155	45					
Funk & Wagnalls New World Encyclopedia	4,202			3,311	891					
History Reference Center	16,525			13,435	3,090					
MAS Ultra - School Edition	8,354			6,564	1,790					
MasterFILE Premier	30,355			19,951	10,404					
Middle Search Plus	12,841			8,662	4,179					
Science Image Collection	807			728	79					
Science Reference Center	13,280			10,208	3,072					
World History Image Collection	1,286			1,178	108					
Totals	100,557			70,220	30,337	23,473	6,431	6,358	5,546	5,138
Downloads (Retrievals)										
Automobile Repair Reference Center	26,768			11,993	14,775	49,170	13,123	13,712	11,792	10,543
Columbia Encyclopedia	247			201	46					
Funk & Wagnalls New World Encyclopedia	1,863			1,343	520					
History Reference Center	22,177			18,573	3,604					
MAS Ultra - School Edition	5,644			4,463	1,181					
MasterFILE Premier	55,122			39,458	15,664					
Middle Search Plus	4,853			3,658	1,195					
Science Image Collection	201			193	8					
Science Reference Center	12,726			9,386	3,340					
World History Image Collection	256			226	30					
Totals	129,857			89,494	40,363	49,170	13,123	13,712	11,792	10,543
Searches										
Automobile Repair Reference Center	19,998			9,522	10,476	36,856	9,815	9,880	8,908	8,253
Columbia Encyclopedia	439			333	106					
Funk & Wagnalls New World Encyclopedia	9,598			7,094	2,504					
History Reference Center	41,193			33,152	8,041					
MAS Ultra - School Edition	20,098			15,513	4,585					
MasterFILE Premier	79,989			52,706	27,283					
Middle Search Plus	22,802			16,244	6,558					
Science Image Collection	1,488			1,363	125					
Science Reference Center	34,823			26,367	8,456					
World History Image Collection	2,182			1,988	194					
Totals	232,610			164,282	68,328	36,856	9,815	9,880	8,908	8,253

Table 3

SAILOR DATABASE COST PER DOWNLOAD - Mid-Year FY2011

July-December update

50% of the database costs were divided by the number of downloads to date to calculate the mid-year costs/download.

Service Year		Cost	Downloads	Cost/Download
	EBSCO			
FY11	Automobile RRC (MPL)		26,768	
	Austomobile RRC (K12)		694	
	Columbia Encyclopedia (MPL)		247	
	Columbia Encyclopedia (K12)		116	
	Funk & Wagnalls (MPL)		1,763	
	Funk & Wagnalls (K12)		1,205	
	History Reference Center (MPL)		22,177	
	History Reference Center (K12)		35,793	
	MasterFile Premier (MPL)		55,122	
	MasterFile Premier (K12)		15,850	
	Middle Search Plus (MPL)		4,853	
	Middle Search Plus (K12)		183,170	
	Science Image Collection (MPL)		201	
	Science Image Collection (K12)		175,063	
	Science Reference Center (MPL)		16,076	
	Science Reference Center (K12)		712,905	
	World History Image Collection (MPL)		256	
	World History Image Collection (K12)		275,215	
	MAS Ultra (MPL only)		5,644	
FY11	EBSCO databases	$ 410,000.00	1,533,118	$ 0.13
	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	922,083	$ 0.08

Table 4

Top Ten Pages on SAILOR Web Site

	October-10		
	Title	**URL**	**Views***
1	SAILOR: HeritageQuest	http://www.sailor.lib.md.us/cgi-bin/hqo	9478
2	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3932
3	Marina	http://www.sailor.lib.md.us/marina/	3262
4	SAILOR Search	http://www.sailor.lib.md.us/cgi-bin/search.sailor	2875
5	Access Maryland Public Libraries	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2687
6	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2602
7	Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	2208
8	Maryland Public Library Directory	http://directory.sailor.lib.md.us/	1631
9	Maryland Famous People	http://www.sailor.lib.md.us/MD_topics/pla/_peo.html	999
10	SAILOR: EBSCO Database	http://www.sailor.lib.md.us/cgi-bin/ebsco	979

	November-10		
	Title	**URL**	**Views***
1	HeritageQuest : SAILOR	http://www.sailor.lib.md.us/cgi-bin/hqo	6539
2	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	4016
3	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2967
4	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2820
5	Marina - Services : SAILOR	http://www.sailor.lib.md.us/marina/	2200
6	HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	2115
7	Search : SAILOR	http://www.sailor.lib.md.us/cgi-bin/search.sailor	2080
8	Maryland Statutes & Regulations	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	1636
9	Periodicals in Maryland Libraries	http://www.sailor.lib.md.us/MD_topics/lib/piml.pdf	713
10	SAILOR: EBSCO Database	http://www.sailor.lib.md.us/cgi-bin/ebsco	684

	December-10		
	Title	**URL**	**Views***
1	Search : SAILOR	http://www.sailor.lib.md.us/search/	9719
2	HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	7287
3	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	3494
4	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3347
5	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2495
6	Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	2442
7	Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1788
8	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/	1061
9	Services : SAILOR	http://www.sailor.lib.md.us/services/	933
10	Links : SAILOR	http://www.sailor.lib.md.us/links/	901

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

Table 5

Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aacofb	Anne Arundel County Forest Conservancy District Board	2,367
aadpw	AA Co. Dept of Public Works	2,200
baltocfb	Baltimore City Forestry Board	6,417
baltocts	Circuit Court for Baltimore City	209,188
bcfb	Baltimore County Forestry Board	8,090
cecilfb	Cecil County Forestry Board	2,272
dgs	MD Dept of General Services	158,416
fcdss	Frederick County Department of Social Services	23,813
forest	Carroll County Forest Conservancy Board	451
forvm	FORVM/ Forum for Rural Maryland	37,017
gcforest	Garrett County Forestry Board	3,023
gwib	GWIB/Work Force Investment Board	418
hcforest	Howard County Forestry Board	5,223
lhills	Landover Hills, Town of	16,325
maill	Maryland Interlibrary Loan Organization	3,727
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	11,291
mcforest	Montgomery Co. Forestry Board	1,208
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,634
mena	MD Emergency Number Association	83
mmctv	Montgomery Muni Cable	3,452
montgscd	Montgomery Soil Conservation District	1,055
mperl	Maryland Public Library Electronic Resource Librarians Group	528
msla	MD State Lottery Agency	9,434,304
mssa	MSDE / Md Student Services Alliance	23,092
perlit	Persianlit Online	21,478
qacfbd	Queen Anne's County Forestry Board	396
soc	Sailor Operations Center	3,294
tespta	Timonium Elementary School PTA	489
vncc	North Chevy Chase, Village of	6,072
wcfb	Washington County Forestry Board	2,547
worsatty	Worcester Co. State's Attorney	3,450
		9,956,594

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

Table 6