



SAILOR

FY2018

**FOUR QUARTER REPORT
APRIL – MAY 2018
AND
ANNUAL REPORT**

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

**Sailor Operations Center
FY 2018 Expenditures thru 6/30/18**

	<u>Budget</u>	<u>Expenditure</u>		
Salaries	329,346.00	298,161.00		
Benefits	98,531.00	76,796.00		
Network Lines/Internet	685,000.00	650,457.00		
Equipment (1)	536,115.00	646,297.00		
Equipment/Software				
Maintenance	307,000.00	302,784.00	-	0
Miscellaneous (2)	<u>39,933.00</u>	<u>3,674.00</u>		
Subtotal	1,995,925.00	1,978,169.00		
Content Databases (3)	<u>659,645.00</u>	<u>653,855.00</u>		
Total	2,655,570.00	2,632,024.00		

(1) Purchase & Installation of Routers, switches, servers and other equipment

(2) Miscellaneous includes travel, photocopier rental, printing, supplies, property expenses at remote sites, & delivery expenses.

(3) Content Databases are licensed databases available for public access.

SAILOR Information Resource Statistics

	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1
SAILOR Web Site Page Views [†]	157,522	36,300	43,237	40,356	37,629	187,907	40,663	46,801	47,876	52,567
SAILOR Home Page Views [‡]	18,719	3,981	4,962	4,634	5,142	24,455	5,633	6,195	5,864	6,763
SAILOR Visitors	76,915	18,007	20,905	19,215	18,788	89,472	19,285	22,183	22,501	25,503
WSHS Page Views	568,198	117,114	131,170	142,581	177,333	984,882	259,307	275,445	226,247	223,883
Cruise Account New	71	13	18	10	30	127	29	28	30	40
Cruise Account Renewal (by staff)	40	2	11	10	17	66	5	24	15	22
Cruise Account Renewal (by user)	75	5	23	14	33	89	10	30	16	33
Cruise Account Population	101	87	92	103	120	154	138	150	158	168
V.I.P. Account Production	0					0				
V.I.P. Account Population	672	672	672	672	672	673	672	672	673	673

[†] 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

	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1
Searches by Database										
Books	15,063	3,008	5,523	4,612	1,920	9,919	2,696	2,378	1,888	2,957
U.S. Census	440,036	60,107	92,169	146,549	141,211	643,179	154,488	159,696	148,556	180,439
City Directories	42,096	5,556	7,882	15,310	13,348	84,654	20,404	23,994	12,476	27,780
Family History	0					0				
Freedman's Bank	1,118	147	277	391	303	2,162	336	750	512	564
Social Security Death Index	20	13	4	3		9		9		
Cemeteries	6,898	834	1,325	2,167	2,572	26,766	7,704	7,082	5,408	6,572
Immigration Records	461	87	152	123	99	455	102	139	90	124
Maps & Photos	1,102	324	313	267	198	1,887	342	748	553	244
Military Records	35	4	19	6	6	38	15	10	5	8
Periodicals	0					479			129	350
Public Records	3,824	894	756	1,089	1,085	5,548	1,170	1,933	907	1,538
Revolutionary War	6,860	613	1,809	2,485	1,953	4,594	1,328	1,200	928	1,138
U.S. Congress Actions	92	38	28	5	21	127	19	65	16	27
Vital Records	7,028	1,429	1,580	2,426	1,593	9,259	2,226	2,092	2,315	2,626
Totals	524,633	73,054	111,837	175,433	164,309	789,076	190,830	200,096	173,783	224,367

Citation Abstracts by Database

Books	38,211	7,471	12,872	12,129	5,739	29,351	7,916	7,371	5,655	8,409
U.S. Census	353,085	40,044	75,749	120,387	116,905	533,682	123,437	133,104	126,603	150,538
	50,994	8,842	13,981	15,025	13,146	89,197	22,713	23,508	10,810	32,166
Family History	10		10			18				18
Freedman's Bank	940	185	178	304	273	2,165	298	823	495	549
Social Security Death Index	23	1	18	3	1	138	104	8		26
Cemeteries	3,675	261	401	1,329	1,684	16,819	4,321	4,640	3,232	4,626
Immigration Records	1,588	169	916	340	163	957	373	194	198	192
Maps & Photos	1,064	240	250	329	245	2,302	452	944	596	310
Military Records	1,323	165	776	232	150	879	312	102	220	245
Periodicals	0					150			35	115
Public Records	1,975	157	204	794	820	3,954	822	1,384	646	1,102
Revolutionary War	24,527	2,982	10,067	6,995	4,483	16,744	4,700	4,906	2,944	4,194
U.S. Congress Actions	64	30	15		19	253	19	159	60	15
Vital Records	4,942	555	1,528	1,702	1,157	6,300	1,563	1,508	1,505	1,724
Totals	482,421	61,102	116,965	159,569	144,785	702,909	167,030	178,651	152,999	204,229

Documents by Delivery Method

Download : Pdf	0					6			6	
On-Line Display : Citation	0					125			35	90
On-Line Display : Citation Image	482,421	61,102	116,965	159,569	144,785	699,769	167,030	178,651	152,958	201,130
Totals	482,421	61,102	116,965	159,569	144,785	699,900	167,030	178,651	152,999	201,220

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1
Sessions (Users)										
American Heritage Children's Dictionary	237,031	51,141	60,484	50,865	74,541	405,450	89,851	95,042	101,841	118,716
Automobile Repair Reference Center	8,068	2,142	2,357	723	2,846	10,406	2,728	2,303	2,552	2,823
Business Source Premier	933,930	223,642	240,257	207,660	262,371	1,158,661	287,713	311,245	273,098	286,605
eBook Collection (EBSCOhost)	28,613	7,898	7,823	10,335	2,557	28,229	5,366	10,376	9,093	3,394
ERIC	29,142	7,343	8,477	10,268	3,054	25,235	3,994	9,428	7,755	4,058
Funk & Wagnalls New World Encyclopedia	277,436	63,374	72,661	62,445	78,956	442,612	96,714	109,551	112,762	123,585
History Reference Center	1,254,829	292,243	339,353	300,353	322,880	1,453,055	346,493	382,327	355,732	368,503
Hobbies & Crafts Reference Center	14,824	4,686	3,306	4,869	1,963	14,169	2,708	4,670	4,101	2,690
Home Improvement Reference Center	14,100	4,589	3,226	4,575	1,710	12,019	2,349	4,315	3,347	2,008
MAS Ultra - School Edition	281,872	58,927	71,968	69,557	81,420	454,392	97,974	113,156	118,370	124,892
MasterFILE Premier	1,206,207	285,396	315,091	277,007	328,713	1,489,151	350,326	385,840	362,229	390,756
Middle Search Plus	291,123	62,026	75,913	71,478	81,706	469,578	101,731	119,171	123,097	125,579
Primary Search	70,704	13,435	17,189	16,229	23,851	185,533	46,298	53,041	45,661	40,533
Professional Development Collection	26,498	6,930	7,656	9,136	2,776	23,633	3,818	8,935	7,099	3,781
Regional Business News	930,749	222,894	238,808	206,633	262,414	1,140,938	285,496	306,856	267,032	281,554
Science Reference Center	1,207,853	283,577	318,173	282,860	323,243	1,439,863	343,925	379,190	348,507	368,241
Small Engine Repair Reference Center	13,166	4,421	2,866	4,311	1,568	11,454	2,270	4,102	3,164	1,918
Teacher Reference Center	931,660	223,251	240,156	207,272	260,981	1,160,360	290,887	312,550	271,690	285,233
Topic Overviews K-5	17,581	5,110	6,382	5,109	980	17,550	3,499	6,699	6,085	1,267
Totals	7,775,386	1,823,025	2,032,146	1,801,685	2,118,530	9,942,288	2,364,140	2,618,797	2,423,215	2,536,136
Downloads (Retrievals)										
American Heritage Children's Dictionary										
Automobile Repair Reference Center	34,629	8,171	9,918	4,023	12,517	62,214	14,587	13,769	16,104	17,754
Business Source Premier	14,404	2,809	4,355	4,596	2,644	21,861	4,300	6,880	6,654	4,027
eBook Collection (EBSCOhost)	356	143	58	99	56	375	72	94	112	97
ERIC	14		1	9	4					
Funk & Wagnalls New World Encyclopedia	17,189	4,915	6,225	4,853	1,196	19,744	2,343	5,578	5,195	6,628
History Reference Center	57,137	10,188	16,217	26,242	4,490	84,436	9,548	30,143	26,988	17,757
Hobbies & Crafts Reference Center	14,718	4,474	2,815	2,644	4,785	15,855	3,900	3,680	4,976	3,299
Home Improvement Reference Center	5,010	976	1,446	1,205	1,383	5,521	1,697	1,294	1,442	1,088
MAS Ultra - School Edition	20,680	4,471	6,133	8,255	1,821	55,292	4,276	27,790	13,071	10,155
MasterFILE Premier	139,103	34,747	38,719	44,101	21,536	648,796	48,678	88,627	154,115	357,376
Middle Search Plus	28,437	8,440	9,280	9,020	1,697	31,647	5,623	12,439	11,425	2,160
Primary Search	13,872	4,930	4,863	3,385	694	12,353	3,328	3,635	3,837	1,553
Professional Development Collection	6,468	1,216	1,802	2,424	1,026	6,579	1,175	2,046	1,914	1,444
Regional Business News	2,445	561	670	739	475	6,946	1,227	2,728	2,044	947
Science Reference Center	32,029	5,633	8,199	12,847	5,350	40,692	5,502	11,081	11,655	12,454
Small Engine Repair Reference Center	1,455	315	227	319	594	1,959	819	468	245	427
Teacher Reference Center	59	3	11	7	38					
Topic Overviews K-5	8,963	2,356	3,905	2,386	316	4,587	689	1,930	1,611	357
Totals	396,968	94,348	114,844	127,154	60,622	1,018,857	107,764	212,182	261,388	437,523
Searches										
American Heritage Children's Dictionary	262,846	58,897	66,600	55,486	81,863	690,695	93,749	368,534	108,518	119,894
Automobile Repair Reference Center	9,197	2,428	2,634	958	3,177	15,390	3,756	3,606	4,118	3,910
Business Source Premier	983,363	235,823	255,660	222,390	269,490	1,232,317	279,807	439,025	254,828	258,657
eBook Collection (EBSCOhost)	69,393	18,973	19,187	24,131	7,102	74,871	14,141	26,419	22,869	11,442
ERIC	74,188	18,194	21,815	26,125	8,054	73,989	11,172	28,633	21,304	12,880
Funk & Wagnalls New World Encyclopedia	353,392	85,977	92,216	82,567	92,632	788,001	110,115	408,364	135,187	134,335
History Reference Center	1,350,808	311,124	364,076	333,021	342,587	1,731,892	349,668	665,929	365,093	351,202
Hobbies & Crafts Reference Center	29,605	10,004	6,414	9,583	3,604	27,055	5,408	9,176	7,370	5,101
Home Improvement Reference Center	27,901	9,510	6,196	9,052	3,143	24,134	4,973	8,563	6,468	4,130
MAS Ultra - School Edition	376,313	78,081	98,285	99,804	100,143	821,442	115,064	416,287	151,205	138,886
MasterFILE Premier	1,342,756	316,129	348,403	318,328	359,896	1,802,689	362,290	671,263	376,743	392,393
Middle Search Plus	387,462	83,194	101,150	102,403	100,715	843,350	118,884	426,207	158,800	139,639
Primary Search	141,696	32,122	39,774	38,319	31,481	392,937	58,926	215,656	66,776	51,579
Professional Development Collection	68,793	17,268	20,323	23,706	7,496	67,698	10,354	26,450	19,197	11,697
Regional Business News	970,369	232,368	250,468	219,493	268,040	1,220,187	278,128	436,487	250,436	255,136
Science Reference Center	1,315,827	302,528	345,730	322,383	345,186	1,716,154	346,410	660,910	355,293	353,541
Small Engine Repair Reference Center	27,423	9,479	5,789	9,020	3,135	23,761	4,671	8,495	6,433	4,162
Teacher Reference Center	982,647	235,657	257,192	222,849	266,949	1,218,360	274,971	434,764	251,661	256,964
Topic Overviews K-5	36,677	12,682	12,304	9,625	2,066	36,578	7,393	14,094	12,677	2,414
Totals	8,810,656	2,070,438	2,314,216	2,129,243	2,296,759	12,801,500	2,449,880	5,268,682	2,574,976	2,507,962

Table 3

SAILOR EBSCO Database Use (Maryland Public Libraries + K-12)

	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1
Downloads (Retrievals)										
HeritageQuest										
MPL	482,421	61,102	116,965	159,569	144,785	699,900	167,030	178,651	152,999	201,220
EBSCO										
MPL	396,968	94,348	114,844	127,154	60,622	1,018,857	107,764	212,182	261,388	437,523
K-12	880,049	207,472	304,072	319,903	48,602	457,982	64,619	162,676	183,338	47,349
Total EBSCO	1,277,017	301,820	418,916	447,057	109,224	1,476,839	172,383	374,858	444,726	484,872
Total Downloads	1,759,438					2,176,739				

Table 4

SAILOR Rosetta Stone Statistics

	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1	FY2017	FY2017 Q4	FY2017 Q3	FY2017 Q2	FY2017 Q1
Active Learners		2,631	4,125	3,126	3,456		3,524	4,774	5,143	3,490
Inactive Learners		32	59	87	78		15,326	11,604	7,305	4,377
Total Learners		2,663	4,184	3,213	3,534		18,850	16,378	12,448	7,867
Total Languages	30					30	30	30	30	30
Total Activities	332,406	60,260	99,763	82,138	90,245	368,566	89,734	117,900	99,848	61,084

Table 5

Top Ten Pages on SAILOR Web Site

April-2018		
Title	URL	Views*
HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2550
0 Marina - Services	http://www.sailor.lib.md.us/services/marina/	1121
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/	881
4 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	547
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=432	519
6 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=360	369
7 Search	http://www.sailor.lib.md.us/search/	215
8 Services	http://www.sailor.lib.md.us/services/	127
9 Maryland Public Library Directory	http://directory.sailor.lib.md.us/library/	98
10 Links	http://www.sailor.lib.md.us/links/	98

May-2018		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	2119
2 Marina - Services	http://www.sailor.lib.md.us/services/marina/	1044
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/	992
4 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	456
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=432	423
6 Dial-Up Access Troubleshooting Guide	http://www.sailor.lib.md.us/services/dial-up/?id=396	388
7 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=360	365
8 Search	http://www.sailor.lib.md.us/search/	178
9 Maryland Public Library Directory	http://directory.sailor.lib.md.us/library/	156
10 Services	http://www.sailor.lib.md.us/services/	119

June-2018		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	1964
2 Maryland Public Library Directory	http://directory.sailor.lib.md.us/	867
3 Marina - Services	http://www.sailor.lib.md.us/services/marina/	791
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=432	669
5 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/	378
6 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=360	198
7 Maryland Public Library Directory	http://directory.sailor.lib.md.us/library/	188
8 Search	http://www.sailor.lib.md.us/search/	109
9 Services	http://www.sailor.lib.md.us/services/	96
10 About	http://www.sailor.lib.md.us/about/	93

* Views - the number of times this page was viewed.

Web Site Hosting Service (WSHS) 2018 Site Data

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	23
baltocfb	Baltimore City Forestry Board	1,867
baltocfs	Circuit Court for Baltimore City	0
bcbf	Baltimore County Forestry Board	1,746
cecilfb	Cecil County Forestry Board	2,054
fcdds	Frederick County Department of Social Services	12,396
forvm	FORVM/ Forum for Rural Maryland	1,582
gcforest	Garrett County Forestry Board	1,812
hcforest	Howard County Forestry Board	3,657
lhills	Landover Hills, Town of	31,247
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	313
mcforest	Montgomery Co. Forestry Board	646
mmctv	Montgomery Muni Cable	2,262
montgscd	Montgomery Soil Conservation District	3,534
perlit	Persianlit Online	11,561
qacfb	Queen Anne's County Forestry Board	313
vncc	North Chevy Chase, Village of	141
wcfb	Washington County Forestry Board	37,242
		112,396

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

Top 25 Pages on SAILOR Web Site

Fiscal Year 2018		
Title	Page	Views*
1	HeritageQuest	40162
2	Maryland Public Library Directory	19058
3	Marina - Services	18655
4	Research Databases - Services	12631
5	Marina - Services	8484
6	Research Databases - Services	7951
7	Search	4000
8	Maryland Public Library Directory	3814
9	Services	2695
10	Links	1918
11	About	1909
12	Howard County Library System	1724
13	Contacts	1594
14	Carroll County Public Library	1541
15	Research Database - Services	1514
16	Baltimore County Public Library	1501
17	Prince George's County Memorial Library System	1485
18	Cruise Accounts	1482
19	Committees	1258
20	Enoch Pratt Free Library	1173
21	Prince George's County Memorial Library System	1134
22	Frederick County Public Librarie	1088
23	Maryland Public Library Directory Administration	982
24	Sailor Network - Services	971
25	Anne Arundel County Public Library	933

* Views - the number of times this page was viewed.

Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY17	FY18
aacofb	Anne Arundel County Forest Conservancy District Board	20,126	15,336
aadpw	AA Co. Dept of Public Works	20,440	4,127
baltocfb	Baltimore City Forestry Board	10,978	
baltocts	Circuit Court for Baltimore City	0	
bcbf	Baltimore County Forestry Board	11,311	
cecilfb	Cecil County Forestry Board	14,069	8,537
fdcss	Frederick County Department of Social Services	198,721	82,326
forvm	FORVM/ Forum for Rural Maryland	8,297	6,436
gcforest	Garrett County Forestry Board	11,408	8,511
hcforest	Howard County Forestry Board	21,387	16,115
lhills	Landover Hills, Town of	200,619	151,968
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	146,043	3,961
mcforest	Montgomery Co. Forestry Board	5,714	3,412
mmctv	Montgomery Muni Cable	11,683	10,678
montgsd	Montgomery Soil Conservation District	18,418	12,787
perlit	Persianlit Online	54,375	49,012
qacfb	Queen Anne's County Forestry Board	3,038	1,411
vncc	North Chevy Chase, Village of	36,739	529
wcfb	Washington County Forestry Board	181,128	170,008
		974,494	545,154