



SAILOR

FY2015

FIRST QUARTER REPORT

JULY - SEPTEMBER 2014

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

FY2014 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 2014:

- ✓ **Relais** released a new V2014 build for the Relais client in early August. There have been a couple updates since the release to address ongoing issues with various applications that use an email component (i.e. Email Request, Delivery Email, Print Request and Loan Notices). Some of the libraries have encountered problems downloading the updates, so MILO has been coordinating assistance with Relais support.
- ✓ **Wireless Network** Michael Walsh met with the SIEC Engineering Committee (SIEC/EC), a statewide group which coordinates use of towers. SIEC/EC is a partner which allowed Sailor to use state towers for the wireless network. SIEC/EC was informed of SOC's decision to discontinue use of the wireless network. An agency expressed interest in retaining the radio backbone network. Michael Walsh will be returning to SIEC/EC to discuss specifics as sites approach decommissioning. SOC has had discussions with Calvert County on the pending transfer of the radios on the joint wireless network in that county.
- ✓ **Cecil County** is no longer using Sailor for Internet.
- ✓ **Fiber Network** All lower shore sites are on Comcast, SOC has proposals from vendors for connecting to remaining sites. SOC is evaluating. SOC has requested a quote from Comcast to connect to Prince Frederick (Calvert). SOC will continue to use existing fiber to provide service to St. Mary's county from SMRLA. SOC is coordinating with Howard County on the move of their PoP in Columbia.
- ✓ **Services** SOC has migrated all virtualized servers to a new cluster. SOC has begun turn up of the disaster recovery site at the Southeast Library.

Prepared by the Staff of Sailor Operations Center

SAILOR Information Resource Statistics

	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1
SAILOR Web Site Page Views [†]	66,377				66,377	303,043	63,597	81,564	72,049	85,833
SAILOR Home Page Views [‡]	9,543				9,543	43,825	8,924	11,485	10,024	13,392
SAILOR Visitors	32,322				32,322	136,267	31,860	38,262	31,375	34,770
WSHS Page Views	1,078,777				1,078,777	4,237,338	1,148,703	1,028,690	1,002,435	1,057,510
Cruise Account New	75				75	359	64	80	89	126
Cruise Account Renewal (by staff)	38				38	201	23	64	17	97
Cruise Account Renewal (by user)	62				62	196	25	68	35	68
Cruise Account Population	310				310	421	344	401	444	493
V.I.P. Account Production	0					1				1
V.I.P. Account Population	674				674	674	674	674	674	673

[†] *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

	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1
Searches by Database										
Books	3,579				3,579	14,685	3,162	4,263	3,274	3,986
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	63,489				63,489	287,477	60,179	79,453	70,051	77,794
Freedman's Bank	854				854	3,173	545	872	966	790
Periodicals	2,217				2,217	8,930	1,824	2,620	2,020	2,466
Revolutionary War	1,398				1,398	5,356	1,380	1,452	1,110	1,414
U.S. Congress Actions	400				400	1,552	281	461	346	464
Totals	71,537				71,537	319,621	67,090	88,660	77,421	86,450
Citation Abstracts by Database										
Books	39,910				39,910	120,787	24,038	40,121	23,490	33,138
African American Heritage	262				262	1,331	640	409	65	217
American Antiquarian Society	7,808				7,808	24,551	5,567	7,932	4,672	6,380
U.S. Census	104,023				104,023	437,971	86,514	120,185	114,747	116,525
Freedman's Bank	521				521	2,384	462	810	607	505
Periodicals	825				825	3,617	681	1,265	803	868
Revolutionary War	4,127				4,127	18,819	6,325	5,270	3,033	4,191
U.S. Congress Actions	287				287	2,107	536	697	326	548
Totals	153,349				153,349	590,641	117,902	170,722	144,384	157,633
Documents by Delivery Method										
Download : Citation Image	1				1	18	6	6	3	3
Download : Pdf	1,790				1,790	7,498	1,440	2,153	1,957	1,948
Download : Tif	575				575	1,079	227	396	154	302
On-Line Display : Citation	825				825	3,617	681	1,265	803	868
On-Line Display : Citation Image	153,353				153,353	592,064	120,750	170,914	143,459	156,941
On-Line Display : Pdf	573				573	3,038	560	734	639	1,105
On-Line Display : Tif	0					0				
Printer : Citation Image	646				646	4,253	1,099	1,221	728	1,205
Totals	157,763				157,763	611,567	124,763	176,689	147,743	162,372

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1	FY2014	FY2014 Q4	FY2014 Q3	FY2014 Q2	FY2014 Q1
Sessions (Users)										
Automobile Repair Reference Center	3,528				3,528	12,986	3,302	3,077	3,035	3,572
Columbia Encyclopedia	37,123				37,123	144,548		36,448	35,638	39,087
Columbia Encyclopedia	281				281	180	41	56	56	27
Funk & Wagnalls New World Encyclopedia	114,088				114,088	450,933	108,143	115,227	110,822	116,741
History Reference Center	116,109				116,109	468,138	111,052	121,235	116,800	119,051
MAS Ultra - School Edition	114,996				114,996	459,681	109,297	117,861	113,571	118,952
MasterFILE Premier	134,867				134,867	1,418,351	225,593	399,861	373,418	419,479
Middle Search Plus	115,089				115,089	459,351	109,496	118,345	113,430	118,080
Primary Search	36,623				36,623	142,669	33,112	36,512	35,036	38,009
Regional Business News	36,187				36,187	138,542	32,116	35,043	33,806	37,577
Science Image Collection	1,761				1,761	21,660	1,854	4,800	9,340	5,666
Science Reference Center	115,600				115,600	461,925	109,547	119,038	114,822	118,518
World History Image Collection	2,109				2,109	26,542	3,145	6,506	10,741	6,150
Totals	828,361				828,361	4,205,506	880,073	1,114,009	1,070,515	1,140,909
Downloads (Retrievals)										
Automobile Repair Reference Center	22,024				22,024	75,731	19,722	19,250	17,119	19,640
Business Source Premier	3,217				3,217	17,645	4,280	4,605	5,261	3,499
Columbia Encyclopedia	1,214				1,214	157	39	59	37	22
Funk & Wagnalls New World Encyclopedia	766				766	6,690	1,407	2,287	2,339	657
History Reference Center	3,097				3,097	33,106	5,802	12,440	11,277	3,587
MAS Ultra - School Edition	2,405				2,405	25,866	6,317	6,863	7,387	5,299
MasterFILE Premier	23,273				23,273	133,054	30,868	35,254	39,754	27,178
Middle Search Plus	1,485				1,485	19,197	4,425	6,898	5,566	2,308
Primary Search	646				646	8,890	2,770	2,292	2,664	1,164
Regional Business News	742				742	3,150	756	849	1,009	536
Science Image Collection	24				24	24	8	13	1	2
Science Reference Center	2,533				2,533	16,688	2,566	5,292	6,419	2,411
World History Image Collection	42				42	503	42	112	249	100
Totals	61,468				61,468	340,701	79,002	96,214	99,082	66,403
Searches										
Automobile Repair Reference Center	5,946				5,946	24,505	6,245	6,084	5,416	6,760
Business Source Premier	41,076				41,076	171,841	38,563	44,368	43,771	45,139
Columbia Encyclopedia	2,480				2,480	375	73	119	122	61
Funk & Wagnalls New World Encyclopedia	116,800				116,800	483,534	112,406	124,784	121,184	125,160
History Reference Center	121,639				121,639	527,129	120,065	140,219	135,534	131,311
MAS Ultra - School Edition	119,249				119,249	515,834	117,715	132,658	128,930	136,531
MasterFILE Premier	162,634				162,634	1,567,101	258,770	439,024	414,594	454,713
Middle Search Plus	119,242				119,242	508,988	116,954	134,366	128,552	129,116
Primary Search	38,982				38,982	168,014	36,979	44,141	43,406	43,488
Regional Business News	37,826				37,826	155,798	34,203	39,632	39,963	42,000
Science Image Collection	5,234				5,234	48,007	5,191	13,088	19,347	10,381
Science Reference Center	121,045				121,045	511,751	115,716	134,278	131,767	129,990
World History Image Collection	5,570				5,570	60,450	8,836	17,760	22,315	11,539
Totals	897,723				897,723	4,743,327	971,716	1,270,521	1,234,901	1,266,189

Table 3

Top Ten Pages on SAILOR Web Site

July-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	4408
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1215
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1148
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/	805
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	541
6 Prince George's County Memorial Library	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	234
7 Services	http://www.sailor.lib.md.us/services/	213
8 Search	http://www.sailor.lib.md.us/search/	199
9 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	160
10 Anne Arundel County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	140

August-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	4447
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1493
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1418
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/	901
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	731
6 Services	http://www.sailor.lib.md.us/services/	351
7 Prince George's County Memorial Library	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	219
8 Search	http://www.sailor.lib.md.us/search/	194
9 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	182
10 About	http://www.sailor.lib.md.us/about/	165

September-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	4259
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1992
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1726
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1123
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	815
6 Science Reference Center	http://db.sailor.lib.md.us/db/ebsco/sch	475
7 History Reference Center	http://db.sailor.lib.md.us/db/ebsco/khh	467
8 Search	http://www.sailor.lib.md.us/search/	445
9 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	366
10 MasterFILE Premier	http://db.sailor.lib.md.us/db/ebsco/f5h	346

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

Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	2,582
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	895,428
bcbf	Baltimore County Forestry Board	1,681
cecilfb	Cecil County Forestry Board	3,384
fcdds	Frederick County Department of Social Services	41,263
forvm	FORVM/ Forum for Rural Maryland	2,072
gcforest	Garrett County Forestry Board	2,191
gwib	GWIB/Work Force Investment Board	696
hcforest	Howard County Forestry Board	6,982
lhills	Landover Hills, Town of	17,136
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	33,745
mcforest	Montgomery Co. Forestry Board	933
mmctv	Montgomery Muni Cable	3,527
montgscd	Montgomery Soil Conservation District	1,814
perlit	Persianlit Online	13,318
qacfb	Queen Anne's County Forestry Board	602
vncc	North Chevy Chase, Village of	9,537
wcfb	Washington County Forestry Board	35,593
		1,072,484

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