

COUNTY OF YORK

MEMORANDUM

DATE: December 18, 2024
TO: York County Board of Supervisors
FROM: Mark L. Bellamy, Jr., County Administrator
SUBJECT: FlashVote – Library Services

A handwritten signature in blue ink, appearing to be 'MLB', is written over the 'FROM' line of the memorandum.

The County recently sent out a FlashVote survey to obtain information from the citizenry relative to our Library Services. The responses received as a result of this survey are attached for your information.

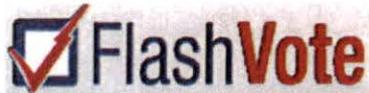
MLB:vhd

Attachment:

- FlashVote Library Services Survey Results

Diggs, Victoria

From: FlashVote (York County, VA) <surveys@flashvote.com>
Sent: Thursday, December 12, 2024 11:07 AM
To: - County Administration
Subject: [EXTERNAL] Survey results for review and download: Library Services



This survey was sent on behalf of the County of York to the FlashVote community for York County, VA.

The following FlashVote survey recently completed for the community of York County, VA:

Library Services

You have received this survey results notification because of your affiliation with York County.

You can download a PDF of the survey results [here](#)

The survey ended with 455 total responses. You can see the results summary below, or visit the site for the full results analysis.

View Results

<https://www.flashvote.com/york-county-va/surveys/library-services-12-24>

In the last 12 months have you or your family visited or used services from any York County Library (Tabb or Yorktown) or Williamsburg Regional Library (Williamsburg or James City)?

- No - 119
- Yes, primarily York County (Tabb or Yorktown) - 264
- Yes, primarily Williamsburg Regional (Williamsburg or James City) - 70
- Not Sure - 2

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Why didn't you visit or use services from a York County or Williamsburg Regional Library in the last 12 months? (Choose all that apply, if any)

- Just didn't have a reason to go/use - 97
- Too far away - 2
- Don't know enough about the library/services - 9
- Not open when I wanted to go there - 0
- They don't have what I need - 2
- Had a bad experience - 1
- Forget we have them - 7
- Used a library not in the York County/Williamsburg Regional systems - 4
- Other: - 10

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Is there anything that the York County Libraries (Tabb or Yorktown) could change to make you want to visit them or use their services?

- No - 58
- Not Sure - 53
- Yes, they could: - 9

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Which types of services did you use at any of those libraries in the last 12 months? (Choose all that apply)

- Physical book borrowing - 226
- Digital book borrowing - 150
- Online courses (language, training, etc) - 11
- Online streaming of movies and music - 28
- Online research (newspaper archives, scholarly journal articles, law, etc) - 32
- Study or meeting rooms - 87
- Computer with internet access - 28
- Library events or programs - 106
- Other: - 50

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How would you rate your overall experiences visiting or using these library services?

On a scale from 1 to 5 (1=Terrible, 2=Bad, 3=OK, 4=Good, 5=Excellent)

Average rating: 4.73

[View details](#)

Prior to taking this survey, which of the following free York County Library (Tabb or Yorktown) services did you already know about, if any? (Choose all that apply)

- Online digital book borrowing - 275
- Online streaming of movies and music - 122
- Digital magazines, articles and newspaper archives (Consumer Reports, New York Times, etc) - 162
- Genealogy research (Ancestry Library and Heritage Quest) - 95
- Foreign language courses (Transparent Languages) - 56
- Other (non-language) online courses (Universal Class) - 34
- Online Law Library (WestLaw) - 27
- Scholarly Journals & Articles (JSTOR) - 73
- Didn't know about any of these free services - 124

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Any other comments or suggestions about our local libraries or how to improve their services?

135 comments [View comments](#)



WARNING: This email originated outside York County's email servers. Please verify the sender's identity, and use caution when clicking any links or opening any attachments.



Survey Results: Library Services

iii Survey Info - This survey was sent on behalf of the County of York to the FlashVote community for York County, VA.

These FlashVote results are shared with local officials

455

Total Participants
436 of 769 initially invited (57%)
 19 others
 Margin of error ± 5%

Applied Filter:
Locals only

Response Time (hours)

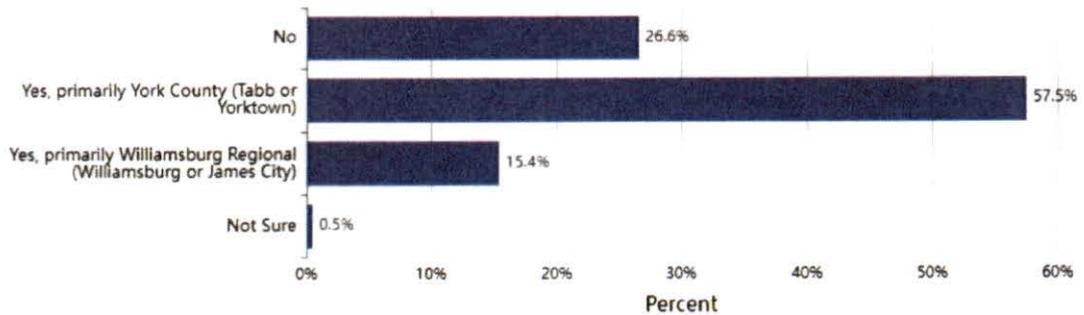
Started:
Dec 10, 2024 11:06am EST

Ended:
Dec 12, 2024 11:05am EST

Target Participants:
All York County

Q1 In the last 12 months have you or your family visited or used services from any York County Library (Tabb or Yorktown) or Williamsburg Regional Library (Williamsburg or James City)?
 (421 responses by locals)

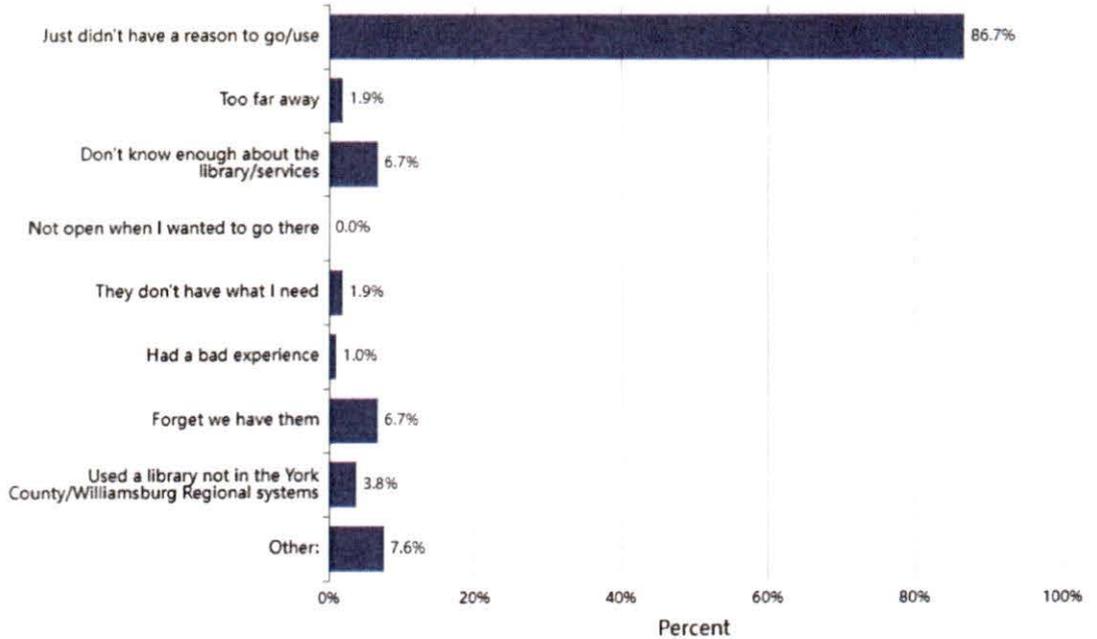
Options	Locals (421)
No	26.6% (112)
Yes, primarily York County (Tabb or Yorktown)	57.5% (242)
Yes, primarily Williamsburg Regional (Williamsburg or James City)	15.4% (65)
Not Sure	0.5% (2)



Q2 Why didn't you visit or use services from a York County or Williamsburg Regional Library in the last 12 months? (Choose all that apply, if any)
 (105 responses by locals)

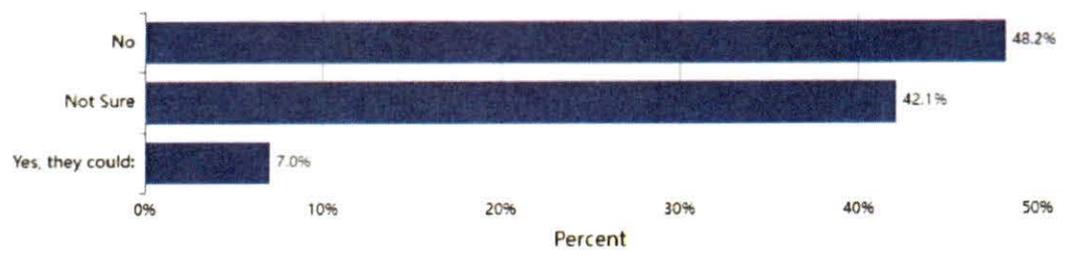
Options	Locals (105)
Just didn't have a reason to go/use	86.7% (91)
Too far away	1.9% (2)
Don't know enough about the library/services	6.7% (7)
Not open when I wanted to go there	0.0% (0)
They don't have what I need	1.9% (2)

Options	Locals (105)
Had a bad experience	1.0% (1)
Forget we have them	6.7% (7)
Used a library not in the York County/Williamsburg Regional systems	3.8% (4)
Other:	7.6% (8)



Q3 Is there anything that the York County Libraries (Tabb or Yorktown) could change to make you want to visit them or use their services?
 (114 responses by locals)

Options	Locals (114)
No	48.2% (55)
Not Sure	42.1% (48)
Yes, they could	7.0% (8)

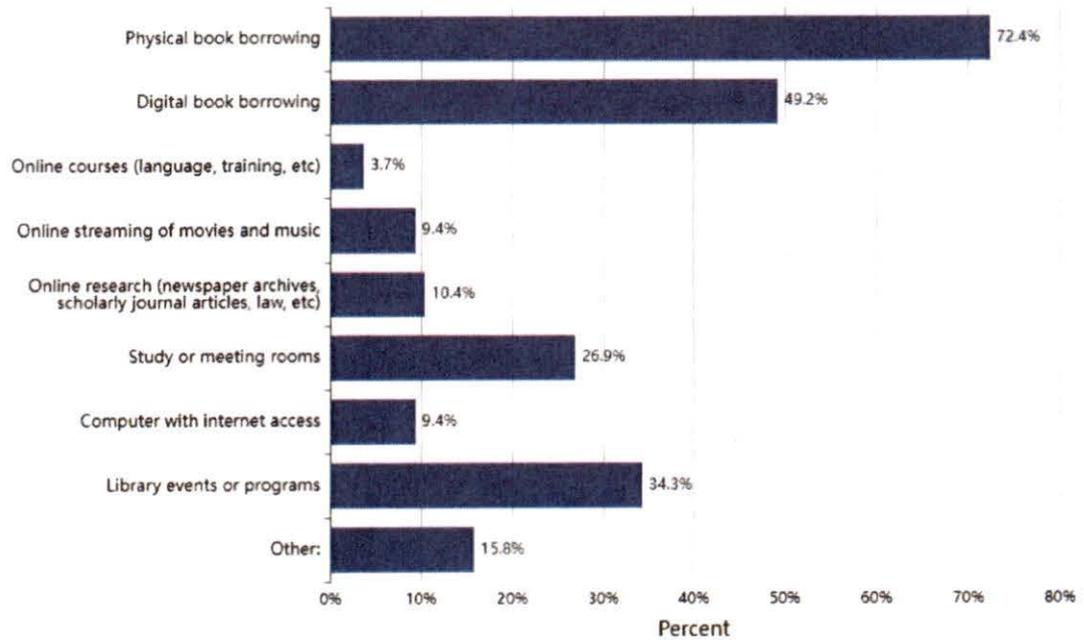


Q4 Which types of services did you use at any of those libraries in the last 12 months? (Choose all that apply)

(297 responses by locals)

Options	Locals (297)
Physical book borrowing	72.4% (215)
Digital book borrowing	49.2% (146)
Online courses (language, training, etc)	3.7% (11)
Online streaming of movies and music	9.4% (28)
Online research (newspaper archives, scholarly journal articles, law, etc)	10.4% (31)
Study or meeting rooms	26.9% (80)
Computer with internet access	9.4% (28)
Library events or programs	34.3% (102)
Other:	15.8% (47)

Local

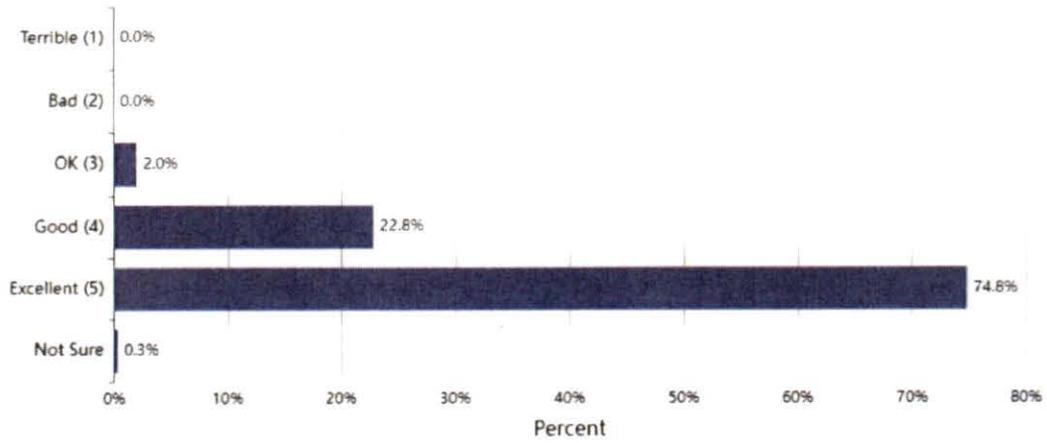


Q5 How would you rate your overall experiences visiting or using these library services?

(302 responses by locals)

Options	Locals (302)
Terrible (1)	0.0% (0)
Bad (2)	0.0% (0)
OK (3)	2.0% (6)
Good (4)	22.8% (69)
Excellent (5)	74.8% (226)
Not Sure	0.3% (1)

Average rating: 4.73



Q6 Prior to taking this survey, which of the following free York County Library (Tabb or Yorktown) services did you already know about, if any? (Choose all that apply)

(399 responses by locals)

Options	Locals (399)
Online digital book borrowing	64.9% (259)
Online streaming of movies and music	29.1% (116)
Digital magazines, articles and newspaper archives (Consumer Reports, New York Times, etc)	38.3% (153)
Genealogy research (Ancestry Library and Heritage Quest)	22.3% (89)
Foreign language courses (Transparent Languages)	12.5% (50)
Other (non-language) online courses (Universal Class)	7.8% (31)
Online Law Library (WestLaw)	6.3% (25)
Scholarly Journals & Articles (JSTOR)	17.5% (70)
Didn't know about any of these free services	28.1% (112)

Better awareness would be awesome. I had no idea about any of the services listed. These are great services and should be better communicated to York's citizens. And since many to most of these are online and digital services, they're great candidates for social media awareness in an ongoing campaign. Great things should be shouted from the rooftops!

Parking. Parking. Parking improvements at WRL (downtown)

I know that the Yorktown library has a makerspace with a laser cutter, 3D printers, sewing machines and other machines. I never see anyone using this space and I am not aware of any effort to make this space available to the public. I wonder what the point of having this makerspace is if no one is allowed to use it.

I very much like having the availability of the Tabb Library.

Thank you and the library staff for providing us with this invaluable service.

[Additional survey reports](#)



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