



**SAILOR**

**FY2014**

**SECOND QUARTER REPORT**

**OCTOBER – DECEMBER 2013**

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



## **FY2014 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, they also applied their efforts to the following activities during the period October/November/December 2014:

- ✓ Michael Walsh and Stuart Ragland continued making site visits to counties to discuss the impact of BTOP fiber with local government and public schools
  - October 1 – Kent
  - October 24 – Cecil
  - October 30 – Calvert
  - November 12 – Washington
- ✓ Examined bandwidth requirements of all library headquarters sites served by the Sailor Network to determine the best method of data delivery.
- ✓ Increased bandwidth to SMRLA (Charlotte Hall) and Wicomico Public Library (Salisbury) from 200 Mbps to 300 Mbps.
- ✓ Re-located the Sailor PoP in Washington County from temporary quarters to the newly constructed main library in Hagerstown on October 5.
- ✓ RSD Manager and MILO staff participated in a conference call with Harford County and Mark Finlay on October 3, 2013 to discuss some recurring Relais issues. Mark was able to explain some of the issues and suggest others that needed to be addressed by Polaris. Gia Wilhelm, Harford County, recorded the questions and answers, and they were sent to all Polaris libraries on October 10. The questions were given to John, Barr, Polaris, during the Polaris User Group meeting, and he has agreed to follow up with Relais.
- ✓ The RSD Manager provided Marina/Relais updates at the Sailor Advisory Committee (SAC) meetings on October 17, 2013 and December 19, 2013.
- ✓ The RSD Manager worked with Pratt programming staff to develop and implement custom reports to send to Marina libraries. The reports include lists of titles that are requested in Marina by their own customers and titles that are requested from them by other Marina libraries. Title level reports for July-November 2013 were sent to designated contacts on the Marina list in December.

- ✓ Received the invoice for Relais maintenance for year two in mid-December. Invoices for a \$900 maintenance fee were also forwarded to the five community colleges that participate in Marina.
- ✓ One of the anticipated outcomes from the Relais start-up grant is that all public service and interlibrary loan staff will demonstrate knowledge and proficiency in using the Relais software and statewide library customers will find an enhanced interlibrary loan experience. An electronic survey was sent to the Marina list on December 30, 2013. A short paper survey will be sent to all library systems to be distributed to customers in early January.
- ✓ The other expected outcome is that Marina should meet or exceed the goal of processing at least 215,000 requests in the first year. During the time period of January 14, 2013-December, 31 2013 there were 257,342 requests submitted.

*Prepared by the staff of Sailor Operations Center*

## SAILOR Information Resource Statistics

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
SAILOR Web Site Page Views <sup>†</sup>	157,882			72,049	85,833	509,919	136,434	133,623	117,746	122,116
SAILOR Home Page Views <sup>‡</sup>	23,416			10,024	13,392	101,131	27,758	26,801	24,188	22,384
SAILOR Visitors	66,145			31,375	34,770	107,120	25,065	28,764	26,866	26,425
WSHS Page Views	2,059,945			1,002,435	1,057,510	2,102,414	838,887	468,544	388,567	406,416
Cruise Account New	215			89	126	559	125	170	105	159
Cruise Account Renewal (by staff)	114			17	97	207	26	73	29	79
Cruise Account Renewal (by user)	103			35	68	256	31	86	39	100
Cruise Account Population	469			444	493	540	515	509	525	611
V.I.P. Account Production	1				1	2	1	1		
V.I.P. Account Population	674			674	673	675	674	675	675	675

<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.

Table 1

# SAILOR HeritageQuest Online

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
<b>Searches by Database</b>										
Books	7,260			3,274	3,986	18,118	3,457	5,063	4,162	5,436
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	147,845			70,051	77,794	324,137	71,164	91,320	68,085	93,568
Freedman's Bank	1,756			966	790	3,191	720	703	638	1,130
Periodicals	4,486			2,020	2,466	10,087	2,054	2,851	2,148	3,034
Revolutionary War	2,524			1,110	1,414	6,738	1,321	2,030	1,441	1,946
U.S. Congress Actions	810			346	464	1,767	361	446	394	566
<b>Totals</b>	<b>163,871</b>			<b>77,421</b>	<b>86,450</b>	<b>362,271</b>	<b>78,716</b>	<b>101,967</b>	<b>76,474</b>	<b>105,114</b>
<b>Citation Abstracts by Database</b>										
Books	56,628			23,490	33,138	145,665	27,665	40,537	30,096	47,367
African American Heritage	282			65	217	619	97	207	87	228
American Antiquarian Society	11,052			4,672	6,380	29,536	6,173	8,153	6,736	8,474
U.S. Census	231,272			114,747	116,525	570,463	115,928	147,652	129,557	177,326
Freedman's Bank	1,112			607	505	2,197	427	417	413	940
Periodicals	1,671			803	868	3,649	703	1,018	786	1,142
Revolutionary War	7,224			3,033	4,191	20,005	3,396	5,298	5,617	5,694
U.S. Congress Actions	874			326	548	1,875	356	388	333	798
<b>Totals</b>	<b>302,017</b>			<b>144,384</b>	<b>157,633</b>	<b>752,129</b>	<b>150,993</b>	<b>197,984</b>	<b>167,675</b>	<b>235,477</b>
<b>Documents by Delivery Method</b>										
Download : Citation Image	6			3	3	42	4	5	19	14
Download : Pdf	3,905			1,957	1,948	9,718	2,349	2,419	2,245	2,705
Download : Tif	456			154	302	1,621	417	396	425	383
On-Line Display : Citation	1,671			803	868	3,891	945	1,018	786	1,142
On-Line Display : Citation Image	300,400			143,459	156,941	804,784	204,447	197,066	168,273	234,998
On-Line Display : Pdf	1,744			639	1,105	4,247	1,118	1,057	776	1,296
On-Line Display : Tif	0					0				
Printer : Citation Image	1,933			728	1,205	5,544	1,303	1,709	1,101	1,431
<b>Totals</b>	<b>310,115</b>			<b>147,743</b>	<b>162,372</b>	<b>829,847</b>	<b>210,583</b>	<b>203,670</b>	<b>173,625</b>	<b>241,969</b>

Table 2

## SAILOR EBSCO Databases

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
<b>Sessions (Users)</b>										
Automobile Repair Reference Center	6,607			3,035	3,572	14,323	2,355	3,671	3,865	4,432
Columbia Encyclopedia	74,725			35,638	39,087	23,273		8,384		
Columbia Encyclopedia	83			56	27	296	58	85	112	41
Funk & Wagnalls New World Encyclopedia	227,563			110,822	116,741	333,044	85,157	84,977	74,901	88,009
History Reference Center	235,851			116,800	119,051	366,742	89,236	94,308	90,806	92,392
MAS Ultra - School Edition	232,523			113,571	118,952	346,528	86,703	88,140	81,659	90,026
MasterFILE Premier	792,897			373,418	419,479	1,486,388	364,703	385,182	332,548	403,955
Middle Search Plus	231,510			113,430	118,080	345,688	87,077	88,450	80,421	89,740
Primary Search	73,045			35,036	38,009	21,248	14,066	7,182		
Regional Business News	71,383			33,806	37,577	19,031	12,991	6,040		
Science Image Collection	15,006			9,340	5,666	31,601	7,522	9,417	10,170	4,492
Science Reference Center	233,340			114,822	118,518	351,376	86,962	90,300	83,484	90,630
World History Image Collection	16,891			10,741	6,150	43,034	8,760	11,935	16,509	5,830
<b>Totals</b>	<b>2,211,424</b>			<b>1,070,515</b>	<b>1,140,909</b>	<b>3,382,572</b>	<b>860,479</b>	<b>878,071</b>	<b>774,475</b>	<b>869,547</b>
<b>Downloads (Retrievals)</b>										
Automobile Repair Reference Center	36,759			17,119	19,640	85,810	13,901	20,406	23,896	27,607
Business Source Premier	8,760			5,261	3,499	9,037	4,339	4,698		
Columbia Encyclopedia	59			37	22	301	60	93	106	42
Funk & Wagnalls New World Encyclopedia	2,996			2,339	657	6,173	1,807	1,950	1,761	655
History Reference Center	14,864			11,277	3,587	57,340	8,022	15,111	27,355	6,852
MAS Ultra - School Edition	12,686			7,387	5,299	27,174	5,282	6,463	11,087	4,342
MasterFILE Premier	66,932			39,754	27,178	3,455,605	33,897	809,387	1,161,406	1,450,915
Middle Search Plus	7,874			5,566	2,308	21,444	5,278	5,796	8,000	2,370
Primary Search	3,828			2,664	1,164	5,222	1,318	3,904		
Regional Business News	1,545			1,009	536	1,558	709	849		
Science Image Collection	3			1	2	144	31	9	82	22
Science Reference Center	8,830			6,419	2,411	27,303	3,252	8,634	12,299	3,118
World History Image Collection	349			249	100	1,608	49	511	971	77
<b>Totals</b>	<b>165,485</b>			<b>99,082</b>	<b>66,403</b>	<b>3,698,719</b>	<b>77,945</b>	<b>877,811</b>	<b>1,246,963</b>	<b>1,496,000</b>
<b>Searches</b>										
Automobile Repair Reference Center	12,176			5,416	6,760	28,561	4,654	7,694	7,364	8,849
Business Source Premier	88,910			43,771	45,139	34,696	20,486	14,210		
Columbia Encyclopedia	183			122	61	555	102	137	218	98
Funk & Wagnalls New World Encyclopedia	246,344			121,184	125,160	364,808	93,150	93,952	84,570	93,136
History Reference Center	266,845			135,534	131,311	438,588	100,966	113,177	121,687	102,758
MAS Ultra - School Edition	265,461			128,930	136,531	400,160	98,296	101,685	101,637	98,542
MasterFILE Premier	869,307			414,594	454,713	1,625,658	397,347	421,213	372,893	434,205
Middle Search Plus	257,668			128,552	129,116	394,023	97,628	101,308	97,857	97,230
Primary Search	86,894			43,406	43,488	35,454	20,269	15,185		
Regional Business News	81,963			39,963	42,000	28,347	17,193	11,154		
Science Image Collection	29,728			19,347	10,381	65,652	13,759	18,601	22,931	10,361
Science Reference Center	261,757			131,767	129,990	407,279	96,749	105,626	105,116	99,788
World History Image Collection	33,854			22,315	11,539	94,163	17,287	24,825	38,991	13,060
<b>Totals</b>	<b>2,501,090</b>			<b>1,234,901</b>	<b>1,266,189</b>	<b>3,917,944</b>	<b>977,886</b>	<b>1,028,767</b>	<b>953,264</b>	<b>958,027</b>

Table 3

**Sailor Database Downloads**  
**Combined MPL and K-12 Statistics**

	<b>FY14 Q1</b>	<b>FY14 Q2</b>	<b>FY14 Q3</b>	<b>FY14 Q4</b>	<b>FY14 TOTAL</b>
<b>ESBCO</b>					
<b>MPL</b>	66,403	99,082			165,485
<b>K-12</b>	99,166	140,701			239,867
<b>EBSCO TOTAL</b>	165,569	239,783			405,352

Table 3a



## Top Ten Pages on SAILOR Web Site

October-2013		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	5032
2 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/?id=56082">http://www.sailor.lib.md.us/services/databases/?id=56082</a>	2189
3 Maryland Public Library Directory	<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>	1817
4 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/?id=56300">http://www.sailor.lib.md.us/services/marina/?id=56300</a>	1220
5 History Reference Center	<a href="http://db.sailor.lib.md.us/db/ebsco/khh">http://db.sailor.lib.md.us/db/ebsco/khh</a>	662
6 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	535
7 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	526
8 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	489
9 MAS Ultra - School Edition	<a href="http://db.sailor.lib.md.us/db/ebsco/ulh">http://db.sailor.lib.md.us/db/ebsco/ulh</a>	347
10 Baltimore County Public Library	<a href="http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_">http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_</a>	333

November-2013		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	4628
2 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/?id=56082">http://www.sailor.lib.md.us/services/databases/?id=56082</a>	1723
3 Maryland Public Library Directory	<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>	1420
4 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/?id=56300">http://www.sailor.lib.md.us/services/marina/?id=56300</a>	893
5 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	542
6 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	458
7 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	443
8 Science Reference Center	<a href="http://db.sailor.lib.md.us/db/ebsco/sch">http://db.sailor.lib.md.us/db/ebsco/sch</a>	421
9 History Reference Center	<a href="http://db.sailor.lib.md.us/db/ebsco/khh">http://db.sailor.lib.md.us/db/ebsco/khh</a>	343
10 MAS Ultra - School Edition	<a href="http://db.sailor.lib.md.us/db/ebsco/ulh">http://db.sailor.lib.md.us/db/ebsco/ulh</a>	339

December-2013		
Title	URL	Views*
1 HeritageQuest	<a href="http://db.sailor.lib.md.us/db/hqo">http://db.sailor.lib.md.us/db/hqo</a>	3955
2 Research Databases - Services	<a href="http://www.sailor.lib.md.us/services/databases/?id=56082">http://www.sailor.lib.md.us/services/databases/?id=56082</a>	1857
3 Maryland Public Library Directory	<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>	1141
4 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/?id=56300">http://www.sailor.lib.md.us/services/marina/?id=56300</a>	734
5 Marina - Services	<a href="http://www.sailor.lib.md.us/services/marina/">http://www.sailor.lib.md.us/services/marina/</a>	512
6 Student Research Center	<a href="http://db.sailor.lib.md.us/db/ebsco/src">http://db.sailor.lib.md.us/db/ebsco/src</a>	509
7 Search	<a href="http://www.sailor.lib.md.us/search/">http://www.sailor.lib.md.us/search/</a>	436
8 Funk & Wagnalls New World Encyclopedia	<a href="http://db.sailor.lib.md.us/db/ebsco/funk">http://db.sailor.lib.md.us/db/ebsco/funk</a>	382
9 MAS Ultra - School Edition	<a href="http://db.sailor.lib.md.us/db/ebsco/ulh">http://db.sailor.lib.md.us/db/ebsco/ulh</a>	346
10 History Reference Center	<a href="http://db.sailor.lib.md.us/db/ebsco/khh">http://db.sailor.lib.md.us/db/ebsco/khh</a>	258

\* 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	4,179
aadpw	AA Co. Dept of Public Works	2,544
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	813,959
bcfb	Baltimore County Forestry Board	1,432
cecilfb	Cecil County Forestry Board	3,044
fccss	Frederick County Department of Social Services	39,878
forvm	FORVM/ Forum for Rural Maryland	15,916
gcforest	Garrett County Forestry Board	2,251
gwib	GWIB/Work Force Investment Board	710
hcforest	Howard County Forestry Board	6,787
lhills	Landover Hills, Town of	14,887
mail	Maryland Interlibrary Loan Organization	1,455
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	27,599
mcforest	Montgomery Co. Forestry Board	1,439
mmctv	Montgomery Muni Cable	3,984
montgscd	Montgomery Soil Conservation District	8,458
perlit	Persianlit Online	17,022
qacfb	Queen Anne's County Forestry Board	726
vncc	North Chevy Chase, Village of	15,808
wcfb	Washington County Forestry Board	18,106
<b>FY2014 First Quarter</b>		<b>1,000,184</b>

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