SAILOR

FY2011

FOURTH QUARTER REPORT
APRIL – JUNE 2011

AND

ANNUAL REPORT

FY2011 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 2011 they also accomplished the following:

- ✓ The annual subscriptions for SAILOR research databases were renewed in June for FY12 in accordance with the three-year contracts with EBSCO and ProQuest. The LYRASIS consultant offered database trials to the MPERLs in April and May following up on requests from the March meeting. Pricing for several products is now under consideration by interested libraries.

- ✓ Baltimore County Public Library has made a decision to become a part of the Sailor Network following a meeting of their administrative and technical staff with Pratt staff on 4/15/11. Pratt staff hosted a tour of the SOC area and introduced BCPL technical staff to Sailor personnel on May 12, 2011

- ✓ Sailor Operations Center staff has extended the current 90-day expiration date of Sailor Cruise Accounts to 180 days beginning July 18, 2011, and are continuing to review the feasibility of online renewal.

- ✓ The Systems Department Manager re-negotiated the contract with Comcast during the early summer, 2011, and consequently all Sailor sites using Comcast (Anne Arundel, Baltimore, Frederick, Harford, Howard, Montgomery, Prince Georges, SMRLA, Wicomico) will enjoy increased bandwidth while reducing costs beginning in FY2012.

- ✓ In early May, the Resource Sharing Software Exploration Team (RSSET) was officially reconvened to investigate alternatives to URSA for the inter-library loan application underlying MARINA. Members were asked to review a draft of a Request for Information (RFI) before it was sent to vendors. Should a decision be made in the near future to change vendors for this important Maryland service, we need to be as prepared as possible to make an informed decision based on research of the critical features and criteria needed. On May 24, 2011 after review and input by the RSSET team, a Request for Information (RFI) was sent to the following vendors: Auto-Graphics, Inc., OCLC, Relais International and SirsiDynix. Responses were due on July 14, 2011.

- ✓ On May 26, 2011 Harford County migrated from Horizon to Polaris and is ready to re-test with URSA 4.2.

✓ Testing with Baltimore County Public Library, Kent County Public Library and Talbot County Free Library has been moving very slowly. Kent and Talbot tried a few tests, but BCPL has not been able to test due to ongoing National Circulation Interchange Protocol (NCIP) issues. On June 14, BCPL sent an update to say that Polaris had done some work on the NCIP issues. Pending confirmation testing should resume in early July.

✓ The Information Access Division Chief, Ann Smith, met with Berit Nelson, Vice President, Library Relations, SirsiDynix and Anne Arthur, Manager, ILS Production Management, SirsiDynix at the ALA Annual Conference in late June to discuss the status of the URSA product, plans for the upgrade and the RFI.

✓ The RSSET team will meet on August 31, 2011 at the Enoch Pratt Free Library, Orleans St. Branch for vendor presentations and demos.

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

Sailor Operations Center
FY 2011 Expenditures

	Budget	Expenditure
Salaries	296,419.00	266,204.00
Benefits	89,798.00	83,227.00
Network Lines/Internet	970,000.00	772,113.00
Equipment (1)	109,900.00	406,152.00
Equipment/Software Maintenance	455,000.00	550,097.00
Miscellaneous (2)	40,950.00	32,136.00
Subtotal	1,962,067.00	2,109,929.00
Content Databases (3)	570,959.00	562,940.00
Total	2,533,026.00	2,672,869.00

(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 research databases licensed for public access, funded as part of the Sailor allocation from the SLRC budget.

SAILOR DATABASE COST PER DOWNLOAD - FY2011

Service Year		Cost	Downloads	Cost/Download
	EBSCO			
FY11	Automobile RRC (MPL)		50,783	
	Austomobile RRC (K12)		1,183	
	Columbia Encyclopedia (MPL)		432	
	Columbia Encyclopedia (K12)		244	
	Funk & Wagnalls (MPL)		6,962	
	Funk & Wagnalls (K12)		3,588	
	History Reference Center (MPL)		50,710	
	History Reference Center (K12)		58,022	
	MasterFile Premier (MPL)		123,234	
	MasterFile Premier (K12)		45,146	
	Middle Search Plus (MPL)		13,981	
	Science Image Collection (MPL)		289	
	Science Image Collection (K12)		290	
	Science Reference Center (MPL)		25,139	
	Science Reference Center (K12)		34,464	
	World History Image Collection (MPL)		591	
	World History Image Collection (K12)		3,140	
	MAS Ultra (MPL only)		15,458	
FY11	EBSCO databases	$ 410,000.00	433,656	$ 0.95
	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

SAILOR **Information Resource Statistics**

	FY2011	4q11	3q11	2q11	1q11	FY2010	4q10	3q10	2q10	1q10
SAILOR Web Site Page Views[†]	779,273	122,868	166,567	221,657	268,181	1,656,230	356,092	335,166	391,497	573,475
SAILOR Home Page Views[‡]	167,279	22,823	49,926	46,976	47,554	130,538	38,552	24,793	31,440	35,753
SAILOR Visitors	164,212	26,139	30,237	47,288	60,548	313,455	76,221	72,163	87,641	77,430
WSHS Page Views	24,043,421	463,740	686,672	9,994,320	12,898,689	54,513,847	13,216,786	13,384,891	12,649,520	15,262,650
Cruise Account Production	2,942	662	752	759	769	3,783	874	939	946	1,024
Cruise Account Population (average)	852	776	821	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	668	671	671	668	657	661	657	656	655
Video Conferences	7	3	1	2	1	6	2	2	2	0
Video Conference Participants	65	26	9	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	44,292	8,369	19,622	7,725	8,576	70,976	9,010	11,882	13,387	36,697
American Antiquarian Society	0					0				
U.S. Census	922,803	170,552	391,856	160,343	200,052	832,647	174,112	225,980	202,733	229,822
Freedman's Bank	9,851	1,889	4,358	2,045	1,559	31,831	1,613	2,118	4,739	23,361
Periodicals	25,104	5,162	10,937	4,317	4,688	102,346	4,345	5,951	18,918	73,132
Revolutionary War	16,206	3,286	6,872	2,579	3,469	17,054	3,192	4,265	3,384	6,213
U.S. Congress Actions	5,182	926	2,377	964	915	4,669	958	1,565	1,102	1,044
Totals	1,023,438	190,184	436,022	177,973	219,259	1,059,523	193,230	251,761	244,263	370,269
Citation Abstracts by Database										
Books	357,879	67,059	160,576	55,810	74,434	367,435	74,785	108,621	81,375	102,654
American Antiquarian Society	76,506	15,112	34,019	12,059	15,316	49,344	14,042	14,374	11,086	9,842
U.S. Census	1,804,988	312,588	754,240	348,538	389,622	1,559,800	318,216	431,703	367,658	442,223
Freedman's Bank	8,273	1,507	4,274	1,368	1,124	6,919	1,244	2,238	1,621	1,816
Periodicals	11,310	2,187	5,098	1,955	2,070	9,387	1,917	2,434	2,303	2,733
Revolutionary War	50,983	11,541	21,542	7,536	10,364	45,550	9,152	14,433	10,311	11,654
U.S. Congress Actions	5,791	662	3,242	933	954	4,302	751	1,549	946	1,056
Totals	2,315,730	410,656	982,991	428,199	493,884	2,042,737	420,107	575,352	475,300	571,978
Documents by Delivery Method										
Download : Citation Image	51	17	24	3	7	69	31	15	12	11
Download : Pdf	19,033	4,860	6,177	3,810	4,186	22,397	4,863	7,232	5,022	5,280
Download : Tif	3,185	410	1,146	963	666	2,794	576	968	602	648
On-Line Display : Citation	9,013	2,187	2,801	1,955	2,070	9,387	1,917	2,434	2,303	2,733
On-Line Display : Citation Image	1,832,937	397,419	536,285	417,028	482,205	1,984,843	408,198	558,054	461,527	557,064
On-Line Display : Pdf	10,871	3,449	3,455	1,858	2,109	12,306	2,125	3,492	3,508	3,181
On-Line Display : Tif	1		1			1		1		
Printer : Citation Image	11,087	2,314	3,550	2,582	2,641	10,940	2,397	3,156	2,326	3,061
Totals	1,886,178	410,656	553,439	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	23,696	5,403	5,586	6,028	6,679	23,473	6,431	6,358	5,546	5,138
Columbia Encyclopedia	430	100	130	155	45					
Funk & Wagnalls New World Encyclopedia	90,652	49,665	36,785	3,311	891					
History Reference Center	118,996	55,742	46,729	13,435	3,090					
MAS Ultra - School Edition	100,267	52,102	39,811	6,564	1,790					
MasterFILE Premier	142,972	62,198	50,419	19,951	10,404					
Middle Search Plus	104,307	51,717	39,749	8,662	4,179					
Science Image Collection	7,979	2,925	4,247	728	79					
Science Reference Center	109,451	53,620	42,551	10,208	3,072					
World History Image Collection	13,667	4,686	7,695	1,178	108					
Totals	712,417	338,158	273,702	70,220	30,337	23,473	6,431	6,358	5,546	5,138
Downloads (Retrievals)										
Automobile Repair Reference Center	50,073	11,140	12,165	11,993	14,775	49,170	13,123	13,712	11,792	10,543
Columbia Encyclopedia	432	56	129	201	46					
Funk & Wagnalls New World Encyclopedia	6,962	2,613	2,486	1,343	520					
History Reference Center	50,710	10,221	18,312	18,573	3,604					
MAS Ultra - School Edition	15,458	4,642	5,172	4,463	1,181					
MasterFILE Premier	123,234	28,485	39,627	39,458	15,664					
Middle Search Plus	13,981	4,516	4,612	3,658	1,195					
Science Image Collection	289	72	16	193	8					
Science Reference Center	25,139	5,035	7,378	9,386	3,340					
World History Image Collection	591	110	225	226	30					
Totals	286,869	66,890	90,122	89,494	40,363	49,170	13,123	13,712	11,792	10,543
Searches										
Automobile Repair Reference Center	37,682	8,445	9,239	9,522	10,476	36,856	9,815	9,880	8,908	8,253
Columbia Encyclopedia	850	161	250	333	106					
Funk & Wagnalls New World Encyclopedia	103,802	52,904	41,300	7,094	2,504					
History Reference Center	177,232	68,186	67,853	33,152	8,041					
MAS Ultra - School Edition	128,618	59,197	49,323	15,513	4,585					
MasterFILE Premier	259,028	93,797	85,242	52,706	27,283					
Middle Search Plus	129,657	57,971	48,884	16,244	6,558					
Science Image Collection	14,417	5,410	7,519	1,363	125					
Science Reference Center	154,655	63,456	56,376	26,367	8,456					
World History Image Collection	24,769	8,252	14,335	1,988	194					
Totals	1,030,710	417,779	380,321	164,282	68,328	36,856	9,815	9,880	8,908	8,253

Table 3

Top Ten Pages on SAILOR Web Site

April-11

	Title	URL	Views*
1	HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	9856
2	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3417
3	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	3300
4	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2709
5	Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1943
6	Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	1513
7	Links : SAILOR	http://www.sailor.lib.md.us/links/	838
8	Committees : SAILOR	http://www.sailor.lib.md.us/committees/	804
9	About : SAILOR	http://www.sailor.lib.md.us/about/	794
10	Search : SAILOR	http://www.sailor.lib.md.us/search/	787

May-11

	Title	URL	Views*
1	HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	8904
2	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3131
3	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2670
4	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2424
5	Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1863
6	Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	1383
7	0	http://wireless.sailor.lib.md.us/photo.cfm	942
8	Search : SAILOR	http://www.sailor.lib.md.us/search/	815
9	About : SAILOR	http://www.sailor.lib.md.us/about/	757
10	Links : SAILOR	http://www.sailor.lib.md.us/links/	750

June-11

	Title	URL	Views*
1	HeritageQuest : SAILOR	http://db.sailor.lib.md.us/db/hqo	8781
2	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	3125
3	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	2947
4	Maryland Public Library Directory : SAILOR	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	2523
5	Marina - Services : SAILOR	http://www.sailor.lib.md.us/services/marina/	1571
6	Search : SAILOR	http://www.sailor.lib.md.us/search/	1159
7	Research Databases - Services : SAILOR	http://www.sailor.lib.md.us/services/databases/	975
8	Committees : SAILOR	http://www.sailor.lib.md.us/committees/	652
9	Links : SAILOR	http://www.sailor.lib.md.us/links/	596
10	About : SAILOR	http://www.sailor.lib.md.us/about/	595

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

Table 4

Top 25 Pages on SAILOR Web Site

	Fiscal Year 2011		
	Title	**Page**	**Views***
1	HeritageQuest	http://db.sailor.lib.md.us/db/hqo	68708
2	HeritageQuest (legacy)	http://www.sailor.lib.md.us/cgi-bin/hqo	48477
3	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm	45581
4	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm	37370
5	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	33782
6	Search	http://www.sailor.lib.md.us/search/Default.aspx	17021
7	Marina (legacy)	http://www.sailor.lib.md.us/marina/	14940
8	Marina	http://www.sailor.lib.md.us/services/marina/default.aspx	13788
9	Search (legacy)	http://www.sailor.lib.md.us/cgi-bin/search.sailor	12740
10	Research Databases	http://www.sailor.lib.md.us/services/databases/Default.aspx	12542
11	Maryland Statutes & Regulations (legacy)	http://www.sailor.lib.md.us/MD_topics/law/_cod.html	10115
12	SAILOR Wireless Project	http://wireless.sailor.lib.md.us/photo.cfm	6658
13	EBSCO (legacy)	http://www.sailor.lib.md.us/cgi-bin/ebsco	6654
14	Auto Repair Reference Center	http://www.sailor.lib.md.us/db/ebsco/auto	6480
15	Access Maryland Public Libraries	http://directory.sailor.lib.md.us/slrc/counties_long.cfm	6384
16	Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/	6029
17	Links	http://www.sailor.lib.md.us/links/default.aspx	5405
18	Sailor Network	http://www.sailor.lib.md.us/services/network/Default.aspx	4745
19	WorldBook (legacy)	http://www.sailor.lib.md.us/cgi-bin/worldbook	4590
20	Gale (legacy)	http://www.sailor.lib.md.us/cgi-bin/gale	4212
21	Services	http://www.sailor.lib.md.us/services/default.aspx	4119
22	Maryland Shopping Mall (legacy)	http://www.sailor.lib.md.us/maryland/sho_mal.html	3919
23	Sailor Dial-Up	http://www.sailor.lib.md.us/services/dial-up/Default.aspx	3918
24	Periodicals in Maryland Libraries (legacy)	http://www.sailor.lib.md.us/MD_topics/lib/piml.pdf	3814
25	Sailor Videoconferencing Network	http://www.sailor.lib.md.us/services/svn/Default.aspx	3619

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

Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
baltocfb	Baltimore City Forestry Board	6,498
baltocts	Circuit Court for Baltimore City	248,966
bcfb	Baltimore County Forestry Board	6,883
cecilfb	Cecil County Forestry Board	1,985
dgs	MD Dept of General Services	22
fcdss	Frederick County Department of Social Services	21,758
forest	Carroll County Forest Conservancy Board	467
forvm	FORVM/ Forum for Rural Maryland	23,882
gcforest	Garrett County Forestry Board	2,956
gwib	GWIB/Work Force Investment Board	170
hcforest	Howard County Forestry Board	4,847
lhills	Landover Hills, Town of	15,866
maill	Maryland Interlibrary Loan Organization	2,790
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	13,093
mcforest	Montgomery Co. Forestry Board	1,285
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,138
mena	MD Emergency Number Association	72
mmctv	Montgomery Muni Cable	3,068
montgscd	Montgomery Soil Conservation District	1,134
mperl	Maryland Public Library Electronic Resource Librarians Group	410
msla	MD State Lottery Agency	49,219
mssa	MSDE / Md Student Services Alliance	20,500
perlit	Persianlit Online	20,007
qacfbd	Queen Anne's County Forestry Board	298
tespta	Timonium Elementary School PTA	496
vncc	North Chevy Chase, Village of	5,309
wcfb	Washington County Forestry Board	2,728
		448,314

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

Table 5

Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY10	FY11
aacofb	Anne Arundel County Forest Conservancy District Board	8,527	9,004
aadpw	AA Co. Dept of Public Works	7,457	7,516
baltocfb	Baltimore City Forestry Board	28,321	27,799
baltocts	Circuit Court for Baltimore City	919,494	1,002,562
bcfb	Baltimore County Forestry Board	30,097	30,038
cecilfb	Cecil County Forestry Board	9,369	8,972
dgs	MD Dept of General Services	1,301,459	361,349
fcdss	Frederick County Department of Social Services	75,457	89,528
forest	Carroll County Forest Conservancy Board	2,105	1,877
forvm	FORVM/ Forum for Rural Maryland	195,732	130,956
gcforest	Garrett County Forestry Board	11,161	11,761
gwib	GWIB/Work Force Investment Board	723	1,161
hcforest	Howard County Forestry Board	19,963	20,435
lhills	Landover Hills, Town of	64,213	65,198
maill	Maryland Interlibrary Loan Organization	13,636	13,728
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatio	42,834	49,315
mcforest	Montgomery Co. Forestry Board	5,954	5,330
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	9,489	10,145
mena	MD Emergency Number Association	1,121	325
mmctv	Montgomery Muni Cable	14,800	13,923
montgscd	Montgomery Soil Conservation District	2,454	4,701
mperl	Maryland Public Library Electronic Resource Librarians Group	2,427	2,026
msla	MD State Lottery Agency	50,358,288	21,930,523
mssa	MSDE / Md Student Services Alliance	128,481	94,227
perlit	Persianlit Online	102,431	85,196
qacfbd	Queen Anne's County Forestry Board	1,573	1,442
tespta	Timonium Elementary School PTA	1,984	1,983
vncc	North Chevy Chase, Village of	22,418	23,290
wcfb	Washington County Forestry Board	11,296	10,799
		53,393,264	24,015,109

Table 5a