



SAILOR

FY2014

THIRD QUARTER REPORT

JANUARY - MARCH 2014

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

FY2014 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 Sailor collection of subscription databases, the Sailor Internet Connection Service (ICS), the Sailor Web Site Hosting Service (WSHS), Sailor Dial-Up Services, the Sailor website, and the MARINA inter-library loan reserve application.

Besides fulfilling their responsibilities in these areas, during the reporting period they also accomplished the following:

Marina/Relais

- ✓ **Modification of Check Availability to prevent patrons from placing request for items “held locally.”** On January 23, 2014, a message was sent to the Marina list reporting that Relais had completed the additional development, and that the Innovative and SirsiDynix libraries could now take advantage of this option. Also noted was the fact that if this option is chosen, staff will not be able to place multiple requests for book club titles if the title is owned by the library. Relais is working on a solution for book clubs. The option was configured for Southern Maryland Regional Library in late February 2014.
- ✓ **Staff Proficiency Survey:** The results of the staff survey indicate that most (96.8%) of the respondents understand how to use the customer interface of the Relais system. This percentage shrinks when queried about the staff interface (80.3%) because many of the respondents (reference staff [46.8%] and circulation staff [21.6%]) have no occasion to use that particular interface. Interlibrary loan staff (7.8%) is the primary user of the staff interface though some systems also use circulation staff. There were several repetitive questions raised in the staff survey: the inability to request some formats and specific volumes of graphic novels, the review queues that must be processed daily, the inability of customers to cancel their own requests, and book club requests. MILO staff is working with Relais to address all of the questions and provide solutions as possible. For example, the results of the survey indicate that many staff do not have a complete understanding of the various queues in Relais that must be processed daily, so on February 5, 2014 MILO arranged for a webinar for staff from Non-Polaris libraries to provide a refresher. A similar webinar for Polaris libraries was held on February 18, 2014. Relais is currently working on solutions for book club requests and a way for customers to cancel requests.

Network

- ✓ Requested proposals to connect as many Sailor sites as possible to leased fiber resources in order to perform cost comparison with existing wireless infrastructure.
- ✓ Rebid Internet services for upcoming Erate “season”.

SAILOR Information Resource Statistics

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
SAILOR Web Site Page Views [†]	239,446		81,564	72,049	85,833	509,919	136,434	133,623	117,746	122,116
SAILOR Home Page Views [‡]	34,901		11,485	10,024	13,392	101,131	27,758	26,801	24,188	22,384
SAILOR Visitors	104,407		38,262	31,375	34,770	107,120	25,065	28,764	26,866	26,425
WSHS Page Views	3,088,635		1,028,690	1,002,435	1,057,510	2,102,414	838,887	468,544	388,567	406,416
Cruise Account New	295		80	89	126	559	125	170	105	159
Cruise Account Renewal (by staff)	178		64	17	97	207	26	73	29	79
Cruise Account Renewal (by user)	171		68	35	68	256	31	86	39	100
Cruise Account Population	446		401	444	493	540	515	509	525	611
V.I.P. Account Production	1				1	2	1	1		
V.I.P. Account Population	674		674	674	673	675	674	675	675	675

[†] *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

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
Searches by Database										
Books	11,523		4,263	3,274	3,986	18,118	3,457	5,063	4,162	5,436
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	227,298		79,453	70,051	77,794	324,137	71,164	91,320	68,085	93,568
Freedman's Bank	2,628		872	966	790	3,191	720	703	638	1,130
Periodicals	7,106		2,620	2,020	2,466	10,087	2,054	2,851	2,148	3,034
Revolutionary War	3,976		1,452	1,110	1,414	6,738	1,321	2,030	1,441	1,946
U.S. Congress Actions	1,271		461	346	464	1,767	361	446	394	566
Totals	252,531		88,660	77,421	86,450	362,271	78,716	101,967	76,474	105,114
Citation Abstracts by Database										
Books	96,749		40,121	23,490	33,138	145,665	27,665	40,537	30,096	47,367
African American Heritage	691		409	65	217	619	97	207	87	228
American Antiquarian Society	18,984		7,932	4,672	6,380	29,536	6,173	8,153	6,736	8,474
U.S. Census	351,457		120,185	114,747	116,525	570,463	115,928	147,652	129,557	177,326
Freedman's Bank	1,922		810	607	505	2,197	427	417	413	940
Periodicals	2,936		1,265	803	868	3,649	703	1,018	786	1,142
Revolutionary War	12,494		5,270	3,033	4,191	20,005	3,396	5,298	5,617	5,694
U.S. Congress Actions	1,571		697	326	548	1,875	356	388	333	798
Totals	472,739		170,722	144,384	157,633	752,129	150,993	197,984	167,675	235,477
Documents by Delivery Method										
Download : Citation Image	12		6	3	3	42	4	5	19	14
Download : Pdf	6,058		2,153	1,957	1,948	9,718	2,349	2,419	2,245	2,705
Download : Tif	852		396	154	302	1,621	417	396	425	383
On-Line Display : Citation	2,936		1,265	803	868	3,891	945	1,018	786	1,142
On-Line Display : Citation Image	471,314		170,914	143,459	156,941	804,784	204,447	197,066	168,273	234,998
On-Line Display : Pdf	2,478		734	639	1,105	4,247	1,118	1,057	776	1,296
On-Line Display : Tif	0					0				
Printer : Citation Image	3,154		1,221	728	1,205	5,544	1,303	1,709	1,101	1,431
Totals	486,804		176,689	147,743	162,372	829,847	210,583	203,670	173,625	241,969

Table 2

SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2014	4q14	3q14	2q14	1q14	FY2013	4q13	3q13	2q13	1q13
Sessions (Users)										
Automobile Repair Reference Center	9,684		3,077	3,035	3,572	14,323	2,355	3,671	3,865	4,432
Columbia Encyclopedia	111,173		36,448	35,638	39,087	23,273		8,384		
Columbia Encyclopedia	139		56	56	27	296	58	85	112	41
Funk & Wagnalls New World Encyclopedia	342,790		115,227	110,822	116,741	333,044	85,157	84,977	74,901	88,009
History Reference Center	357,086		121,235	116,800	119,051	366,742	89,236	94,308	90,806	92,392
MAS Ultra - School Edition	350,384		117,861	113,571	118,952	346,528	86,703	88,140	81,659	90,026
MasterFILE Premier	1,192,758		399,861	373,418	419,479	1,486,388	364,703	385,182	332,548	403,955
Middle Search Plus	349,855		118,345	113,430	118,080	345,688	87,077	88,450	80,421	89,740
Primary Search	109,557		36,512	35,036	38,009	21,248	14,066	7,182		
Regional Business News	106,426		35,043	33,806	37,577	19,031	12,991	6,040		
Science Image Collection	19,806		4,800	9,340	5,666	31,601	7,522	9,417	10,170	4,492
Science Reference Center	352,378		119,038	114,822	118,518	351,376	86,962	90,300	83,484	90,630
World History Image Collection	23,397		6,506	10,741	6,150	43,034	8,760	11,935	16,509	5,830
Totals	3,325,433		1,114,009	1,070,515	1,140,909	3,382,572	860,479	878,071	774,475	869,547
Downloads (Retrievals)										
Automobile Repair Reference Center	56,009		19,250	17,119	19,640	85,810	13,901	20,406	23,896	27,607
Business Source Premier	13,365		4,605	5,261	3,499	9,037	4,339	4,698		
Columbia Encyclopedia	118		59	37	22	301	60	93	106	42
Funk & Wagnalls New World Encyclopedia	5,283		2,287	2,339	657	6,173	1,807	1,950	1,761	655
History Reference Center	27,304		12,440	11,277	3,587	57,340	8,022	15,111	27,355	6,852
MAS Ultra - School Edition	19,549		6,863	7,387	5,299	27,174	5,282	6,463	11,087	4,342
MasterFILE Premier	102,186		35,254	39,754	27,178	3,455,605	33,897	809,387	1,161,406	1,450,915
Middle Search Plus	14,772		6,898	5,566	2,308	21,444	5,278	5,796	8,000	2,370
Primary Search	6,120		2,292	2,664	1,164	5,222	1,318	3,904		
Regional Business News	2,394		849	1,009	536	1,558	709	849		
Science Image Collection	16		13	1	2	144	31	9	82	22
Science Reference Center	14,122		5,292	6,419	2,411	27,303	3,252	8,634	12,299	3,118
World History Image Collection	461		112	249	100	1,608	49	511	971	77
Totals	261,699		96,214	99,082	66,403	3,698,719	77,945	877,811	1,246,963	1,496,000
Searches										
Automobile Repair Reference Center	18,260		6,084	5,416	6,760	28,561	4,654	7,694	7,364	8,849
Business Source Premier	133,278		44,368	43,771	45,139	34,696	20,486	14,210		
Columbia Encyclopedia	302		119	122	61	555	102	137	218	98
Funk & Wagnalls New World Encyclopedia	371,128		124,784	121,184	125,160	364,808	93,150	93,952	84,570	93,136
History Reference Center	407,064		140,219	135,534	131,311	438,588	100,966	113,177	121,687	102,758
MAS Ultra - School Edition	398,119		132,658	128,930	136,531	400,160	98,296	101,685	101,637	98,542
MasterFILE Premier	1,308,331		439,024	414,594	454,713	1,625,658	397,347	421,213	372,893	434,205
Middle Search Plus	392,034		134,366	128,552	129,116	394,023	97,628	101,308	97,857	97,230
Primary Search	131,035		44,141	43,406	43,488	35,454	20,269	15,185		
Regional Business News	121,595		39,632	39,963	42,000	28,347	17,193	11,154		
Science Image Collection	42,816		13,088	19,347	10,381	65,652	13,759	18,601	22,931	10,361
Science Reference Center	396,035		134,278	131,767	129,990	407,279	96,749	105,626	105,116	99,788
World History Image Collection	51,614		17,760	22,315	11,539	94,163	17,287	24,825	38,991	13,060
Totals	3,771,611		1,270,521	1,234,901	1,266,189	3,917,944	977,886	1,028,767	953,264	958,027

Table 3

FY2014

Sailor Database Downloads

Combined MPL and K-12 Statistics

Heritage Quest	FY2014	4q14	3q14	2q14	1q14
MPL	486,804		176,689	147,743	162,372
EBSCO	FY2014	4q14	3q14	2q14	1q14
MPL	261,699		96,214	99,082	66,403
K-12	322,310		130,943	140,701	50,666
Total EBSCO	584,009		227,157	239,783	117,069
All Downloads	1,070,813	0	403,846	387,526	279,441

Table 3a

Top Ten Pages on SAILOR Web Site

January-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	5647
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	2105
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1573
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1241
5 Search	http://www.sailor.lib.md.us/search/	496
6 Middle Search Plus	http://db.sailor.lib.md.us/db/ebSCO/mih	441
7 MAS Ultra - School Edition	http://db.sailor.lib.md.us/db/ebSCO/ulh	338
8 History Reference Center	http://db.sailor.lib.md.us/db/ebSCO/khh	311
9 Student Research Center	http://db.sailor.lib.md.us/db/ebSCO/src	306
10 Marina - Services	http://www.sailor.lib.md.us/services/marina/	278

February-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	5212
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	3094
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1319
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	1274
5 History Reference Center	http://db.sailor.lib.md.us/db/ebSCO/khh	872
6 Search	http://www.sailor.lib.md.us/search/	826
7 Student Research Center	http://db.sailor.lib.md.us/db/ebSCO/src	785
8 Marina - Services	http://www.sailor.lib.md.us/services/marina/	453
9 MasterFILE Premier	http://db.sailor.lib.md.us/db/ebSCO/f5h	271
10 Prince George's County Memorial Library - M	http://directory.sailor.lib.md.us/pub_use/counties_long.cfm?Lib=18	248

March-2014		
Title	URL	Views*
1 HeritageQuest	http://db.sailor.lib.md.us/db/hqo	5854
2 Research Databases - Services	http://www.sailor.lib.md.us/services/databases/?id=56082	1931
3 Maryland Public Library Directory	http://directory.sailor.lib.md.us/pub_use/county_map.cfm	1492
4 Marina - Services	http://www.sailor.lib.md.us/services/marina/?id=56300	985
5 Marina - Services	http://www.sailor.lib.md.us/services/marina/	710
6 MasterFILE Premier	http://db.sailor.lib.md.us/db/ebSCO/f5h	523
7 Search	http://www.sailor.lib.md.us/search/	480
8 History Reference Center	http://db.sailor.lib.md.us/db/ebSCO/khh	434
9 Student Research Center	http://db.sailor.lib.md.us/db/ebSCO/src	400
10 Services	http://www.sailor.lib.md.us/services/	285

* 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	3,083
aadpw	AA Co. Dept of Public Works	2,564
baltocfb	Baltimore City Forestry Board	0
baltocfs	Circuit Court for Baltimore City	847,660
bcfb	Baltimore County Forestry Board	1,354
cecilfb	Cecil County Forestry Board	2,621
fccss	Frederick County Department of Social Services	38,434
forvm	FORVM/ Forum for Rural Maryland	6,161
gcforest	Garrett County Forestry Board	1,708
gwib	GWIB/Work Force Investment Board	773
hcforest	Howard County Forestry Board	5,548
lhills	Landover Hills, Town of	14,173
mail	Maryland Interlibrary Loan Organization	1,098
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	50,880
mcforest	Montgomery Co. Forestry Board	1,151
mmctv	Montgomery Muni Cable	3,978
montgscd	Montgomery Soil Conservation District	1,675
perlit	Persianlit Online	15,374
qacfb	Queen Anne's County Forestry Board	596
vncc	North Chevy Chase, Village of	8,185
wcfb	Washington County Forestry Board	19,966
FY2014 First Quarter		1,026,982

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