



SAILOR

FY2016

THIRD QUARTER REPORT

JANUARY - MARCH 2016

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

FY2016 Third 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 January, February and March:

SAILOR DATABASES

- ✓ The Chief of Collections and Access Services, and the CMD manager met with the SAILOR Operations staff, and representatives from EBSCO, in late January to discuss the roll-out of the new SAILOR resources and the configuration of the EBSCO Discovery Service (EDS). URLs were generated in February for newly added databases – Hobbies & Crafts, Home Improvement, and Small Engine Repair – and the new content was made available through each county's EBSCO database profile.
- ✓ Explora access for SAILOR was also reconfigured to reflect the retirement of older children's interfaces that will be retired at the end of June. The SAILOR Database page has been revised, and following minor adjustments to the EDS profile, libraries can place the single search box on their own web sites to search all the SAILOR resources from a single interface.
- ✓ The contract for HeritageQuest Online was also finalized in January.

Relais / MARINA

- ✓ Over the winter, Relais made a number output interface updates such as modifying the format icons that display to the right of titles in Discovery, and removing the library borrower codes from the subject line from email templates.

SAILOR NETWORK

- ✓ Sailor Operations Center is bidding out the portion of the network currently served by Comcast via an Erate application. This would include all Comcast served counties except Kent, Queen Anne's, Talbot, and Garrett.
- ✓ SOC is also bidding out one of the Internet service providers via Erate. Sailor currently has two Internet Service providers each with 2 gigabit/second links.

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 [†]	171,376		61,647	52,504	57,225	264,396	57,051	73,912	67,056	66,377
SAILOR Home Page Views [‡]	22,819		7,500	7,421	7,898	35,327	7,174	8,957	9,653	9,543
SAILOR Visitors	84,618		29,731	26,887	28,000	129,244	28,233	35,139	33,550	32,322
WSHS Page Views	2,107,546		780,909	689,552	637,085	3,611,203	765,606	897,054	869,766	1,078,777
Cruise Account New	139		46	44	49	252	56	65	56	75
Cruise Account Renewal (by staff)	80		30	20	30	102	18	30	16	38
Cruise Account Renewal (by user)	104		36	24	44	170	29	51	28	62
Cruise Account Population	220		208	213	239	276	254	265	276	310
V.I.P. Account Production	0					0				
V.I.P. Account Population	672		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	12,026		4,341	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	616,902		213,305	186,070	217,527	502,138	220,985	160,081	57,583	63,489
City Directories	70,119		25,303	24,314	20,502	21,095	17,919	3,176		
Freedman's Bank	1,542		501	440	601	3,900	963	1,236	847	854
Social Security Death Index	6		5	1		0				
Cemeteries	10,431		6,392	2,706	1,333	0				
Immigration Records	491		208	178	105	0				
Maps & Photos	781		422	289	70	0				
Military Records	35		14	21		0				
Periodicals	1,860		634	524	702	7,175	728	2,397	1,833	2,217
Public Records	3,672		1,605	1,481	586	0				
Revolutionary War	5,962		1,842	1,356	2,764	6,807	1,893	2,307	1,209	1,398
U.S. Congress Actions	167		59	35	73	1,216	129	368	319	400
Vital Records	7,596		3,115	3,228	1,253	0				
Totals	723,994		254,631	220,536	248,827	559,273	247,668	174,707	64,961	71,937

Citation Abstracts by Database

Grand Total	36,380		15,579	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	488,133		173,424	152,554	162,155	460,383	156,383	108,516	91,461	104,023
U.S. Census	71,733		25,883	25,746	20,104	16,810	15,382	1,428		
City Directories	1,346		470	396	480	2,483	774	619	569	521
Freedman's Bank	47		38	9		0				
Social Security Death Index	7,244		4,491	1,806	947	0				
Cemeteries	996		375	366	255	0				
Immigration Records	1,166		733	353	80	0				
Maps & Photos	653		350	252	51	0				
Military Records	624		203	173	248	2,986	352	1,073	736	825
Periodicals	2,749		1,202	1,138	409	0				
Public Records	20,346		6,948	3,688	9,710	17,256	5,651	3,708	3,770	4,127
Revolutionary War	120		40	27	53	1,017	70	381	279	287
U.S. Congress Actions	5,364		2,017	2,225	1,122	0				
Totals	608,322		221,546	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	624		203	173	248	2,986	352	1,073	736	825
On-Line Display : Citation Image	636,277		231,550	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	636,901		231,753	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)										
American Heritage Children's Dictionary	347,275		124,149	110,977	112,149	416,689	99,480	106,549	98,158	112,502
Automobile Repair Reference Center	8,656		2,776	2,856	3,024	12,572	3,058	2,954	3,032	3,528
Business Source Premier	127,698		46,243	37,395	44,060	144,289	35,317	39,450	32,399	37,123
eBook Collection (EBSCOhost)	4,066		1,862	1,450	754	3,118	692	954	1,078	394
ERIC	2,935		1,705	854	376	1,611	442	551	594	24
Funk & Wagnalls New World Encyclopedia	363,516		132,426	116,595	114,495	435,921	104,224	113,331	104,278	114,088
History Reference Center	373,859		136,422	121,304	116,133	446,673	105,669	117,185	107,710	116,109
Hobbies & Crafts Reference Center	432		427	5		21				21
Home Improvement Reference Center	235		233	2						
MAS Ultra - School Edition	365,954		132,916	117,384	115,654	437,868	104,221	114,190	104,461	114,996
MasterFILE Premier	430,965		151,057	140,198	139,710	521,125	127,624	134,510	124,124	134,867
Middle Search Plus	367,792		135,156	117,833	114,803	439,508	104,336	115,035	105,048	115,089
Primary Search	133,711		50,281	38,993	44,437	149,714	37,245	41,339	34,507	36,623
Professional Development Collection	3,458		2,547	671	240	1,493	395	522	576	
Regional Business News	124,940		44,509	36,866	43,565	140,278	34,338	38,372	31,381	36,187
Science Reference Center	624,911		294,291	213,146	117,474	441,544	104,833	115,232	105,879	115,600
Small Engine Repair Reference Center	198		198			23				23
Teacher Reference Center	118,992		42,072	34,401	42,519	134,475	33,212	35,627	29,954	35,682
Topic Overviews K-5	1,384		969	337	78	215	215			
Totals	3,400,977		1,300,239	1,091,267	1,009,471	3,727,137	895,301	975,801	883,179	972,856
Downloads (Retrievals)										
American Heritage Children's Dictionary										
Automobile Repair Reference Center	54,324		17,204	18,078	19,042	77,648	18,484	17,254	19,886	22,024
Business Source Premier	15,530		8,674	4,737	2,119	14,503	2,969	4,118	4,199	3,217
eBook Collection (EBSCOhost)	259		93	65	101	416	87	90	153	86
ERIC										
Funk & Wagnalls New World Encyclopedia	8,424		4,272	3,092	1,060	9,901	2,329	3,108	3,698	766
History Reference Center	31,693		18,027	10,746	2,920	29,391	6,063	10,707	9,524	3,097
Hobbies & Crafts Reference Center	1,244		1,215	29		7				7
Home Improvement Reference Center	430		421	9						
MAS Ultra - School Edition	22,620		16,611	4,408	1,601	17,268	3,015	5,813	6,035	2,405
MasterFILE Premier	434,260		377,051	34,249	22,960	123,897	30,422	36,060	34,142	23,273
Middle Search Plus	17,348		12,080	3,707	1,561	16,199	3,703	5,989	5,022	1,485
Primary Search	6,419		3,504	2,011	904	9,823	2,607	3,315	3,255	646
Professional Development Collection	1,424		967	163	294	1,086	248	309	529	
Regional Business News	4,767		2,996	1,065	706	3,587	493	1,314	1,038	742
Science Reference Center	1,112,771		697,220	409,620	5,931	15,418	3,454	4,300	5,131	2,533
Small Engine Repair Reference Center	63		63							
Teacher Reference Center										
Topic Overviews K-5	266		224	27	15	67	67			
Totals	1,711,842		1,160,622	492,006	59,214	319,211	73,941	92,377	92,612	60,281
Searches										
American Heritage Children's Dictionary	350,188		125,493	112,450	112,245	416,910	99,701	106,549	98,158	112,502
Automobile Repair Reference Center	14,270		4,641	5,223	4,406	20,234	4,781	4,465	5,042	5,946
Business Source Premier	156,170		60,334	48,464	47,372	180,265	42,397	54,670	42,122	41,076
eBook Collection (EBSCOhost)	12,306		5,532	4,526	2,248	10,601	2,381	3,347	3,651	1,222
ERIC	9,003		5,384	2,507	1,112	5,342	1,437	1,913	1,946	46
Funk & Wagnalls New World Encyclopedia	398,892		150,258	130,249	118,385	481,342	113,952	132,143	118,447	116,800
History Reference Center	424,018		160,907	141,584	121,527	504,701	116,924	141,072	125,066	121,639
Hobbies & Crafts Reference Center	604		597	7		48				48
Home Improvement Reference Center	241		241							
MAS Ultra - School Edition	403,365		151,779	131,931	119,655	481,735	112,084	132,924	117,478	119,249
MasterFILE Premier	531,747		189,668	178,707	163,372	663,506	159,231	178,963	162,678	162,634
Middle Search Plus	411,126		158,425	133,709	118,992	488,544	113,658	136,034	119,610	119,242
Primary Search	169,069		68,183	52,801	48,085	191,847	46,824	59,243	46,798	38,982
Professional Development Collection	12,568		9,605	2,158	805	5,163	1,418	1,865	1,880	
Regional Business News	146,285		55,316	45,797	45,172	164,803	38,665	50,765	37,547	37,826
Science Reference Center	633,243		291,939	216,239	125,065	490,671	113,918	134,990	120,718	121,045
Small Engine Repair Reference Center	338		338			62				62
Teacher Reference Center	124,625		46,112	35,681	42,832	135,156	33,469	35,753	30,135	35,799
Topic Overviews K-5	4,291		2,310	1,807	174	436	436			
Totals	3,802,349		1,487,062	1,243,840	1,071,447	4,241,366	1,001,276	1,174,696	1,031,276	1,034,118

Table 3

Top Ten Pages on SAILOR Web Site

January-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2980
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1256
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/	866
4 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	795
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	727
6 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	277
7 Search	http://www.sailor.lib.md.us/search/	253
8 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	228
9 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/xps	197
10 Services	http://www.sailor.lib.md.us/services/	166

February-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3162
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	2290
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1362
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/	902
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	748
6 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/khh	621
7 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/xss	456
8 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/src	433
9 Search	http://www.sailor.lib.md.us/search/	396
10 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/xps	382

March-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3431
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	1418
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1325
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/	906
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	735
6 0	http://inst.webinstant-service.com/	700
7 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	676
8 Search	http://www.sailor.lib.md.us/search/	441
9 Research Databases - Services	http://db.sailor.lib.md.us/db/ebsco/sas	201
10 Services	http://www.sailor.lib.md.us/services/	188

* 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	5,812
baltocfb	Baltimore City Forestry Board	2,182
baltocfs	Circuit Court for Baltimore City	583,530
bcbf	Baltimore County Forestry Board	1,534
cecilfb	Cecil County Forestry Board	3,133
fcdds	Frederick County Department of Social Services	41,062
forvm	FORVM/ Forum for Rural Maryland	3,674
gcforest	Garrett County Forestry Board	3,042
hcforest	Howard County Forestry Board	5,247
lhills	Landover Hills, Town of	23,723
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	35,123
mcforest	Montgomery Co. Forestry Board	1,081
mmctv	Montgomery Muni Cable	3,219
montgscd	Montgomery Soil Conservation District	3,083
perlit	Persianlit Online	12,572
qacfb	Queen Anne's County Forestry Board	643
vncc	North Chevy Chase, Village of	9,618
wcfb	Washington County Forestry Board	36,166
		774,444

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