



REGULAR MEETING AGENDA

Date: 9/21/2020

Time: 6:30 p.m.

Regular Meeting Location: [Zoom.us/join](https://zoom.us/join) – ID# 971-5664-2294

NOVEL CORONAVIRUS, COVID-19, EMERGENCY ADVISORY NOTICE On March 19, 2020, the Governor ordered a statewide stay-at-home order calling on all individuals living in the State of California to stay at home or at their place of residence to slow the spread of the COVID-19 virus. Additionally, the Governor has temporarily suspended certain requirements of the Brown Act. For the duration of the shelter in place order, the following public meeting protocols will apply.

Teleconference meeting: All members of the Library Commission, city staff, applicants, and members of the public will be participating by teleconference. To promote social distancing while allowing essential governmental functions to continue, the Governor has temporarily waived portions of the open meetings act and rules pertaining to teleconference meetings. This meeting is conducted in compliance with the Governor Executive Order N-25-20 issued March 12, 2020, and supplemental Executive Order N-29-20 issued March 17, 2020.

- How to participate in the meeting
 - Access the meeting real-time online at:
[Zoom.us/join](https://zoom.us/join) – Regular Meeting ID #971-5664-2294
 - Access the regular meeting real-time via telephone (listen only mode) at:
(669) 900-6833 Regular Meeting ID #971-5664-2294

Subject to Change: Given the current public health emergency and the rapidly evolving federal, state, county and local orders, the format of this meeting may be altered or the meeting may be canceled. You may check on the status of the meeting by visiting the City's website www.menlopark.org. The instructions for logging on to the Zoom webinar and/or the access code is subject to change. If you have difficulty accessing the Zoom webinar, please check the latest online edition of the posted agenda for updated information (menlopark.org/agenda).

Regular Meeting ([Zoom.us/join](https://zoom.us/join) – ID# 971-5664-2294)

A. Call to Order

B. Roll Call

C. Regular Business

- C1. Approve minutes from the August 17, Library Commission meeting ([Attachment](#))
- C2. Assign Commission liaisons to other affiliate groups – **continued from August 17, 2020 meeting**
- C3. Review/Discuss: Menlo Park Community Campus project updates - project previously called Belle Haven Community Center and Library ([Staff Report 2020-011-LC](#))

C5. Review/Update: Library Commission agenda calendar ([Attachment](#))

D. Informational Items

D1. Department updates ([Staff Report 2020-012-LC](#))

E. Commissioner Reports

E1. Individual Commissioner reports

F. Adjournment

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during consideration of the item. For appeal hearings, appellant and applicant shall each have 10 minutes for presentations.

If you challenge any of the items listed on this agenda in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Menlo Park at, or prior to, the public hearing.

Any writing that is distributed to a majority of the Commission by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available by request by emailing the city clerk at jaherren@menlopark.org. Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620.

Agendas are posted in accordance with Government Code §54954.2(a) or §54956. Members of the public can view electronic agendas and staff reports by accessing the City website at menlopark.org/agenda and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at menlopark.org/notifyme. Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 09/17/2020)



REGULAR MEETING MINUTES – DRAFT

Date: 8/17/2020
Time: 6:30 p.m.
Menlo Park Library
800 Alma St., Menlo Park, CA 94025

Special Meeting Location: Zoom.us/join – ID# 971 5664 2294

A. Call to Order

Chair Hadrovic called the meeting to order at 6:32 p.m.

B. Roll Call

Present: Bunyagidj, Cohen, Erhart, Guha, Hadrovic, Leep, Tran
Absent: None
Staff: Library Services Director Reinhart, Assistant Library Services Director Szegda

B1. Introductions

New Commissioners Bunyagidj, Guha, and Tran and reappointed Chair Hadrovic were welcomed. Commissioners gave brief introductions.

C. Public Comment

None.

D. Regular Business

D1. Approve minutes from the July 20, 2020 Library Commission meeting

ACTION: Motion and second (Leep/Cohen) to approve the minutes, passed unanimously.

D2. Assign Commission liaisons to other affiliate groups

Assistant Library Services Director Szegda gave a short presentation on the past practice of assigning Library Commission members as informational liaisons to library affiliate groups.

- Pam Jones commented that the Menlo Park Historical Association was conducting physically distanced board meetings held at member residences.

ACTION: Motion and second (Hadrovic/Leep) to direct the staff liaison to reach out to affiliate groups to confirm meeting dates and times and return for discussion at September Library Commission meeting, passed unanimously.

D3. Review/Discuss: Belle Haven Community Center and Library project updates

Assistant Library Services Director Szegda gave a brief update on the project, which has been

delayed by the pandemic.

D4. Review/Discuss: Subcommittee report on Library Commission work plan

The Commission discussed the draft workplan presented by the subcommittee, and made minor changes to work plan item number five to read: “Establish a plan and timeline to periodically receive staff presentations and reports about major Library service areas and programs and Commissioner liaison reports about affiliates.”

ACTION: Motion and second (Leep/Bunyagidj) to recommend the amended workplan to the City Council for approval, passed unanimously.

D5. Review/Discuss: Library services during the COVID pandemic

Assistant Library Services Director Szegda gave an update on the library’s service adaptations to the COVID pandemic.

- Pam Jones spoke on the need for the City to plan on responding to extreme heat events, in support of the Seed Library program, and requested the library to publicize its events on NextDoor and other social media channels.

Commissioner Bunyagidj asked that the Beechwood School newsletter and the Facebook Mobile Market be added as communication channels.

NO ACTION TAKEN

D6. Review/update: Library Commission agenda calendar

ACTION: By acclamation, the following items were added to the Commission’s agenda calendar:

September – revisit Commission assignments of informational liaisons to library affiliate groups

E. Informational Items

E1. Receive and file: Library and Community Services department updates

Library Director Reinhart made the presentation.

F. Individual Commissioner Reports

None.

G. Adjournment

Chair Hadrovic adjourned the meeting at 7:30 p.m.

Nick Szegda, Assistant Library Services Director



STAFF REPORT

To: Library Commission
Parks and Recreation Commission

Meeting Date: 09/21/2020

Staff Report Number: 20-007-LC; 20-XXX-PRC

Informational update: Menlo Park Community Campus project

Recommendation

That the Commission read and comment on the 9/15 staff report to City Council (Attachment A).

Background and Analysis

Commissioners are encouraged to read the staff report from the 9/15 City Council meeting for current information about the Menlo Park Community Campus project (formerly known as the Belle Haven Community Center and Library project).

Attachment

- A. September 15, 2020 staff report. Hyperlink: <https://menlopark.org/DocumentCenter/View/26123/D2-20200915-CC-MPCC-update-English>

Prepared by:
Nick Szegda, Assistant Director of Library Services

Reviewed by:
Sean Reinhart, Director of Library and Community Services

City of Menlo Park Library Commission 2020 Tentative Agenda Schedule

Meetings are held at the Main Library at 6:30pm on the third Monday of the month unless otherwise specified.

MEETING DATE	PROPOSED AGENDA TOPICS
December 16, 2019	<ul style="list-style-type: none"> No meeting – holiday break
January 27, 2020 4 th Monday – 1/20 holiday Location: Belle Haven	<ul style="list-style-type: none"> Discuss – BHCCL project updates Review/recommend: Library meeting room policy Review – Library Commission Work Plan
February 24, 2020 4 th Monday – 2/17 holiday Location: Belle Haven	<ul style="list-style-type: none"> Meeting cancelled
March 16, 2020 April 20, 2020 May 18, 2020 June 15, 2020	<ul style="list-style-type: none"> Meetings cancelled due to shelter-in-place orders
July 20, 2020	<ul style="list-style-type: none"> Election of Chair and Vice Chair Discuss – BHCCL project updates Review/discuss: Subcommittee report on Commission work plan update
August 17, 2020	<ul style="list-style-type: none"> Pandemic response report Library Commission work plan subcommittee report Assign Committee member liaisons to other affiliate groups
September 21, 2020	<ul style="list-style-type: none"> Assign Commission member liaisons to library affiliate groups Community Campus project update
October 19, 2020	<ul style="list-style-type: none"> Community Campus project update RFP: Integrated Library System (ILS) and Inter-Library Loan Service Library and Community Services - Strategic Plan 2020 and Beyond Services to seniors and the homebound
November	<ul style="list-style-type: none"> Diversity, inclusivity and equity policy
December	<ul style="list-style-type: none"> No meeting – holiday break
January 2021	<ul style="list-style-type: none">
<i>Unscheduled future items</i>	<ul style="list-style-type: none"> <i>Library Commission semi-annual update to Council</i> <i>Emergency preparedness and safety policy</i> <i>Library department annual report</i> <i>Joint meeting with Parks & Rec Commission to discuss new BH Community Center and Library</i>

Parks and Recreation Commission: Typically meets fourth Wednesday of each month, 7PM

Recurring board meetings of library-related external nonprofit orgs:

Friends of the Library: Typically meets second Monday of each quarter, 1pm.

Library Foundation: Typically meets first Thursday of each month, 6:30pm.

Literacy Partners: Typically meets third Wednesday of each month, 7pm



To: Library Commission
Parks and Recreation Commission

Date: 9/21/2020
Staff Report Number: 20-012-LC; 20-xxx-PRC
Informational item: Department updates

1. Online Suggestion Box

Community questions, comments, and concerns are important to us. As a municipal organization we believe in teamwork, accountability, and communication. In these unusual times with social distancing and remote work, it's more important than ever to find new ways to stay connected with the community about the services we provide. To this end, the department recently launched a new online suggestion box at the following link:

- menlopark.org/feedback

All questions, comments and suggestions are reviewed by the department director. Recently received feedback and responses are included with this report in Attachment A.

2. Community event listings

The Library and Community Services department has adapted to safely provide virtual and outdoor activities during the pandemic. The event calendar is available online at the following link:

- menlopark.org/calendar

A convenient way to keep abreast of upcoming events is to subscribe to receive email notifications when new events are posted. Follow these steps to subscribe:

- Visit: menlopark.org
- Click: [Notify Me / Sign up for Alerts](#)
- Enter your email address
- Click "Sign In"
- Under the "Calendar" section, click the envelope icons next to the notifications you want to receive. To receive all Library and Community Services event listings, select the following:
 - Menlo Park Community Events
 - Menlo Park Events for Adults
 - Menlo Park Events for Children
 - Menlo Park Events for Teens

3. Library curbside pickup report

The curbside pickup service continues to be in high demand. During the month of August, the library team served 3057 pickup appointments. On any given day, the library has approximately 2,300 library books and media items ready for pick up by Menlo Park patrons; and a whopping 10,000+ holds placed on Menlo Park items for delivery to patrons in other cities in San Mateo County. In August, the library team received and processed 112 new library cards, bringing the total number of Menlo Park library cardholders to approximately 27,600.

4. Food assistance in Menlo Park

During these challenging times, the City of Menlo Park partners with local organizations to help provide nutritious food to those in need. The following food assistance programs are available in Menlo Park in coordination between the City and local partner organizations:

- Facebook Produce Mobile – Bags filled with nutritious groceries are provided at a steep discount (\$15). Must be ordered in advance by calling 650-391-5322. Pickup hours are Sundays, 9am-noon at Ivy Plaza, 413 Ivy Drive
- Second Harvest Food Bank – Drive-up grocery box distribution on the 2nd and 4th Thursdays of each month, 10am-noon at the Menlo Park Senior Center, 100 Terminal Ave. For more information call 650-330-2280
- Menlo Park Senior Center nutrition program – Nutritious prepared meals are delivered to qualifying at-risk seniors during the pandemic. For more information call Menlo Park Senior Center, 650-330-2280

More information is available on the City of Menlo Park food assistance webpage:

- menlopark.org/foodassistance

5. Childcare update

The City Council on September 22 will receive a written update about the city-operated childcare programs, which consist of preschool, afterschool, and summer camp programs operated in the Menlo Children's Center, Belle Haven Child Development Center, and Onetta Harris Community Center. The City Council agenda and staff report will be published on September 17 at this link:

- menlopark.org/AgendaCenter

6. Cooling centers

The National Weather Service recently issued a regional heat advisory. Per City policy, when the National Weather Service issues a heat advisory, the City will activate cooling centers where residents may seek relief from extreme heat during daytime hours. Two cooling centers were activated on September 5, 6, and 7 – one at the Arrillaga Recreation Center and the other at the Onetta Harris Community Center. Open from 12pm to 5pm, the centers offered air conditioning, seating, water, and a selection of books and magazines. Covid-19 protocols were in place including face coverings, social distancing, symptom screening and sign-ins required. The cooling centers were supervised by Library and Community Services department team members. A total of 14 unduplicated individuals visited the cooling centers on all three days combined.

Attachments

A. Suggestion box – September 2020

Report prepared by:

Sean Reinhart, Director of Library and Community Services

ATTACHMENT A

LIBRARY AND COMMUNITY SERVICES
SUGGESTION BOX - SEPTEMBER 2020

SUGGESTION	RESPONSE
<p>8/29/20 First off, thank you so much for offering an on- line suggestion box. I have tried to contact the city streets department on several occasions and have never been called back. Recently, I spoke with Officer Hilario of code enforcement when I was walking down our street from and she confirmed that the pot hole in front of our house is city property since ours according to her ends at the driveway border. My husband and I are trying to get someone from the city to repair the pothole (pedestrians walking could trip and fall). Further, the black top surrounding our house and others starting at _____ Menlo Park is in need of repair. Thank you, -Eileen L.</p>	<p>8/30/20 Thanks for taking the time to report your concern. The City uses a web reporting form for non-emergency requests like yours (called "See Click Fix"). You can download the app or make a request over the web here: menlopark.org/ACTMenloPark. That form is a better way to submit requests (although I like to think that we librarians have quite a lot of influence in the City!). I am forwarding your request to our Assistant Public Works Director, Brian Henry. If you don't hear back from Public Works about your concern in the next couple of days, please reach out to me directly. Be well -Nick</p>
<p>8/29/20 Hi, it would be helpful to know the library hours for pick up and the days/hours the return box is open. I could not find this information easily. A BIG notice on the first page would be helpful. - G.K.</p>	<p>8/30/20 Thanks for taking the time to write us. The library's book drop is open from Tuesday at 9AM through Saturday at 4PM, overlapping with the hours of the curbside pickup service. That info is on the curbside page (menlopark.org/curbsidepickup) ut as you correctly point out, that's a couple of clicks past the front page. We'll work to make that info easier to find. You might be interested to know that our Information services staff is back onsite (same hours as curbside – Tuesday through Saturday, 11-5) and they can be reached by phone at 650-330-2520. They would be happy to assist you if you have any further questions. -Nick</p>
<p>8/29/20 I wrote a month ago and got no reply. My library card does not work online. I've been MP resident for over 30 years. So I cannot check out books. Please reply. -Delia J.</p>	<p>8/30/20 I'm very sorry that your earlier response did not get a reply – I am not sure what happened there, but that delay is unacceptable. I will be onsite on Tuesday and will give you a call at that time. I'm sure we will be able to get your card situation sorted out satisfactorily and get you back to borrowing books again. Apologies again, and looking forward to chatting with you on Tuesday. Regards -Nick</p>

SUGGESTION	RESPONSE
<p>8/29/20 I deal also with the [Palo Alto library] system & your communications feel much more personal & reassuring. How do I request the purchase of a new book? Refresh my mind on curb pickup orders. Thanks! -Antonia S.</p>	<p>8/30/20 Thanks for taking the time to write in and for your kind words about our communications. We appreciate it! Here's a direct link to the suggestion form for suggesting a new book: menlopark.org/FormCenter/Library-and-Community-Services-8/Make-a-request-337 If you have any difficulties with the form or any further suggestions, please reach out to me directly. Curbside pickup works like this: Search the catalog and find an item you want. Place a reserve on the item (a hold) You will get a notice when your hold is ready for pickup. When you get that notice, make an appointment for Curbside pickup of your item. Pickup times run Tuesday through Saturday, 11-5. All of the details are here: https://www.menlopark.org/curbsidepickup If you get stuck, please call our Information Desk (staffed Tuesday through Saturday, just like Curbside) at 650-330-2520. Cheers -Nick</p>
<p>9/1/20 PLEASE leave the return box open so people do NOT have to arrive only when the library is open and increase the Covid risk. -Doug S.</p>	<p>9/1/20 Thanks for your message. We're grateful for the opportunity to provide library services, albeit quite limited, during this challenging and unusual time. The library outdoor book return is open 127 hours per week, including overnight from Tuesdays at 9am through Saturdays at 4pm. The outdoor book return box is located at a distance away from the library in the front driveway and is accessible by car. Drivers can pull up next to the outdoor book return and place items in the slot from their car window. I hope this information is helpful. Please feel free to contact me again if I can be of further assistance. Best regards, Sean</p>
<p>9/5/20 I started an adult Music Theory class in January that was cut short with the Covid shutdown. I want to know what is the plan either for a refund or to resume this class. No one has communicated anything to me, not even the instructor. Thank you. -Celeste W.</p>	<p>9/8/20 Thanks for your message. We're happy to assist you. It sounds like we missed a connection with you regarding a refund for this class. I'm copying recreation supervisor, Todd Zeo on this reply. Mr. Zeo can help you resolve your registration and issue any refund amount owed. Thanks for your patience and understanding as we adapt our systems to these unusual circumstances. I hope this is helpful. Please feel free to contact me again directly if I can be of further assistance. Best regards, Sean</p>

SUGGESTION	RESPONSE
<p>9/6/20 I'm a local public school teacher relying on library books for read alouds for my students through distance learning. I've found that I often have to wait a long time for books to come in and sometimes another week to get a pick-up appointment that fits with my work/teaching hours. It's been hard to get the books I want to share with my class in time for when I'd like to use them. My coworker who is connected to the Redwood City Library (part of PLS I think) often has access to books much quicker than I do. Is there a way to give teachers expanded access to ebooks (and physical books)? -Georgia W.</p>	<p>9/8/20 Thanks for taking the time to write in. We're grateful that you are teaching and using the library during this difficult time. My apologies that you have had to wait longer than you would have wished for books and for curbside appointments. The pandemic, shelter in place orders, and the subsequent budgetary restrictions have had a serious impact on our operations - library staff and library hours here in Menlo Park have both been reduced. There are ways we can make this work better for you and your students – do you know which titles you will need for the next couple of months? We could reserve them all at once and then we could arrange for a pickup at a time that is convenient for you. We could also extend the due dates on any items that you need for class so that you could get the titles ahead of time and then hang on to them until they were needed. Alternately, our librarians could select a number of age or theme appropriate books and have them ready for your pickup. I am onsite today and tomorrow (9/8 & 9/9) at the main library if you want to reach out. I can be reached at this email address or you can text me at my mobile number [provided] -Nick</p>

SUGGESTION	RESPONSE
<p>9/7/20</p> <p>Thank you for creating this suggestion box. I hope to see it in my email inbox every month or so. I would like to request a few things.</p> <ol style="list-style-type: none"> 1. I would really like to introduce my elementary school child to tennis. I understand keeping the gates locked but I do not understand charging residents to play. Would it be possible to just use the court a few times until we know whether it is worth the annual fee? I grew up in a nearby town where we could play for free. It was fun, convenient, and no reservations had to be made. We could just decide one day that we wanted to go play tennis and show up at the courts. Sometimes there was a wait, but that was OK. Reservations and fees prohibit people from exploring new sports and allowing them the freedom to play when they feel like playing. 2. Family swimming is much too expensive for a family of two. I would like to swim with our neighbors whom we share a backyard with and are in the same social bubble with. Would you please consider that not all families can afford \$40 to swim? 3. Why are the playgrounds still closed? The head of Pediatrics at PAMF told me that it is unlikely that the coronavirus can be contracted through touching surfaces. Why aren't there any available places for younger children to play? They need muscle development. They need to climb, swing, etc. <p>Thank you! I look forward to hearing back from you. -Kim N.</p>	<p>9/15/20</p> <p>Dear Ms. Novello,</p> <p>Thanks for your thoughtful message. You cover a lot of ground and raise some good questions which I will try to address succinctly:</p> <ol style="list-style-type: none"> 1. Tennis fees. We strive to keep amenities accessible and as affordable to Menlo Park residents as possible. To this end, in normal times we offer day-use tennis keys for \$5.00/day. Due to the pandemic we suspended day-use keys which required in-person pickup (not possible to do with facilities closed), but given the ongoing nature of the pandemic we're evaluating how we can adapt our systems to offer day-use keys through our online reservation portal and postal mail. 2. Swim rates. Menlo Park's swimming pools are managed by a third-party operator, Menlo Swim and Sport, under contract with the city. As I understand the situation from the operator, multiple Covid-19 restrictions have impacted the pool operations by severely limiting the number of people who can be in the pool at a given time, which in turn affects the cost and reduces the availability of open swim. When the Covid-19 restrictions are lifted, it is expected that open swim will become more readily available and affordable. 3. Public playgrounds are closed by public health orders and guidance issued by the State of California, not by the city. The City of Menlo Park must comply with public health orders and guidance issued by the state. We look forward to the day when we can safely reopen Menlo Park's public playground again. In the meantime, young children can enjoy other outdoor activities like running, kicking a ball, riding a tricycle or bicycle, hula hoops, jump ropes, hopscotch, safe tree climbing, tumbling in the grass, and the like. All of the parklands in Menlo Park offer grassy areas and open spaces that are well-suited to young children's limitless capacity for imaginative play. <p>I hope this information is helpful. Please let me know if you have additional questions or if I can be of further assistance. Best regards, Sean</p>
<p>9/8/20</p> <p>I am so grateful the library has remained open. In these very difficult times, I rely on books and dvds and am so happy when the library notifies me that one of my requests is ready to pick up. -Deborah J.</p>	<p>9/8/20</p> <p>Thank you for your kind message. It means a lot to the entire library team to hear positive feedback from you. If you don't mind, I would like to share your message (without your name) with the library team. I'm sure it would boost their spirits. Best regards, Sean</p>

SUGGESTION	RESPONSE
<p>9/12/20 The curbside pick up is great. Thank you so much for setting that up. It is super easy and we are so appreciative to have access to books again. One bit of feedback...is there any way you can go from your library account where you see you have books available to pick up directly to the curbside pick up appt website and it pulls over your credentials - ie: your library card? Or is there a way to log into the curbside pick up appt website with your saved user name and password? It would be great if we didn't need to look up and type our library card into the pick up appt form every time. Just a thought if it were possible. thanks, -Michele K.</p>	<p>9/15/20 Thanks for your message. Glad to hear you're enjoying the curbside pickup service. And thanks for your good feedback and suggestion to integrate the curbside pickup appointment system with your library account. Unfortunately that is easier said than done because the scheduler is on an entirely different platform than the library account. The library account platform doesn't offer a scheduler, so when the pandemic hit we had to buy another product off the shelf to handle the scheduling. We're currently working on a request for proposals for a new library account platform, and an integrated scheduler is one of the desired features we will be evaluating in that process. In the meantime, we have the two systems which we've combined as best we can, however that doesn't extend to login credentials. I hope this information is helpful. Please let me know if you have questions or would like more information. Best regards, Sean</p>
<p>9/14/20 I just wanted to write a quick thank you regarding how well the library curbside pick up program has been running. I very much appreciate how quickly the books put on hold have been becoming available. At times like these the right book can be a lifeline for my young family! I also appreciate your librarians making sure that I have every last book waiting for me, even ones that arrived within the hour. It is an important service that I am more grateful for now than ever! -Sara S.</p>	<p>9/15/20 Thanks for your kind message. It means a lot to us to hear from you. Would you mind if I shared your message with the rest of the library team? I'm certain it will lift their spirits. Best regards, Sean</p>