



SAILOR

FY2010

FIRST QUARTER REPORT

JULY - SEPTEMBER 2009

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

FY2010 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, during the period July/August/September 2009 they also applied their efforts to the following:

- ✓ Transition to a new vendor for the core collection of Sailor databases
- ✓ Preliminary work on a Sailor website redesign
- ✓ Implementing the continuity of operations plan
- ✓ Increasing Internet bandwidth – doubling total Internet capacity to 2.2 Gigabits per second across multiple vendors, with fully redundant paths for reliability, while achieving significant reductions in the cost per megabit.
- ✓ Issuing a Statement of Work for the security audit

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

SAILOR Information Resource Statistics

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
SAILOR Web Site Page Views [†]	524,305				524,305	1,649,635	328,557	387,517	440,517	493,044
SAILOR Home Page Views [‡]	35,753				35,753	161,347	32,505	36,360	40,723	51,759
SAILOR Visitors	77,430				77,430	294,453	68,872	71,771	73,254	80,556
WSHS Page Views	15,262,650				15,262,650	71,905,893	17,342,182	15,030,178	20,468,590	19,064,943
EBSCO - Automobile Repair Reference Center - Sessions	5,138				5,138	21,446	5,503	5,467	5,214	5,262
EBSCO - Automobile Repair Reference Center - Downloads	10,543				10,543	71,997	11,971	11,696	35,293	13,037
EBSCO - Automobile Repair Reference Center - Searches	8,253				8,253	34,025	8,837	8,720	8,188	8,280
World Book Sessions	36,947				36,947	78,455	20,887	27,067	17,716	12,785
World Book Views	6,504				6,504	54,914	12,466	16,668	17,035	8,745
World Book Searches	25,000				25,000	77,304	17,663	24,278	23,788	11,575
Cruise Account Production	1,024				1,024	4,399	1,046	1,126	1,089	1,138
Cruise Account Population (average)	1,114				1,114	1,204	1,210	1,193	1,189	1,222
V.I.P. Account Production	0					21	5	6	2	8
V.I.P. Account Population (average)	650				650	642	648	643	640	636
Video Conferences	0				0	8	2	1	2	3
Video Conference Participants	0				0	86	23	10	23	30

[†] *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

	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Searches by Database										
Books	36,697				36,697	54,593	13,033	13,967	12,796	14,797
American Antiquarian Society	0					0				
U.S. Census	229,822				229,822	968,067	241,315	247,192	223,455	256,105
Freedman's Bank	23,361				23,361	8,851	2,006	2,823	1,547	2,475
Periodicals	73,132				73,132	28,722	6,906	8,365	5,932	7,519
Revolutionary War	6,213				6,213	18,191	4,248	5,046	4,109	4,788
U.S. Congress Actions	1,044				1,044	5,823	1,154	1,675	1,409	1,585
Totals	370,269				370,269	1,084,247	268,662	279,068	249,248	287,269
Citation Abstracts by Database										
Books	102,654				102,654	513,283	115,622	138,401	119,481	139,779
American Antiquarian Society	9,842				9,842	22,011	9,268	6,639	4,917	1,187
U.S. Census	442,223				442,223	1,817,512	459,242	485,860	409,639	462,771
Freedman's Bank	1,816				1,816	6,615	1,279	2,159	1,245	1,932
Periodicals	2,733				2,733	11,002	2,512	3,555	2,290	2,645
Revolutionary War	11,654				11,654	54,644	12,569	15,102	13,747	13,226
U.S. Congress Actions	1,056				1,056	6,551	1,113	1,918	1,639	1,881
Totals	571,978				571,978	2,431,618	601,605	653,634	552,958	623,421
Documents by Delivery Method										
Download : Citation Image	11				11	42	3	7	3	29
Download : Pdf	5,280				5,280	24,067	5,998	6,470	5,897	5,702
Download : Tif	648				648	4,023	707	748	1,460	1,108
On-Line Display : Citation	2,733				2,733	11,002	2,512	3,555	2,290	2,645
On-Line Display : Citation Image	557,064				557,064	2,362,699	586,010	635,339	536,275	605,075
On-Line Display : Pdf	3,181				3,181	15,252	3,487	3,831	3,575	4,359
On-Line Display : Tif	0					0				
Printer : Citation Image	3,061				3,061	14,533	2,888	3,684	3,458	4,503
Totals	571,978				571,978	2,431,618	601,605	653,634	552,958	623,421

Table 2

SAILOR Gale Databases

Sessions (Users)	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	2,911				2,911					
Custom Newspapers	6,283				6,283					
Discovering Collection	4,187				4,187					
Educator's Reference Complete	3,185				3,185					
Expanded Academic ASAP	3,793				3,793					
Gale Virtual Reference Library	16,834				16,834					
Gardening Landscape and Horticulture	2,526				2,526					
General OneFile	20,819				20,819					
General Reference Center Gold	10,101				10,101					
Health and Wellness Resource Center	4,456				4,456					
History Resource Center: U.S.	4,882				4,882					
History Resource Center: World	4,417				4,417					
Home Improvement Collection	2,235				2,235					
Hospitality Tourism and Leisure	2,321				2,321					
Insurance and Liability Collection	2,230				2,230					
Kids InfoBits	3,635				3,635					
Military and Intelligence Database	2,924				2,924					
Religion & Philosophy Collection	2,106				2,106					
Science Resource Center	11,351				11,351					
Small Business Resource Center	3,413				3,413					
Student Resource Center Bronze	4,768				4,768					
Totals	119,377				119,377					

Downloads (Full Text)	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	3,806				3,806					
Custom Newspapers	3,853				3,853					
Discovering Collection	4,751				4,751					
Educator's Reference Complete	1,840				1,840					
Expanded Academic ASAP	2,244				2,244					
Gale Virtual Reference Library	827				827					
Gardening Landscape and Horticulture	354				354					
General OneFile	11,573				11,573					
General Reference Center Gold	2,500				2,500					
Health and Wellness Resource Center	2,121				2,121					
History Resource Center: U.S.	6,288				6,288					
History Resource Center: World	5,280				5,280					
Home Improvement Collection	439				439					
Hospitality Tourism and Leisure	205				205					
Insurance and Liability Collection	38				38					
Kids InfoBits	1,402				1,402					
Military and Intelligence Database	314				314					
Religion & Philosophy Collection	77				77					
Science Resource Center	24,692				24,692					
Small Business Resource Center	779				779					
Student Resource Center Bronze	5,648				5,648					
Totals	79,031				79,031					

Searches	FY2010	4q10	3q10	2q10	1q10	FY2009	4q09	3q09	2q09	1q09
Books & Authors	5,259				5,259					
Custom Newspapers	5,711				5,711					
Discovering Collection	8,471				8,471					
Educator's Reference Complete	4,885				4,885					
Expanded Academic ASAP	4,314				4,314					
Gale Virtual Reference Library	2,143				2,143					
Gardening Landscape and Horticulture	2,175				2,175					
General OneFile	21,597				21,597					
General Reference Center Gold	4,727				4,727					
Health and Wellness Resource Center	15,072				15,072					
History Resource Center: U.S.	17,504				17,504					
History Resource Center: World	15,472				15,472					
Home Improvement Collection	1,822				1,822					
Hospitality Tourism and Leisure	1,494				1,494					
Insurance and Liability Collection	1,451				1,451					
Kids InfoBits	8,498				8,498					
Military and Intelligence Database	2,815				2,815					
Religion & Philosophy Collection	1,880				1,880					
Science Resource Center	52,119				52,119					
Small Business Resource Center	6,596				6,596					
Student Resource Center Bronze	11,247				11,247					
Totals	195,252				195,252					

Top Ten Pages on **SAILOR** Web Site

July-09		
Title	URL	Views*
1	Science Resource Center - THOMPSON / GA	14659
2	SAILOR: HeritageQuest	13059
3	SAILOR: EBSCO	10150
4	SAILOR Search	8641
5	Science Resource Center - THOMPSON / GA	6472
6	Maryland Public Library Directory	4144
7	SAILOR: World Book	3747
8	Database Login Error	3501
9	Access Maryland Public Libraries	3372
10	Marina	3248

August-09		
Title	URL	Views*
1	SAILOR: HeritageQuest	12708
2	SAILOR Search	8087
3	Science Resource Center - THOMPSON / GA	7824
4	SAILOR: EBSCO	6338
5	Science Resource Center - THOMPSON / GA	4519
6	Maryland Public Library Directory	4098
7	Access Maryland Public Libraries	3234
8	Marina	2954
9	Maryland Statutes & Regulations	2198
10	Maryland Public Library Directory	2022

September-09		
Title	URL	Views*
1	SAILOR: World Book	11877
2	SAILOR: HeritageQuest	11385
3	Science Resource Center - THOMPSON / GA	9176
4	SAILOR Search	8212
5	SAILOR: EBSCO	6286
6	Science Resource Center - THOMPSON / GA	5369
7	Maryland Public Library Directory	4216
8	Access Maryland Public Libraries	3401
9	Marina	3030
10	Maryland Statutes & Regulations	2398

* 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	2,308
baltocfb	Baltimore City Forestry Board	5,769
baltocfs	Circuit Court for Baltimore City	213,027
bcfb	Baltimore County Forestry Board	6,786
berlin	Berlin, Town of	0
cecilfb	Cecil County Forestry Board	1,945
dgs	MD Dept of General Services	355,183
dhr	MD Dept of Human Resources	0
fathermd	Fatherhood Maryland	6,166
fcdss	Frederick County Department of Social Services	21,334
forest	Carroll County Forest Conservancy Board	581
forvm	FORVM/ Forum for Rural Maryland	65,170
gcapaa	Governor's Commission of Asian Pacific American Affairs	294
gcforest	Garrett County Forestry Board	2,608
gcha	Governor's Commission on Hispanic Affairs	4,506
gcia	Governor's Commission on Indian Affairs	0
gwib	GWIB/Work Force Investment Board	177
hcforest	Howard County Forestry Board	4,299
hcl	Harbor City Learning Center	6,723
hhsband	Howard High School Band	1,082
lhills	Landover Hills, Town of	16,637
mail	Maryland Interlibrary Loan Organization	3,900
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	11,879
mcforest	Montgomery Co. Forestry Board	1,750
mcw	Maryland Commission for Women	507
mdforest	MSAFCDB / Md. State Assoc. of Forest Conservancy Distr. Brds.	2,409
mdwhf	Maryland Women's Heritage Foundation	0
mena	MD Emergency Number Association	405
mmctv	Montgomery Muni Cable	3,379
montgscd	Montgomery Soil Conservation District	673
mperl	Maryland Public Library Electronic Resource Librarians Group	717
msla	MD State Lottery Agency	13,423,459
mssa	MSDE / Md Student Services Alliance	33,608
perlit	Persianlit Online	23,306
qacfb	Queen Anne's County Forestry Board	392
soc	Sailor Operations Center	19,967
tespta	Timonium Elementary School PTA	567
vncc	North Chevy Chase, Village of	5,828
wcfb	Washington County Forestry Board	2,080
worsatty	Worcester Co. State's Attorney	5,438
		14,254,859

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