



SAILOR

FY2015

**FOURTH QUARTER REPORT
APRIL – JUNE 2015**

AND

ANNUAL REPORT

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

FY2015 Fourth 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 April through June 2014 they also accomplished the following:

Sailor Databases

The Chief, Collections and Access Services and Manager of Collection Management met with LYRASIL staff members Celeste Feather, Hilary Fox and Beth Scheinfeld on May 12, 2015 to plan the steps for selection and negotiation of SAILOR database subscriptions for the next 3-year cycle. LYRASIL will once again facilitate the process, and decisions are expected by the end of 2015. The new SAILOR contract will cover fiscal years 2017 through 2019 and will be funded at about the same level. A new survey instrument was drafted and sent to LYRASIL in June and will go out to MPERLs mid-summer to solicit feedback on current and future database offerings. An October meeting for vendor demonstrations and MPERL deliberations is in the planning stage. The Database Review Committee convened on May 19, 2015 at CCBC-Catonsville, and its new chair is Lynn Stonesifer, whose past experience with SAILOR negotiations will be invaluable.

Marina

MILO/Transshipping will be moving to the Annapolis Road Library Operations Center (ARLOC) in late summer. The Chief of Collections and Access Services contacted the library directors of Baltimore County Public Library, Montgomery County Public Library, and Southern Maryland Regional to inform them that the delivery site would be changing.

The Chief of Collections and Access Services attended the Relais User group meeting at the ALA annual conference and learned that Relais is exploring development to improve support for book clubs by changing distribution for duplicate requests.

The MILO department will begin testing the new Relais web based staff processing platform in July.

Sailor Network

Fiber Network

Bay Country/Easton Utility/Maryland Broadband installing fiber services to the northern Eastern Shore sites. Sites:

- Centreville/Queen Anne's.- fiber operational
- Chestertown/Kent - awaiting Verizon pole permits
- Easton/Talbot - fiber operational
- Cambridge/Dorchester (Connect to Comcast) - operational

Comcast increased bandwidth

- SOC/SLRC (2Gbps to 3Gbps)
- Cambridge (100 mbps to 500 mbps)

Wireless Network

Upon installation of fiber on the northern Eastern Shore sites, SOC will begin retiring the wireless sites. 2 sites identified so far. SOC will contact state government and county government tower owners. Most maintenance on the Eastern Shore wireless network will cease beginning FY2016.

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

**Sailor Operations Center
FY 2015 Expenditures thru 6/30/15**

	Budget	Expenditure
Salaries	328,983.00	280,864.00
Benefits	92,495.00	110,187.00
Network Lines/Internet	685,000.00	580,600.00
Equipment (1)	372,176.00	614,781.00
Equipment/Software Maintenance	546,000.00	384,094.00
Miscellaneous (2)	44,317.00	15,171.00
Subtotal	2,068,971.00	1,985,697.00
Content Databases (3)	644,390.00	644,390.00
Total	2,713,361.00	2,630,087.00

(1) Purchase & Installation of Routers, switches, servers and other equipment.

(2) Miscellaneous includes travel, photocopier rental, printing, supplies, property expenses at remote sites, & delivery expenses.

(3) Content Databases are licensed databases available for public access.

Savings in network lines were used for more equipment infrastructure.

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 [†]	264,396	57,051	73,912	67,056	66,377	303,043	63,597	81,564	72,049	85,833
SAILOR Home Page Views [‡]	35,327	7,174	8,957	9,653	9,543	43,825	8,924	11,485	10,024	13,392
SAILOR Visitors	129,244	28,233	35,139	33,550	32,322	136,267	31,860	38,262	31,375	34,770
WSHS Page Views	3,611,203	765,606	897,054	869,766	1,078,777	4,237,338	1,148,703	1,028,690	1,002,435	1,057,510
Cruise Account New	252	56	65	56	75	359	64	80	89	126
Cruise Account Renewal (by staff)	102	18	30	16	38	201	23	64	17	97
Cruise Account Renewal (by user)	170	29	51	28	62	196	25	68	35	68
Cruise Account Population	276	254	265	276	310	421	344	401	444	493
V.I.P. Account Production	0					1				1
V.I.P. Account Population	674	673	673	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	16,942	5,051	5,142	3,170	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	502,138	220,985	160,081	57,583	63,489	287,477	60,179	79,453	70,051	77,794
City Directories	21,095	17,919	3,176			0				
Freedman's Bank	3,900	963	1,236	847	854	3,173	545	872	966	790
Periodicals	7,175	728	2,397	1,833	2,217	8,930	1,824	2,620	2,020	2,466
Revolutionary War	6,807	1,893	2,307	1,209	1,398	5,356	1,380	1,452	1,110	1,414
U.S. Congress Actions	1,216	129	368	319	400	1,552	281	461	346	464
Totals	559,273	247,668	174,707	64,961	71,937	321,173	67,371	89,121	77,767	86,914

Citation Abstracts by Database										
Books	101,270	12,369	27,028	21,963	39,910	120,787	24,038	40,121	23,490	33,138
African American Heritage	335		39	34	262	1,331	640	409	65	217
American Antiquarian Society	17,738		4,626	5,304	7,808	24,551	5,567	7,932	4,672	6,380
U.S. Census	460,383	156,383	108,516	91,461	104,023	437,971	86,514	120,185	114,747	116,525
City Directories	16,810	15,382	1,428			0				
Freedman's Bank	2,483	774	619	569	521	2,384	462	810	607	505
Periodicals	2,986	352	1,073	736	825	3,617	681	1,265	803	868
Revolutionary War	17,256	5,651	3,708	3,770	4,127	18,819	6,325	5,270	3,033	4,191
U.S. Congress Actions	1,017	70	381	279	287	2,107	536	697	326	548
Totals	620,278	190,981	147,418	124,116	157,763	611,567	124,763	176,689	147,743	162,372

Documents by Delivery Method										
Download : Citation Image	5		1	3	1	18	6	6	3	3
Download : Pdf	4,793	2	1,216	1,785	1,790	7,498	1,440	2,153	1,957	1,948
Download : Tif	1,225		268	382	575	1,079	227	396	154	302
On-Line Display : Citation	2,986	352	1,073	736	825	3,617	681	1,265	803	868
On-Line Display : Citation Image	607,903	190,625	143,909	120,016	153,353	592,064	120,750	170,914	143,459	156,941
On-Line Display : Pdf	1,469	2	452	442	573	3,038	560	734	639	1,105
On-Line Display : Text	54,215	1,156	53,059			0				
On-Line Display : Tif	0					0				
Printer : Citation Image	1,897		499	752	646	4,253	1,099	1,221	728	1,205
Totals	674,493	192,137	200,477	124,116	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	12,572	3,058	2,954	3,032	3,528	12,986	3,302	3,077	3,035	3,572
Columbia Encyclopedia	144,289	35,317	39,450	32,399	37,123	144,548		36,448	35,638	39,087
Columbia Encyclopedia	702	237	73	111	281	180	41	56	56	27
Funk & Wagnalls New World Encyclopedia	435,921	104,224	113,331	104,278	114,088	450,933	108,143	115,227	110,822	116,741
History Reference Center	446,673	105,669	117,185	107,710	116,109	468,138	111,052	121,235	116,800	119,051
MAS Ultra - School Edition	437,868	104,221	114,190	104,461	114,996	459,681	109,297	117,861	113,571	118,952
MasterFILE Premier	521,125	127,624	134,510	124,124	134,867	1,418,351	225,593	399,861	373,418	419,479
Middle Search Plus	439,508	104,336	115,035	105,048	115,089	459,351	109,496	118,345	113,430	118,080
Primary Search	149,714	37,245	41,339	34,507	36,623	142,669	33,112	36,512	35,036	38,009
Regional Business News	140,278	34,338	38,372	31,381	36,187	138,542	32,116	35,043	33,806	37,577
Science Image Collection	13,835	2,925	4,993	4,156	1,761	21,660	1,854	4,800	9,340	5,666
Science Reference Center	441,544	104,833	115,232	105,879	115,600	461,925	109,547	119,038	114,822	118,518
World History Image Collection	18,303	3,801	6,726	5,667	2,109	26,542	3,145	6,506	10,741	6,150
Totals	3,202,332	767,828	843,390	762,753	828,361	4,205,506	880,073	1,114,009	1,070,515	1,140,909
Downloads (Retrievals)										
Automobile Repair Reference Center	77,648	18,484	17,254	19,886	22,024	75,731	19,722	19,250	17,119	19,640
Business Source Premier	14,503	2,969	4,118	4,199	3,217	17,645	4,280	4,605	5,261	3,499
Columbia Encyclopedia	1,446	46	102	84	1,214	157	39	59	37	22
Funk & Wagnalls New World Encyclopedia	9,901	2,329	3,108	3,698	766	6,690	1,407	2,287	2,339	657
History Reference Center	29,391	6,063	10,707	9,524	3,097	33,106	5,802	12,440	11,277	3,587
MAS Ultra - School Edition	17,268	3,015	5,813	6,035	2,405	25,866	6,317	6,863	7,387	5,299
MasterFILE Premier	123,897	30,422	36,060	34,142	23,273	133,054	30,868	35,254	39,754	27,178
Middle Search Plus	16,199	3,703	5,989	5,022	1,485	19,197	4,425	6,898	5,566	2,308
Primary Search	9,823	2,607	3,315	3,255	646	8,890	2,770	2,292	2,664	1,164
Regional Business News	3,587	493	1,314	1,038	742	3,150	756	849	1,009	536
Science Image Collection	51	11	14	2	24	24	8	13	1	2
Science Reference Center	15,418	3,454	4,300	5,131	2,533	16,688	2,566	5,292	6,419	2,411
World History Image Collection	320	49	112	117	42	503	42	112	249	100
Totals	319,452	73,645	92,206	92,133	61,468	340,701	79,002	96,214	99,082	66,403
Searches										
Automobile Repair Reference Center	20,234	4,781	4,465	5,042	5,946	24,505	6,245	6,084	5,416	6,760
Business Source Premier	180,265	42,397	54,670	42,122	41,076	171,841	38,563	44,368	43,771	45,139
Columbia Encyclopedia	3,389	456	153	300	2,480	375	73	119	122	61
Funk & Wagnalls New World Encyclopedia	481,342	113,952	132,143	118,447	116,800	483,534	112,406	124,784	121,184	125,160
History Reference Center	504,701	116,924	141,072	125,066	121,639	527,129	120,065	140,219	135,534	131,311
MAS Ultra - School Edition	481,735	112,084	132,924	117,478	119,249	515,834	117,715	132,658	128,930	136,531
MasterFILE Premier	663,506	159,231	178,963	162,678	162,634	1,567,101	258,770	439,024	414,594	454,713
Middle Search Plus	488,544	113,658	136,034	119,610	119,242	508,988	116,954	134,366	128,552	129,116
Primary Search	191,847	46,824	59,243	46,798	38,982	168,014	36,979	44,141	43,406	43,488
Regional Business News	164,803	38,665	50,765	37,547	37,826	155,798	34,203	39,632	39,963	42,000
Science Image Collection	46,593	9,125	18,739	13,495	5,234	48,007	5,191	13,088	19,347	10,381
Science Reference Center	490,671	113,918	134,990	120,718	121,045	511,751	115,716	134,278	131,767	129,990
World History Image Collection	58,661	11,743	24,049	17,299	5,570	60,450	8,836	17,760	22,315	11,539
Totals	3,776,291	883,758	1,068,210	926,600	897,723	4,743,327	971,716	1,270,521	1,234,901	1,266,189

Table 3

FY2015					
Sailor Database Downloads					
Combined MPL and K-12 Statistics					
Heritage Quest	FY2015 Total	FY15 Q4	FY15 Q3	FY15 Q2	FY15 Q1
MPL	674,493	192,137	200,477	124,116	157,763
Retail value per download*	\$ 8.36				
Retail value of downloads	\$ 5,638,761.48				
EBSCO	FY2015 Total	FY15 Q4	FY15 Q3	FY15 Q2	FY15 Q1
MPL	318,944	73,137	92,206	92,133	61,468
K-12	429,818	91,257	112,797	163,292	62,472
Total EBSCO	748,762	164,394	205,003	255,425	123,940
All Downloads	1,423,255	356,531	405,480	379,541	281,703
Retail value per download*	\$ 8.36				
Retail value of downloads	\$ 11,898,411.80				
Total Retail value of downloads	\$ 17,537,173.28				
*Source: State Library Resource Center					
Filename: Sailor DB MPL and K12 Downloads- FY2015 total.xlsx					

Table 3.a

Top Ten Pages on SAILOR Web Site

April-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3719
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1990
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1357
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	966
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	825
6 History Reference Center	http://db.sailor.lib.md.us/db/ebsco/khh	784
7 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	724
8 Search	http://www.sailor.lib.md.us/search/	406
9 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	186
10 Services	http://www.sailor.lib.md.us/services/	180

May-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2938
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1371
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1145
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	964
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	796
6 Search	http://www.sailor.lib.md.us/search/	415
7 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	269
8 History Reference Center	http://db.sailor.lib.md.us/db/ebsco/khh	263
9 Searchasaurus	http://db.sailor.lib.md.us/db/ebsco/sas	199
10 Services	http://www.sailor.lib.md.us/services/	182

June-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3375
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1200
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1025
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/	734
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	708
6 Search	http://www.sailor.lib.md.us/search/	238
7 Prince George's County Memorial Library	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	215
8 Services	http://www.sailor.lib.md.us/services/	212
9 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	162
10 Carroll County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	136

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

Top 25 Pages on SAILOR Web Site

Fiscal Year 2015		
Title	Page	Views*
1	HeritageQuest	50085
2	Marina - Services	22522
3	Research Databases - Services	17957
4	Maryland Public Library Directory	16127
5	Search	4603
6	History Reference Center	3885
7	Student Research Center	3680
8	Services	2778
9	Prince George's County Memorial Library - Mæ	2468
10	Baltimore County Public Library - Maryland Pu	2214
11	MasterFILE Premier	1850
12	Middle Search Plus	1839
13	Carroll County Public Library - Maryland Publi	1817
14	Searchasaurus	1785
15	Science Reference Center	1720
16	About	1662
17	Howard County Library System - Maryland Pu	1657
18	Links	1612
19	Prince George's County Memorial Library - Mæ	1542
20	Enoch Pratt Free Library - Maryland Public Lit	1492
21	Anne Arundel County Public Library - Marylan	1442
22	Enoch Pratt Free Library - Maryland Public Lit	1365
23	Anne Arundel County Public Library - Marylan	1329
24	Cruise Accounts(2)	1321
25	Committees	1304

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

Web Site Hosting Service (WSHS) Site Data

4th Quarter

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	3,663
baltocfb	Baltimore City Forestry Board	1,449
baltocfs	Circuit Court for Baltimore City	573,378
bcfb	Baltimore County Forestry Board	1,749
cecilfb	Cecil County Forestry Board	3,587
fcdds	Frederick County Department of Social Services	40,347
forvm	FORVM/ Forum for Rural Maryland	1,711
gcforest	Garrett County Forestry Board	2,501
gwib	GWIB/Work Force Investment Board	595
hcforest	Howard County Forestry Board	4,706
lhills	Landover Hills, Town of	20,179
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	25,332
mcforest	Montgomery Co. Forestry Board	1,218
mmctv	Montgomery Muni Cable	2,958
montgscd	Montgomery Soil Conservation District	2,542
perlit	Persianlit Online	13,232
qacfb	Queen Anne's County Forestry Board	396
vncc	North Chevy Chase, Village of	7,554
wcfb	Washington County Forestry Board	52,052
		759,149

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

FY2015 Web Site Hosting Service (WSHS) Site Data

login	Agency	FY14	FY15
aacofb	Anne Arundel County Forest Conservancy District Board	14,941	15,250
aadpw	AA Co. Dept of Public Works	10,942	11,325
baltoafb	Baltimore City Forestry Board	0	2,127
baltoacts	Circuit Court for Baltimore City	3,419,268	2,899,190
bcfb	Baltimore County Forestry Board	5,680	7,048
cecilfb	Cecil County Forestry Board	11,407	12,943
fdss	Frederick County Department of Social Services	158,406	165,279
forvm	FORVM/ Forum for Rural Maryland	39,793	7,159
gcforest	Garrett County Forestry Board	7,848	9,498
gwib	GWIB/Work Force Investment Board	2,784	2,368
hcforest	Howard County Forestry Board	25,800	22,898
lhills	Landover Hills, Town of	63,705	70,786
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	198,215	124,312
mcforest	Montgomery Co. Forestry Board	5,099	4,291
mmctv	Montgomery Muni Cable	15,664	12,555
montgscd	Montgomery Soil Conservation District	24,127	10,006
perlit	Persianlit Online	66,316	51,446
qacfb	Queen Anne's County Forestry Board	2,387	2,084
vncc	North Chevy Chase, Village of	48,881	35,852
wcfb	Washington County Forestry Board	103,890	135,288
		4,225,153	3,601,705