



**SAILOR**

**FY2017**

**THIRD QUARTER REPORT**

**JANUARY - MARCH 2017**

*Prepared by the Staff of Sailor Operations Center*

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



**FY2017 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.

As part of the Erate process, Sailor Operations Center (SOC) completed an evaluation of network usage for the upcoming fiscal year. The following table shows the existing bandwidth as FY2017 ends and the budgeted bandwidth for each county (on Comcast) for FY2018. In addition, SOC budgets additional funds for “unplanned” increases in network usage. Some notes:

- ✓ Dorchester’s high usage includes traffic from Talbot, Queen Anne’s and Kent counties.
- ✓ Both Dorchester and Prince George’s are near capacity for their 1 Gigabit “pipes”, SOC has begun planning to expand capacity.

<b>COUNTY</b>	<b>FY 2017 mbps</b>	<b>FY 2018 mbps</b>
Anne Arundel	200	150
Baltimore	400	500
Calvert	200	400
Caroline	300	400
Dorchester	700	800
Frederick	200	200
Harford	200	300
Howard	100	150
Montgomery	400	400
Pratt	4,000	4,000
Prince George’s	600	800
Saint Mary’s	200	400
Somerset	100	150
Washington	300	300
Wicomico	200	300
Worcester	100	100

## SAILOR Information Resource Statistics

	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1
<b>SAILOR</b> Web Site Page Views <sup>†</sup>	147,244		46,801	47,876	52,567	221,185	49,809	61,647	52,504	57,225
<b>SAILOR</b> Home Page Views <sup>‡</sup>	18,822		6,195	5,864	6,763	29,544	6,725	7,500	7,421	7,898
<b>SAILOR</b> Visitors	70,187		22,183	22,501	25,503	109,346	24,728	29,731	26,887	28,000
WSHS Page Views	725,575		275,445	226,247	223,883	2,700,922	594,981	780,909	688,648	636,384
Cruise Account New	98		28	30	40	174	35	46	44	49
Cruise Account Renewal (by staff)	61		24	15	22	93	13	30	20	30
Cruise Account Renewal (by user)	79		30	16	33	123	19	36	24	44
Cruise Account Population	159		150	158	168	212	186	208	213	239
V.I.P. Account Production	0					1	1			
V.I.P. Account Population	673		672	673	673	672	672	672	672	672

<sup>†</sup> *Web Site Page Views* - the number of times any page on the web site was viewed.

<sup>‡</sup> *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
<b>Searches by Database</b>										
Books	7,223		2,378	1,888	2,957	13,949	3,376	2,888	3,121	4,564
U.S. Census	488,691		159,696	148,556	180,439	732,011	180,449	147,965	186,070	217,527
City Directories	64,250		23,994	12,476	27,780	84,012	20,602	18,594	24,314	20,502
Family History	0					0				
Freedman's Bank	1,826		750	512	564	1,782	436	305	440	601
Social Security Death Index	9		9			6		5	1	
Cemeteries	19,062		7,082	5,408	6,572	13,693	4,783	4,871	2,706	1,333
Immigration Records	353		139	90	124	712	261	168	178	105
Maps & Photos	1,545		748	553	244	1,096	420	317	289	70
Military Records	23		10	5	8	46	11	14	21	
Periodicals	479			129	350	2,124	513	385	524	702
Public Records	4,378		1,933	907	1,538	4,743	1,490	1,186	1,481	586
Revolutionary War	3,266		1,200	928	1,138	6,600	1,170	1,310	1,356	2,764
U.S. Congress Actions	108		65	16	27	178	20	50	35	73
Vital Records	7,033		2,092	2,315	2,626	10,578	3,670	2,427	3,228	1,253
<b>Totals</b>	<b>598,246</b>		<b>200,096</b>	<b>173,783</b>	<b>224,367</b>	<b>871,530</b>	<b>217,201</b>	<b>180,485</b>	<b>223,764</b>	<b>250,080</b>

## Citation Abstracts by Database

Books	21,435		7,371	5,655	8,409	40,571	9,647	10,123	8,891	11,910
U.S. Census	410,245		133,104	126,603	150,538	581,988	146,670	120,609	152,554	162,155
City Directories	66,484		23,508	10,810	32,166	83,196	18,415	18,931	25,746	20,104
Family History	18				18	0				
Freedman's Bank	1,867		823	495	549	1,517	372	269	396	480
Social Security Death Index	34		8		26	47		38	9	
Cemeteries	12,498		4,640	3,232	4,626	9,538	3,295	3,490	1,806	947
Immigration Records	584		194	198	192	1,539	641	277	366	255
Maps & Photos	1,850		944	596	310	1,624	557	634	353	80
Military Records	567		102	220	245	1,070	549	218	252	51
Periodicals	150			35	115	759	190	148	173	248
Public Records	3,132		1,384	646	1,102	3,553	1,067	939	1,138	409
Revolutionary War	12,044		4,906	2,944	4,194	21,739	3,757	4,584	3,688	9,710
U.S. Congress Actions	234		159	60	15	147	29	38	27	53
Vital Records	4,737		1,508	1,505	1,724	7,299	2,358	1,594	2,225	1,122
<b>Totals</b>	<b>535,879</b>		<b>178,651</b>	<b>152,999</b>	<b>204,229</b>	<b>754,587</b>	<b>187,547</b>	<b>161,892</b>	<b>197,624</b>	<b>207,524</b>

## Documents by Delivery Method

Download : Pdf	6			6		0				
On-Line Display : Citation	125			35	90	814	190	203	173	248
On-Line Display : Citation Image	532,739		178,651	152,958	201,130	823,634	187,357	231,550	197,451	207,276
<b>Totals</b>	<b>532,870</b>		<b>178,651</b>	<b>152,999</b>	<b>201,220</b>	<b>824,448</b>	<b>187,547</b>	<b>231,753</b>	<b>197,624</b>	<b>207,524</b>

**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
<b>Sessions (Users)</b>										
American Heritage Children's Dictionary	315,599		95,042	101,841	118,716	437,249	89,974	124,149	110,977	112,149
Automobile Repair Reference Center	7,678		2,303	2,552	2,823	10,905	2,249	2,776	2,856	3,024
Business Source Premier	870,948		311,245	273,098	286,605	300,988	173,290	46,243	37,395	44,060
eBook Collection (EBSCOhost)	22,863		10,376	9,093	3,394	5,504	1,438	1,862	1,450	754
ERIC	21,241		9,428	7,755	4,058	4,780	1,845	1,705	854	376
Funk & Wagnalls New World Encyclopedia	345,898		109,551	112,762	123,585	458,588	95,072	132,426	116,595	114,495
History Reference Center	1,106,562		382,327	355,732	368,503	613,088	239,229	136,422	121,304	116,133
Hobbies & Crafts Reference Center	11,461		4,670	4,101	2,690	1,699	1,267	427	5	
Home Improvement Reference Center	9,670		4,315	3,347	2,008	1,172	937	233	2	
MAS Ultra - School Edition	356,418		113,156	118,370	124,892	546,299	180,345	132,916	117,384	115,654
MasterFILE Premier	1,138,825		385,840	362,229	390,756	684,160	253,195	151,057	140,198	139,710
Middle Search Plus	367,847		119,171	123,097	125,579	547,655	179,863	135,156	117,833	114,803
Primary Search	139,235		53,041	45,661	40,533	249,166	115,455	50,281	38,993	44,437
Professional Development Collection	19,815		8,935	7,099	3,781	5,537	2,079	2,547	671	240
Regional Business News	855,442		306,856	267,032	281,554	296,095	171,155	44,509	36,866	43,565
Science Reference Center	1,095,938		379,190	348,507	368,241	883,402	258,491	294,291	213,146	117,474
Small Engine Repair Reference Center	9,184		4,102	3,164	1,918	966	768	198		
Teacher Reference Center	869,473		312,550	271,690	285,233	292,473	173,481	42,072	34,401	42,519
Topic Overviews K-5	14,051		6,699	6,085	1,267	2,089	705	969	337	78
<b>Totals</b>	<b>7,578,148</b>		<b>2,618,797</b>	<b>2,423,215</b>	<b>2,536,136</b>	<b>5,341,815</b>	<b>1,940,838</b>	<b>1,300,239</b>	<b>1,091,267</b>	<b>1,009,471</b>
<b>Downloads (Retrievals)</b>										
American Heritage Children's Dictionary										
Automobile Repair Reference Center	47,627		13,769	16,104	17,754	67,225	12,901	17,204	18,078	19,042
Business Source Premier	17,561		6,880	6,654	4,027	20,198	4,668	8,674	4,737	2,119
eBook Collection (EBSCOhost)	303		94	112	97	336	77	93	65	101
ERIC										
Funk & Wagnalls New World Encyclopedia	17,401		5,578	5,195	6,628	16,794	8,370	4,272	3,092	1,060
History Reference Center	74,888		30,143	26,988	17,757	50,414	18,721	18,027	10,746	2,920
Hobbies & Crafts Reference Center	11,955		3,680	4,976	3,299	3,529	2,285	1,215	29	
Home Improvement Reference Center	3,824		1,294	1,442	1,088	1,608	1,178	421	9	
MAS Ultra - School Edition	51,016		27,790	13,071	10,155	48,812	26,192	16,611	4,408	1,601
MasterFILE Premier	600,118		88,627	154,115	357,376	736,237	301,977	377,051	34,249	22,960
Middle Search Plus	26,024		12,439	11,425	2,160	28,673	11,325	12,080	3,707	1,561
Primary Search	9,025		3,635	3,837	1,553	8,777	2,358	3,504	2,011	904
Professional Development Collection	5,404		2,046	1,914	1,444	2,526	1,102	967	163	294
Regional Business News	5,719		2,728	2,044	947	6,447	1,680	2,996	1,065	706
Science Reference Center	35,190		11,081	11,655	12,454	1,222,788	110,017	697,220	409,620	5,931
Small Engine Repair Reference Center	1,140		468	245	427	570	507	63		
Teacher Reference Center										
Topic Overviews K-5	3,898		1,930	1,611	357	588	322	224	27	15
<b>Totals</b>	<b>911,093</b>		<b>212,182</b>	<b>261,388</b>	<b>437,523</b>	<b>2,215,522</b>	<b>503,680</b>	<b>1,160,622</b>	<b>492,006</b>	<b>59,214</b>
<b>Searches</b>										
American Heritage Children's Dictionary	596,946		368,534	108,518	119,894	441,090	90,902	125,493	112,450	112,245
Automobile Repair Reference Center	11,634		3,606	4,118	3,910	17,512	3,242	4,641	5,223	4,406
Business Source Premier	952,510		439,025	254,828	258,657	323,070	166,900	60,334	48,464	47,372
eBook Collection (EBSCOhost)	60,730		26,419	22,869	11,442	16,153	3,847	5,532	4,526	2,248
ERIC	62,817		28,633	21,304	12,880	15,125	6,122	5,384	2,507	1,112
Funk & Wagnalls New World Encyclopedia	677,886		408,364	135,187	134,335	502,710	103,818	150,258	130,249	118,385
History Reference Center	1,382,224		665,929	365,093	351,202	660,529	236,511	160,907	141,584	121,527
Hobbies & Crafts Reference Center	21,647		9,176	7,370	5,101	2,587	1,983	597	7	
Home Improvement Reference Center	19,161		8,563	6,468	4,130	2,100	1,859	241		
MAS Ultra - School Edition	706,378		416,287	151,205	138,886	579,557	176,192	151,779	131,931	119,655
MasterFILE Premier	1,440,399		671,263	376,743	392,393	796,874	265,127	189,668	178,707	163,372
Middle Search Plus	724,466		426,027	158,800	139,639	590,009	178,883	158,425	133,709	118,992
Primary Search	334,011		215,656	66,776	51,579	285,248	116,179	68,183	52,801	48,085
Professional Development Collection	57,344		26,450	19,197	11,697	18,826	6,258	9,605	2,158	805
Regional Business News	942,059		436,487	250,436	255,136	309,773	163,488	55,316	45,797	45,172
Science Reference Center	1,369,744		660,910	355,293	353,541	884,824	251,581	291,939	216,239	125,065
Small Engine Repair Reference Center	19,090		8,495	6,433	4,162	1,718	1,380	338		
Teacher Reference Center	943,389		434,764	251,661	256,964	284,446	159,821	46,112	35,681	42,832
Topic Overviews K-5	29,185		14,094	12,677	2,414	5,976	1,685	2,310	1,807	174
<b>Totals</b>	<b>10,351,620</b>		<b>5,268,682</b>	<b>2,574,976</b>	<b>2,507,962</b>	<b>5,738,127</b>	<b>1,935,778</b>	<b>1,487,062</b>	<b>1,243,840</b>	<b>1,071,447</b>

Table 3

**Sailor FY2017 Database Downloads: Public Library and K-12**  
through March 2017

<b>Heritage Quest</b>	<b>FY17 Q1</b>	<b>FY17 Q2</b>	<b>FY17 Q3</b>	<b>FY17 Q4</b>	<b>Total</b>
MPL	201,220	152,999	178,651	0	532,870
<b>EBSCO</b>	<b>FY17 Q1</b>	<b>FY17 Q2</b>	<b>FY17 Q3</b>	<b>FY17 Q4</b>	<b>Total</b>
MPL	437,523	261,388	212,182	0	911,093
K-12	47,349	183,338	162,676	0	393,363
Total EBSCO	<b>484,872</b>	<b>444,726</b>	<b>374,858</b>	<b>0</b>	<b>1,304,456</b>
<b>All Downloads</b>	<b>686,092</b>	<b>597,725</b>	<b>553,509</b>	<b>0</b>	<b>1,837,326</b>

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	13,407		4,774	5,143	3,490	0				
Inactive Learners	23,286		11,604	7,305	4,377	0				
Total Learners	36,693		16,378	12,448	7,867	0				
Total Languages	30		30	30	30					
Total Activities	160,932		117,90	99,848	61,084					

Table 1



## Top Ten Pages on SAILOR Web Site

January-2017		
Title	URL	Views*
1	HeritageQuest	2805
2	Marina - Services	1039
3	Research Databases - Services	983
4	Maryland Public Library Directory	952
5	Research Databases - Services	611
6	Marina - Services	584
7	Search	259
8	Maryland Public Library Directory	241
9	Maryland Public Library Directory	174
10	Services	149

February-2017		
Title	URL	Views*
1	HeritageQuest	2264
2	Research Databases - Services	1058
3	Maryland Public Library Directory	1045
4	Marina - Services	910
5	Research Databases - Services	812
6	Research Databases - Services	328
7	Marina - Services	320
8	Search	312
9	Marina - Services	230
10	Maryland Public Library Directory	209

March-2017		
Title	URL	Views*
1	HeritageQuest	2985
2	Maryland Public Library Directory	1406
3	Research Databases - Services	1144
4	Research Databases - Services	802
5	Marina - Services	628
6	Marina - Services	588
7	Maryland Public Library Directory	447
8	Search	263
9	Services	193
10	About	125

\* 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	4,581
baltocfb	Baltimore City Forestry Board	2,699
baltocfs	Circuit Court for Baltimore City	0
bcbf	Baltimore County Forestry Board	2,750
cecilfb	Cecil County Forestry Board	4,117
fcdds	Frederick County Department of Social Services	50,684
forvm	FORVM/ Forum for Rural Maryland	1,731
gcforest	Garrett County Forestry Board	2,763
hcforest	Howard County Forestry Board	4,947
lhills	Landover Hills, Town of	88,000
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	31,266
mcforest	Montgomery Co. Forestry Board	1,498
mmctv	Montgomery Muni Cable	2,727
montgsd	Montgomery Soil Conservation District	4,623
perlit	Persianlit Online	14,200
qacfb	Queen Anne's County Forestry Board	728
vncc	North Chevy Chase, Village of	9,810
wcfb	Washington County Forestry Board	41,955
		269,079

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