



**SAILOR**

**FY2016**

**FOURTH QUARTER REPORT  
APRIL – JUNE 2016**

**AND**

**ANNUAL REPORT**

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



## **FY2016 Fourth 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, during the period April through June 2014 they also accomplished the following:

### **Sailor Databases**

Three year contracts with ProQuest for genealogical database HeritageQuest, and EBSCO for a varied collection of databases designed for students K – 12, were signed in the Spring. The EBSCO package is enhanced with the addition of Rosetta Stone, a premier foreign language teaching service, and EBSCO's migration to their new Explora platform and interface.

### **Marina**

Marina lending increased significantly since last year. In FY 2015, Marina lending total was 299,267. As of June 30, 2016, the lending total is 369,562

### **Sailor Network**

#### **Network upgrades**

Sailor Operations Center (SOC) completed a 10 Gbps upgrade with Comcast allowing increased bandwidth to all sites while decreasing cost.

The following counties received upgrades in bandwidth:

- Montgomery/Rockville 200 to 300 mbps
- Caroline/Denton 200 to 300 mbps
- Worcester/Snow Hill 50 to 100 mbps
- Dorchester/Cambridge 500 to 700 mbps (supports Talbot, Queen Anne's and Kent)
- Baltimore County/Towson 200 to 300 mbps
- Baltimore City/SOC 1,000 to 2,000 mbps

The following counties have upgrades in progress:

- Prince George's/Largo 200 to 600 mbps
- Washington/Hagerstown 100 to 200 mbps
- Calvert/Prince Frederick 100 to 200 mbps

SOC completed installation of fiber from Cambridge to Kent/Chestertown, Talbot/Easton and Queen Anne's/Centreville. These sites have 400 mbps. All Eastern Shore are now on fiber. Talbot County schools requested an increase in bandwidth. Since the request was above their average maximum, TCPS will be paying the cost of the additional bandwidth.

Sailor is working with Allegany County IT and State of Maryland IT (networkMaryland) to complete a fiber connection from the library to networkMaryland in Oakland. This connection will complete the transition of all Maryland libraries to fiber for Internet traffic. networkMaryland fiber already provides data transport from Oakland to Baltimore.

#### Contracts

Comcast won the bid for wide area, leased fiber services which service a majority of Sailor sites.

An Internet Service Provider (ISP) contract was won by the incumbent (Level 3) with lower prices.

*Prepared by the Staff of Sailor Operations Center  
Enoch Pratt Free Library, State Library Resource Center*

**Sailor Operations Center  
FY 2016 Expenditures thru 6/30/16**

	<u>Budget</u>	<u>Expenditure</u>
Salaries	315,302.00	319,346.00
Benefits	101,758.00	75,862.00
Network Lines/Internet	825,500.00	688,236.00
Equipment (1)	200,000.00	466,782.00
Equipment/Software Maintenance	429,000.00	386,370.00
Miscellaneous (2)	<u>42,100.00</u>	<u>14,176.00</u>
<b>Subtotal</b>	1,913,660.00	1,950,772.00
Content Databases (3)	<u>676,609.00</u>	<u>659,645.00</u>
<b>Total</b>	2,590,269.00	2,610,417.00

(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 Maryland public library websites and via Maryland K-12s.

## SAILOR Information Resource Statistics

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
SAILOR Web Site Page Views <sup>†</sup>	221,185	49,809	61,647	52,504	57,225	264,396	57,051	73,912	67,056	66,377
SAILOR Home Page Views <sup>‡</sup>	29,544	6,725	7,500	7,421	7,898	35,327	7,174	8,957	9,653	9,543
SAILOR Visitors	109,346	24,728	29,731	26,887	28,000	129,244	28,233	35,139	33,550	32,322
WSHS Page Views	2,702,527	594,981	780,909	689,552	637,085	3,611,203	765,606	897,054	869,766	1,078,777
Cruise Account New	174	35	46	44	49	252	56	65	56	75
Cruise Account Renewal (by staff)	93	13	30	20	30	102	18	30	16	38
Cruise Account Renewal (by user)	123	19	36	24	44	170	29	51	28	62
Cruise Account Population	212	186	208	213	239	276	254	265	276	310
V.I.P. Account Production	1	1				0				
V.I.P. Account Population	672	672	672	672	672	674	673	673	674	674

<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

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
<b>Searches by Database</b>										
Books	15,402	3,376	4,341	3,121	4,564	16,942	5,051	5,142	3,170	3,579
African American Heritage	0					0				
American Antiquarian Society	0					0				
U.S. Census	797,351	180,449	213,305	186,070	217,527	502,138	220,985	160,081	57,583	63,489
City Directories	90,721	20,602	25,303	24,314	20,502	21,095	17,919	3,176		
Freedman's Bank	1,978	436	501	440	601	3,900	963	1,236	847	854
Social Security Death Index	6		5	1		0				
Cemeteries	15,214	4,783	6,392	2,706	1,333	0				
Immigration Records	752	261	208	178	105	0				
Maps & Photos	1,201	420	422	289	70	0				
Military Records	46	11	14	21		0				
Periodicals	2,373	513	634	524	702	7,175	728	2,397	1,833	2,217
Public Records	5,162	1,490	1,605	1,481	586	0				
Revolutionary War	7,132	1,170	1,842	1,356	2,764	6,807	1,893	2,307	1,209	1,398
U.S. Congress Actions	187	20	59	35	73	1,216	129	368	319	400
Vital Records	11,266	3,670	3,115	3,228	1,253	0				
<b>Totals</b>	<b>937,525</b>	<b>213,531</b>	<b>254,631</b>	<b>220,536</b>	<b>248,827</b>	<b>559,273</b>	<b>247,668</b>	<b>174,707</b>	<b>64,961</b>	<b>71,937</b>

## Citation Abstracts by Database

Grand Total	46,027	9,647	15,579	8,891	11,910	101,270	12,369	27,028	21,963	39,910
Books	0					335		39	34	262
African American Heritage	0					17,738		4,626	5,304	7,808
American Antiquarian Society	634,803	146,670	173,424	152,554	162,155	460,383	156,383	108,516	91,461	104,023
U.S. Census	90,148	18,415	25,883	25,746	20,104	16,810	15,382	1,428		
City Directories	1,718	372	470	396	480	2,483	774	619	569	521
Freedman's Bank	47		38	9		0				
Social Security Death Index	10,539	3,295	4,491	1,806	947	0				
Cemeteries	1,637	641	375	366	255	0				
Immigration Records	1,723	557	733	353	80	0				
Maps & Photos	1,202	549	350	252	51	0				
Military Records	814	190	203	173	248	2,986	352	1,073	736	825
Periodicals	3,816	1,067	1,202	1,138	409	0				
Public Records	24,103	3,757	6,948	3,688	9,710	17,256	5,651	3,708	3,770	4,127
Revolutionary War	149	29	40	27	53	1,017	70	381	279	287
U.S. Congress Actions	7,722	2,358	2,017	2,225	1,122	0				
<b>Totals</b>	<b>788,658</b>	<b>180,336</b>	<b>221,546</b>	<b>190,546</b>	<b>196,230</b>	<b>602,005</b>	<b>185,260</b>	<b>143,329</b>	<b>120,067</b>	<b>153,349</b>

## Documents by Delivery Method

Download : Citation Image	0					5		1	3	1
Download : Pdf	0					4,793	2	1,216	1,785	1,790
Download : Tif	0					1,225		268	382	575
On-Line Display : Citation	814	190	203	173	248	2,986	352	1,073	736	825
On-Line Display : Citation Image	823,634	187,357	231,550	197,451	207,276	607,903	190,625	143,909	120,016	153,353
On-Line Display : Pdf	0					1,469	2	452	442	573
On-Line Display : Text	0					54,215	1,156	53,059		
On-Line Display : Tif	0					0				
Printer : Citation Image	0					1,897		499	752	646
<b>Totals</b>	<b>824,448</b>	<b>187,547</b>	<b>231,753</b>	<b>197,624</b>	<b>207,524</b>	<b>674,493</b>	<b>192,137</b>	<b>200,477</b>	<b>124,116</b>	<b>157,763</b>

Table 2

## SAILOR EBSCO Database Use (Maryland Public Libraries)

	FY2016	FY2016 Q4	FY2016 Q3	FY2016 Q2	FY2016 Q1	FY2015	FY2015 Q4	FY2015 Q3	FY2015 Q2	FY2015 Q1
<b>Sessions (Users)</b>										
American Heritage Children's Dictionary	437,249	89,974	124,149	110,977	112,149	416,689	99,480	106,549	98,158	112,502
Automobile Repair Reference Center	10,905	2,249	2,776	2,856	3,024	12,572	3,058	2,954	3,032	3,528
Business Source Premier	300,988	173,290	46,243	37,395	44,060	144,289	35,317	39,450	32,399	37,123
eBook Collection (EBSCOhost)	5,504	1,438	1,862	1,450	754	3,118	692	954	1,078	394
ERIC	4,780	1,845	1,705	854	376	1,611	442	551	594	24
Funk & Wagnalls New World Encyclopedia	458,588	95,072	132,426	116,595	114,495	435,921	104,224	113,331	104,278	114,088
History Reference Center	613,088	239,229	136,422	121,304	116,133	446,673	105,669	117,185	107,710	116,109
Hobbies & Crafts Reference Center	1,699	1,267	427	5		21				21
Home Improvement Reference Center	1,172	937	233	2						
MAS Ultra - School Edition	546,299	180,345	132,916	117,384	115,654	437,868	104,221	114,190	104,461	114,996
MasterFILE Premier	684,160	253,195	151,057	140,198	139,710	521,125	127,624	134,510	124,124	134,867
Middle Search Plus	547,655	179,863	135,156	117,833	114,803	439,508	104,336	115,035	105,048	115,089
Primary Search	249,166	115,455	50,281	38,993	44,437	149,714	37,245	41,339	34,507	36,623
Professional Development Collection	5,537	2,079	2,547	671	240	1,493	395	522	576	
Regional Business News	296,095	171,155	44,509	36,866	43,565	140,278	34,338	38,372	31,381	36,187
Science Reference Center	883,402	258,491	294,291	213,146	117,474	441,544	104,833	115,232	105,879	115,600
Small Engine Repair Reference Center	966	768	198			23				23
Teacher Reference Center	292,473	173,481	42,072	34,401	42,519	134,475	33,212	35,627	29,954	35,682
Topic Overviews K-5	2,089	705	969	337	78	215	215			
Totals	5,341,815	1,940,838	1,300,239	1,091,267	1,009,471	3,727,137	895,301	975,801	883,179	972,856
<b>Downloads (Retrievals)</b>										
American Heritage Children's Dictionary										
Automobile Repair Reference Center	67,225	12,901	17,204	18,078	19,042	77,648	18,484	17,254	19,886	22,024
Business Source Premier	20,198	4,668	8,674	4,737	2,119	14,503	2,969	4,118	4,199	3,217
eBook Collection (EBSCOhost)	336	77	93	65	101	416	87	90	153	86
ERIC										
Funk & Wagnalls New World Encyclopedia	16,794	8,370	4,272	3,092	1,060	9,901	2,329	3,108	3,698	766
History Reference Center	50,414	18,721	18,027	10,746	2,920	29,391	6,063	10,707	9,524	3,097
Hobbies & Crafts Reference Center	3,529	2,285	1,215	29		7				7
Home Improvement Reference Center	1,608	1,178	421	9						
MAS Ultra - School Edition	48,812	26,192	16,611	4,408	1,601	17,268	3,015	5,813	6,035	2,405
MasterFILE Premier	736,237	301,977	377,051	34,249	22,960	123,897	30,422	36,060	34,142	23,273
Middle Search Plus	28,673	11,325	12,080	3,707	1,561	16,199	3,703	5,989	5,022	1,485
Primary Search	8,777	2,358	3,504	2,011	904	9,823	2,607	3,315	3,255	646
Professional Development Collection	2,526	1,102	967	163	294	1,086	248	309	529	
Regional Business News	6,447	1,680	2,996	1,065	706	3,587	493	1,314	1,038	742
Science Reference Center	1,222,788	110,017	697,220	409,620	5,931	15,418	3,454	4,300	5,131	2,533
Small Engine Repair Reference Center	570	507	63							
Teacher Reference Center										
Topic Overviews K-5	588	322	224	27	15	67	67			
Totals	2,215,522	503,680	1,160,622	492,006	59,214	319,211	73,941	92,377	92,612	60,281
<b>Searches</b>										
American Heritage Children's Dictionary	441,090	90,902	125,493	112,450	112,245	416,910	99,701	106,549	98,158	112,502
Automobile Repair Reference Center	17,512	3,242	4,641	5,223	4,406	20,234	4,781	4,465	5,042	5,946
Business Source Premier	323,070	166,900	60,334	48,464	47,372	180,265	42,397	54,670	42,122	41,076
eBook Collection (EBSCOhost)	16,153	3,847	5,532	4,526	2,248	10,601	2,381	3,347	3,651	1,222
ERIC	15,125	6,122	5,384	2,507	1,112	5,342	1,437	1,913	1,946	46
Funk & Wagnalls New World Encyclopedia	502,710	103,818	150,258	130,249	118,385	481,342	113,952	132,143	118,447	116,800
History Reference Center	660,529	236,511	160,907	141,584	121,527	504,701	116,924	141,072	125,066	121,639
Hobbies & Crafts Reference Center	2,587	1,983	597	7		48				48
Home Improvement Reference Center	2,100	1,859	241							
MAS Ultra - School Edition	579,557	176,192	151,779	131,931	119,655	481,735	112,084	132,924	117,478	119,249
MasterFILE Premier	796,874	265,127	189,668	178,707	163,372	663,506	159,231	178,963	162,678	162,634
Middle Search Plus	590,009	178,883	158,425	133,709	118,992	488,544	113,658	136,034	119,610	119,242
Primary Search	285,248	116,179	68,183	52,801	48,085	191,847	46,824	59,243	46,798	38,982
Professional Development Collection	18,826	6,258	9,605	2,158	805	5,163	1,418	1,865	1,880	
Regional Business News	309,773	163,488	55,316	45,797	45,172	164,803	38,665	50,765	37,547	37,826
Science Reference Center	884,824	251,581	291,939	216,239	125,065	490,671	113,918	134,990	120,718	121,045
Small Engine Repair Reference Center	1,718	1,380	338			62				62
Teacher Reference Center	284,446	159,821	46,112	35,681	42,832	135,156	33,469	35,753	30,135	35,799
Topic Overviews K-5	5,976	1,685	2,310	1,807	174	436	436			
Totals	5,738,127	1,935,778	1,487,062	1,243,840	1,071,447	4,241,366	1,001,276	1,174,696	1,031,276	1,034,118

Table 3



# FY2016

## Sailor Database Downloads

Combined MPL and K-12 Statistics

Heritage Quest	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Total
MPL	207,524	197,624	231,753	187,547	824,448
<b>EBSCO</b>	<b>FY16 Q1</b>	<b>FY16 Q2</b>	<b>FY16 Q3</b>	<b>FY16 Q4</b>	<b>Total</b>
MPL	58,920	491,946	1,160,622	503,680	2,215,168
K-12	57,585	188,453	129,190	101,114	476,342
Total EBSCO	116,505	680,399	1,289,812	604,794	2,691,510
<b>All Downloads</b>	<b>324,029</b>	<b>878,023</b>	<b>1,521,565</b>	<b>792,341</b>	<b>3,515,958</b>

The EBSCO MPL jump is the result of the way EBSCO processed federated searches by Frederick County PL customers during FY2016.

Table 3.a

## Top Ten Pages on SAILOR Web Site, FY16q4

April-2016		
Title	URL	Views*
1	HeritageQuest	2980
2	Maryland Public Library Directory	1256
3	Marina - Services	866
4	Research Databases - Services	795
5	Marina - Services	727
6	Prince George's County Memorial Library Sys	277
7	Search	253
8	Baltimore County Public Library	228
9	Research Databases - Services	197
10	Services	166

May-2016		
Title	URL	Views*
1	HeritageQuest	3162
2	Research Databases - Services	2290
3	Maryland Public Library Directory	1362
4	Marina - Services	902
5	Marina - Services	748
6	Research Databases - Services	621
7	Research Databases - Services	456
8	Research Databases - Services	433
9	Search	396
10	Research Databases - Services	382

June-2016		
Title	URL	Views*
1	HeritageQuest	3431
2	Research Databases - Services	1418
3	Maryland Public Library Directory	1325
4	Marina - Services	906
5	Research Databases - Services	735
6	0	700
7	Marina - Services	676
8	Search	441
9	Research Databases - Services	201
10	Services	188

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

## Top 25 Pages on SAILOR Web Site

Fiscal Year 2016		
Title	Page	Views*
1	HeritageQuest	36873
2	Marina - Services	21397
3	Maryland Public Library Directory	14555
4	Research Databases - Services	11089
5	Research Databases - Services	4789
6	Search	3793
7	Prince George's County Memorial Library Sys	2976
8	Services	2384
9	Baltimore County Public Library - Maryland Pu	1669
10	About	1583
11	Enoch Pratt Free Library - Maryland Public Lit	1561
12	Research Databases - Services	1561
13	Anne Arundel County Public Library - Marylan	1524
14	Howard County Library System - Maryland Pu	1516
15	Research Databases - Services	1481
16	Carroll County Public Library - Maryland Publi	1461
17	Links	1451
18	Montgomery County Public Libraries - Marylar	1445
19	Maryland Interlibrary Loan Organization - Serv	1230
20	Anne Arundel County Public Library - Marylan	1216
21	Prince George's County Memorial Library Sys	1202
22	Committees	1146
23	Contacts	1142
24	Frederick County Public Libraries - Maryland F	1137
25	Baltimore County Public Library - Maryland Pu	1029

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

## Web Site Hosting Service (WSHS) Site Data, FY16q4

Login	Agency	Views*
aadpw	AA Co. Dept of Public Works	5,013
baltocfb	Baltimore City Forestry Board	2,522
baltocfs	Circuit Court for Baltimore City	384,594
bcbf	Baltimore County Forestry Board	1,734
cecilfb	Cecil County Forestry Board	3,053
fcdds	Frederick County Department of Social Services	38,596
forvm	FORVM/ Forum for Rural Maryland	2,946
gcforest	Garrett County Forestry Board	3,023
hcforest	Howard County Forestry Board	4,589
lhills	Landover Hills, Town of	20,198
marbidco	Maryland Agricultural and Resource-Based Industry Development Cor	31,860
mcforest	Montgomery Co. Forestry Board	1,195
mmctv	Montgomery Muni Cable	2,730
montgscd	Montgomery Soil Conservation District	4,815
perlit	Persianlit Online	12,140
qacfb	Queen Anne's County Forestry Board	693
vncc	North Chevy Chase, Village of	9,532
wcfb	Washington County Forestry Board	57,910
		587,143

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

## Annual Web Site Hosting Service (WSHS) Site Data

login	Agency	FY15	FY16
aacofb	Anne Arundel County Forest Conservancy District Board	15,250	17,334
aadpw	AA Co. Dept of Public Works	11,325	20,184
baltocfb	Baltimore City Forestry Board	2,127	8,287
baltocts	Circuit Court for Baltimore City	2,899,190	1,901,511
bcfb	Baltimore County Forestry Board	7,048	6,316
cecilfb	Cecil County Forestry Board	12,943	12,340
fdcss	Frederick County Department of Social Services	165,279	168,601
forvm	FORVM/ Forum for Rural Maryland	7,159	11,185
gcforest	Garrett County Forestry Board	9,498	11,663
hcforest	Howard County Forestry Board	22,898	19,161
lhills	Landover Hills, Town of	70,786	89,633
marbidco	Maryland Agricultural and Resource-Based Industry Development Corporatic	124,312	130,320
mcforest	Montgomery Co. Forestry Board	4,291	4,543
mmctv	Montgomery Muni Cable	12,555	11,466
montgsd	Montgomery Soil Conservation District	10,006	13,056
perlit	Persianlit Online	51,446	49,490
qacfb	Queen Anne's County Forestry Board	2,084	2,178
vncc	North Chevy Chase, Village of	35,852	35,539
wcfb	Washington County Forestry Board	135,288	177,476
		3,599,337	2,690,283