



**SAILOR**

**FY2012**

**FIRST QUARTER REPORT**

**JULY - SEPTEMBER 2011**

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

## **FY2012 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, they also applied their efforts to the following activities during the period July/August/September 2011:

- ✓ The second year of the three-year contract between SAILOR and EBSCO and ProQuest commenced on July 1st to provide the following 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; and, ProQuest Heritage Quest which is one of the most popular (highest usage) of all SAILOR subscriptions.
- ✓ The Resource Sharing Software Exploration Team (RSSET) that was formed in spring 2011 to explore alternative resource sharing vendors met on August 31, 2011 for vendor presentations and demos. Requests for Information (RFI) had been sent to the following vendors: Auto-graphics, Inc., OCLC, Relais International and SirsiDynix. Team members were asked to submit input about the presentations and a recommendation for the top two vendors including pros and cons by September 9. RSSET reviewed this feedback during September and October.
- ✓ SOC staff revised database, template, and workflow to extend the current 90-day expiration date of Sailor Cruise Accounts to 180 days (effective July 18, 2011). Later this fall, SOC will introduce renewability and an online renewal customer interface. Renewal means account holders will retain their usernames and passwords when they renew. The online renewal interface will enable customers to renew their accounts themselves without having to submit a paper renewal form at their participating library.

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

## SAILOR Information Resource Statistics

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
SAILOR Web Site Page Views <sup>†</sup>	141,446				141,446	779,273	122,868	166,567	221,657	268,181
SAILOR Home Page Views <sup>‡</sup>	26,703				26,703	167,279	22,823	49,926	46,976	47,554
SAILOR Visitors	28,325				28,325	164,212	26,139	30,237	47,288	60,548
WSHS Page Views	536,631				536,631	24,043,421	463,740	686,672	9,994,320	12,898,689
Cruise Account Production	653				653	2,942	662	752	759	769
Cruise Account Population (average)	692				692	852	776	821	880	929
V.I.P. Account Production	4				4	8			3	5
V.I.P. Account Population (average)	672				672	670	668	671	671	668
Video Conferences	1				1	7	3	1	2	1
	6				6	65	26	9	21	9

<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

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
<b>Searches by Database</b>										
Books	7,735				7,735	44,292	8,369	19,622	7,725	8,576
American Antiquarian Society	0					0				
U.S. Census	165,580				165,580	922,803	170,552	391,856	160,343	200,052
Freedman's Bank	1,607				1,607	9,851	1,889	4,358	2,045	1,559
Periodicals	4,558				4,558	25,104	5,162	10,937	4,317	4,688
Revolutionary War	2,888				2,888	16,206	3,286	6,872	2,579	3,469
U.S. Congress Actions	834				834	5,182	926	2,377	964	915
Totals	183,202				183,202	1,023,438	190,184	436,022	177,973	219,259
<b>Citation Abstracts by Database</b>										
Books	64,171				64,171	357,879	67,059	160,576	55,810	74,434
American Antiquarian Society	12,564				12,564	76,506	15,112	34,019	12,059	15,316
U.S. Census	320,300				320,300	1,804,988	312,588	754,240	348,538	389,622
Freedman's Bank	1,305				1,305	8,273	1,507	4,274	1,368	1,124
Periodicals	1,936				1,936	11,310	2,187	5,098	1,955	2,070
Revolutionary War	9,739				9,739	50,983	11,541	21,542	7,536	10,364
U.S. Congress Actions	655				655	5,791	662	3,242	933	954
Totals	410,670				410,670	2,315,730	410,656	982,991	428,199	493,884
<b>Documents by Delivery Method</b>										
Download : Citation Image	7				7	51	17	24	3	7
Download : Pdf	4,328				4,328	19,033	4,860	6,177	3,810	4,186
Download : Tif	700				700	3,185	410	1,146	963	666
On-Line Display : Citation	1,936				1,936	9,013	2,187	2,801	1,955	2,070
On-Line Display : Citation Image	398,388				398,388	1,832,937	397,419	536,285	417,028	482,205
On-Line Display : Pdf	3,043				3,043	10,871	3,449	3,455	1,858	2,109
On-Line Display : Tif	0					1		1		
Printer : Citation Image	2,268				2,268	11,087	2,314	3,550	2,582	2,641
Totals	410,670				410,670	1,886,178	410,656	553,439	428,199	493,884

Table 2

## SAILOR EBSCO Databases

	FY2012	4q12	3q12	2q12	1q12	FY2011	4q11	3q11	2q11	1q11
<b>Sessions (Users)</b>										
Automobile Repair Reference Center	4,645				4,645	23,696	5,403	5,586	6,028	6,679
Columbia Encyclopedia	73				73	430		130	155	45
Funk & Wagnalls New World Encyclopedia	50,969				50,969	90,652	49,665	36,785	3,311	891
History Reference Center	54,426				54,426	118,996		46,729	13,435	3,090
MAS Ultra - School Edition	52,275				52,275	100,267	52,102	39,811	6,564	1,790
MasterFILE Premier	61,720				61,720	142,972		50,419	19,951	10,404
Middle Search Plus	52,160				52,160	104,307	51,717	39,749	8,662	4,179
Science Image Collection	2,051				2,051	7,979		4,247	728	79
Science Reference Center	53,473				53,473	109,451	53,620	42,551	10,208	3,072
World History Image Collection	2,891				2,891	13,667		7,695	1,178	108
<b>Totals</b>	<b>334,683</b>				<b>334,683</b>	<b>712,417</b>	<b>338,158</b>	<b>273,702</b>	<b>70,220</b>	<b>30,337</b>
<b>Downloads (Retrievals)</b>										
Automobile Repair Reference Center	9,153				9,153	50,073	11,140	12,165	11,993	14,775
Columbia Encyclopedia	30				30	432	56	129	201	46
Funk & Wagnalls New World Encyclopedia	577				577	6,962	2,613	2,486	1,343	520
History Reference Center	5,577				5,577	50,710	10,221	18,312	18,573	3,604
MAS Ultra - School Edition	2,280				2,280	15,458	4,642	5,172	4,463	1,181
MasterFILE Premier	29,071				29,071	123,234	28,485	39,627	39,458	15,664
Middle Search Plus	1,924				1,924	13,981	4,516	4,612	3,658	1,195
Science Image Collection	33				33	289	72	16	193	8
Science Reference Center	3,046				3,046	25,139	5,035	7,378	9,386	3,340
World History Image Collection	79				79	591	110	225	226	30
<b>Totals</b>	<b>51,770</b>				<b>51,770</b>	<b>286,869</b>	<b>66,890</b>	<b>90,122</b>	<b>89,494</b>	<b>40,363</b>
<b>Searches</b>										
Automobile Repair Reference Center	7,101				7,101	37,682	8,445	9,239	9,522	10,476
Columbia Encyclopedia	138				138	850	161	250	333	106
Funk & Wagnalls New World Encyclopedia	53,235				53,235	103,802	52,904	41,300	7,094	2,504
History Reference Center	62,013				62,013	177,232	68,186	67,853	33,152	8,041
MAS Ultra - School Edition	56,380				56,380	128,618	59,197	49,323	15,513	4,585
MasterFILE Premier	88,004				88,004	259,028	93,797	85,242	52,706	27,283
Middle Search Plus	56,041				56,041	129,657	57,971	48,884	16,244	6,558
Science Image Collection	3,734				3,734	14,417	5,410	7,519	1,363	125
Science Reference Center	59,715				59,715	154,655	63,456	56,376	26,367	8,456
World History Image Collection	5,083				5,083	24,769	8,252	14,335	1,988	194
<b>Totals</b>	<b>391,444</b>				<b>391,444</b>	<b>1,030,710</b>	<b>417,779</b>	<b>380,321</b>	<b>164,282</b>	<b>68,328</b>

Table 3

## Top Ten Pages on SAILOR Web Site

July-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	9546
2 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	3971
3 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	3644
4 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	2413
5 Search : SAILOR	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	2388
6 Marina - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	2087
7 Dial-Up Access : SAILOR	<a href="http://www.sailor.lib.md.us/services/dial-up/">http://www.sailor.lib.md.us/services/dial-up/</a>	1531
8 Sailor Wireless Project	<a href="http://wireless.sailor.lib.md.us/photo.cfm">http://wireless.sailor.lib.md.us/photo.cfm</a>	1434
9 Research Databases - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	1400
10 Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/">http://www.sailor.lib.md.us/services/</a>	1024

August-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	8903
2 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	3831
3 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	3638
4 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	2693
5 Marina - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	1972
6 Dial-Up Access : SAILOR	<a href="http://www.sailor.lib.md.us/services/dial-up/">http://www.sailor.lib.md.us/services/dial-up/</a>	1625
7 Search : SAILOR	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	1543
8 Research Databases - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	1160
9 Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/">http://www.sailor.lib.md.us/services/</a>	937
10 About : SAILOR	<a href="http://www.sailor.lib.md.us/about/">http://www.sailor.lib.md.us/about/</a>	807

September-11		
Title	URL	Views*
1 HeritageQuest : SAILOR	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	9068
2 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_long.cfm">http://directory.sailor.lib.md.us/pub_use/counties_long.cfm</a>	3490
3 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm</a>	3161
4 Maryland Public Library Directory : SAILOR	<a href="http://directory.sailor.lib.md.us/pub_use/county_map.cfm">http://directory.sailor.lib.md.us/pub_use/county_map.cfm</a>	2575
5 Search : SAILOR	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	2044
6 Marina - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	1884
7 Research Databases - Services : SAILOR	<a href="http://www.sailor.lib.md.us/services/databases/">http://www.sailor.lib.md.us/services/databases/</a>	1683
8 Dial-Up Access : SAILOR	<a href="http://www.sailor.lib.md.us/services/dial-up/">http://www.sailor.lib.md.us/services/dial-up/</a>	1313
9 About : SAILOR	<a href="http://www.sailor.lib.md.us/about/">http://www.sailor.lib.md.us/about/</a>	886
10 Links : SAILOR	<a href="http://www.sailor.lib.md.us/links/">http://www.sailor.lib.md.us/links/</a>	882

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

## Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
baltocfb	Baltimore City Forestry Board	4,238
baltocts	Circuit Court for Baltimore City	315,362
bcfb	Baltimore County Forestry Board	4,335
cecilfb	Cecil County Forestry Board	2,316
dgs	MD Dept of General Services	8
fcdds	Frederick County Department of Social Services	24,790
forest	Carroll County Forest Conservancy Board	539
forvm	FORVM/ Forum for Rural Maryland	25,405
gcforest	Garrett County Forestry Board	2,985
gwib	GWIB/Work Force Investment Board	189
hcforest	Howard County Forestry Board	4,928
lhills	Landover Hills, Town of	17,416
mail	Maryland Interlibrary Loan Organization	3,718
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	14,527
mcforest	Montgomery Co. Forestry Board	1,263
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,303
mena	MD Emergency Number Association	90
mmctv	Montgomery Muni Cable	3,282
montgscd	Montgomery Soil Conservation District	1,395
mperl	Maryland Public Library Electronic Resource Librarians Group	442
msla	MD State Lottery Agency	43,883
mssa	MSDE / Md Student Services Alliance	21,505
perlit	Persianlit Online	23,565
qacfb	Queen Anne's County Forestry Board	399
tespta	Timonium Elementary School PTA	874
vncc	North Chevy Chase, Village of	6,406
wcfb	Washington County Forestry Board	2,579
		518,883

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

## SAILOR DATABASE COST PER DOWNLOAD - FY2012 First Quarter

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
	<b>EBSCO</b>			
FY11	Automobile RRC (MPL)		9,153	
	Austomobile RRC (K12)		184	
	Columbia Encyclopedia (MPL)		30	
	Columbia Encyclopedia (K12)		4	
	Funk & Wagnalls (MPL)		577	
	Funk & Wagnalls (K12)		401	
	History Reference Center (MPL)		5,577	
	History Reference Center (K12)		6,381	
	MasterFile Premier (MPL)		29,071	
	MasterFile Premier (K12)		6,254	
	Middle Search Plus (MPL)		1,924	
	Middle Search Plus (K12)		194	
	Science Image Collection (MPL)		33	
	Science Image Collection (K12)		29	
	Science Reference Center (MPL)		3,046	
	Science Reference Center (K12)		6,430	
	World History Image Collection (MPL)		79	
	World History Image Collection (K12)		82	
	MAS Ultra (MPL only)		2,280	
FY11	EBSCO databases	\$ 410,000.00	71,729	\$ 1.43
	<b>ProQuest</b>			
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
FY12	HeritageQuest	\$ 152,940.00	410,670	\$ 0.09

Table 6