



SAILOR

FY2017

SECOND QUARTER REPORT

OCTOBER - DECEMBER 2016

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

FY2017 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:

DATABASES

- ✓ As a result of their inability to deliver IP access to Rosetta Stone for the K-12 community, EBSCO will reduce the cost of this resource for the length of the current SAILOR database contract.

MARINA / Relais

- ✓ Relais will be updating the Discovery interface so that customers will be able to search Marina without first logging in.

SAILOR NETWORK

- ✓ As part of the Erate process, Sailor Operations Center will be evaluating network usage for inclusion of bandwidth service upgrades for the upcoming fiscal year

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 [†]	100,443			47,876	52,567	221,185	49,809	61,647	52,504	57,225
SAILOR Home Page Views [‡]	12,627			5,864	6,763	29,544	6,725	7,500	7,421	7,898
SAILOR Visitors	48,004			22,501	25,503	109,346	24,728	29,731	26,887	28,000
WSHS Page Views	450,130			226,247	223,883	2,700,922	594,981	780,909	688,648	636,384
Cruise Account New	70			30	40	174	35	46	44	49
Cruise Account Renewal (by staff)	37			15	22	93	13	30	20	30
Cruise Account Renewal (by user)	49			16	33	123	19	36	24	44
Cruise Account Population	163			158	168	212	186	208	213	239
V.I.P. Account Production	0					1	1			
V.I.P. Account Population	673			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	4,845			1,888	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	328,995			148,556	180,439	797,351	180,449	213,305	186,070	217,527
City Directories	40,256			12,476	27,780	90,721	20,602	25,303	24,314	20,502
Family History	0					0				
Freedman's Bank	1,076			512	564	1,978	436	501	440	601
Social Security Death Index	0					6		5	1	
Cemeteries	11,980			5,408	6,572	15,214	4,783	6,392	2,706	1,333
Immigration Records	214			90	124	752	261	208	178	105
Maps & Photos	797			553	244	1,201	420	422	289	70
Military Records	13			5	8	46	11	14	21	
Periodicals	479			129	350	2,373	513	634	524	702
Public Records	2,445			907	1,538	5,162	1,490	1,605	1,481	586
Revolutionary War	2,066			928	1,138	7,132	1,170	1,842	1,356	2,764
U.S. Congress Actions	43			16	27	187	20	59	35	73
Vital Records	4,941			2,315	2,626	11,266	3,670	3,115	3,228	1,253
Totals	393,209			171,468	221,741	937,525	213,531	254,631	220,536	248,827

Citation Abstracts by Database

Books	0					0				
African American Heritage	0					0				
American Antiquarian Society	277,141			126,603	150,538	634,803	146,670	173,424	152,554	162,155
U.S. Census	42,976			10,810	32,166	90,148	18,415	25,883	25,746	20,104
City Directories	18				18	0				
Family History	1,044			495	549	1,718	372	470	396	480
Freedman's Bank	26				26	47		38	9	
Social Security Death Index	7,858			3,232	4,626	10,539	3,295	4,491	1,806	947
Cemeteries	390			198	192	1,637	641	375	366	255
Immigration Records	906			596	310	1,723	557	733	353	80
Maps & Photos	465			220	245	1,202	549	350	252	51
Military Records	150			35	115	814	190	203	173	248
Periodicals	1,748			646	1,102	3,816	1,067	1,202	1,138	409
Public Records	7,138			2,944	4,194	24,103	3,757	6,948	3,688	9,710
Revolutionary War	75			60	15	149	29	40	27	53
U.S. Congress Actions	3,229			1,505	1,724	7,722	2,358	2,017	2,225	1,122
Vital Records	0					0				
Totals	330,359			141,934	188,425	740,615	169,950	205,414	181,230	184,021

Documents by Delivery Method

Download : Citation Image	0					0				
Download : Pdf	6			6		0				
Download : Tif	0					0				
On-Line Display : Citation	125			35	90	814	190	203	173	248
On-Line Display : Citation Image	354,088			152,958	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	354,219			152,999	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	220,557			101,841	118,716	437,249	89,974	124,149	110,977	112,149
Automobile Repair Reference Center	5,375			2,552	2,823	10,905	2,249	2,776	2,856	3,024
Business Source Premier	559,703			273,098	286,605	300,988	173,290	46,243	37,395	44,060
eBook Collection (EBSCOhost)	12,487			9,093	3,394	5,504	1,438	1,862	1,450	754
ERIC	11,813			7,755	4,058	4,780	1,845	1,705	854	376
Funk & Wagnalls New World Encyclopedia	236,347			112,762	123,585	458,588	95,072	132,426	116,595	114,495
History Reference Center	724,235			355,732	368,503	613,088	239,229	136,422	121,304	116,133
Hobbies & Crafts Reference Center	6,791			4,101	2,690	1,699	1,267	427	5	
Home Improvement Reference Center	5,355			3,347	2,008	1,172	937	233	2	
MAS Ultra - School Edition	243,262			118,370	124,892	546,299	180,345	132,916	117,384	115,654
MasterFILE Premier	752,985			362,229	390,756	684,160	253,195	151,057	140,198	139,710
Middle Search Plus	248,676			123,097	125,579	547,655	179,863	135,156	117,833	114,803
Primary Search	86,194			45,661	40,533	249,166	115,455	50,281	38,993	44,437
Professional Development Collection	10,880			7,099	3,781	5,537	2,079	2,547	671	240
Regional Business News	548,586			267,032	281,554	296,095	171,155	44,509	36,866	43,565
Science Reference Center	716,748			348,507	368,241	883,402	258,491	294,291	213,146	117,474
Small Engine Repair Reference Center	5,082			3,164	1,918	966	768	198		
Teacher Reference Center	556,923			271,690	285,233	292,473	173,481	42,072	34,401	42,519
Topic Overviews K-5	7,352			6,085	1,267	2,089	705	969	337	78
Totals	4,959,351			2,423,215	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	33,858			16,104	17,754	67,225	12,901	17,204	18,078	19,042
Business Source Premier	10,681			6,654	4,027	20,198	4,668	8,674	4,737	2,119
eBook Collection (EBSCOhost)	209			112	97	336	77	93	65	101
ERIC										
Funk & Wagnalls New World Encyclopedia	11,823			5,195	6,628	16,794	8,370	4,272	3,092	1,060
History Reference Center	44,745			26,988	17,757	50,414	18,721	18,027	10,746	2,920
Hobbies & Crafts Reference Center	8,275			4,976	3,299	3,529	2,285	1,215	29	
Home Improvement Reference Center	2,530			1,442	1,088	1,608	1,178	421	9	
MAS Ultra - School Edition	23,226			13,071	10,155	48,812	26,192	16,611	4,408	1,601
MasterFILE Premier	511,491			154,115	357,376	736,237	301,977	377,051	34,249	22,960
Middle Search Plus	13,585			11,425	2,160	28,673	11,325	12,080	3,707	1,561
Primary Search	5,390			3,837	1,553	8,777	2,358	3,504	2,011	904
Professional Development Collection	3,358			1,914	1,444	2,526	1,102	967	163	294
Regional Business News	2,991			2,044	947	6,447	1,680	2,996	1,065	706
Science Reference Center	24,109			11,655	12,454	1,222,788	110,017	697,220	409,620	5,931
Small Engine Repair Reference Center	672			245	427	570	507	63		
Teacher Reference Center										
Topic Overviews K-5	1,968			1,611	357	588	322	224	27	15
Totals	698,911			261,388	437,523	2,215,522	503,680	1,160,622	492,006	59,214
Searches										
American Heritage Children's Dictionary	228,412			108,518	119,894	441,090	90,902	125,493	112,450	112,245
Automobile Repair Reference Center	8,028			4,118	3,910	17,512	3,242	4,641	5,223	4,406
Business Source Premier	513,485			254,828	258,657	323,070	166,900	60,334	48,464	47,372
eBook Collection (EBSCOhost)	34,311			22,869	11,442	16,153	3,847	5,532	4,526	2,248
ERIC	34,184			21,304	12,880	15,125	6,122	5,384	2,507	1,112
Funk & Wagnalls New World Encyclopedia	269,522			135,187	134,335	502,710	103,818	150,258	130,249	118,385
History Reference Center	716,295			365,093	351,202	660,529	236,511	160,907	141,584	121,527
Hobbies & Crafts Reference Center	12,471			7,370	5,101	2,587	1,983	597	7	
Home Improvement Reference Center	10,598			6,468	4,130	2,100	1,859	241		
MAS Ultra - School Edition	290,091			151,205	138,886	579,557	176,192	151,779	131,931	119,655
MasterFILE Premier	769,136			376,743	392,393	796,874	265,127	189,668	178,707	163,372
Middle Search Plus	298,439			158,800	139,639	590,009	178,883	158,425	133,709	118,992
Primary Search	118,355			66,776	51,579	285,248	116,179	68,183	52,801	48,085
Professional Development Collection	30,894			19,197	11,697	18,826	6,258	9,605	2,158	805
Regional Business News	505,572			250,436	255,136	309,773	163,488	55,316	45,797	45,172
Science Reference Center	708,834			355,293	353,541	884,824	251,581	291,939	216,239	125,065
Small Engine Repair Reference Center	10,595			6,433	4,162	1,718	1,380	338		
Teacher Reference Center	508,625			251,661	256,964	284,446	159,821	46,112	35,681	42,832
Topic Overviews K-5	15,091			12,677	2,414	5,976	1,685	2,310	1,807	174
Totals	5,082,938			2,574,976	2,507,962	5,738,127	1,935,778	1,487,062	1,243,840	1,071,447

Table 3

FY2017

Sailor Database Downloads

Combined MPL and K-12 Statistics

Heritage Quest	FY17 Q1	FY17 Q2	FY17 Q3	FY17 Q4	Total
MPL	201,220	152,999	0	0	354,219
EBSCO	FY17 Q1	FY17 Q2	FY17 Q3	FY17 Q4	Total
MPL	437,523	261,388	0	0	698,911
K-12	47,349	183,338	0	0	230,687
Total EBSCO	484,872	444,726	0	0	929,598
All Downloads	686,092	597,725	0	0	1,283,817

Table 3 a

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

October-2016		
Title	URL	Views*
1	HeritageQuest	2456
2	Research Databases - Services	1615
3	Maryland Public Library Directory	1097
4	Marina - Services	1046
5	Research Databases - Services	873
6	Marina - Services	625
7	Search	387
8	Services	199
9	Prince George's County Memorial Library Syst	136
10	Anne Arundel County Public Library	136

November-2016		
Title	URL	Views*
1	HeritageQuest	2135
2	Maryland Public Library Directory	1150
3	Research Databases - Services	1103
4	Marina - Services	1014
5	Research Databases - Services	862
6	Marina - Services	528
7	Search	400
8	Anne Arundel County Public Library	236
9	Prince George's County Memorial Library Syst	175
10	Maryland Public Library Directory - Admin	171

December-2016		
Title	URL	Views*
1	HeritageQuest	2203
2	Maryland Public Library Directory	932
3	Marina - Services	921
4	Research Databases - Services	822
5	Research Databases - Services	738
6	Marina - Services	569
7	Search	326
8	Maryland Public Library Directory - Admin	297
9	Services	199
10	Maryland Public Library Directory - Admin	135

* 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	4,783
baltocfb	Baltimore City Forestry Board	2,513
baltocfs	Circuit Court for Baltimore City	0
bcbf	Baltimore County Forestry Board	2,998
cecilfb	Cecil County Forestry Board	3,637
fldss	Frederick County Department of Social Services	50,518
forvm	FORVM/ Forum for Rural Maryland	2,007
gcforest	Garrett County Forestry Board	2,788
hcforest	Howard County Forestry Board	5,013
lhills	Landover Hills, Town of	32,070
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	37,613
mcforest	Montgomery Co. Forestry Board	1,330
mmctv	Montgomery Muni Cable	2,529
montgscd	Montgomery Soil Conservation District	3,107
perlit	Persianlit Online	13,644
qacfb	Queen Anne's County Forestry Board	719
vncc	North Chevy Chase, Village of	14,344
wcfb	Washington County Forestry Board	39,031
		218,644

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