

December 14 2021

Library System Report

Cara Burton, System Director

Director's Update:

Every time someone enters a library, it is a gathering. Gathering is "the conscious bringing together of people for a reason" (Parker, page ix). What is our reason for bringing people into the library? Are there ways we gather people without bringing them into the library? Over the past several months, we have been working on a Strategic Plan. These questions get to the core of our purpose and highlight how libraries have changed. We are beyond books.

I will never forget the enthusiasm of Kitty Hall, ESPL Trustee at the time who continues to serve on the ESPL Foundation, when she related how libraries are now the "Third Place" and the new regional library needs to be designed to accommodate that role. This was 2016. A lot of blogs and library articles were covering this concept with the rethinking of what the physical library is in the digital age.

Montgomery and Miller's academic paper in 2011 tied the Third Place concept to the academic library and in a few years, the concept became a routine part of library planning. They write, "In his book The Great Good Place, sociologist Ray Oldenburg posited the concept of the "third place," a place where people

COVID Home Test Kit Distribution a Success!



Jazmine Collins has led the roll-out of this new Virginia Department of Health program to make COVID-19 test kits free and easily accessible. She gives us an update on the success of the program locally.

As of Saturday, December 4, the Eastern Shore Public Library system distributed 551 COVID Take Home Test Kits. From the first day of the program to the the day we closed for the Thanksgiving Holiday, (Wed., November 17th-Wednesday, Nov. 24th) we averaged more than 50 kits a day. Requests began to de-

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choose to go that is outside of their work or home (Oldenburg, 1999.) When considering the role of the library building and the needs of the users, the library can become the “third place” giving them a place to meet and create a sense of community.” They elaborate on the concept that the “library building’s core role is as a space for collaborative learning and community interaction.” Today, this includes the online and outreach presence as well.

That addresses the space. We need to address



While we are building a Third Place, “the community living room,” how and why people gather needs to be part of our planning.

what will happen. This is where I bring the book, The Art of Gathering, by Priya Parker to your attention. Unlike many nonfiction books that I skim to get the gist of the content, I have been reading this word for word. While it focuses on everything from dinner parties to large conferences, I find much to relate to our purpose in the public library. We also need to apply purposeful gathering to our fundraising events as well.

We have a social contract with our community to meet their expectations when they use library services, whether in-person or digitally. What are those expectations? How much of what we do helps to shape their expectations?

Some of the things in place that frame expectations include the physical and atmospheric environment, staff training, use policies, and our Patron Behavior Policy.

When a library patron crosses our threshold, what do they expect? When a patron lands on our website, what do they expect? *What do WE expect of our patrons?*

A key role of library Trustees is to help staff understand what our community expects. That is one reason officials elected by citizens appoint the Trustees. Ideally, Trustees mirror the community population in all the diverse ways that represent the Shore. The Trustees also help shape expectations by making policy decisions and advocating for library support. During this



Strategic Planning process Eastern Shore Public Library Trustees will build on the library’s foundation of high expectations as defined in our new Mission and Vision.

We are building the Third Place. Now we focus on the gatherings.

For further reading:

Montgomery, Susan and Jonathan Miller, “The Third Place: the library as collaborative and community space in a time of fiscal restraint.” June 2011. https://scholarship.rollins.edu/cgi/viewcontent.cgi?article=1093&context=as_facpub

Parker, Priya. The Art of Gathering: How We Meet and Why It Matters, Riverhead Books, 2018. 302.1 PAR

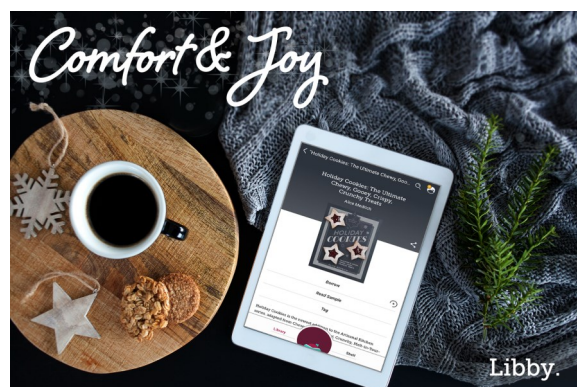
Personnel Update

Congratulations to **Jazmine Collins**! She has been promoted to Circulation Manager. Collins is also answering local history queries. Jazmine started as a Library Specialist in 2017. She has also worked digitizing and cataloging the Frances Bibbins Latimer Collection.

Please welcome **Megan Tiede** as an Information Specialist. Megan was a long time volunteer with Technical Services.

Stacia Childers has resigned from ESPL. Stacia worked with ESPL in High School. She later returned as a volunteer in 2009. In 2010, she became an employee again providing Public Services and then moved to Technical Services. In 2016, Stacia started providing Local History reference services. Over time, she the majority of her duties were for Local History, including the most recent project of inventorying and preparing Kirk Mariner's Collection for the move to the new ESVA Heritage Center. Stacia also impacted our public relations by launching our e-newsletter and writing many informative updates and articles about local history. We look forward to continued work with Stacia in the future on a contractual bases on specific projects. She will now have more time to invest in her family farm.

Pam Kelly has resigned from NFL. Pam has worked at the Nassawadox branch since 2014. During pandemic closings and since then, Pam has worked hard to inventory the books at NFL. Nearly 400 items were discovered missing from the shelves. Of the nearly 20,000 items Pam handled, their circulation and condition was reviewed to consider for withdrawal, to keep our collections up-to-date and usable. The inventory also helps us make better use of space and ensure patrons can find items that are in the catalog. The last time that collection was inventoried was over five years ago. We wish Pam the best and thank her for her years of service!



Technical Services

Charle Ricci, TS Manager

Holiday e-Reading

As the holidays approach, schedules can become overly full and stress levels begin to rise. The Eastern Shore Public Library (ESPL) offers a solution to the busyness of the season with e-Reading. eBooks and eAudiobooks are always available for download from the library's website, even when the library is closed. Plus, the mobile app versions of the library's eBook services make it easy to take your eBooks with you, wherever you go. Whether you're traveling or just hunkered down at home on a cold day, eBooks can provide a much-needed break from the holiday hustle and bustle.

Both seasoned eBook readers and those who have always preferred books in paper form, can expand their reading horizons tremendously with the library's digital book collections. The ESPL offers not only a huge selection of eBooks, but also plenty of eAudiobooks and eMagazines to choose from as well. The following sections highlight three collections for digital reading and listening: Libby, Freading, and JLGDigital. All three can be found on the eResources tab on **espl.org**, and are free to use and enjoy. Some require a library card. Remember, if you need a card, you can apply online through our ShoreCat catalog system.

Libby by Overdrive

Libby seamlessly connects both first-time users and experienced eBook readers with the ESPL's digital Overdrive collection. It includes eBooks, eAudiobooks and eMagazines, and features best-sellers and new releases on a variety of topics.

Readers of all ages can select from virtually every subject ranging from mystery, romance, children's, business and more. With over 2,500 eBooks, 1,100 eAudiobooks, and 3,000 eMagazines to choose from, there is sure to be something for everyone. The Friends of ESPL and NFL volunteers generously support the expansion of our eBook collections with their donations.

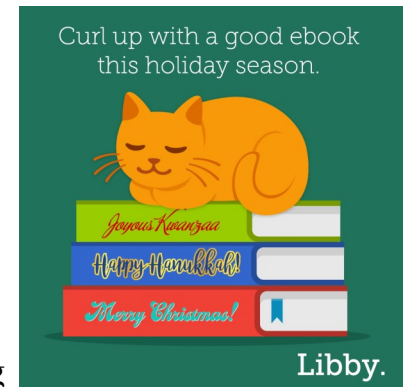
With a valid library card and PIN number, readers may browse ESPL's Libby collection, instantly borrow titles and start reading

or listening. Libby is compatible with all major computers and devices, iPhone®, iPad®, Android™ phones and tablets and Chromebook™. Through Libby, readers can also "send to Kindle®". All titles will automatically expire at the end of the lending period and there are no late fees. Readers can also download titles onto Libby for offline use.

The award-winning Libby app is easy to use and will guide readers through the setup process and get them connected to the ESPL to start reading or listening on their phone or tablet in just a few minutes.

Freading

Thanks to the generous support of the Friends of the Eastern Shore Public Library, Shore residents have access to over 100,000 Freading eBooks. From seasonal cooking and crafts to general fiction, history, graphic novels, and science, Freading



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offers a huge variety of subjects to choose from. The Freading service can be used to read and download eBooks on both desktops and laptops, or on mobile devices with the Freading app. Freading works well with both PC and Mac computers and laptops, as well as iPhone®, iPad®, and Android™ phones and tablets, and the Kindle Fire. A recent upgrade to Freading has made the setup process very simple. After entering a library card number and PIN, readers will be prompted to add their email address and choose a password. It's that simple! Freading eBooks are available to download at any time, are checked out for a 2 week period, and return automatically. With new content added weekly, Freading is definitely worth checking out.

Junior Library Guild Digital (JLG Digital)

For younger Shore readers, JLG Digital offers a collection of Gold Standard eBooks and eAudios for K-12 students. The content is refreshed every 30 days, so there is always something new to read. JLG Digital can be used on computers and laptops as well as on iOS or Android mobile devices. A library card is not required to use JLG Digital, and log in details can be found by clicking the Audiobooks and eBooks button on the eResources tab of espl.org.

JLG Digital provides an unlimited number of copies for each title, which means that readers never have to wait for a title they are interested in. All items in this collection are always available!

Find all of these eBook Collections at espl.org

Be sure to check out these great eBook collections. They are each a bit different, but combine to form an excellent way to relax and unwind during the holidays. Find them all by clicking the Audiobooks and eBooks button on the eResources tab of

espl.org, or by visiting <https://espl.org/how-do-i/audiobooks-and-ebooks/>

To request a library card online, visit <https://esplva.booksys.net/opac/espl/#url:RegisterForLibraryCard?>

For help with PIN numbers or getting set up with Libby, Freading, or JLG Digital, Accomac library staff are available at (757)787-3400 between 10 am and 5 pm, Monday to Friday.

The Eastern Shore Public Library System has four libraries: Accomac, Cape Charles, Chincoteague, and Nassawadox. ESPL library cards can be used at any of the four libraries. To learn about the regional library building project and ESVA Heritage Center in Parksley, opening in 2022, or to donate, visit

www.esplfoundation.org. For more information about library services, library hours of operation, or your library account, visit www.espl.org, like us on Facebook and Twitter, or call the library at 757-787-3400.



Heritage Hub

Local History Services

Stacia Childers, LH Specialist

As Stacia Childers has been doing a marvelous job preparing for her leave so that the next person handling local history requests can continue as seamlessly as possible, I asked her take a moment and compile statistics on Eastern Shore Room and online local history use. It clearly demonstrates the impact she has had with her customer service and publicity. She not only publicizes what resources we have but *how* to use them and *why* they should be used. Her work has also assisted in our grantwriting which helps building our capacity to meet the ESVA Heritage Center goals.

The data for the analysis below is at the end of the System Report.

Some highlights of yearly statistic from July 2016 to December 2020

Patron Assistance

- Visits and emails are far more popular than phone calls, and by a significant margin. This was true even after COVID curtailed visits – but this is when email contact numbers rose considerably. From a service perspective, a benefit of email is that patron requests tend to be much more focused.

Though the pandemic forced a shutdown and limited visits from most of 2020, these numbers barely dropped – like the rest of the world, the contact just went online.

Use of local history materials

Archival materials have always been underappreciated. This is likely due to a few factors. As some of our resources (not even counting Mariner) are unprocessed, they aren't available to the public. The ones that are processed are only available in the ShoreCat catalog with all of our other library materials, plus we have not publicized them much. Also many visitors are first time ESPL users, and may not be very advanced in their family history journey so they aren't aware of the value of archival materials for their research. Books and online images are much more familiar and comfortable. Having the Frances Bibbins Latimer Collection digitized and online is a wonderful step to making all of our archival collections more accessible and useful.

Topics

Of the topics we track, Genealogy and Local History are by far the most popular, partly because they often overlap. The second most researched are African American genealogy/history and our newspaper collections. The latter are a sort of bridge between regular library patrons and Eastern Shore Room users. People who come in looking for copies of their appearances in the high school sports page might never visit the ES Room for any other reason.

User Type

Personal researchers are by far the biggest users of Eastern Shore Room resources. The numbers for author/journalist are mostly a few repeat users, with the exception of early 2019 when scandal hit Governor Northam and the national spotlight was turned on the Eastern Shore. As well as professionals such as university professors, these totals also include those independent authors who plan to publish a family history.

User Location

- Despite the Eastern Shore Room's location in Accomack County, the number of contacts from Northampton who utilize our resources and staff assistance is just as high. Though ESPL has made an effort to have e-resources such as AncestryLibrary and FamilySearch available at all four libraries, as well as having robust local history sections (as allowed by library size), the resources and staff knowledge available in Accomack make the ES Room an invaluable local and family history resource for both counties.

Very noteworthy are the large numbers of contacts from patrons from other locations – for all years between 36 % to 50% of contacts come from some location other than Accomack or Northampton Counties. Often these patrons are very emotionally attached to their connection to the ESVA, even if that link was 200 years ago. The case should certainly be made that the Heritage Center will be an true asset and partner in ESVA tourism and the local economy.

Online Resources

Not surprisingly use of our online resources has grown steadily, especially during the pandemic. While ESPL does have to pay a yearly fee for some things like AncestryLibrary, some of our partnerships make more of our resources available, or provide publicity, with limited spending on our part. The incredibly popular MilesFiles spotlights the various resources available at ESPL because creator M.K. Miles uses them extensively for his research and sources them in the footnotes. Library of Virginia scans yearbooks for free (and covers shipping!) and we are able to make those widely available through Internet Archive.

Youth Services

Tiffany Flores, Youth Services Librarian

During November, Tiffany Flores primarily worked on cleaning out a lot of the Youth Services supplies at Eastern Shore Public Library and transporting it to a storage unit at Sawmill Park. This predominantly entailed cleaning out the bookkeeping office of all the youth services supplies and throwing out anything that was either no longer useful or no longer in a condition to be useful. This proved to be a useful in gaining a better understanding of what supplies there are for crafts, storytimes, and programs. It also allowed to find really cool prizes and incentives that could be used as cool prizes for reading challenges.

Throughout the month of November, Tiffany Flores viewed the recordings from the 2021 VLA Conference to educate herself about various aspects of the library world. While the selection was a lot less than anticipated, there was a webinar called New Normal is Old Normal: How Accessibility Needs Can Inform Library Service Post COVID-19 which provided a lot of insightful lessons on how Covid-19 related to accessibility towards people with disability. One of the introductory points was an explanation on how all the feelings of anxiety, isolation, fear, and stress we felt during Covid-19 were something people with mental disabilities feel on the regular. So, without really realizing it the pandemic taught us all what it is like to experience a mental disability. It is also important to note that their disability would have been heightened during the pandemic.

Another key point I liked was a discussion on how Covid-19 services assisted people with disabilities. Things they couldn't get pre-pandemic like online classes, curb-side services, and video calls with doctors were all now readily available and accessible with considerably less hassle. Students who had trouble making it to a physical class could go to school online, people with difficulty leaving their homes could go to the doctors, watch a concert, or visit a museum without risking their health and safety. Covid-19 despite the horrors of it all actually benefited a lot of people with disabilities and provided better accessibility. In relations to libraries, this reminds us that it is important we evaluate our community and its needs and determine which of these covid-19 services we actually need to keep.



Cape Charles Memorial Library

Ann Rutledge Library Manager

CAPE CHARLES
TOWN WIDE READ volume 4

AND THE WINNER IS . . .

Killers of the Flower Moon: The Osage Murders and the Birth of the FBI by David Grann has been selected for the 2022 Town Wide Read.

The Town Wide Read will begin January 2022 through the middle of February, 2022. We hope to be able to have a discussion of the book sometime in February - we will keep you posted!

Happy Reading!



One of the things we are thankful for this month is our volunteers. Our two volunteer groups, the Library Board and the Friends of the Library offer support for our library in many ways. Four years ago, one of our Library Board members, Roger Moyer, came up with the idea to have a town wide read where the whole town would read the same book, have a group discussion about the book, and then have the opportunity to view the film made from the book. Last year due to covid our discussion was held online, and we did not show a film. This year we had a list of 44 titles to choose from and the winner is *Killers of the Flower Moon: The Osage Murders and the Birth of the FBI* by David Grann. The Town Wide Read will begin in January 2022 and run through the middle of February 2022.

We try to reach out to other groups on the Shore and as a result we have been given 20 resources bags from NASA to hand out to families to explore the James Web Space Telescope. Families can call and reserve a bag.

This month we were notified that we have again received the Virginia Department of Environment Quality non-competitive Litter Grand (2022) This was very successful last year, and we look forward to using these funds.



Chincoteague Island Library

Karen Sharp, Library Manager



As the year is ending, so are many things wrapping up here at CIL. Visitors have decreased some and our patrons have kept us busy. Circulation and public computer usage has increased!

CIL is continuing our Outdoor Tales 4 Tots program. Held each Thursday at 10:30AM, a volunteer reads a story at Brianna's Kindness Park which is located on the corner of School and Smith Streets. This past theme, on December 2nd, was "Reindeer". Lots of fresh air, fun, and stories! This takes place, free and open to all, weather permitting.

To start the Holiday season, CIL welcomed Santa into the library after Chincoteague's Tree Lighting Ceremony! Special thanks to the "elves" (volunteers), who opened, decorated the library and helped Santa receive all his visitors!



Beginning December 6th, CIL is now open on Mondays, 10AM to 4PM! The library is now open 6 days a week.

CIL's Board will be meeting Friday, December 10th beginning 9AM. They will be reviewing plans and projects, as well as general business.

Happy Holidays to All!!

Director's Note: The November Report erroneously had the wrong report for CIL. This is the correct report for November:

CIL continues to slow down to a more relaxed atmosphere after a very busy summer. We are still experiencing a lot of visitors, adding new patrons and assisting our patrons with their reading adventures. There is good news to report on CIL's public computer usage! Patronage is increasing!

Some of our patrons have expressed their happiness to be able to access books and materials so readily again. And that they have discov-

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ered new ways to do that! Such as our ShoreCat, ebooks, Libby, etc.

Even though things have quieted, CIL continues to be involved in our community as much as we can.

Early in October, CIL put together free craft kits to be placed in Takeaway Bags. These were available for pre-school children and were designed to go along with CIL's Virtual Story time. They could go to the CIL's web page, click on Virtual Story time, Episode 5. They would hear and watch Lou Bender reading two fall stories to them as they made their crafts and have a snack that was included.

CIL has new Notecards that we will be selling. These were donated by the artist, Nora Harrington! The painting is an oil on canvas and is titled, "Chincoteague Island Library, Day After the Rain". They are beautiful!

There was a cat observed in the library right before Halloween! She was greeting patrons and visitors, and impersonating a librarian! This cat was even "caught" reading "To Kill A Mockingbird" by Harper Lee to ShoreCat! Searching for tips, maybe?

On Saturday, October 30th, CIL participated in Chincoteague's Trick or Treat Main Street presented by Chincoteague's Main Street Merchants. There were so many cute (and scary) Trick or Treaters who visited the front porch of the library! They were tricked with candy to receive a treat of a book!! Special thanks to the following volunteers for their assistance: David & Mary Ann Ingold, Carole Stowell, Nancy Conklin, Gael Henning and Harriet Lonergan!

CIL was honored to be spotlighted as the "Feature Friday" community member this past Friday, November 5th! "Feature Friday" was established to show the beauty of our community. Pictures and an awesome video were made highlighting the library, its mission and how CIL contributes to a large part of our community and vacationers' delight. Thank you to Heather Williamson and Comfort Suites Chincoteague Island Bayfront Resort!!

Beginning this Thursday, November 11th, library volunteers will provide "Storytime in Brianna's Kindness Park" at 10:30AM for preschoolers! Weather permitting, and excluding Thanksgiving Day, volunteer readers will be there to read a few favorite books for the children to take a break from their playtime.

Saturday, November 27th, the Town of Chincoteague will be hosting the annual Tree Lighting Ceremony to officially welcome the Christmas season! CIL will host Santa Claus immediately after, in the library, for him to visit with the children. Our volunteers will assist Santa and his elves.

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Northampton Free Library

Hannah Swimley, Branch Manager



Water Panels got replaced in the main section of the library here- which means cleaner, healthier air for patrons and staff. Water panels are a medium which allows the air to collect moisture to increase humidity inside during the hot season. We are also having quarterly cleaning done throughout the library in an effort to make the library a cleaner and overall nicer place to spend time. The American girl doll display is still going strong, with two different doll displays having been cycled throughout the month.

Sadly, the Friends of the Northampton Free Library are saying goodbye to longtime member and Treasurer, Maureen Lawrence. She moved to the Eastern Shore in 2001. For several years before her move, Maureen worked in Washington DC as a partner in a Venture Capital Firm and spent her weekends here. As her career changed, Maureen ended up moving full time to her horse farm in Machipongo. From the years 2003 until 2005, she assumed the role of CEO at New Ravenna.

According to Maureen, her first experience with the library was quite a surprise. Having moved from Silicon Valley, she was used to every town having a well-stocked and

staffed library. Upon her arrival at the address for the library in Nassawadox, she entered a ramshackle shack located by the railroad tracks with one employee and a meager collection of books.

At one point, she met and became acquainted with David Poyer who recruited her to join the Friends of Northampton Free Library. Their goal was to build a new library building to better serve the community. In 2003, Maureen became the Treasurer for the group and remained so until just recently. For a smaller group, the Friends raised the large amount of money to build the



Friends of NFL held a reception for Maureen in appreciation for her years of service.

Nassawadox branch, as well as raising \$100,000 for the Book Endowment Fund.

Maureen has a long history of volunteer work on

NFL report from page 12

the Eastern Shore. This includes serving as a Trustee for ESPL, as well as serving on the boards of the Barrier Islands Center, The Eastern Shore of Virginia Community Foundation, and the Eastern Shore Community College Foundation. Maureen even spent some time working with the Mara Ifju Dance Company. In 2007, she began volunteering at the SPCA Eastern Shore and served as the President of the Board of Directors for over 12 years. As a result of this dedication, she now shares her home with five rescue dogs.

Unfortunately, Maureen's husband passed away in 2018 and she has since decided that the next chapter of her life would take her to an equestrian community in Aiken, South Carolina. She has visited the area many times and is looking forward to the change. Maureen has stated that she will miss the wonderful people she has met on the Eastern Shore and will treasure the experiences she has had at the Northampton Free Library.



Covid test kits, from page 1

crease on the Monday immediately after the Thanksgiving Holiday, with the total of November distribution being 398. However, by Friday, we noticed an uptick in requests, particularly in Northampton County.

Of the 551 tests, 139 were distributed in Northampton County, and 412 in Accomack. We expect that requests will spike as we near the Christmas holiday, with people wanted to tests before traveling.

ESPL is also in communication with the Eastern Shore Health District seeking advise and monitoring distribution levels.

Chincoteague, from page 11

Starting on December 6th, CIL will be open on Mondays. The hours are 10AM to 4PM. This is welcome news for our patrons.

The Chincoteague Island Library Board will hold their monthly meeting on November 11th. They will introducing new Board members and a new slate of officers. This will be effective January, 2022.



CIL storytime in the park.

ESPL Grant Update - December 2021

Institute of Museum and Library Services (IMLS) – This ARPA money is distributed to the **Library of Virginia**. \$28,709 based on the state aid formula. Purchasing underway for: RFID installation (due to construction delay) - \$10,000; security system - \$1,950; Video monitoring - \$9,186; HC website - \$6,000, phase 2; tech consultant - \$1,573.

Virginia Humanities (VH) – 2 grants

(1) Continue to work with US250 consultant, paid for with VH grant. Museum Network members were provided a draft for review and edits. Consultant, John Verrill, has interviewed a couple more members to work toward a final copy by the February 2022 meeting.

(2) SHARP grant for the purpose of a Heritage Center planning consultant was awarded and the consultant has been retained. Meetings are planned to start in January.

Federal Communications Commission (FCC) – Emergency Connectivity Fund. Application submitted that will support technology for area nonprofits, namely wifi hotspots, ipads, and ChromeBooks. No word yet on approval. Accomack County Schools were awarded their grant.

VRSA (ESPL'S insurance company) **Risk Management Grant** - \$500 matching grant. Applied for file cabinets with non-tipping features. *Awarded*. Equipment arrives this week.

USDA Rural Development Communities Assistance Grant – We do not receive the USDA money until all equipment has arrived and all matching funds expended.

NFL grant: I am confirmed if the USDA funds have been ACH'd to ESPL.

Accomac grant (children's shelving and Digitization Lab): Shelving received. Microfilm and book scanners ordered (totaling around \$16,000). Foundation received \$50K match from ESVACF, which they have given to ESPL.

Parksley (compact shelving for Heritage Center): Total project \$140,000. 99% of application submitted for \$21,000. On ESPL BoT 12/14 agenda to approve a resolution to apply. Match will be \$100,000 from Northampton County FY22 capital funds and \$19,000 from ESPL Foundation .

| ESPL EASTERN SHORE ROOM STATISTICS | | | | | |
|-------------------------------------------------|--------------------|--------------|--------------|--------------|------------|
| | July - Dec 2016 | 2017 | 2018 | 2019 | 2020 |
| Patron Assistance | | | | | |
| Visits | 39 | 56 | 177 | 293 | 116 |
| Email | 24 | 35 | 102 | 187 | 247 |
| Phone calls | 30 | 26 | 90 | 77 | 53 |
| Total | 93 | 117 | 369 | 557 | 416 |
| Materials Use | | | | | |
| Books | 437 | 1,358 | 1,548 | 1,295 | 498 |
| Microfilm | 109 | 196 | 308 | 338 | 81 |
| Archives | 48 | 164 | 160 | 136 | 27 |
| Total | 594 | 1,718 | 2,016 | 1,769 | 606 |
| | | | | | |
| User Breakdown by topic (all that apply) | | | | | |
| Genealogy | 20 | 61 | 250 | 276 | 219 |
| Eastern Shore History | 9 | 27 | 98 | 216 | 174 |
| African American | 0 | 5 | 56 | 52 | 53 |
| Railroad | 0 | 0 | 0 | 6 | 5 |
| Geography | 0 | 8 | 4 | 18 | 18 |
| Historic homes/property | 3 | 12 | 20 | 28 | 41 |
| Prominent person | 0 | 8 | 7 | 26 | 26 |
| Newspapers | 11 | 13 | 21 | 35 | 33 |
| Lineage Society/Veterans | NA | NA | NA | NA | 9 |
| Image Request | NA | NA | NA | NA | NA |
| Yearbooks | NA | NA | 12 | 17 | 2 |
| | | | | | |
| User Breakdown by type (all that apply) | | | | | |
| Personal research | 46 | 83 | 169 | 294 | 260 |
| Author/journalist | 5 | 16 | 107 | 205 | 119 |
| Professional research - academic, museum, | 11 | 18 | 41 | 58 | 37 |
| Total | 62 | 117 | 317 | 557 | 416 |
| | | | | | |
| User Breakdown by location | | | | | |
| Accomack County | 17 | 37 | 89 | 142 | 119 |
| Northampton County | 11 | 8 | 95 | 211 | 120 |
| Virginia | 16 | 14 | 32 | 41 | 30 |
| Maryland | 10 | 8 | 31 | 36 | 16 |
| Other United States | 39 | 50 | 120 | 121 | 130 |
| International | 0 | 0 | 2 | 6 | 1 |
| Total | 93 | 117 | 369 | 557 | 416 |
| | | | | | |

| | | | | | |
|---------------------------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Online (not website) | | | | | |
| MilesFiles users | 11,985 | 12,542 | 13,648 | 25,951 | 28,624 |
| AncestryLibrary searches | 16,534 | 14,290 | 6,092 | 9,855 | 12,152 |
| Yearbooks (project began Feb 2018) | NA | NA | 3,785 | 5665 | 7411 |
| FamilySearch(became Affiliate June 2019) | NA | NA | NA | 1,074 | 452 |
| PastPerfect Online, all searches (launched August 2018) | NA | NA | NA | 103 | 1,586 |
| | | | | | |
| Total | 28,519 | 26,832 | 23,525 | 42,648 | 50,225 |
| | | | | | |