



SAILOR

FY2017

FIRST QUARTER REPORT

JULY - SEPTEMBER 2016

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

FY2017 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:

MARINA

- An enhancement request was submitted to Relais for limiting customer requests in Relais based on requests from ILL staff from some libraries

Databases

- A special brochure holder was designed and printed that will become a highly visible marketing vehicle for the brochure series.
- The new Sailor electronic resources, including Rosetta Stone, were added to the Sailor website and featured on the Pratt database site.
- Collection Management staff began systematically contacting database vendors to request marketing materials that help to describe and promote Sailor databases and other library electronic resources.

Sailor Network

- All counties successfully updated profiles so Sailor can apply for Erate. Thanks!
- The following counties received upgrades in bandwidth:
 - Washington/Hagerstown 100 to 200 mbps
 - Calvert/Prince Frederick 100 to 200 mbps
 - Prince George's/Largo 200 to 600 mbps
- Sailor, working with Allegany County IT, and State of Maryland IT (networkMaryland), completed a fiber connection from the library to networkMaryland in Oakland. This connection completes the transition of all Maryland libraries to from wireless to fiber for Internet traffic.

Prepared by the Staff of Sailor Operations Center

SAILOR Information Resource Statistics

	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1
SAILOR Web Site Page Views [†]	52,567				52,567	221,185	49,809	61,647	52,504	57,225
SAILOR Home Page Views [‡]	6,763				6,763	29,544	6,725	7,500	7,421	7,898
SAILOR Visitors	25,503				25,503	109,346	24,728	29,731	26,887	28,000
WSHS Page Views	223,883				223,883	2,700,922	594,981	780,909	688,648	636,384
Cruise Account New	40				40	174	35	46	44	49
Cruise Account Renewal (by staff)	22				22	93	13	30	20	30
Cruise Account Renewal (by user)	33				33	123	19	36	24	44
Cruise Account Population	168				168	212	186	208	213	239
V.I.P. Account Production	0					1	1			
V.I.P. Account Population	673				673	672	672	672	672	672

[†] *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

	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1
Searches by Database										
Books	2,957				2,957	15,402	3,376	4,341	3,121	4,564
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	180,439				180,439	797,351	180,449	213,305	186,070	217,527
City Directories	27,780				27,780	90,721	20,602	25,303	24,314	20,502
Family History	0					0				
Freedman's Bank	564				564	1,978	436	501	440	601
Social Security Death Index	0					6		5	1	
Cemeteries	6,572				6,572	15,214	4,783	6,392	2,706	1,333
Immigration Records	124				124	752	261	208	178	105
Maps & Photos	244				244	1,201	420	422	289	70
Military Records	8				8	46	11	14	21	
Periodicals	350				350	2,373	513	634	524	702
Public Records	1,538				1,538	5,162	1,490	1,605	1,481	586
Revolutionary War	1,138				1,138	7,132	1,170	1,842	1,356	2,764
U.S. Congress Actions	27				27	187	20	59	35	73
Vital Records	2,626				2,626	11,266	3,670	3,115	3,228	1,253
Totals	221,741				221,741	937,525	213,531	254,631	220,536	248,827

Citation Abstracts by Database

Books	0					0				
African American Heritage						0				
American Antiquarian Society	150,538				150,538	634,803	146,670	173,424	152,554	162,155
U.S. Census	32,166				32,166	90,148	18,415	25,883	25,746	20,104
City Directories	18				18	0				
Family History	549				549	1,718	372	470	396	480
Freedman's Bank	26				26	47		38	9	
Social Security Death Index	4,626				4,626	10,539	3,295	4,491	1,806	947
Cemeteries	192				192	1,637	641	375	366	255
Immigration Records	310				310	1,723	557	733	353	80
Maps & Photos	245				245	1,202	549	350	252	51
Military Records	115				115	814	190	203	173	248
Periodicals	1,102				1,102	3,816	1,067	1,202	1,138	409
Public Records	4,194				4,194	24,103	3,757	6,948	3,688	9,710
Revolutionary War	15				15	149	29	40	27	53
U.S. Congress Actions	1,724				1,724	7,722	2,358	2,017	2,225	1,122
Vital Records	0					0				
Totals	188,425				188,425	740,615	169,950	205,414	181,230	184,021

Documents by Delivery Method

Download : Citation Image	0					0				
Download : Pdf	0					0				
Download : Tif	0					0				
On-Line Display : Citation	90				90	814	190	203	173	248
On-Line Display : Citation Image	201,130				201,130	823,634	187,357	231,550	197,451	207,276
On-Line Display : Pdf	0					0				
On-Line Display : Text	0					0				
On-Line Display : Tif	0					0				
Printer : Citation Image	0					0				
Totals	201,220				201,220	824,448	187,547	231,753	197,624	207,524

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1
Sessions (Users)										
American Heritage Children's Dictionary	118,716				118,716	437,249	89,974	124,149	110,977	112,149
Automobile Repair Reference Center	2,823				2,823	10,905	2,249	2,776	2,856	3,024
Business Source Premier	286,605				286,605	300,988	173,290	46,243	37,395	44,060
eBook Collection (EBSCOhost)	3,394				3,394	5,504	1,438	1,862	1,450	754
ERIC	4,058				4,058	4,780	1,845	1,705	854	376
Funk & Wagnalls New World Encyclopedia	123,585				123,585	458,588	95,072	132,426	116,595	114,495
History Reference Center	368,503				368,503	613,088	239,229	136,422	121,304	116,133
Hobbies & Crafts Reference Center	2,690				2,690	1,699	1,267	427	5	
Home Improvement Reference Center	2,008				2,008	1,172	937	233	2	
MAS Ultra - School Edition	124,892				124,892	546,299	180,345	132,916	117,384	115,654
MasterFILE Premier	390,756				390,756	684,160	253,195	151,057	140,198	139,710
Middle Search Plus	125,579				125,579	547,655	179,863	135,156	117,833	114,803
Primary Search	40,533				40,533	249,166	115,455	50,281	38,993	44,437
Professional Development Collection	3,781				3,781	5,537	2,079	2,547	671	240
Regional Business News	281,554				281,554	296,095	171,155	44,509	36,866	43,565
Science Reference Center	368,241				368,241	883,402	258,491	294,291	213,146	117,474
Small Engine Repair Reference Center	1,918				1,918	966	768	198		
Teacher Reference Center	285,233				285,233	292,473	173,481	42,072	34,401	42,519
Topic Overviews K-5	1,267				1,267	2,089	705	969	337	78
Totals	2,536,136				2,536,136	5,341,815	1,940,838	1,300,239	1,091,267	1,009,471
Downloads (Retrievals)										
American Heritage Children's Dictionary										
Automobile Repair Reference Center	17,754				17,754	67,225	12,901	17,204	18,078	19,042
Business Source Premier	4,027				4,027	20,198	4,668	8,674	4,737	2,119
eBook Collection (EBSCOhost)	97				97	336	77	93	65	101
ERIC										
Funk & Wagnalls New World Encyclopedia	6,628				6,628	16,794	8,370	4,272	3,092	1,060
History Reference Center	17,757				17,757	50,414	18,721	18,027	10,746	2,920
Hobbies & Crafts Reference Center	3,299				3,299	3,529	2,285	1,215	29	
Home Improvement Reference Center	1,088				1,088	1,608	1,178	421	9	
MAS Ultra - School Edition	10,155				10,155	48,812	26,192	16,611	4,408	1,601
MasterFILE Premier	357,376				357,376	736,237	301,977	377,051	34,249	22,960
Middle Search Plus	2,160				2,160	28,673	11,325	12,080	3,707	1,561
Primary Search	1,553				1,553	8,777	2,358	3,504	2,011	904
Professional Development Collection	1,444				1,444	2,526	1,102	967	163	294
Regional Business News	947				947	6,447	1,680	2,996	1,065	706
Science Reference Center	12,454				12,454	1,222,788	110,017	697,220	409,620	5,931
Small Engine Repair Reference Center	427				427	570	507	63		
Teacher Reference Center										
Topic Overviews K-5	357				357	588	322	224	27	15
Totals	437,523				437,523	2,215,522	503,680	1,160,622	492,006	59,214
Searches										
American Heritage Children's Dictionary	119,894				119,894	441,090	90,902	125,493	112,450	112,245
Automobile Repair Reference Center	3,910				3,910	17,512	3,242	4,641	5,223	4,406
Business Source Premier	258,657				258,657	323,070	166,900	60,334	48,464	47,372
eBook Collection (EBSCOhost)	11,442				11,442	16,153	3,847	5,532	4,526	2,248
ERIC	12,880				12,880	15,125	6,122	5,384	2,507	1,112
Funk & Wagnalls New World Encyclopedia	134,335				134,335	502,710	103,818	150,258	130,249	118,385
History Reference Center	351,202				351,202	660,529	236,511	160,907	141,584	121,527
Hobbies & Crafts Reference Center	5,101				5,101	2,587	1,983	597	7	
Home Improvement Reference Center	4,130				4,130	2,100	1,859	241		
MAS Ultra - School Edition	138,886				138,886	579,557	176,192	151,779	131,931	119,655
MasterFILE Premier	392,393				392,393	796,874	265,127	189,668	178,707	163,372
Middle Search Plus	139,639				139,639	590,009	178,883	158,425	133,709	118,992
Primary Search	51,579				51,579	285,248	116,179	68,183	52,801	48,085
Professional Development Collection	11,697				11,697	18,826	6,258	9,605	2,158	805
Regional Business News	255,136				255,136	309,773	163,488	55,316	45,797	45,172
Science Reference Center	353,541				353,541	884,824	251,581	291,939	216,239	125,065
Small Engine Repair Reference Center	4,162				4,162	1,718	1,380	338		
Teacher Reference Center	256,964				256,964	284,446	159,821	46,112	35,681	42,832
Topic Overviews K-5	2,414				2,414	5,976	1,685	2,310	1,807	174
Totals	2,507,962				2,507,962	5,738,127	1,935,778	1,487,062	1,243,840	1,071,447

Table 3

SAILOR Rosetta Stone Statistics

	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1
Active Learners	3,124				3,124	0				
Inactive Learners	0				0	0				
Learners with No Usage	4,071				4,071	0				
Total Learners	7,195				7,195	0				

Table 1

Top Ten Pages on SAILOR Web Site

July-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	3057
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1088
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/	923
4 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	797
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	634
6 Services	http://www.sailor.lib.md.us/services/	233
7 Search	http://www.sailor.lib.md.us/search/	221
8 0	http://inst.webinstant-service.com/	211
9 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	191
10 Links	http://www.sailor.lib.md.us/links/	167

August-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2813
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1190
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/	1135
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	786
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	680
6 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	341
7 0	http://inst.webinstant-service.com/	251
8 Services	http://www.sailor.lib.md.us/services/	235
9 Search	http://www.sailor.lib.md.us/search/	224
10 Prince George's County Memorial Library Sys	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	181

September-2016		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2784
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	2133
3 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	1393
4 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1277
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	1141
6 0	http://inst.webinstant-service.com/	728
7 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	589
8 Search	http://www.sailor.lib.md.us/search/	386
9 Services	http://www.sailor.lib.md.us/services/	216
10 Baltimore County Public Library	http://directory.sailor.lib.md.us/pub_use/counties_short.cfm?Library_	183

* 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	5,615
baltocfb	Baltimore City Forestry Board	2,956
baltocfs	Circuit Court for Baltimore City	0
bcbf	Baltimore County Forestry Board	2,681
cecilfb	Cecil County Forestry Board	3,432
fcdds	Frederick County Department of Social Services	45,940
forvm	FORVM/ Forum for Rural Maryland	2,875
gcforest	Garrett County Forestry Board	3,275
hcforest	Howard County Forestry Board	6,349
lhills	Landover Hills, Town of	23,448
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	37,684
mcforest	Montgomery Co. Forestry Board	1,488
mmctv	Montgomery Muni Cable	3,335
montgscd	Montgomery Soil Conservation District	5,963
perlit	Persianlit Online	13,922
qacfb	Queen Anne's County Forestry Board	887
vncc	North Chevy Chase, Village of	12,278
wcfb	Washington County Forestry Board	42,517
		214,645

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