



SAILOR

FY2019

**FOURTH QUARTER REPORT
APRIL – MAY 2019
AND
ANNUAL REPORT**

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

Sailor Operations Center		
FY 2019 Expenditures thru 6/30/19		
	Budget	Expenditure
Salaries	364,655.00	331,999.00
Benefits	91,991.00	81,388.00
Network Lines/Internet	650,000.00	637,299.00
Equipment (1)	455,000.00	464,432.00
Equipment/Software Maintenance	430,260.00	434,678.00
Miscellaneous (2)	39,933.00	36,135.00
Subtotal	2,031,839.00	1,985,931.00
Content Databases (3)	659,645.00	730,700.00
Total	2,691,484.00	2,716,631.00
(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 on the Sailor network for public access.		

SAILOR Information Resource Statistics

	FY2019	FY2019 Q4	FY2019 Q3	FY2019 Q2	FY2019 Q1	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1
SAILOR Web Site Page Views [†]	111,678	23,590	27,281	25,384	35,423	157,522	36,300	43,237	40,356	37,629
SAILOR Home Page Views [‡]	14,998	3,628	3,847	3,414	4,109	18,719	3,981	4,962	4,634	5,142
SAILOR Visitors	53,319	11,062	12,662	12,259	17,336	76,915	18,007	20,905	19,215	18,788
WSHS Page Views	489,182	121,848	116,871	134,541	115,922	568,198	117,114	131,170	142,581	177,333
Cruise Account New	54	13	14	12	15	71	19	16	10	26
Cruise Account Renewal (by staff)	28	7	7	4	10	40	5	13	7	15
Cruise Account Renewal (by user)	46	4	12	9	21	75	9	26	10	30
Cruise Account Population	71	58	67	73	86	101	87	92	103	120
V.I.P. Account Production	0					0				
V.I.P. Account Population	543	156	672	672	672	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

	FY2019	FY2019 Q4	FY2019 Q3	FY2019 Q2	FY2019 Q1	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1
Searches by Database	FY2019					FY2018				
Books	11,584	2,783	3,763	2,170	2,868	15,063	3,008	5,523	4,612	1,920
U.S. Census	259,495	57,951	80,823	54,519	66,202	440,036	60,107	92,169	146,549	141,211
City Directories	26,473	5,461	8,762	5,660	6,590	42,096	5,556	7,882	15,310	13,348
Family History	0					0				
Freedman's Bank	819	289	248	159	123	1,118	147	277	391	303
Social Security Death Index	27	2	5	6	14	20	13	4	3	
Cemeteries	4,063	549	833	1,123	1,558	6,898	834	1,325	2,167	2,572
Immigration Records	361	58	75	103	125	461	87	152	123	99
Maps & Photos	494	144	147	78	125	1,102	324	313	267	198
Military Records	37	15	13	7	2	35	4	19	6	6
Periodicals	0					0				
Public Records	2,549	703	707	642	497	3,824	894	756	1,089	1,085
Revolutionary War	1,789	418	459	321	591	6,860	613	1,809	2,485	1,953
U.S. Congress Actions	123	56	13	35	19	92	38	28	5	21
Vital Records	5,356	1,394	1,533	1,186	1,243	7,028	1,429	1,580	2,426	1,593
Totals	313,170	69,823	97,381	66,009	79,957	524,633	73,054	111,837	175,433	164,309

Citation Abstracts by Database

Books	28,351	4,658	9,957	5,585	8,151	38,211	7,471	12,872	12,129	5,739
U.S. Census	194,336	43,693	57,885	41,241	51,517	353,085	40,044	75,749	120,387	116,905
City Directories	70,456	23,619	31,079	7,036	8,722	50,994	8,842	13,981	15,025	13,146
Family History	0					10		10		
Freedman's Bank	641	304	83	125	129	940	185	178	304	273
Social Security Death Index	49	40	4		5	23	1	18	3	1
Cemeteries	1,458	219	405	470	364	3,675	261	401	1,329	1,684
Immigration Records	696	209	108	99	280	1,588	169	916	340	163
Maps & Photos	361	193	31	55	82	1,064	240	250	329	245
Military Records	786	102	486	7	191	1,323	165	776	232	150
Periodicals	0					0				
Public Records	542	125	190	116	111	1,975	157	204	794	820
Revolutionary War	11,330	2,647	3,290	1,140	4,253	24,527	2,982	10,067	6,995	4,483
U.S. Congress Actions	132	97		33	2	64	30	15		19
Vital Records	1,439	284	477	273	405	4,942	555	1,528	1,702	1,157
Totals	310,577	76,190	103,995	56,180	74,212	482,421	61,102	116,965	159,569	144,785

Documents by Delivery Method

Download : Pdf	1	1				0				
On-Line Display : Citation	0					0				
On-Line Display : Citation Image	310,555	76,169	103,995	56,179	74,212	482,421	61,102	116,965	159,569	144,785
Totals	310,556	76,170	103,995	56,179	74,212	482,421	61,102	116,965	159,569	144,785

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2019	FY2019 Q4	FY2019 Q3	FY2019 Q2	FY2019 Q1	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1
Sessions (Users)										
	FY2019					FY2018				
American Heritage Children's Dictionary	220,940	53,039	60,047	55,303	52,551	237,031	51,141	60,484	50,865	74,541
Automobile Repair Reference Center	1,543		1	386	1,156	8,068	2,142	2,357	723	2,846
Business Source Premier	869,371	251,400	235,189	175,066	207,716	933,930	223,642	240,257	207,660	262,371
eBook Collection (EBSCOhost)	37,684	8,824	12,410	12,058	4,392	28,613	7,898	7,823	10,335	2,557
ERIC	35,676	7,976	11,962	11,385	4,353	29,142	7,343	8,477	10,268	3,054
Funk & Wagnalls New World Encyclopedia	269,775	63,543	76,503	70,557	59,172	277,436	63,374	72,661	62,445	78,956
History Reference Center	1,153,449	307,819	304,418	268,114	273,098	1,254,829	292,243	339,353	300,353	322,880
Hobbies & Crafts Reference Center	17,936	4,382	5,671	4,983	2,900	14,824	4,686	3,306	4,869	1,963
Home Improvement Reference Center	16,228	3,642	5,234	4,695	2,657	14,100	4,589	3,226	4,575	1,710
MAS Ultra - School Edition	262,105	58,628	72,865	73,712	56,900	281,872	58,927	71,968	69,557	81,420
MasterFILE Premier	1,130,158	310,005	306,897	246,777	266,479	1,206,207	285,396	315,091	277,007	328,713
Middle Search Plus	277,859	63,043	77,794	79,941	57,081	291,123	62,026	75,913	71,478	81,706
Primary Search	67,156	14,338	22,625	23,591	6,602	70,704	13,435	17,189	16,229	23,851
Professional Development Collection	32,778	7,437	10,756	10,386	4,199	26,498	6,930	7,656	9,136	2,776
Regional Business News	865,842	251,479	233,738	173,362	207,263	930,749	222,894	238,808	206,633	262,414
Science Reference Center	1,118,426	303,473	297,303	252,374	265,276	1,207,853	283,577	318,173	282,860	323,243
Small Engine Repair Reference Center	15,482	3,502	5,015	4,449	2,516	13,166	4,421	2,866	4,311	1,568
Teacher Reference Center	870,254	251,504	235,664	175,682	207,404	931,660	223,251	240,156	207,272	260,981
Topic Overviews K-5	27,882	5,567	9,076	11,378	1,861	17,581	5,110	6,382	5,109	980
Totals	7,290,544	1,969,601	1,983,168	1,654,199	1,683,576	7,775,386	1,823,025	2,032,146	1,801,685	2,118,530
Downloads (Retrievals)										
American Heritage Children's Dictionary			1	1,651	4,411	34,629	8,171	9,918	4,023	12,517
Automobile Repair Reference Center	6,063									
Business Source Premier	13,255	2,836	3,974	4,011	2,434	14,404	2,809	4,355	4,596	2,644
eBook Collection (EBSCOhost)	384	108	111	104	61	356	143	58	99	56
ERIC	33		16	16	1	14		1	9	4
Funk & Wagnalls New World Encyclopedia	19,425	3,222	7,216	7,284	1,703	17,189	4,915	6,225	4,853	1,196
History Reference Center	45,354	8,057	14,692	19,341	3,264	57,137	10,188	16,217	26,242	4,490
Hobbies & Crafts Reference Center	17,589	5,215	4,612	4,534	3,228	14,718	4,474	2,815	2,644	4,785
Home Improvement Reference Center	4,491	1,228	961	1,186	1,116	5,010	976	1,446	1,205	1,383
MAS Ultra - School Edition	22,938	4,296	7,006	10,111	1,525	20,680	4,471	6,133	8,255	1,821
MasterFILE Premier	132,128	23,832	43,153	45,405	19,738	139,103	34,747	38,719	44,101	21,536
Middle Search Plus	33,716	8,245	11,287	12,666	1,518	28,437	8,440	9,280	9,020	1,697
Primary Search	16,647	3,840	6,059	5,053	1,695	13,872	4,930	4,863	3,385	694
Professional Development Collection	6,807	1,709	2,209	1,988	901	6,468	1,216	1,802	2,424	1,026
Regional Business News	2,263	322	879	663	399	2,445	561	670	739	475
Science Reference Center	20,728	3,120	5,572	9,146	2,890	32,029	5,633	8,199	12,847	5,350
Small Engine Repair Reference Center	1,614	541	239	235	599	1,455	315	227	319	594
Teacher Reference Center	35	2	18	15		59	3	11	7	38
Topic Overviews K-5	15,994	2,261	5,290	6,843	1,600	8,963	2,356	3,905	2,386	316
Totals	359,464	68,834	113,295	130,252	47,083	396,968	94,348	114,844	127,154	60,622
Searches										
American Heritage Children's Dictionary	259,180	60,771	74,329	68,560	55,520	262,846	58,897	66,600	55,486	81,863
Automobile Repair Reference Center	1,593			387	1,206	9,197	2,428	2,634	958	3,177
Business Source Premier	925,097	262,964	253,934	192,544	215,655	983,363	235,823	255,660	222,390	269,490
eBook Collection (EBSCOhost)	94,426	21,970	30,769	30,703	10,984	69,393	18,973	19,187	24,131	7,102
ERIC	94,478	20,864	31,887	30,341	11,386	74,188	18,194	21,815	26,125	8,054
Funk & Wagnalls New World Encyclopedia	375,156	84,073	111,616	105,960	73,507	353,392	85,977	92,216	82,567	92,632
History Reference Center	1,263,669	325,602	341,276	312,327	284,464	1,350,808	311,124	364,076	333,021	342,587
Hobbies & Crafts Reference Center	36,886	8,683	12,406	10,028	5,769	29,605	10,004	6,414	9,583	3,604
Home Improvement Reference Center	33,851	7,542	11,505	9,525	5,279	27,901	9,510	6,196	9,052	3,143
MAS Ultra - School Edition	375,604	76,446	111,480	119,616	68,062	376,313	78,081	98,285	99,804	100,143
MasterFILE Premier	1,269,791	332,802	351,373	297,701	287,915	1,342,756	316,129	348,403	318,328	359,896
Middle Search Plus	396,144	81,956	116,342	129,368	68,478	387,462	83,194	101,150	102,403	100,715
Primary Search	159,542	33,218	54,968	54,959	16,397	141,696	32,122	39,774	38,319	31,481
Professional Development Collection	88,445	19,549	29,437	28,229	11,230	68,793	17,268	20,323	23,706	7,496
Regional Business News	910,474	260,891	248,979	187,561	213,043	970,369	232,368	250,468	219,493	268,040
Science Reference Center	1,232,532	320,779	334,186	299,416	278,151	1,315,827	302,528	345,730	322,383	345,186
Small Engine Repair Reference Center	33,380	7,428	11,389	9,285	5,278	27,423	9,479	5,789	9,020	3,135
Teacher Reference Center	932,945	264,010	256,790	196,601	215,544	982,647	235,657	257,192	222,849	266,949
Topic Overviews K-5	55,507	10,946	19,572	21,595	3,394	36,677	12,682	12,304	9,625	2,066
Totals	8,538,700	2,200,494	2,402,238	2,104,706	1,831,262	8,810,656	2,070,438	2,314,216	2,129,243	2,296,759

Table 3

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

	FY2019	FY2019 Q4	FY2019 Q3	FY2019 Q2	FY2019 Q1	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1
Downloads (Retrievals)										
EBSCO										
MPL	359,464	68,834	113,295	130,252	47,083	396,968	94,348	114,844	127,154	60,622
K-12	597,220	109,630	224,411	221,483	41,696	880,049	207,472	304,072	319,903	48,602
Total EBSCO	956,684	178,464	337,706	351,735	88,779	1,277,017	301,820	418,916	447,057	109,224

Table 4

SAILOR Rosetta Stone Statistics

	FY2019	FY2019 Q4	FY2019 Q3	FY2019 Q2	FY2019 Q1	FY2018	FY2018 Q4	FY2018 Q3	FY2018 Q2	FY2018 Q1
Active Learners		2,534	3,321	3,315	2,968		3,524	4,774	5,143	3,490
Inactive Learners		42	70	70	54		15,326	11,604	7,305	4,377
Total Learners		2,576	3,391	3,385	3,022		18,850	16,378	12,448	7,867
Total Languages	30	30	30	30	30	30	30	30	30	30
Total Activities	216,933	2,606	50,814	76,047	87,466	368,566	89,734	117,900	99,848	61,084

Table 5

Top Ten Pages on **SAILOR** Web Site

FY2018 FY2018

April-2019		
Title	URL	Views*
1 Marina - Services	https://www.sailor.lib.md.us/services/marina/	1103
2 Maryland Public Library Directory	https://directory.sailor.lib.md.us/	935
3 Research Databases - Services	https://www.sailor.lib.md.us/services/databases/	900
4 Marina - Services	https://www.sailor.lib.md.us/services/marina/?id=432	427
5 Search	https://www.sailor.lib.md.us/search/	150
6 Services	https://www.sailor.lib.md.us/services/	147
7 Maryland Public Library Directory	https://directory.sailor.lib.md.us/library/	119
8 About	https://www.sailor.lib.md.us/about/	116
9 Enoch Pratt Free Library	https://directory.sailor.lib.md.us/library/info/?id=3	107
10 Maryland Interlibrary Loan Organization - Ser	https://www.sailor.lib.md.us/services/marina/?id=430	100

May-2019		
Title	URL	Views*
1 Marina - Services	https://www.sailor.lib.md.us/services/marina/	1072
2 Maryland Public Library Directory	https://directory.sailor.lib.md.us/	839
3 Research Databases - Services	https://www.sailor.lib.md.us/services/databases/	728
4 Marina - Services	https://www.sailor.lib.md.us/services/marina/?id=432	406
5 Maryland Public Library Directory	https://directory.sailor.lib.md.us/library/	180
6 Search	https://www.sailor.lib.md.us/search/	157
7 Services	https://www.sailor.lib.md.us/services/	133
8 Enoch Pratt Free Library	https://directory.sailor.lib.md.us/library/info/?id=3	101
9 About	https://www.sailor.lib.md.us/about/	101
10 Maryland Public Library Directory Administrati	https://directory.sailor.lib.md.us/admin/employee.php	98

June-2019		
Title	URL	Views*
1 Marina - Services	https://www.sailor.lib.md.us/services/marina/	1123
2 Maryland Public Library Directory	https://directory.sailor.lib.md.us/	849
3 Marina - Services	https://www.sailor.lib.md.us/services/marina/?id=432	547
4 Research Databases - Services	https://www.sailor.lib.md.us/services/databases/	479
5 Maryland Public Library Directory	https://directory.sailor.lib.md.us/library/	162
6 Search	https://www.sailor.lib.md.us/search/	133
7 Services	https://www.sailor.lib.md.us/services/	120
8 Enoch Pratt Free Library	https://directory.sailor.lib.md.us/library/info/?id=3	102
9 Prince George's County Memorial Library Sys	https://directory.sailor.lib.md.us/library/?id=18	99
10 Prince George's County Memorial Library Sys	https://directory.sailor.lib.md.us/library/info/?id=18	98

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

Top 25 Pages on **SAILOR** Web Site

Fiscal Year 2019		
Title	Page	Views*
1	Maryland Public Library Directory	11486
2	Marina - Services	10686
3	Research Databases - Services	10281
4	Marina - Services	9583
5	HeritageQuest	4987
6	Search	2194
7	Maryland Public Library Directory	2178
8	Services	1707
9	About	1326
10	Links	1194
11	Enoch Pratt Free Library - Maryland Public Library Dir	1155
12	Baltimore County Public Library - Maryland Public Lib	1126
13	Cruise Accounts	1064
14	Committees	1026
15	Howard County Library System - Maryland Public Libr	1025
16	Contacts	961
17	Prince George's County Memorial Library System - M	926
18	Prince George's County Memorial Library System - M	921
19	Maryland Interlibrary Loan Organization - Services	915
20	Carroll County Public Library - Maryland Public Librar	863
21	Montgomery County Public Libraries - Maryland Publi	814
22	Baltimore County Public Library - Maryland Public Lib	810
23	Maryland Public Library Directory Administration	785
24	Sailor Network - Services	691
25	Anne Arundel County Public Library - Maryland Public	658

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

Web Site Hosting Service (WSHS) Site Data

Login	Agency	Views*
aacofb	Anne Arundel County Forest Conservancy District Board	4,235
aadpw	AA Co. Dept of Public Works	19
baltocfb	Baltimore City Forestry Board	2,918
baltocts	Circuit Court for Baltimore City	0
bcfb	Baltimore County Forestry Board	2,361
cecilfb	Cecil County Forestry Board	2,917
fcdds	Frederick County Department of Social Services	5,357
forvm	FORVM/ Forum for Rural Maryland	1,595
gcforest	Garrett County Forestry Board	2,015
hcforest	Howard County Forestry Board	3,836
lhills	Landover Hills, Town of	31,633
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	444
mcforest	Montgomery Co. Forestry Board	744
mmctv	Montgomery Muni Cable	2,591
montgsd	Montgomery Soil Conservation District	4,235
perlit	Persianlit Online	12,742
qacfb	Queen Anne's County Forestry Board	444
vncc	North Chevy Chase, Village of	133
wcfb	Washington County Forestry Board	42,385
		116,369

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

Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY18	FY19
aacofb	Anne Arundel County Forest Conservancy District Board	15,336	17,012
aadpw	AA Co. Dept of Public Works	4,127	60
baltocfb	Baltimore City Forestry Board	9,403	10,655
baltocts	Circuit Court for Baltimore City	0	0
bcfb	Baltimore County Forestry Board	8,782	9,161
cecilfb	Cecil County Forestry Board	8,537	13,082
fdcss	Frederick County Department of Social Services	82,326	39,977
forvm	FORVM/ Forum for Rural Maryland	6,436	6,533
gcforest	Garrett County Forestry Board	8,511	8,938
hcforest	Howard County Forestry Board	16,115	15,515
lhills	Landover Hills, Town of	151,968	124,066
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatio	3,961	3,124
mcforest	Montgomery Co. Forestry Board	3,412	3,326
mmctv	Montgomery Muni Cable	10,678	11,440
montgscd	Montgomery Soil Conservation District	12,787	17,012
perlit	Persianlit Online	49,012	52,322
qacfb	Queen Anne's County Forestry Board	1,411	3,124
vncc	North Chevy Chase, Village of	529	483
wcfb	Washington County Forestry Board	170,008	148,454
		563,339	484,284