



SAILOR

FY2016

SECOND QUARTER REPORT

OCTOBER - DECEMBER 2015

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

FY2016 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 MARINA interlibrary loan application, 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 October, November and December:

MARINA / Relais

- ✓ On November 1, 2015, the Discovery interface of Relais was moved to a new platform using Java 1.8. Libraries that were prevented from updating local security certificates due to the old Java are now able to update those certificates. The customer account portal has also been updated and is now configurable by individual libraries.
- ✓ Relais released an updated customer portal on November 26, 2015 to resolve an issue that ESRL and some other were having accessing the portal through a proxy server.

SAILOR NETWORK

- ✓ Moving the Kent County Public Library in Chestertown from wireless service to Bay Country fiber has been completed.
- ✓ With fiber backbone, all Maryland Public Libraries will now have the ability to extend bandwidth for managing existing services.
- ✓ SOC has completed a 10 Gbps upgrad with Comcast, allowing increased bandwidth to all sites while lowering costs.
- ✓ Bandwidth upgrades during the Second Quarter:
 - Rockville/Montgomery from 200 mbps to 300 mbps
 - Denton/Caroline from 200 mbps to 300 mbps
 - Snow Hill/Worcester from 50 mbps to 100 mbps
 - Cambridge/Dorchester from 500 mbps to 700 mbps (also supports Talbot, Queen Anne's and Kent counties)
 - Towson/Baltimore County from 200 mbps to 300 mbps
- ✓ As a result of fiber conversion, FY2016 will likely record the last reduction in Sailor Network costs.

Prepared by the Staff of Sailor Operations Center

SAILOR Information Resource Statistics

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
SAILOR Web Site Page Views [†]	109,729			52,504	57,225	264,396	57,051	73,912	67,056	66,377
SAILOR Home Page Views [‡]	15,319			7,421	7,898	35,327	7,174	8,957	9,653	9,543
SAILOR Visitors	54,887			26,887	28,000	129,244	28,233	35,139	33,550	32,322
WSHS Page Views	1,326,637			689,552	637,085	3,611,203	765,606	897,054	869,766	1,078,777
Cruise Account New	93			44	49	252	56	65	56	75
Cruise Account Renewal (by staff)	50			20	30	102	18	30	16	38
Cruise Account Renewal (by user)	68			24	44	170	29	51	28	62
Cruise Account Population	226			213	239	276	254	265	276	310
V.I.P. Account Production	0					0				
V.I.P. Account Population	672			672	672	674	673	673	674	674

[†] *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

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
Searches by Database										
Books	7,685			3,121	4,564	16,942	5,051	5,142	3,170	3,579
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	403,597			186,070	217,527	502,138	220,985	160,081	57,583	63,489
City Directories	44,816			24,314	20,502	21,095	17,919	3,176		
Freedman's Bank	1,041			440	601	3,900	963	1,236	847	854
Social Security Death Index	1			1		0				
Cemeteries	4,039			2,706	1,333	0				
Immigration Records	283			178	105	0				
Maps & Photos	359			289	70	0				
Military Records	21			21		0				
Periodicals	1,226			524	702	7,175	728	2,397	1,833	2,217
Public Records	2,067			1,481	586	0				
Revolutionary War	4,120			1,356	2,764	6,807	1,893	2,307	1,209	1,398
U.S. Congress Actions	108			35	73	1,216	129	368	319	400
Vital Records	4,481			3,228	1,253	0				
Totals	469,363			220,536	248,827	559,273	247,668	174,707	64,961	71,937

Citation Abstracts by Database

Grand Total	20,801			8,891	11,910	101,270	12,369	27,028	21,963	39,910
Books	0					335		39	34	262
African American Heritage	0					17,738		4,626	5,304	7,808
American Antiquarian Society	314,709			152,554	162,155	460,383	156,383	108,516	91,461	104,023
U.S. Census	45,850			25,746	20,104	16,810	15,382	1,428		
City Directories	876			396	480	2,483	774	619	569	521
Freedman's Bank	9			9		0				
Social Security Death Index	2,753			1,806	947	0				
Cemeteries	621			366	255	0				
Immigration Records	433			353	80	0				
Maps & Photos	303			252	51	0				
Military Records	421			173	248	2,986	352	1,073	736	825
Periodicals	1,547			1,138	409	0				
Public Records	13,398			3,688	9,710	17,256	5,651	3,708	3,770	4,127
Revolutionary War	80			27	53	1,017	70	381	279	287
U.S. Congress Actions	3,347			2,225	1,122	0				
Totals	386,776			190,546	196,230	602,005	185,260	143,329	120,067	153,349

Documents by Delivery Method

Download : Citation Image	0					5		1	3	1
Download : Pdf	0					4,793	2	1,216	1,785	1,790
Download : Tif	0					1,225		268	382	575
On-Line Display : Citation	421			173	248	2,986	352	1,073	736	825
On-Line Display : Citation Image	404,727			197,451	207,276	607,903	190,625	143,909	120,016	153,353
On-Line Display : Pdf	0					1,469	2	452	442	573
On-Line Display : Text	0					54,215	1,156	53,059		
On-Line Display : Tif	0					0				
Printer : Citation Image	0					1,897		499	752	646
Totals	405,148			197,624	207,524	674,493	192,137	200,477	124,116	157,763

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
Sessions (Users)										
Automobile Repair Reference Center	5,880			2,856	3,024	12,572	3,058	2,954	3,032	3,528
Columbia Encyclopedia	81,455			37,395	44,060	144,289		39,450	32,399	37,123
Columbia Encyclopedia	96			73	23	702	237	73	111	281
Funk & Wagnalls New World Encyclopedia	231,090			116,595	114,495	435,921	104,224	113,331	104,278	114,088
History Reference Center	237,437			121,304	116,133	446,673	105,669	117,185	107,710	116,109
MAS Ultra - School Edition	233,038			117,384	115,654	437,868	104,221	114,190	104,461	114,996
MasterFILE Premier	279,908			140,198	139,710	521,125	127,624	134,510	124,124	134,867
Middle Search Plus	232,636			117,833	114,803	439,508	104,336	115,035	105,048	115,089
Primary Search	83,430			38,993	44,437	149,714	37,245	41,339	34,507	36,623
Regional Business News	80,431			36,866	43,565	140,278	34,338	38,372	31,381	36,187
Science Image Collection	6,601			4,097	2,504	13,835	2,925	4,993	4,156	1,761
Science Reference Center	330,620			213,146	117,474	441,544	104,833	115,232	105,879	115,600
World History Image Collection	7,991			6,097	1,894	18,303	3,801	6,726	5,667	2,109
Totals	1,810,613			952,837	857,776	3,202,332	767,828	843,390	762,753	828,361
Downloads (Retrievals)										
Automobile Repair Reference Center	37,120			18,078	19,042	77,648	18,484	17,254	19,886	22,024
Business Source Premier	6,856			4,737	2,119	14,503	2,969	4,118	4,199	3,217
Columbia Encyclopedia	109			89	20	1,446	46	102	84	1,214
Funk & Wagnalls New World Encyclopedia	4,152			3,092	1,060	9,901	2,329	3,108	3,698	766
History Reference Center	13,666			10,746	2,920	29,391	6,063	10,707	9,524	3,097
MAS Ultra - School Edition	6,009			4,408	1,601	17,268	3,015	5,813	6,035	2,405
MasterFILE Premier	57,209			34,249	22,960	123,897	30,422	36,060	34,142	23,273
Middle Search Plus	5,268			3,707	1,561	16,199	3,703	5,989	5,022	1,485
Primary Search	2,915			2,011	904	9,823	2,607	3,315	3,255	646
Regional Business News	1,771			1,065	706	3,587	493	1,314	1,038	742
Science Image Collection	26			17	9	51	11	14	2	24
Science Reference Center	415,551			409,620	5,931	15,418	3,454	4,300	5,131	2,533
World History Image Collection	214			127	87	320	49	112	117	42
Totals	550,866			491,946	58,920	319,452	73,645	92,206	92,133	61,468
Searches										
Automobile Repair Reference Center	9,629			5,223	4,406	20,234	4,781	4,465	5,042	5,946
Business Source Premier	95,836			48,464	47,372	180,265	42,397	54,670	42,122	41,076
Columbia Encyclopedia	196			142	54	3,389	456	153	300	2,480
Funk & Wagnalls New World Encyclopedia	248,634			130,249	118,385	481,342	113,952	132,143	118,447	116,800
History Reference Center	263,111			141,584	121,527	504,701	116,924	141,072	125,066	121,639
MAS Ultra - School Edition	251,586			131,931	119,655	481,735	112,084	132,924	117,478	119,249
MasterFILE Premier	342,079			178,707	163,372	663,506	159,231	178,963	162,678	162,634
Middle Search Plus	252,701			133,709	118,992	488,544	113,658	136,034	119,610	119,242
Primary Search	100,886			52,801	48,085	191,847	46,824	59,243	46,798	38,982
Regional Business News	90,969			45,797	45,172	164,803	38,665	50,765	37,547	37,826
Science Image Collection	22,543			14,620	7,923	46,593	9,125	18,739	13,495	5,234
Science Reference Center	341,304			216,239	125,065	490,671	113,918	134,990	120,718	121,045
World History Image Collection	24,926			19,696	5,230	58,661	11,743	24,049	17,299	5,570
Totals	2,044,400			1,119,162	925,238	3,776,291	883,758	1,068,210	926,600	897,723

Table 3

Top Ten Pages on SAILOR Web Site

October-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2988
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1220
3 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1153
4 Marina - Services	http://www.sailor.lib.md.us/services/marina?id=56300	1110
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	967
6 Search	http://www.sailor.lib.md.us/search/	484
7 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	300
8 History Reference Center	http://db.sailor.lib.md.us/db/ebsco/khh	255
9 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	248
10 Middle Search Plus	http://db.sailor.lib.md.us/db/ebsco/mih	225

November-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2585
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1188
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1127
4 Marina - Services	http://www.sailor.lib.md.us/services/marina?id=56300	1044
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	878
6 Search	http://www.sailor.lib.md.us/search/	343
7 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	287
8 MasterFILE Premier	http://db.sailor.lib.md.us/db/ebsco/f5h	261
9 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	230
10 Services	http://www.sailor.lib.md.us/services/	206

December-2015		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2632
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1124
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/	941
4 Marina - Services	http://www.sailor.lib.md.us/services/marina?id=56300	752
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	656
6 Search	http://www.sailor.lib.md.us/search/	249
7 Services	http://www.sailor.lib.md.us/services/	198
8 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	194
9 Student Research Center	http://db.sailor.lib.md.us/db/ebsco/src	143
10 Howard County Library System	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	129

* 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	4,686
baltocfb	Baltimore City Forestry Board	1,873
baltocfs	Circuit Court for Baltimore City	503,510
bcbf	Baltimore County Forestry Board	1,491
cecilfb	Cecil County Forestry Board	3,054
fcdds	Frederick County Department of Social Services	42,155
forvm	FORVM/ Forum for Rural Maryland	2,936
gcforest	Garrett County Forestry Board	3,107
hcforest	Howard County Forestry Board	4,837
lhills	Landover Hills, Town of	20,761
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	32,102
mcforest	Montgomery Co. Forestry Board	1,214
mmctv	Montgomery Muni Cable	3,102
montgscd	Montgomery Soil Conservation District	2,585
perlit	Persianlit Online	11,181
qacfb	Queen Anne's County Forestry Board	426
vncc	North Chevy Chase, Village of	7,140
wcfb	Washington County Forestry Board	35,311
		681,471

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