



SAILOR

FY2013

THIRD QUARTER REPORT

JANUARY - MARCH 2013

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

FY2013 Third 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, the Sailor website, and the MARINA inter-library loan reserve application.

Besides fulfilling their responsibilities in these areas, during the period January through 2012 they also accomplished the following:

Databases

The new EBSCO databases were added by mid-January 2013 for all counties. Accessibility of the vendor database websites was verified to meet state and federal standards.

Marina

On January 14, 2013 Marina went live with Relais as scheduled. There were a few technical and process-related issues to be resolved during the first two weeks. By the third week the focus moved to specific request-related questions, problems, and small tweaks to the system. In January, there were two WebEx sessions held to introduce Relais to the community colleges that chose to stay with Marina after the migration to Relais. In February and March, the Relais project manager held a WebEx sessions to address technical questions.

Videoconferencing:

Successful testing of Google+ Hangouts with the Eastern Shore began at the 2/28/13 SAC meeting using an HD camera and external "room" microphone. In February and March Ustream was tested in conjunction with SNMG, MLA Technology Committee, Synctrainers and public library Staff Development groups.

Network

As the current Level3 contract approaches expiration, SOC put their service out to competitive bid. After the competition, Level3 was selected to remain one of Sailor's ISPs. Under the new contract, Level3 will double the speed they provide to 2 Gigabits per second, while reducing monthly cost by 14.4% (cost per megabit declines 57%).

Prepared by the staff of the Sailor Operations Center.

SAILOR Information Resource Statistics

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
SAILOR Web Site Page Views [†]	373,485		133,623	117,746	122,116	532,469	130,225	134,183	126,615	141,446
SAILOR Home Page Views [‡]	73,373		26,801	24,188	22,384	99,081	22,733	24,729	24,916	26,703
SAILOR Visitors	82,055		28,764	26,866	26,425	115,035	27,422	30,331	28,957	28,325
WSHS Page Views	1,263,527		468,544	388,567	406,416	1,864,248	419,631	440,979	467,007	536,631
Cruise Account New	434		170	105	159	1,237	156	198	230	653
	181		73	29	79	198	41	153	4	
Cruise Account Renewal (by user)	225		86	39	100	114	31	80	3	0
Cruise Account Population	548		509	525	611	716	650	780	741	692
V.I.P. Account Production	1		1			6		1	1	4
V.I.P. Account Population	675		675	675	675	674	675	674	673	672
Video Conferences	0					10	3	4	2	1
Video Conference Participants	0					120	64	38	12	6

[†] *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.

Table 1

SAILOR HeritageQuest Online

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
Searches by Database										
Books	14,661		5,063	4,162	5,436	28,731	6,442	7,938	6,616	7,735
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	252,973		91,320	68,085	93,568	571,355	108,087	161,665	136,023	165,580
Freedman's Bank	2,471		703	638	1,130	5,667	1,283	1,473	1,304	1,607
Periodicals	8,033		2,851	2,148	3,034	16,765	3,588	4,864	3,755	4,558
Revolutionary War	5,417		2,030	1,441	1,946	10,480	2,326	3,093	2,173	2,888
U.S. Congress Actions	1,406		446	394	566	2,985	642	772	737	834
Totals	283,555		101,967	76,474	105,114	632,998	121,726	179,033	149,871	182,368
Citation Abstracts by Database										
Books	118,000		40,537	30,096	47,367	217,565	44,785	59,258	49,351	64,171
African American Heritage	522		207	87	228	1,234	382	371	481	
American Antiquarian Society	23,363		8,153	6,736	8,474	45,700	10,537	12,120	10,479	12,564
U.S. Census	454,535		147,652	129,557	177,326	1,084,241	201,745	315,259	246,937	320,300
Freedman's Bank	1,770		417	413	940	4,402	837	1,230	1,030	1,305
Periodicals	2,946		1,018	786	1,142	7,222	1,417	2,100	1,769	1,936
Revolutionary War	16,609		5,298	5,617	5,694	31,318	5,891	9,180	6,508	9,739
U.S. Congress Actions	1,519		388	333	798	2,360	672	511	522	655
Totals	601,136		197,984	167,675	235,477	1,360,364	259,703	390,338	310,047	400,276
Documents by Delivery Method										
Download : Citation Image	38		5	19	14	27	8	8	4	7
Download : Pdf	7,369		2,419	2,245	2,705	17,036	3,383	4,530	4,795	4,328
Download : Tif	1,204		396	425	383	2,253	383	647	523	700
On-Line Display : Citation	2,946		1,018	786	1,142	7,222	1,417	2,100	1,769	1,936
On-Line Display : Citation Image	600,337		197,066	168,273	234,998	1,352,158	258,109	388,944	306,717	398,388
On-Line Display : Pdf	3,129		1,057	776	1,296	8,165	1,430	1,953	1,739	3,043
On-Line Display : Tif	0					0				
Printer : Citation Image	4,241		1,709	1,101	1,431	7,181	1,536	1,847	1,530	2,268
Totals	619,264		203,670	173,625	241,969	1,394,042	266,266	400,029	317,077	410,670

Table 2

SAILOR EBSCO Databases

	FY2013	4q13	3q13	2q13	1q13	FY2012	4q12	3q12	2q12	1q12
Sessions (Users)										
Automobile Repair Reference Center	11,968		3,671	3,865	4,432	16,615	5,028	3,218	3,724	4,645
Columbia Encyclopedia	8,384		8,384							
Columbia Encyclopedia	238		85	112	41	422	79	133	137	73
Funk & Wagnalls New World Encyclopedia	247,887		84,977	74,901	88,009	233,927	61,135	65,117	56,706	50,969
History Reference Center	277,506		94,308	90,806	92,392	270,403	68,137	79,216	68,624	54,426
MAS Ultra - School Edition	259,825		88,140	81,659	90,026	248,963	64,582	70,528	61,578	52,275
MasterFILE Premier	1,121,685		385,182	332,548	403,955	861,858	448,262	275,905	75,971	61,720
Middle Search Plus	258,611		88,450	80,421	89,740	248,237	64,191	70,889	60,997	52,160
Primary Search	7,182		7,182							
Regional Business News	6,040		6,040							
Science Image Collection	24,079		9,417	10,170	4,492	17,859	4,195	5,834	5,779	2,051
Science Reference Center	264,414		90,300	83,484	90,630	255,025	64,756	72,859	63,937	53,473
World History Image Collection	34,274		11,935	16,509	5,830	30,355	7,202	10,902	9,360	2,891
Totals	2,522,093		878,071	774,475	869,547	2,183,664	787,567	654,601	406,813	334,683
Downloads (Retrievals)										
Automobile Repair Reference Center	71,909		20,406	23,896	27,607	75,531	31,030	21,263	14,085	9,153
Business Source Premier	4,698		4,698							
Columbia Encyclopedia	241		93	106	42	395	109	127	129	30
Funk & Wagnalls New World Encyclopedia	4,366		1,950	1,761	655	5,406	1,228	2,023	1,578	577
History Reference Center	49,318		15,111	27,355	6,852	62,514	11,075	24,865	20,997	5,577
MAS Ultra - School Edition	21,892		6,463	11,087	4,342	27,598	7,083	8,556	9,679	2,280
MasterFILE Premier	3,421,708		809,387	1,161,406	1,450,915	3,433,125	2,081,001	1,277,875	45,178	29,071
Middle Search Plus	16,166		5,796	8,000	2,370	18,756	4,670	6,399	5,763	1,924
Primary Search	3,904		3,904							
Regional Business News	849		849							
Science Image Collection	113		9	82	22	357	47	156	121	33
Science Reference Center	24,051		8,634	12,299	3,118	21,637	3,591	7,036	7,964	3,046
World History Image Collection	1,559		511	971	77	1,526	337	409	701	79
Totals	3,620,774		877,811	1,246,963	1,496,000	3,646,845	2,140,171	1,348,709	106,195	51,770
Searches										
Automobile Repair Reference Center	23,907		7,694	7,364	8,849	29,566	9,415	6,877	6,173	7,101
Business Source Premier	14,210		14,210							
Columbia Encyclopedia	453		137	218	98	889	166	271	314	138
Funk & Wagnalls New World Encyclopedia	271,658		93,952	84,570	93,136	253,463	66,222	71,227	62,779	53,235
History Reference Center	337,622		113,177	121,687	102,758	343,415	82,231	106,185	92,986	62,013
MAS Ultra - School Edition	301,864		101,685	101,637	98,542	294,910	75,856	85,875	76,799	56,380
MasterFILE Premier	1,228,311		421,213	372,893	434,205	996,363	481,412	311,798	115,149	88,004
Middle Search Plus	296,395		101,308	97,857	97,230	288,526	73,725	85,121	73,639	56,041
Primary Search	15,185		15,185							
Regional Business News	11,154		11,154							
Science Image Collection	51,893		18,601	22,931	10,361	36,058	8,544	12,261	11,519	3,734
Science Reference Center	310,530		105,626	105,116	99,788	308,422	74,469	91,933	82,305	59,715
World History Image Collection	76,876		24,825	38,991	13,060	59,458	14,640	21,267	18,468	5,083
Totals	2,940,058		1,028,767	953,264	958,027	2,611,070	886,680	792,815	540,131	391,444

Decrease in MasterFILE downloads due to change in search protocol provided by EBSCO to COSMOS Sirsi, effective 3/2013.

Table 3

Top Ten Pages on SAILOR Web Site

January-13		
Title	URL	Views*
1	HeritageQuest	7360
2	Maryland Public Library Directory	3430
3	Maryland Public Library Directory	2807
4	Marina - Services	2772
5	Research Databases - Services	2605
6	Maryland Public Library Directory	2307
7	Search	1552
8	Dial-Up Access	1107
9	About	952
10	Committees	874

February-13		
Title	URL	Views*
1	HeritageQuest	7333
2	Research Databases - Services	3195
3	Maryland Public Library Directory	3028
4	Marina - Services	2513
5	Maryland Public Library Directory	2446
6	Search	2072
7	Maryland Public Library Directory	2044
8	Dial-Up Access	1240
9	About	1174
10	Services	973

March-13		
Title	URL	Views*
1	HeritageQuest	7315
2	Maryland Public Library Directory	4020
3	Maryland Public Library Directory	3203
4	Marina - Services	2429
5	Maryland Public Library Directory	2179
6	Research Databases - Services	1879
7	Search	1827
8	About	1273
9	Dial-Up Access	1171
10	Committees	1013

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

Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aacofb	Anne Arundel County Forest Conservancy District Board	5,733
aadpw	AA Co. Dept of Public Works	3,248
baltocfs	Circuit Court for Baltimore City	284,570
bcbf	Baltimore County Forestry Board	1,865
cecilfb	Cecil County Forestry Board	3,762
fcoss	Frederick County Department of Social Services	41,145
forvm	FORVM/ Forum for Rural Maryland	22,083
gcforest	Garrett County Forestry Board	2,290
gwib	GWIB/Work Force Investment Board	754
hcforest	Howard County Forestry Board	7,362
lhills	Landover Hills, Town of	20,780
mail	Maryland Interlibrary Loan Organization	2,460
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	19,858
mcforest	Montgomery Co. Forestry Board	1,489
mmctv	Montgomery Muni Cable	3,926
montgscd	Montgomery Soil Conservation District	5,801
perlit	Persianlit Online	18,038
qacfb	Queen Anne's County Forestry Board	589
vncc	North Chevy Chase, Village of	11,805
wcfb	Washington County Forestry Board	8,696
		466,254

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