



SPECIAL MEETING AGENDA

Date: 1/29/2024
Time: 6:30 p.m.
Locations: [Zoom.us/join](https://zoom.us/join) – ID# 882 0971 1131 and
Menlo Park Library
800 Alma St., Menlo Park, CA 94025

Members of the public can listen to the meeting and participate using the following methods.

How to participate in the meeting:

- Access the meeting, in-person, at Menlo Park Library
- Access the meeting real-time online at:
[Zoom.us/join](https://zoom.us/join) – Meeting ID 882 0971 1131
- Access the meeting real-time via telephone at:
(669) 900-6833
Meeting ID 882 0971 1131
Press *9 to raise hand to speak

Subject to Change: The format of this meeting may be altered or the meeting may be cancelled. You may check on the status of the meeting by visiting the city website menlopark.gov. The instructions for logging on to the webinar and/or the access code is subject to change. If you have difficulty accessing the webinar, please check the latest online edition of the posted agenda for updated information (menlopark.gov/agendas).

Special Session

A. Call To Order

B. Roll Call

C. Presentations

C1. Outdoor book return graphics ([Attachment](#))

D. Study Session

D1. Library and Community Services department strategic plan 2024-25 ([Staff Report LC-2024-001](#))

E. Regular Business

E1. Approve minutes from the October 25, 2023 joint meeting with the Parks and Recreation Commission and the November 13, 2023 special meeting ([Attachment](#))

E2. Approve the 2024 Library Commission meeting calendar ([Staff Report LC-2024-002](#))

F. Informational Items

F1. Belle Haven Community Campus project updates ([Staff Report LC-2024-003](#))

F2. Library and Community Services department updates ([Staff Report LC-2024-004](#))

G. Commissioner Reports

G1. Individual Commissioner reports

H. 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.

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 before, 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.gov. 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.gov/agendas and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at menlopark.gov/subscribe. Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 1/25/2024)



OUTDOOR BOOK RETURN GRAPHICS

Library Commission - January 29, 2024

BACKGROUND

- Current library book drop wrap is wearing out and needs replacement
- Replacement cost is less than \$1500
- Vinyl wraps last 5-7 years
- Staff would like the Library Commission's feedback on the different graphics options created by the City's design team

CURRENT BOOK RETURN GRAPHICS



CURRENT BOOK RETURN GRAPHICS



CURRENT BOOK RETURN GRAPHICS





CURRENT BOOK RETURN GRAPHICS



OPTION 1 – BOOK STACK



OPTION 1 – BOOK STACK



OPTION 1 – BOOK STACK



OPTION 2 - ADVENTURE



OPTION 2 - ADVENTURE



OPTION 2 - ADVENTURE



OPTION 3 – CLASSIC “A”



OPTION 3 – CLASSIC “A”



OPTION 3 – CLASSIC “A”



OPTION 4 – CLASSIC “B”





THANK YOU



STAFF REPORT

Library Commission

Meeting Date:

1/29/2024

Staff Report Number:

LC-2024-001

Study Session:

**Library and Community Services department
strategic plan 2024-25**

Recommendation

City staff recommends that the Library Commission (LC) convene a study session to review and provide feedback for a draft of the proposed Library and Community Services department strategic plan for 2024-25 (Attachment A).

Policy Issues

As a duly appointed advisory body to the City Council, the LC is charged with advising the City Council on matters related to the City's libraries.

Background

On Jan. 25, 2021, the LC recommended the Library and Community Services Department Strategic Plan: 2020 and Beyond (Attachment B).

On Aug. 16, 2021, the LC received an informational "Scorecard" report on progress made towards the strategic plan goals as of that date (Attachment C).

Analysis

The Library and Community Services department strategic plan is intended to be a living document that can and should be periodically updated to remain aligned with new operational circumstances, emerging opportunities, and evolving community needs over time.

Since the last update in 2021, significant events and changes in the City of Menlo Park include the ongoing recovery from the coronavirus pandemic, new economic uncertainties in the City organization's long-term budget forecast, and the anticipated opening of the new Belle Haven Community Campus project.

In September 2023, City staff began an internal review of the current Library and Community Services department strategic plan to identify potential updates for 2024-25.

As part of the review process, staff created an updated Scorecard to report on progress made toward the strategic plan goals as of January 2024 (Attachment D).

A proposed draft Library and Community Services strategic plan for 2024-25 is provided for the LC's review and feedback in Attachment A. City staff will present an overview of the proposed draft strategic plan during the LC study session.

Impact on City Resources

As an advisory body to the City Council, the Library Commission does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive direct impact to the City's general fund as a result of this study session.

Environmental Review

This report is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it will not result in any direct or indirect physical change in the environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Draft proposed Library and Community Services department strategic plan 2024-25
- B. Hyperlink – “Recommend: Library and Community Services Department Strategic Plan Update: 2020 and Beyond,” Library Commission meeting agenda (item C-2), Jan. 25, 2021. menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/library-commission/2021-meetings/agendas/20210125-library-agenda.pdf#page=5
- C. Hyperlink – “Library and Community Services Strategic Plan Scorecard,” Library Commission meeting agenda (item E-3), Aug. 16, 2021. menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/library-commission/2021-meetings/agendas/20210816-library-agenda.pdf#page=36
- D. Strategic Plan Scorecard progress report, January 2024

Report prepared by:
Nick Szegda, Assistant Library and Community Services Director

Report reviewed by:
Sean S. Reinhart, Library and Community Services Director

****DRAFT****

**CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STRATEGIC PLAN
2024-25**

Table of Contents

Strategic Plan Elements	3
Strategic Direction 1: Excellent customer service	4
Goal 1.1. Customer satisfaction data collection.....	4
Goal 1.2. Customer service training	4
Goal 1.3. Department policies and procedures.....	4
Goal 1.4. Self-service and automation systems.....	5
Strategic Direction 2: Belle Haven Community Campus project.....	5
Goal 2.1. Operational startup	5
Goal 2.2. Equivalent and comparable programs.....	6
Goal 2.3. Community engagement.....	7
Strategic Direction 3: Responsiveness to community needs.....	7
Goal 3.1. Strategic planning.....	7
Goal 3.2. Analysis and data	8
Goal 3.3. Programs and services	8
Strategic Direction 4: Efficiency and effectiveness.....	9
Goal 4.1. Budget outcomes.....	9
Goal 4.2. Grants, volunteers, and partnerships	9
Goal 4.3. Facilities and technology.....	10
Goal 4.4. Environmental sustainability and energy efficiency	10
Strategic Direction 5: Staff development.....	10
Goal 5.1. Performance planning.....	10
Goal 5.2. Staff training	11
Goal 5.3. Employee recognition	11
Strategic Direction 6: Public engagement	12
Goal 6.1. Public communication	12
Goal 6.2. Effective messaging.....	12
Goal 6.3. Communication channels.....	13
Strategic Direction 7: People-focused programs	13
Goal 7.1. Identify and reduce barriers	13
Goal 7.2. Access and inclusivity	14
Goal 7.3. Eliminate bias	15
Strategic Direction 8: Emergency relief.....	15
Goal 8.1. Resiliency and preparedness.....	15

Strategic Plan Elements

1. Strategic Directions: The eight major categories of the plan.
 2. Goals: Specific, Measurable, Achievable, Results-oriented, Time-bound.
 3. Tasks: Clearly defined but flexible to respond to the changing environment.
 4. Start/end dates: Timeframes for completing tasks. Dates are realistic and achievable but subject to change as new circumstances and resource constraints arise.
 5. Performance goals: Metrics to assess if and how well a goal has been achieved.
-

Strategic Direction 1: Excellent customer service

Use customer satisfaction data, staff training, self-service and automation systems, and policies and procedures to deliver excellent customer service to all members of the community, at all times, in all aspects of department programs and operations.

Goal 1.1. Customer satisfaction data collection

Use customer satisfaction data collection systems with tools to assess community sentiment and satisfaction with department services.

Task	Description	Start	End	Performance goal
1.1. a.	Deploy survey tools to collect data about community satisfaction with Library and Community Services operations, services, and programs	Jan 2024	ongoing	Survey tools deployed at least annually. Develop and implement tools for measuring ongoing customer satisfaction
1.1. b.	Analyze customer satisfaction data and identify potential service enhancements.	Jan 2024	ongoing	90% or higher rating on customer satisfaction surveys achieved
1.1. c.	Provide a public suggestion box at every service point, including online. Respond to every suggestion received within a week and publish responses monthly.	Jan 2021	ongoing	100% responses sent within five business days; published monthly in reports to advisory bodies

Goal 1.2. Customer service training

Provide robust customer service training programs for LCS team members. Cross-train and test all team members on customer service expectations and techniques.

Task	Description	Start	End	Performance goal
1.2. a.	Implement customer service procedures and cross-training modules for LCS staff.	Jan 2024	Jan 2025	100% customer service procedures and training modules implemented
1.2. b.	Department team members achieve proficiency with the customer service techniques and training contained in the customer service procedures modules.	Jan 2024	Jul 2024	Team members collectively achieve average 90% or higher score on customer service module proficiency tests.
1.2. c.	Convene annual LCS staff in-service training conferences. Incorporate customer service training at one in-service per year.	Jan 2024	ongoing	Two half-day and one full-day staff trainings held annually.

Goal 1.3. Department policies and procedures

Review and update Library and Community Services department policies and procedures with stakeholder input.

Task	Description	Start	End	Performance goal
1.3. a.	Update operational procedure manuals for all LCS functional areas; convert all to secure electronic formats	Jan 2024	Jan 2025	Procedure manuals updated and converted to secure electronic formats
1.3. b.	Update and compile a comprehensive emergency and safety procedures manual; present to advisory bodies for review	Jan 2024	Jan 2024	Emergency manual updated; review by advisory bodies completed

1.3. c.	Update and compile customer service policies from across department; align and combine policies where appropriate	Jan 2024	Jun 2024	Policies updated and presented to advisory bodies for review and recommendation
---------	---	----------	----------	---

Goal 1.4. Self-service and automation systems

Deploy user-friendly, accessible self-service and automation systems to enhance convenience and access for residents, increase operational efficiencies, and achieve operational cost savings.

Task	Description	Start	End	Performance goal
1.4. a.	Continue to evaluate self-service and automation options to improve customer service and gain operational efficiencies across department. Review industry best practices. develop budget and resource allocation proposals and identify potential upgrade options	Jan 2024	ongoing	Assessment completed; recommend options identified in the context of the FY 2024-25 operating budget
1.4. b.	Implement self-service and automation solutions in coordination with city IT and Public Works departments	Jan 2024	ongoing	Implementation completed 100% on time and within budget
1.4. c.	In cooperation with the project design team and city IT, develop a self-service and automation strategy and recommendations for the new Belle Haven Community Campus building that provides fast, convenient, easy to use options for customer self service	Feb 2021	Jun 2024	Strategy and recommendations developed and integrated in BHCC equipment/software acquisition strategy. Review automation and self service solutions at opening day +6 months
1.4. d.	Coordinate with City IT and Public Works departments to address ongoing technology needs, resolve technical challenges, and leverage emerging opportunities to address evolving facility and technology needs.	ongoing	ongoing	See Goal 4.3

Strategic Direction 2: Belle Haven Community Campus project

Goal 2.1. Operational startup

Working with City Council, Belle Haven neighborhood residents, City departments, agency partners, and other stakeholders to open and operate the Belle Haven Community Campus.

Task	Description	Start	End	Performance goal
2.1. a.	Transfer interim services for seniors, interim services for the Belle Haven Youth Center, and branch library services to the new Campus facility.	Feb 2024	Apr 2024	Services ready for facility opening day
2.1. b.	Complete staffing plan in preparation for Campus facility opening day.	Nov 2023	April 2024	Staff hired, trained and shifts assigned by Campus opening day
2.1. c.	Complete remaining construction tasks in coordination with Meta, construction team, and other City departments	Nov 2023	Feb 2024	Certificate of Temporary Occupancy issued – City takes possession of facility and LCS staff move in

2.1. d.	Purchase necessary materials for Campus facility	Aug 2023	Apr 2024	Campus facility outfitted with necessary equipment and materials needed to provide services on opening day
2.1. e.	Develop a program for the inclusion of thoughtful, inclusive public art elements in the new building that are community specific, integral to local history, and solicit community participation	Jan 2024	Jun 2024	Public art program completed and approved 100% in alignment with overall project timeline and milestones
2.1. f.	In coordination with the Menlo Park Library Foundation, develop a system for recognizing donor contributions to the new MPCC	Dec 2023	March 2024	Donor recognition plan completed and approved 100% in alignment with overall project timeline and milestones

Goal 2.2. Equivalent and comparable programs

Provide quality programs and services to the Belle Haven neighborhood that meet resident needs and are equivalent or comparable to programs and services at the Burgess campus.

Task	Description	Start	End	Performance goal
2.2. a.	School-aged child development. Provide year-round afterschool education and summer camps for rising K-5 th grades at the Belle Haven Youth Center in the new Campus facility	Apr 2024	Ongoing	Safe, healthy, quality program of after school care for rising K-5 children provided. Summer camp programs for K-5 and 6-8 grade youth provided on time and within budget
2.2. b.	Senior enrichment and transportation. Provide senior nutrition program, senior enrichment classes, senior transportation, and a senior lounge area at the new Campus facility	Apr 2024	Ongoing	Senior services at the Campus facility implemented 100% on time and within budget
2.2. c.	Library collections and technology access. Provide free and equitable access to information, resources, opportunity and learning through library collections and technology	Apr 2024	Ongoing	Children’s library and all-ages library open 7 days a week, 8-10 hours per day. Library collections and information resources provided within budget
2.2. d.	Makerspace and Teen Zone. Give Campus users the opportunity to create, collaborate, and develop skills that can lead to new interests or employment through the programs and resources of a makerspace and teen zone.	Apr 2024	Ongoing	Provide makerspace programs to seniors and school-aged youth. Expand makerspace services through partnerships with local educational and nonprofit organizations. Partner with Youth Advisory Commission, Teen Advisory group and other stakeholders for service provision in teen zone. Services are responsive to neighborhood needs and are within budget.
2.2. e.	Library cultural and educational programming. Provide educational resources and opportunities for life enrichment through cultural and educational programming	Apr 2024	ongoing	Early literacy storytimes provided 3+ times per week. Cultural and educational programs including informational workshops, guest speakers, live performances, resource fairs, and community conversations about issues of local, regional and national importance are provided.

2.2. f.	Fitness Center and Movement Studio. Support the health and wellness of Menlo Park residents by providing community access to fitness equipment and training	Apr 2024	ongoing	Satisfaction with fitness and movement studios rate more than 90% on user surveys.
2.2. g.	Facility rentals and meeting rooms. Support the community's need for safe, welcoming, community-oriented places to gather by making venue spaces available in the new Campus facility	Apr 2024	ongoing	Venue spaces prioritize Menlo Park residents, Menlo Park based nonprofit organizations and City programs. Satisfaction with facility rentals and meeting rooms rate more than 90% on user surveys.
2.2. h.	Indoor and outdoor sports. Support the health and fitness of Menlo Park residents by providing community access to athletic activities.	Apr 2024	Ongoing	Prioritize athletic facility usage for Menlo Park residents, community-oriented leagues and local schools. Satisfaction with indoor and outdoor sports programs and facilities rate more than 90% on user surveys.
2.2. i.	Aquatics program. Support the fitness, wellness, and social connectedness needs of Menlo Park residents by providing community-oriented access to aquatics programming.	Apr 2024	Ongoing	Satisfaction with aquatics programming and facilities rate more than 90% on user surveys.

Goal 2.3. Community engagement

Assist and facilitate robust community engagement in program development, service provision, and facility maintenance, in coordination with city public engagement manager.

Task	Description	Start	End	Performance goal
2.3. a.	Gather resident and facility user feedback on programming, services and facilities.	Apr 2024	October 2024	Resident and facility user feedback gathered using in person fee
2.3. b.	Translate major project documents into Spanish and other dominant second languages and provide translation services at public meetings where feasible and appropriate	Jan 2024	ongoing	Translations provided for 100% of major project documents and at public meetings
2.3. c.	Engage and advise relevant advisory bodies (Library Commission, Parks & Recreation Commission, Youth Advisory Committee) with regular project progress updates throughout opening.	Nov 2023	Apr 2024 and ongoing	Advisory bodies receive project status updates at 100% of duly noticed advisory body public meetings. Updates on Campus programming and operations at opening day + 6 months and opening day + one year.

Strategic Direction 3: Responsiveness to community needs

Goal 3.1. Strategic planning

Regularly review and update the strategic plan and other planning documents to stay current and responsive to changing circumstances and evolving community needs.

Task	Description	Start	End	Performance goal
3.1. a.	Engage the input and suggestions of LCS team members in reviewing and updating the Strategic Plan	Sep 2023	Dec 2024	Every LCS team member engaged in review and update process

3.1. b.	Engage the input and suggestions of the Parks and Recreation Commission, the Library Commission and general public in review of and updates to the Strategic Plan	Dec 2023	Dec 2024	LCS Strategic Plan updates reviewed and recommended by both the Parks & Rec Commission and the Library Commission
3.1. c.	Conduct an annual review of performance and progress toward Strategic Plan goals	Oct 2023	March 2024	Complete next annual review by December 2024
3.1. d.	Integrate strategic plan goals into individual employee work plans	ongoing	ongoing	All individual work plans tie directly to strategic plan goals

Goal 3.2. Analysis and data

Use statistics, community survey response data, strategic and master plan documents, and analyses of best practices to inform decisions about services and programs.

Task	Description	Start	End	Performance goal
3.2. a.	Develop tools to collect quantitative and qualitative feedback from service users and program attendees, in alignment with Strategic Direction 1.	Jan 2024	Aug 2024	Library materials survey for MPCC currently in the field. Library annual statistics for State Library reported out to LC. Xplor user surveys post class, as noted in item 1.1a See also Goal 1.1.a
3.2. b.	Use community feedback to modify programs and services in response to identified community needs	Oct 2023	ongoing	90% or higher rating on customer satisfaction surveys achieved
3.2. c.	Publish relevant statistics and data to the public through advisory bodies, budget stories page, and for publication online and in print.	Jan 2024	ongoing	Budget stories page updated annually; advisory bodies monthly
3.2. d.	Advance the recommendations of the Parks and Recreation Facilities Master Plan (PRFMP)	Nov 2023	ongoing	See PRFMP

Goal 3.3. Programs and services

Target department services, programs, and resources efficiently and where they are most effective and responsive to community needs.

Task	Description	Start	End	Performance goal
3.3. a.	Develop and implement a plan to enhance technology services and access to seniors	Apr 2024	Apr 2025	Achieve 100% of senior center users have access to high-speed internet and connected device
3.3. b.	Under Council direction, support Youth Advisory Committee (YAC) to provide input on youth related programs and services	Nov 2023	Jun 2024 and ongoing	Work with the new YAC to create a committee work plan for 2023-24 year by June 2024
3.3. c.	Continue collaboration with master gardeners on seed library and demonstration garden programs. Continue monthly “Garden Talk” program series. Explore further collaborations with child development and senior programming teams.	Jan 2024	Summer 2024	Garden and supporting programming in place by beginning of transitional service period. Modify this performance goal post BHCC opening.
3.3. d.	In coordination with Strategic Direction 7, identify opportunities to eliminate or reduce barriers to recreation program participation and facility use	ongoing	ongoing	See Strategic Direction 7

3.3. e.	Continue to provide virtual and or virtual/onsite hybrid participation for programs, events, and classes whenever feasible and appropriate	Jan 2024	ongoing	>25% of classes, events and programs provide a virtual or hybrid option; >90% of virtual program attendees rate experience as good or better in user surveys
---------	--	----------	---------	--

Strategic Direction 4: Efficiency and effectiveness

Maintain efficient operations, systems, and facilities

Goal 4.1. Budget outcomes

Operate an efficient municipal department that meets assigned service delivery outcomes within approved operating budget.

Task	Description	Start	End	Performance goal
4.1. a.	Deliver 100% of the department's service delivery outcomes within established operational budget constraints	Jun 2023	Jul 2024	100% of service outcomes delivered on time and within budget
4.1. b.	Analyze departmental staffing needs and organizational structure and develop staffing proposals to address projected service demand changes, in alignment with Strategic Direction 8. Special focus on staffing and service demands at the new Campus facility.	Jan 2024	Jan 2025	Proposed staffing and operational plan completed and presented to City Council in the context of the FY 2024-25 operating budget
4.1. c.	Complete a fee study that analyzes the current fee structure and costs for classes and rentals with the goal of creating a consistent fee structure for classes and rental costs across all LCS facilities	Oct 2024	Apr 2025	Propose any fee changes for Council adoption for 2025/26 FY.
4.1. d.	Increase cross training across functional areas to increase staff skills and flexibility	Jan 2024	Jan 2025	>50% of department staff cross-trained in two or more operational areas of the department

Goal 4.2. Grants, volunteers, and partnerships

Secure external resources from grants, volunteers, and partnerships that are valued greater than the costs to acquire and maintain the external resources.

Task	Description	Start	End	Performance goal
4.2. a.	Secure external grant funding that is valued greater than the costs to acquire and maintain the external resources.	Jan 2024	ongoing	Total annual grant funding secured is equivalent to or greater than 5% of department annual general fund operating budget.
4.2. b.	Engage volunteerism in support of library and community services public services.	ongoing	ongoing	Total annual volunteer hours served is equivalent to or greater than 3% of total annual staff hours worked.
4.2. c.	Explore opportunities to facilitate the creation of a nonprofit group to support parks and recreation facilities and services	Jan 2024	Jan 2025	See Goal 7.1.b

Goal 4.3. Facilities and technology

Coordinate with City IT and Public Works departments to address ongoing technology needs, resolve technical challenges, and leverage emerging opportunities to address evolving facility and technology needs.

Task	Description	Start	End	Performance goal
4.3. a.	Advance the recommendations of the Parks and Recreation Facilities Master Plan (PRFMP)	Nov 2023	ongoing	See PRFMP
4.3. b.	Continue to identify opportunities for self-service and automation technology systems to improve efficiency and free up staff resources to focus on services and programs	Ongoing	Ongoing	See Goal 1.4
4.3. c.	In coordination with City Public Works and Planning teams, advance major infrastructure and facility projects currently in progress or scheduled to begin in FY 2023/24 including Main Library roof replacement, Willow Oaks Park upgrades and Kelly Field turf and track replacement	Jun 2023	ongoing	Infrastructure and facilities projects completed

Goal 4.4. Environmental sustainability and energy efficiency

Practice environmental sustainability and energy efficiency in department operations

Task	Description	Start	End	Performance goal
4.4. a.	Working with city Environmental Sustainability department and following the strategy recommendations of the Community Zero Waste Plan, reduce waste generation by staff by 5%	Jan 2024	Dec 2024	Reduce departmental waste generation by 5%
4.4. b.	Readjust energy consumption at LCS facilities to achieve operational Net Zero Energy in alignment with Climate Action Plan goals for city facilities by 2030	Jan 2024	Dec 2030	Achieve 100% of Climate Action Plan energy consumption goals by 2030

Strategic Direction 5: Staff development

Create meaningful staff development, engagement, and team communication opportunities.

Goal 5.1. Performance planning

Complete individual work plans annually for all department team members. Work plans will include goals, tasks, and Performance goals as well as individual training and professional development goals.

Task	Description	Start	End	Performance goal
5.1. a.	Complete individual work plans for all department team members.	Jul 2023	Jun 2024	100% of department team members complete individual employee work plans anniversary of hire date.
5.1. b.	Identify individual employee training needs and coordinate training sessions to fill the needs. Make sure training outcome is shared and applied	Jun 2023	ongoing	As part of work plan development, identify training needs and schedule trainings for all employees by anniversary of hire date

5.1. c.	Identify individual employee professional development goals and develop action plans to help each employee achieve their professional goals. Encourage certifications and educational requirements when required for position.	Jun 2023	ongoing	As part of work plan development, create professional development action plans for each employee by anniversary of hire date
5.1. d.	Provide regular one-on-one check-in meetings between employees and supervisors to review performance goals and progress	Jun 2023	ongoing	100% of employees and supervisors engage in monthly one-on-one meetings
5.1. e.	Complete annual employee evaluations for every employee	Jun 2023	ongoing	100% of departmental employees receive an annual evaluation

Goal 5.2. Staff training

Develop a department wide staff training plan to maximize depth and breadth of organizational knowledge, provide cross-training and development opportunities for career growth.

Task	Description	Start	End	Performance goal
5.2. a.	Create a training team and task them with developing a training plan for the department. Training plan should include team or small group trainings and require post-training report-outs to larger team or at departmental meetings. Develop training topics based on responses from departmental survey.	Jun 2023	ongoing	Two annual half-day and on annual full day training events for department established. Individual teams have additional trainings as needed.
5.2. b.	Develop and implement an operations cross-training strategy to enhance staff capacity, teamwork, and flexibility.	Apr 2024	Dec 2024	Cross training plan developed
5.2. c.	In coordination with City HR, develop depart-wide understanding of position requirements so that training support can be provided Offer shadowing days or a talent exchange program to help staff better understand duties not shown in job description documents.	Mar 2024	Dec 2024	Technical and training requirements for each departmental position available to all employees. Shadowing or talent exchange program developed.
5.2. d.	Continue to provide technology training based on the results of departmental survey from annual employee in-service day (Monday.com; Box.com; Deputy.com; Zoom; Workplace, Xplor)	Nov 2023	Nov 2024	Tech training events held
5.2. e.	Working with City HR, conduct all-hands trainings related to employee safety (e.g., protecting against viral transmission, dealing with difficult customers, active shooter training, etc.)	Jan 2024	Jan 2025 and ongoing	100% of department staff attend two or more safety trainings per year
5.2. f.	Develop a department wide staff development and succession plan to maintain continuity of organizational knowledge, minimize operational disruptions, sustain employee retention levels, and provide opportunities for career growth.	Nov 2023	Jun 2024	Plan completed and presented to City Manager for review and approval

Goal 5.3. Employee recognition

Conduct regular employee recognition and team-building activities and facilitate robust, transparent internal communication at all organizational levels.

Task	Description	Start	End	Performance goal
------	-------------	-------	-----	------------------

5.3. a.	Convene semiannual staff retreats for team building, information sharing, and professional development	Mar 2021	ongoing	100% of department staff participate in one or more staff retreats annually
5.3. b.	Provide opportunities for peer-generated staff recognition activities (e.g. virtual kudos boards, virtual and onsite recognition events, verbal recognition at all-hands meetings, etc.)	Jun 2023	ongoing	100% of department staff engage in one or more peer-generated recognition activities annually

Strategic Direction 6: Public engagement

Engage in robust, transparent, two-way communication and outreach with the community

Goal 6.1. Public communication

Coordinate with city public engagement manager to review and update LCS department webpages, email lists, social media presence, printed materials, and onsite messaging as needed to improve the effectiveness and transparency of communications.

Task	Description	Start	End	Performance goal
6.1. a.	In coordination with City Public Engagement Officer, develop and implement a coordinated social media messaging strategy driven by user analytics. Use engagement tools to measure effectiveness of social media messages	April 2024	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.1. b.	Provide easy channels for residents to provide feedback online and in person. Respond to all customer feedback promptly.	Nov 2023	ongoing	See Goal 1.1.c
6.1. c.	Evaluate current department webpages and print materials to assess reach, impact and relevance to residents	Jan 2024	Dec 2024	Achieve 90% or greater customer satisfaction with departmental communications on department customer satisfaction surveys.
6.1. d.	In coordination with city communications team, develop a system for identifying, targeting, and focusing departmental messaging. Test message content and methods to increase the effectiveness and reach of department communications	Jun 2024	Dec 2024	Achieve 90% or greater customer satisfaction with departmental communications on department customer satisfaction surveys.

Goal 6.2. Effective messaging

Target communications and outreach resources efficiently and where they are most effective, in coordination with city public engagement manager.

Task	Description	Start	End	Performance goal
6.2. a.	Produce a weekly department e-newsletter for citywide distribution.	Jul 2023	ongoing	Weekly e-newsletter produced >45 times per year
6.2. b.	Translate major department communications. Have staff available to assist in translating during customer interactions. Encourage staff education in Spanish language/ASL	Oct 2023	ongoing	Translations provided for 100% of major department communications; bilingual staff are available to translate service interactions during 100% of operational hours

6.2. c.	Enhance visual accessibility of department web pages for users who need web readers. Evaluate options for improving accessibility of communications for those who are hearing impaired/sight impaired	ongoing	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.2. d.	Use data from post event surveys to identify most effective forms of communication	Nov 2023	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.2. e.	Produce and distribute printed information materials to inform residents of department services	ongoing	ongoing	Printed informational materials produced and distributed to Menlo Park residents on a quarterly or more frequent schedule

Goal 6.3. Communication channels

Explore new communications channels for reaching the community; reinforce and educate the community about existing channels.

Task	Description	Start	End	Performance goal
6.3. a.	Recruit ambassadors from department affiliate groups and advisory bodies to distribute department messages on hyperlocal social media channels (e.g., NextDoor, Facebook Neighborhoods, etc)	ongoing	ongoing	4 or more messages per quarter placed on hyperlocal channels
6.3. b.	Explore the use of online systems for asynchronous staff and customer training	Jun 2024	ongoing	2 or more promotional pieces created and 2 or more staff training modules created per year
6.3. c.	Develop internal production capacity to produce “behind the scenes” videos for social media channels/ training for staff	Jan 2024	Dec 2024	1 or more training or promotional videos produced per year
6.3. d.	Integrate livestream broadcast into department event production (e.g., Zoom webinar synchronization to Facebook Live, YouTube, etc). Use archived recordings to enrich social media channels. Partner with local media nonprofits (MidPen Media Center) to increase local coverage of department events	Jan 2024	ongoing	Partnership with local media nonprofit established and 4 or more livestreaming events produced
6.3. e.	Secure “earned media” local media placements via press releases and other publicity techniques	Jun 2023	ongoing	4 or more local media placements and one feature article per year

Strategic Direction 7: People-focused programs

Prioritize social justice, equity, diversity, inclusion, and belonging in department services and programs

Goal 7.1. Identify and reduce barriers

Identify and reduce barriers to participation for all residents.

Task	Description	Start	End	Performance goal
------	-------------	-------	-----	------------------

7.1. a.	Continue to assess current cost recovery model to identify barriers to program participation (e.g., fees-for-service, overdue fines, instructor rates, prioritization of services, etc.)	Feb 2024	Jun 2024	Cost recovery / fee study model assessed in the context of the FY 2024-25 operating budget process
7.1. b.	Continue to evaluate opportunities and best practices to remove barriers and increase accessibility to department programs and services (e.g., sliding scales, voluntary/ suggested donations at points of entry, fee waivers or scholarships, fundraising partnership with area nonprofits, “one city” access card system, etc.)	Feb 2024	Jun 2024	Evaluation completed and implemented in the context of the FY 2024-25 budget process
7.1. c.	Improve the accessibility of external communications by providing materials in other languages, making online communications web reader friendly, and other enhancements	Jan 2024	Jan 2025	See strategic direction 6.3.b.
7.1. d.	Identify opportunities, challenges and impacts to reduce access barriers for unhoused residents (e.g., address verification for library cards, internet access, use of recreation and gymnasium facilities, etc.)	Jan 2024	Jan 2025	Evaluation completed and recommendations presented to advisory commissions for review

Goal 7.2. Access and inclusivity

Provide diverse, equitable, and inclusive services, programs, and facilities for all residents

Task	Description	Start	End	Performance goal
7.2. a.	Align resources so that facility hours and services are equitable and accessible residents in all areas of the city	ongoing	ongoing	Facility hours and services are comparable and equitable
7.2. b.	Review policies related to public use of facilities (library behavior policy, recreation facility use policy, etc.) to ensure equity, diversity, and inclusion for all residents regardless of background	ongoing	ongoing	90% or more of facility users agree with the following statement on user surveys: “City facilities, services, and programs reflect the community’s diversity and provide equity, inclusion, and accessibility for all residents regardless of background.”
7.2. c.	Coordinate with Public Works to review physical accessibility of all LCS facilities every other year	ongoing	ongoing	Biannual ADA review of all LCS facilities completed and recommendations presented in the context of a future Capital Improvement Program budget
7.2. d.	Coordinate with Public Works to assess furnishings and fixtures at LCS facilities for accessibility by seniors and the differently abled	May 2024	Dec 2024	90% or more of facility users in these demographic categories rate the accessibility of department facilities good or better in customer satisfaction surveys
7.2. e.	Assess options to provide adaptive technology for hearing-impaired users (e.g. audio loop systems, portable radio/assistive technology) and for users with low vision.	Jun 2024	Jun 2025	Assessment completed and recommendations presented in the context of the FY 2024-25 operating budget

7.2. f.	Develop and implement services and programs that are adaptive and inclusive for people of all abilities	Jun 2023	ongoing	90% or more of service and program participants in these demographic categories rate the accessibility of department facilities good or better in customer satisfaction surveys
7.2. g.	Build and strengthen partnerships with community-based organizations (e.g. Samaritan House, Mateo Lodge) that assist people who are unhoused and/or need access to health care. Develop a pilot program to refer and connect users to these organizations.	Dec 2023	Dec 2024	Pilot program developed and implemented

Goal 7.3. Eliminate bias

Train staff on the principles and practices of equity, diversity, inclusivity, social justice, and adaptive learning; eliminate bias in department operations.

Task	Description	Start	End	Performance goal
7.3. a.	Participate in institutional bias reform and training sessions, in alignment with City Council priorities	ongoing	ongoing	100% of LCS team members participate in one or more institutional bias training sessions per year
7.3. b.	Provide effective staff training on services to people who are unhoused	ongoing	ongoing	100% of department staff participate in one or more trainings per year about inclusive services to the unhoused
7.3. c.	Provide effective training to staff and contract instructors on adaptive learning techniques	ongoing	ongoing	100% of department staff and contract instructors participate in one or more trainings per year about adaptive learning techniques
7.3. d.	Ensure and sustain a diverse, safe, and inclusive work environment for all department staff	Nov 2023	Jun 2024	90% or more of department staff rate the department's commitment to workplace diversity, safety and inclusion good or better in employee surveys
7.3. e.	Conduct a full review of potential bias in department operations	Jan 2023	Jan 2024	Review completed and presented to advisory bodies and City Council with recommendations for eliminating bias in operations

Strategic Direction 8: Emergency relief

Emergency shelter and care. Support relief activities for community members impacted by large-scale emergencies and disasters.

Goal 8.1. Resiliency and preparedness

Ensure that department facilities are resilient and prepared for relief activities

Task	Description	Start	End	Performance goal
------	-------------	-------	-----	------------------

8.1. a.	In coordination with the Public Works department, ensure that department facilities are in good working order and that designated facilities are able to serve as emergency shelters	Jun 2023	ongoing – annual assessment	100% of LCS facilities are in good working order, and have emergency supplies and equipment. Regular safety inspections and tests are conducted.
8.1. b.	In coordination with the City’s emergency services coordinator, prepare staff for serving the community during emergency events	Jun 2023	Jun 2024	100% of staff are trained on emergency procedures and disaster service worker obligations.
8.1. c.	Provide CPR/First Aid/AED training and certification opportunities. Practice emergency procedures regularly	Jun 2023	ongoing	100% of staff participate in emergency procedure training. Required staff complete CPR and first aid certification training.
8.1. e.	Maintain agreement with American Red Cross to mobilize disaster relief services at City facilities in the event of an emergency service activation. Practice and participate in local and regional emergency management planning and response efforts	Jun 2023	Ongoing	American Red Cross agreement maintained. Staff participation in emergency planning and response exercises greater than 50%
8.1. f.	Cultivate a prepared and resilient community by hosting safety and emergency preparedness workshops, encouraging public signups for emergency notification and information systems, and coordinating with community volunteers.	Jun 2023	ongoing	4 or more emergency preparedness or community safety workshops held per year.

SCORECARD

LCS STRATEGIC PLAN UPDATE: 2020 AND BEYOND (2021)

- Strategic Directions: The eight major categories of the plan.
- S.M.A.R.T. Goals: Specific, Measurable, Achievable, Results-oriented, Time-bound.
- Tasks: Clearly defined but flexible to respond to the changing environment.
- Start/end dates: Specific timeframes establish when tasks will be completed. Dates are considered realistic and achievable but are subject to change as new circumstances and resource constraints may arise over time.
- Performance goals: Metrics to assess if and how well a goal has been achieved.

**Strategic Direction #1:
Deliver excellent customer service
(2021)**

**S.M.A.R.T. Goal #1.1:
Implement a customer satisfaction data collection system with tools to assess community sentiment and satisfaction with department services.**

Task	Description	Start*	End*	Performance goal	Scorecard - January 2024
1.1.a	Deploy survey tools to collect data about community satisfaction with Library and Community Services operations, services, and programs	Jan 2021	Aug 2021	Survey tools deployed by Aug 2021	In progress. "Happy or Not" snapshot customer feedback system pilot program at Gymnastics 1 st quarter 2024. Post-class surveys sent to customers through Xplor.
1.1.b	Analyze customer satisfaction data and identify potential service enhancements.	Aug 2021	ongoing	90% or higher rating on customer satisfaction surveys achieved	In progress. Customer survey data used to shape staff proposals for tennis and pickleball updates to the PRFMP.
1.1.c	Provide a public suggestion box at every service point, including online. Respond to every suggestion received within a week and publish responses monthly.	Jan 2021	ongoing	100% responses sent within five business days; published monthly online and in reports to advisory bodies	Achieved. Responses to suggestions published to both Commissions in agenda packets that and are available online.

**S.M.A.R.T. Goal #1.2:
Create a customer service training program for LCS team members. Cross-train and test all team members on customer service expectations and techniques.**

* Dates are estimated to be realistic and achievable at the time of this update, but are subject to revision as new circumstances, resource constraints, or updated priorities arise over time.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
1.2.a	Implement customer service procedures and cross-training modules for LCS staff.	Jan 2021	Sept 2021	100% customer service procedures and training modules implemented	Ongoing.
1.2.b	Department team members achieve proficiency with the customer service techniques and training contained in the customer service procedures modules.	Jan 2021	Jul 2021	Team members collectively achieve average 90% or higher score on customer service module proficiency tests.	Ongoing.
1.2.c	Convene annual LCS staff in-service training conferences focused on customer service	Apr 2021	Oct 2021	Training conferences successfully convened by Oct 2021 and annually thereafter	Achieved. One full-day and two half-day staff in-service sessions annually. Training topics vary, include customer service training modules.

S.M.A.R.T. Goal #1.3:**Review and update Library and Community Services department policies and procedures with stakeholder input.**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
1.3.a	Update operational procedure manuals for all LCS functional areas; convert all to secure electronic formats	Jan 2021	Jan 2022	Procedure manuals updated and converted to secure electronic formats by Jan 2022	In progress. Operational documents on Box filing sharing system.
1.3.b	Update and compile a comprehensive emergency and safety procedures manual; present to advisory bodies for review	Jan 2021	Jul 2021	Emergency manual updated; review by advisory bodies completed	Achieved. Emergency manual presented to LC 2/28/2022. Procedures updated September 2023.
1.3.c	Update and compile customer service policies from across department; align and combine policies where appropriate	Jan 2021	Jan 2022	Policies updated and presented to advisory bodies for review and recommendation	In progress.

S.M.A.R.T. Goal #1.4:**Create self-service and automation systems to enhance convenience and access for residents, increase operational efficiencies, and achieve operational cost savings**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
1.4.a	Evaluate current self-service and automation options to improve customer service and gain operational efficiencies across department. Review industry best practices. develop budget	Jan 2021	Jun 2021	Assessment completed; recommended options identified in the context of the FY 2021-22 operating budget	Ongoing. Xplor Rec system in place. Ongoing review of self service and automation options.

	and resource allocation proposals and identify potential upgrade options				
1.4.b	Implement self-service and automation solutions in coordination with city IT and Public Works departments	Jul 2021	Jun 2022	Implementation completed 100% on time and within budget	Ongoing
1.4.c	In cooperation with the project design team and city IT, develop a self-service and automation strategy and recommendations for the new Menlo Park Community Campus building that provides fast, convenient, easy to use options for customer self service	Feb 2021	Jun 2022	Strategy and recommendations developed and integrated in MPCC equipment/software acquisition strategy	Achieved
1.4.d	Coordinate with City IT and Public Works departments to address ongoing technology needs, resolve technical challenges, and leverage emerging opportunities to address evolving facility and technology needs.	Jun 2020	ongoing	See Goal 4.3	Achieved. Monthly coordination meetings with PW and IT staff.

Strategic Direction #2:
Advance the Menlo Park Community Campus Project (2021)

S.M.A.R.T. Goal #2.1:
Working with the City Council, the community, Facebook, and other stakeholders, complete remaining design phases of the Menlo Park Community Campus facility project

Task	Description	Start	End	Performance goal	Scorecard - January 2024
2.1.a.	Assist and advise project design process; provide input and recommendations from operational perspective	Aug 2020	Dec 2020	Project design completed and approved by Planning Commission and City Council	Achieved
2.1.b.	Assist and advise interior design process; focus on furnishings that are welcoming, easy to maintain, and appropriate for seniors, teens and families.	Feb 2021	Dec 2021	Interior design completed and approved 100% % in alignment with overall project timeline and milestones	Achieved
2.1.c.	Develop a program for the inclusion of thoughtful, inclusive public art elements in the new building that are community specific, integral to local history, and solicit community participation	Jan 2022	Jun 2022	Public art program completed and approved 100% in alignment with overall project timeline and milestones	In progress

2.1.d.	In coordination with the Menlo Park Library Foundation, develop a system for recognizing donor contributions to the new MPCC	Mar 2021	Jul 2021	Donor recognition plan completed and approved 100% in alignment with overall project timeline and milestones	In progress
S.M.A.R.T. Goal #2.2: Develop a plan to provide interim services during MPCC project construction					
Task	Description	Start	End	Performance goal	Scorecard - January 2024
2.2.a.	Plan for and install modular facilities at Kelly Park for after school youth program. Ensure students have safe access to reach modular buildings	Sep 2020	Jun 2021	Modular facilities installed and ready for occupancy 100% on time and within budget	Achieved
2.2.b.	Provide hot meals, senior enrichment classes, and a senior lounge area on the Burgess Campus during the transitional period	Sep 2020	Jun 2021	Senior services at Burgess in pace and implemented 100% on time and within budget	Achieved
2.2.c.	Work with PW-Transportation to provide convenient, reliable transportation for neighborhood residents from Belle Haven to Burgess campus	Sep 2020	Jun 2021	Transportation service plan in place and implemented 100% on time and within budget	Achieved
2.2.d.	Explore options for providing some recreation classes in Belle Haven neighborhood and at the Burgess campus	Sep 2020	Jun 2021	Recreation service in place and implemented 100% on time and within budget	Achieved
2.2.e.	Provide branch library services during the construction of the MPCC; work with the Ravenswood School District to ensure a smooth transition of the Belle Haven Branch Library facility back to a school facility once construction is completed	Mar 2021	Jul 2023	Library services restored at Belle Haven Branch library during construction; transition plan to new MPCC facility in place and implemented 100% on time and within budget	Achieved
2.2.f.	Evaluate current food pantry distribution programs; explore options and leverage partnerships to efficiently support food security for vulnerable community members during MPCC construction.	Jan 2021	Jun 2021	Food pantry distribution activities sustained during 100% of the MPCC transitional period	Achieved
S.M.A.R.T. Goal #2.3: Develop an operational plan for the new facility that meets resident needs and provides equitable access for all.					
Task	Description	Start	End	Performance goal	Scorecard - January 2024

2.3.a.	Create a staffing and operational plan for the new facility that meets projected service demands, provides operational flexibility, and leverages self-service and automation systems to gain operational efficiencies where feasible and appropriate	Jan 2022	Jun 2022	Proposed staffing and operational plan completed and presented to City Council in the context of the FY 2022-23 operating budget	Achieved
2.3.b.	Develop proposed hours of operation to meet resident needs and expectations for the new facility, in the context of resource constraints and	Jan 2022	Jun 2022	Proposed operating hours completed and presented to City Council in the context of the FY 2022-23 operating budget	Achieved
2.3.c.	In coordination with the project design team and city Environmental Services, establish operational procedures to conserve energy and reduce waste	Jul 2022	Mar 2023	Energy conservation and waste reduction procedures established and in place by facility opening day	Not yet achieved

S.M.A.R.T. Goal #2.4:
Assist and facilitate robust community engagement at all phases in the project development, in coordination with design team and city public engagement manager.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
2.4.a.	Utilize the Institute for Local Government “TIERS” public engagement model for all major project communication efforts, in coordination with project team and city public engagement manager.	Jan 2020	Jul 2023	TIERS model engaged for 100% of major project communication efforts	In progress
2.4.b.	Translate major project documents into Spanish and other languages and provide translation services at public meetings where feasible and appropriate	Aug 2020	Mar 2023	Translations provided for 100% of major project documents and at public meetings	Achieved for BHCC-related major reports and public meetings.
2.4.c.	Engage and advise relevant advisory bodies (Library Commission, Parks & Recreation Commission, Youth Advisory Committee) with regular project progress updates throughout each phase of project development	Jun 2021	Mar 2023 and ongoing	Advisory bodies receive project status updates at 100% of duly noticed advisory body public meetings through all phases of the project development	Achieved and ongoing. Regular updates given at all three advisory body meetings

Strategic Direction #3:
Provide services and programs that respond to community needs (2021)

S.M.A.R.T. Goal #3.1:
Complete the LCS Strategic Plan Update: 2020 and Beyond

Task	Description	Start	End	Performance goal	Scorecard - January 2024
3.1.a.	Engage the input and suggestions of LCS team members in development of the Strategic Plan Update	Aug 2020	Dec 2020	Every LCS team member engaged in planning process	Achieved. Strategic Plan input received from teams and at all-hands meetings
3.1.b.	Engage the input and suggestions of the Parks and Recreation Commission, the Library Commission and general public in development of the Strategic Plan	Nov 2020	Jan 2021	LCS Strategic Plan recommended by both the Parks & Rec Commission and the Library Commission	In progress. Strategic Plan update process underway November 2023
3.1.c.	Conduct an annual review of performance and progress toward Strategic Plan goals	Oct 2021	Jan 2022	Complete next annual review by Jan 2022	In progress. Current review and update underway as of November 2023
3.1.d.	Integrate strategic plan goals into individual employee work plans	Feb 2021	Aug 2021	All individual work plans tie directly to strategic plan goals	Achieved.

S.M.A.R.T. Goal #3.2:
 Use library and community services statistics, community survey response data, , strategic and master plan documents, and analyses of best practices to inform decisions about new and current LCS services and programs.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
3.2.a.	Develop tools to collect quantitative and qualitative feedback from service users and program attendees, in alignment with Strategic Direction #1.	Jan 2021	Aug 2021	See Goal 1.1.a	In progress
3.2.b.	Use community feedback to modify programs and services in response to identified community needs	Oct 2021	ongoing	90% or higher rating on customer satisfaction surveys achieved	Achieved. Recreation and community programs survey completed in 2022
3.2.c.	Publish relevant statistics and data to the public through advisory bodies, budget stories page, and for publication online and in print.	Jan 2021	ongoing	Budget stories page updated annually; advisory bodies monthly	Achieved
3.2.d	Advance the recommendations of the Parks and Recreation Facilities Master Plan (PRFMP)	Jul 2020	ongoing	See PRFMP	Ongoing. PRFMP focused update (pickleball) recommended by PRC in November 2023

S.M.A.R.T. Goal #3.3:
 Target department services, programs, and resources efficiently and where they are most effective.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
------	-------------	-------	-----	------------------	--------------------------

3.3.a	Develop a “Rebuilding LCS” service adaptation plan for post-Covid-19 services, operations, facilities, and personnel	Jun 2020	Jun 2021	See Strategic Direction #8	Achieved. Adaptation plan presented to both advisory bodies
3.3.b.	Develop and implement a plan to enhance technology services and access to seniors	Aug 2020	Dec 2021	Achieve 100% of senior center users have access to high-speed internet and connected device	In progress
3.3.c.	Under Council direction, convene and support a Youth Advisory Committee (YAC) to provide input on youth related programs and services	Nov 2020	Jun 2021 and ongoing	Work with the new YAC to create a committee work plan for 2021-22 year by June 2021	Achieved. 2023-24 cohort of YAC now meeting and developing new annual work plan.
3.3.d.	Implement a Books By Mail program to direct ship library materials to seniors and the homebound using existing resources	Sep 2020	Apr 2021	Program implemented and operational on time and within existing available resources	Achieved
3.3.e.	Create a pilot program for pickleball play on City tennis courts; re-evaluate pilot program after 6 months	Nov 2020	May 2021	>80% of pickleball users rate pilot program as satisfactory or better in user surveys	Partially achieved. Pickleball pilot program completed, permanent installation of pickleball at Nealon court #5 in progress
3.3.f.	Create a demonstration garden at the main library to use by MCC children and seniors during MPCC interim services, as well as the general public	Jan 2021	Summer 2021	Garden and supporting programming in place by beginning of transitional service period	Partially achieved. Demonstration garden in place and some collaboration/coordination in place
3.3.g.	In coordination with Strategic Direction #7, identify opportunities to eliminate or reduce barriers to recreation program participation and facility use	Feb 2021	Jun 2021	See Strategic Direction #7	Proposed updates to Master Fee Schedule include neighborhood discounts for MPCC programs and event space rentals. Staff continue to explore opportunities to eliminate barriers to participation
3.3.h.	Provide virtual and or virtual/onsite hybrid participation for programs, events, and classes whenever feasible and appropriate	Apr 2020	ongoing	>50% of classes, events and programs provide a virtual or hybrid option; >90% of virtual program attendees rate experience as good or better in user surveys	Partially achieved. >25% of programs currently provided virtually. Program assessment not yet complete

**Strategic Direction #4:
Maintain efficient operations, systems, and facilities
(2021)**

S.M.A.R.T. Goal #4.1:

Operate an efficient municipal department that meets assigned service delivery outcomes within approved operating budget.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
4.1.a	Deliver 100% of the department’s service delivery outcomes within established operational budget constraints	Jun 2020	Jul 2021	100% of service outcomes delivered on time and within budget	Achieved
4.1.b	Analyze departmental staffing needs and organizational structure and develop staffing proposals to address projected service demand changes, in alignment with Strategic Direction #8	Jan 2021	Jun 2021	Proposed staffing and operational plan completed and presented to City Council in the context of the FY 2021-22 operating budget	Achieved
4.1.c	Complete a fee study that analyzes the current fee structure and costs for classes and rentals with the goal of creating a consistent fee structure for classes and rental costs across all LCS facilities	Oct 2020	Apr 2021	Propose any fee changes for Council adoption for 2021/22 FY.	Pending citywide cost of services study in 2024.
4.1.d	Cross train staff across functional areas to increase staff skills and flexibility	Jan 2021	Jul 2021	>50% of department staff cross-trained in two or more operational areas of the department	In progress

S.M.A.R.T. Goal #4.2:

Secure external resources from grants, volunteers, and partnerships that are valued greater than the costs to acquire and maintain the external resources.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
4.2.a	Secure external grant funding to support and enhance LCS services.	Jun 2020	ongoing	Total annual grant funding secured is equivalent to or greater than 5% of department annual general fund operating budget.	Achieved. Grant funding for BHCDC ongoing, construction funding for main library roof/system upgrades to be spent in 2024. City has engaged a grant writing contractor for remainder of FY 2023/24
4.2.b	Engage volunteerism in support of library and community services public services.	Jun 2020	ongoing	Total annual volunteer hours served is equivalent to or greater than 3% of total annual staff hours worked.	Ongoing. Friends of the Library provide major portion of volunteer hours served.

4.2.c	Continue to work with local higher education programs to provide internship opportunities	Jun 2020	ongoing	Total annual intern hours served is equivalent to or greater than 0.5% of total annual staff hours worked.	Not yet achieved
4.2.d	Explore opportunities to facilitate the creation of a nonprofit group to support parks and recreation facilities and services	Feb 2021	Jan 2022	See Goal 7.1.b	Not yet achieved

**S.M.A.R.T. Goal #4.3:
Coordinate with City IT and Public Works departments to address ongoing technology needs, resolve technical challenges, and leverage emerging opportunities to address evolving facility and technology needs.**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
4.3.a	Advance the recommendations of the Parks and Recreation Facilities Master Plan (PRFMP)	Jul 2020	ongoing	See PRFMP	Ongoing. PRFMP update recommended by the PRC in November 2023 and reviewed bi-annually thereafter.
4.3.b	Working with City IT and the IT Master Plan, identify strategies and opportunities to ensure that all Menlo Park residents have reliable access to high-speed internet and an internet-connected device	Jul 2020	Jul 2023	100% of Menlo Park residents have reliable access to high-speed internet and an internet-connect device	Not yet achieved
4.3.c	Identify opportunities for self-service and automation technology systems to improve efficiency and free up staff resources to focus on services and programs	June 2020	Ongoing	See Goal 1.4	Ongoing coordination meetings with IT and PW
4.3.d	Implement a department-wide, web-accessible staff shift scheduling system that intuitive for staff and improves operational efficiency and flexibility	Oct 2020	Dec 2020	System implemented and 100% of staff shift scheduling effectively migrated to new system	Achieved. Deputy scheduling software implemented.
4.3.e	Seek and secure competitive bids for a new Integrated Library System platform; engage new vendor; migrate library data to new system and launch new ILS by July 1, 2021	Oct 2020	Jul 2021	Project completed 100% on time and within budget	On hold. RFP issued and bids received. City Council decided not to migrate to new platform
4.3.f	Working with City Finance department, investigate customer payment systems that improve ease of payments, financial reconciliation, and integration with existing systems, possibly as part of new library ILS (See above)	Jan 2021	Jul 2021	Project completed 100% on time and within budget	In progress. In early stages of POS system pilot at main library using Square, in collaboration with IT and Finance
4.3.g	Investigate improvements to customer registration system (currently EGov) for LCS programs and events, including options to migrate to a new system	Jul 2021	Dec 2021	Project completed 100% on time and within budget	Achieved

4.3.h	Improve departmental capabilities for videoconferencing. Focus on internal uses to improve intra-team communication, and on external uses for virtual program creation and distribution	Jan 2021	Jun 2021	Project completed 100% on time and within budget	In progress. "Zoom Rooms" in development in coordination with IT staff. LCS staff investigating technology to assist with hybrid live/remote events
S.M.A.R.T. Goal# 4.4: Practice environmental sustainability and energy efficiency in department operations					
Task	Description	Start	End	Performance goal	Scorecard - January 2024
4.4.a	Working with city Environmental Sustainability department and following the strategy recommendations of the Community Zero Waste Plan, reduce waste generation by staff by 5%	Jan 2021	Dec 2021	Reduce departmental waste generation by 5%	Not yet achieved
4.4.b	Readjust energy consumption at LCS facilities to achieve operational Net Zero Energy in alignment with Climate Action Plan goals for city facilities by 2030	Jan 2021	Dec 2030	Achieve 100% of Climate Action Plan energy consumption goals by 2030	In progress. Several energy efficiency update projects are progressing through the Capital Improvement Plan – Main Library roof replacement to include solar analysis, analysis/upgrade of ARC kitchen to all electric, analysis and upgrade of ARC HVAC systems to provide resiliency for wildfire particulate events
4.4.c	In coordination with Public Works, replace water fountains at LCS facilities with bottle filling stations	Oct 2020	Jul 2021	Bottle filling stations installed on time and within established project budget	Achieved

Strategic Direction #5:
Create meaningful staff development, engagement, and team communication opportunities (2021)

S.M.A.R.T. Goal #5.1:
Complete individual work plans annually for all department team members. Work plans will include goals, tasks, and Performance goals as well as individual training and professional development goals.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
------	-------------	-------	-----	------------------	--------------------------

5.1.a.	Complete individual work plans for all department team members.	Aug 2020	Jan 2021	100% of department team members complete individual employee work plans by 9/30/19.	Achieved
5.1.b.	Identify individual employee training needs and coordinate training sessions to fill the needs. Make sure training outcome is shared and applied	Jan 2021	ongoing	As part of work plan development, identify training needs and schedule trainings for all employees by May 2021	Achieved
5.1.c.	Identify individual employee professional development goals and develop action plans to help each employee achieve their professional goals. Encourage certifications and educational requirements when required for position.	Jan 2021	ongoing	As part of work plan development, create professional development action plans for each employee by 2021	Achieved and ongoing
5.1.d.	Provide regular one-on-one check- in meetings between employees and supervisors to review performance goals and progress	Jan 2021	ongoing	100% of employees and supervisors engage in monthly one-on-one meetings	Achieved
5.1.e.	Complete annual employee evaluations for every employee	Jan 2021	ongoing	100% of departmental employees receive an annual evaluation	Achieved and ongoing

S.M.A.R.T. Goal #5.2:

Develop a department wide staff training plan to maximize depth and breadth of organizational knowledge, provide cross-training and development opportunities for career growth.

Task	Description	Start	End	Performance goal	Scorecard - January 2024
5.2.a.	Create a training team and task them with developing a training plan for the department. Training plan should include team or small group trainings and require post-training report-outs to larger team or at departmental meetings. First round of training topics to be developed based on responses from October 2020 departmental survey.	Jan 2021	ongoing	Training team created. 3 team trainings per division per year; group trainings provided at each annual staff retreat meeting	Achieved and ongoing
5.2.b.	Develop and implement an operations cross-training strategy to enhance staff capacity, teamwork, and flexibility.	Apr 2021	Dec 2021	Cross training plan developed	In progress.
5.2.c.	Develop department-wide understanding of position requirements so that training support can be provided	Mar 2021	Dec 2021	Technical and training requirements for each departmental position available to all employees	In progress.

5.2.d.	Provide technology training based on the results of the departmental survey from Oct 2020 (Monday.com; Box.com; Deputy.com; Zoom; Workplace)	Nov 2020	Apr 2021	Tech training events held	Achieved and ongoing. Tech training implemented, restarting tool-specific training for new hires/refreshers
5.2.e	Working with City HR, conduct all-hands trainings related to employee safety (e.g., protecting against viral transmission, dealing with difficult customers, active shooter training, etc.)	Jan 2021	Jan 2022 and ongoing	100% of department staff attend two or more safety trainings per year	Partially achieved. Safety trainings provided at employee all-hands meetings.
5.2.f.	Implement supervisor talent exchange program to build capacity, facilitate succession planning, increase staff knowledge of department operations, and improve collaboration	Nov 2020	Jan 2021 and ongoing	100% of program work plan goals met	Achieved. Supervisor talent exchange program first round completed.
5.2.g	Develop a department wide staff development and succession plan to maintain continuity of organizational knowledge, minimize operational disruptions, sustain employee retention levels, and provide opportunities for career growth.	Jan 2021	Jan 2022	Plan completed and presented to City Manager for review and approval	Partially achieved. Development plans required for all employee work plans. Need to develop a succession planning template.
5.2.h	Provide rewarding internship opportunities for early career professionals and students to provide opportunities for work experience	Jun 2020	Ongoing	See Goal 4.2.c	Not yet achieved

**S.M.A.R.T. Goal #5.3:
Conduct regular employee recognition and team-building activities and facilitate robust, transparent internal communication at all organizational levels**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
5.3.a.	Convene semiannual staff retreats for team building, information sharing, and professional development	Mar 2021	ongoing	100% of department staff participate in one or more staff retreats annually	Achieved – two half day retreats and one full day retreat annually
5.3.b.	Provide opportunities for peer-generated staff recognition activities (e.g. virtual kudos boards, virtual and onsite recognition events, verbal recognition at all-hands meetings, etc.)	June 2020	ongoing	100% of department staff engage in one or more peer-generated recognition activities annually	Partially achieved. Staff recognition efforts need a refresh – seasonal and team events being held, staff recognition at all-hands and team meetings – shout outs on Workplace. Cheers from Peers program and other informal recognition programs have been on hiatus

5.3.c	Designate an official communication channel for internal communications and ensure all department staff have access to and are trained in the use of the channel	Dec 2020	ongoing	100% of department staff gain access and training in the use of designated internal communication system	Incomplete. Staff use Workplace and Workplace chat in addition to City MS Outlook email
5.3.d	Engage all department staff in collaborative problem-solving efforts to address suggestions and concerns identified in the biennial City employee survey (e.g., work/life balance, workload demands, balancing remote vs. on site work, internal communication and team-building, etc.)	Jun 2020	Jun 2022	>3% positive improvement in overall department employee satisfaction reported in biennial City employee survey	Incomplete – City-wide survey not released as of July 2021. Work continues on concerns identified in survey through team and individual meetings, outside consultant work.

Strategic Direction #6:
Engage in robust, transparent, two-way communication and outreach with the community (2021)

S.M.A.R.T. Goal #6.1:

Coordinate with city public engagement manager to review and update LCS department webpages, email lists, social media presence, printed materials, and onsite messaging as needed to improve the effectiveness and transparency of communications

Task	Description	Start	End	Performance goal	Scorecard - January 2024
6.1.a.	Develop and implement a coordinated social media messaging strategy driven by user analytics. Use engagement tools to measure effectiveness of social media messages	Feb 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.	On hold.
6.1.b.	Provide easy channels for residents to provide feedback online and in person. Respond to all customer feedback promptly.	Aug 2020	ongoing	See Goal 1.1.c	Achieved – Online feedback form links sent with each LCS newsletter – report outs to LC and PRC. Feedback boxes at all physical sites
6.1.c.	Evaluate current department webpages and print materials to assess reach, impact and relevance to residents	Jan 2021	Dec 2021	Achieve 90% or greater customer satisfaction with departmental communications on department customer satisfaction surveys.	Achieved.

6.1.d	Utilize the Institute for Local Government “TIERS” public engagement model for major department communications efforts, in coordination with city public engagement manager and other relevant stakeholders	Jun 2020	ongoing	TIERS model engaged for 100% of major department communication efforts	Ongoing.
6.1.e.	In coordination with city communications team, develop a system for identifying, targeting, and focusing departmental messaging. Test message content and methods to increase the effectiveness and reach of department communications	Jun 2021	Dec 2021	Achieve 90% or greater customer satisfaction with departmental communications on department customer satisfaction surveys.	Not yet achieved.

**S.M.A.R.T. Goal #6.2:
Target communications and outreach resources efficiently and where they are most effective, in coordination with city public engagement manager**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
6.2.a.	Produce a weekly department e-newsletter for citywide distribution.	Jul 2020	ongoing	Weekly e-newsletter produced >45 times per year	Achieved. Weekly departmental e-newsletter
6.2.b.	Translate major department communications. Have staff available to assist in translating during customer interactions. Encourage staff education in Spanish language/ASL	Oct 2020	ongoing	Translations provided for 100% of major department communications; bilingual staff are available to translate service interactions during 100% of operational hours	Ongoing. Bilingual staff available. Major documents (mailing alerts/notices, major BHCC staff reports) are translated into Spanish – translation services provided at major Commission meetings
6.2.c.	Enhance visual accessibility of department web pages for users who need web readers. Evaluate options for improving accessibility of communications for those who are hearing impaired/sight impaired	Apr 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.	Incomplete.. Evaluation of improvements to improve accessibility of communications not started
6.2.d.	Use data from post event surveys to identify most effective forms of communication	Nov 2020	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.	In progress.
6.2.e.	Produce and distribute printed information materials to inform residents of department services	Feb 2021	ongoing	Printed informational materials produced and distributed to Menlo Park residents on a quarterly or more frequent schedule	Achieved – print reminders for quarterly class registrations, major community events are produced and mailed.

S.M.A.R.T. Goal #6.3: Explore new communications channels for reaching the community; reinforce and educate the community about existing channels					
Task	Description	Start	End	Performance goal	Scorecard - January 2024
6.3.a.	Recruit ambassadors from department affiliate groups and advisory bodies to distribute department messages on hyperlocal social media channels (e.g., NextDoor, Facebook Neighborhoods, etc)	Jan 2021	ongoing	4 or more messages per quarter placed on hyperlocal channels	On hold. Affiliate and advisory bodies using social media but use not tracked.
6.3.b.	Leverage the existing Niche Academy platform for training staff and the community	Feb 2021	ongoing	2 or more promotional pieces created and 2 or more staff training modules created per year	On hold.
6.3.c.	Develop internal production capacity to produce “behind the scenes” videos for social media channels/ training for staff	Jan 2021	ongoing	1 or more training or promotional videos produced per year	On hold.
6.3.d.	Integrate livestream broadcast into department event production (e.g., Zoom webinar synchronization to Facebook Live, YouTube, etc). Use archived recordings to enrich social media channels	Jan 2021	ongoing	2 or more live stream events produced and archived per year	Achieved. Archived program recordings on Vimeo channel linked to City web page. Livestream of events and local broadcast partnership not yet achieved.
6.3.e.	Secure “earned media” local media placements via press releases and other publicity techniques	Jan 2021	ongoing	4 or more local media placements and one feature article per year	Achieved.

**Strategic Direction #7:
Prioritize diversity, equity, and inclusion in department services and programs
(2021)**

**S.M.A.R.T. Goal #7.1:
Identify and reduce barriers to participation for all residents**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
------	-------------	-------	-----	------------------	--------------------------

7.1.a.	Assess current cost recovery model to identify barriers to program participation (e.g., fees-for-service, overdue fines, instructor rates, prioritization of services, etc.)	Feb 2021	Jun 2021	Cost recovery / fee study completed and authorized in the context of the FY 2021-22 operating budget process	Library overdue fines eliminated. Updates to Master Fee Schedule include neighborhood discounts for BHCC programs and event space rentals. Staff continue to explore opportunities to eliminate barriers to participation
7.1.b.	Evaluate opportunities and best practices to remove barriers and increase accessibility to department programs and services (e.g., sliding scales, voluntary/ suggested donations at points of entry, fee waivers or scholarships, fundraising partnership with area nonprofits, "one city" access card system, etc.)	Feb 2021	Jun 2021	Evaluation completed and implemented in the context of the FY 2021-22 budget process	Partially achieved. Master Fee Schedule updates include barrier-reducing models for neighborhood pricing. Efforts to reduce barriers ongoing.
7.1.c.	Improve the accessibility of external communications by providing materials in other languages, making online communications web reader friendly, and other enhancements	Jan 2021	Jan 2022	See strategic direction 6.3.b.	In progress.
7.1.d.	Identify opportunities, challenges and impacts to reduce access barriers for unhoused residents (e.g., address verification for library cards, internet access, use of recreation and gymnasium facilities, etc.)	Jan 2021	Jan 2022	Evaluation completed and recommendations presented to advisory commissions for review	Not yet achieved.

**S.M.A.R.T. Goal #7.2:
Provide diverse, equitable, and inclusive services, programs, and facilities for all residents**

Task	Description	Start	End	Performance goal	Scorecard - January 2024
7.2.a.	Align resources so that facility hours and services are equitable and accessible residents in all areas of the city	Feb 2021	ongoing	Facility hours and services are comparable and equitable	Substantially achieved. Assessment and monitoring need to continue post MPCC opening.
7.2.b.	Review policies related to public use of facilities (library behavior policy, recreation facility use policy, etc.) to ensure equity, diversity, and inclusion for all residents regardless of background	Feb 2020	Jun 2020	90% or more of facility users agree with the following statement on user surveys: "City facilities, services, and programs reflect the community's diversity and provide equity, inclusion, and accessibility for all residents regardless of background."	Achieved and ongoing.

7.2.c	Coordinate with Public Works to review physical accessibility of all LCS facilities	Oct 2020	Dec 2021	ADA review of all LCS facilities completed and recommendations presented in the context of a future Capital Improvement Program budget	Achieved. ADA review of facilities by Public Works department completed, timeline for actions to carry out recommendations not yet complete
7.2.d	Coordinate with Public Works to assess furnishings and fixtures at LCS facilities for accessibility by seniors and the differently abled	Oct 2020	Jun 2021	90% or more of facility users in these demographic categories rate the accessibility of department facilities good or better in customer satisfaction surveys	In progress.
7.2.e.	Assess options to provide adaptive technology for hearing-impaired users (e.g. audio loop systems, portable radio/assistive technology) and for users with low vision.	Jun 2021	Jun 2022	Assessment completed and recommendations presented in the context of the FY 2021-22 operating budget	Not yet achieved.
7.2.f	Develop and implement services and programs that are adaptive and inclusive for people of all abilities	Jun 2020	ongoing	90% or more of service and program participants in these demographic categories rate the accessibility of department facilities good or better in customer satisfaction surveys	Partially achieved. Exploration Through Movement class in Gymnastics provided. Partnerships with outside programs explored but not finalized.
7.2.g.	Build and strengthen partnerships with community-based organizations (e.g. Samaritan House, Mateo Lodge) that assist people who are unhoused and/or need access to health care. Develop a pilot program to refer and connect users to these organizations.	Dec 2020	Dec 2021	Pilot program developed and implemented	In progress. Individual referrals to supportive housing and mental health services ongoing on an as needed basis.

S.M.A.R.T. Goal #7.3:

Train staff on the principles and practice of equity, diversity, inclusivity, and adaptive learning; conduct a full review of potential bias in department operations

Task	Description	Start	End	Performance goal	Scorecard - January 2024
7.3.a.	Participate in institutional bias reform and training sessions, in alignment with City Council priorities	June 2020	ongoing	100% of LCS team members participate in one or more institutional bias training sessions per year	Partially achieved. Most recent department-wide DEI training in 2022

7.3.b.	Provide effective staff training on services to people who are unhoused	Jan 2021	ongoing	100% of department staff participate in one or more trainings per year about inclusive services to the unhoused	In progress. Individual staff members participate in classes on the subject through their staff development plans. Need to develop list of available desired trainings for staff to choose from.
7.3.c.	Provide effective training to staff and contract instructors on adaptive learning techniques	Jan 2021	ongoing	100% of department staff and contract instructors participate in one or more trainings per year about adaptive learning techniques	In progress. Need to modify existing contractor agreement.
7.3.d.	Ensure and sustain a diverse, safe, and inclusive work environment for all department staff	Nov 2020	Apr 2021	90% or more of department staff rate the department's commitment to workplace diversity, safety and inclusion good or better in employee surveys	In progress. Employee survey not conducted in 2023.
7.3.e	Conduct a full review of potential bias in department operations	Jan 2021	Jan 2022	Review completed and presented to advisory bodies and City Council with recommendations for eliminating bias in operations	In progress

Strategic Direction #8:
Design and implement safe, effective, efficient, and sustainable Service Adaptation Plans for post-COVID operations (2021)

S.M.A.R.T. Goal #8.1:
Develop a comprehensive service adaptation (reactivation) plan for rebuilding department services, facilities, operations, budget, and personnel, in preparation for post-Covid operations

Task	Description	Start	End	Performance goal	Scorecard - January 2024
8.1.a.	Modify and prepare department facilities, operations, and personnel for resiliency in a post-Covid environment, and within long-term economic and operational restraints created by the pandemic	Jun 2020	Jun 2021	"Rebuilding LCS" service adaptation plan completed, authorized, and implemented in the context of the FY 2021-22 operating budget process	Achieved and ongoing.

8.1.b.	Align strategy and timelines with State and local health orders and guidelines for safe reopening of city facilities to public access	Jun 2020	Jun 2021	"Rebuilding LCS" strategy and timelines 100% aligned with state and local guidelines	Achieved.
8.1.c.	Work with the Public Works department to create a facility cleaning and ventilation plan for city facilities prior to reopening for staff and public access	Jun 2020	Jun 2021	"Rebuilding LCS" facility plan meets or exceeds 100% of applicable post-Covid-19 health and safety standard requirements	Achieved and ongoing
8.1.e.	Create staffing and operational plans for department facilities that meet projected service demands, provide operational flexibility, and leverage self-service and automation systems to gain operational efficiencies where feasible and appropriate	Nov 2020	Jun 2021	"Rebuilding LCS" staffing and operational plan completed and presented to City Council in the context of the FY 2021-22 operating budget	Achieved and ongoing.
8.1.f.	Re-configure public service points and interior spaces to provide for social distancing and to protect staff health. Implement cashless payments, sneeze guards, hand-sanitization, and touchless and self-service systems where necessary and appropriate to reduce likelihood of person-to-person viral transmission	Nov 2020	Jun 2021	"Rebuilding LCS" service adaptation plan includes detailed recommendations to reconfigure interior spaces and implement touchless/ self-service systems for a post-Covid-19 environment	On hold.
8.1.g.	Evaluate and adapt programs and services to meet changing customer needs, align with post-Covid-19 health and safety requirements, and pivot to new service delivery models as needed and appropriate to adjust to new financial and operational restraints	June 2020	ongoing	"Rebuilding LCS" service adaptation plan includes detailed recommendations to adapt 100% of department's major service components	Achieved. Programs adapted to meet updated health and safety guidelines as facilities reopen. Includes outdoor recreation options, no on-site large gatherings. Special events deferred until January 2022.
8.1.h	Prioritize service adaptation to vulnerable user groups, e.g., seniors, people with disabilities, people who are immune-compromised, families with young children	Apr 2020	ongoing	"Rebuilding LCS" service adaptation plan prioritizes access to services and programs for vulnerable user groups.	Achieved.

AGENDA ITEM E-1
Library Commission
Parks and Recreation Commission



**LIBRARY COMMISSION AND PARKS AND RECREATION COMMISSION
SPECIAL JOINT MEETING MINUTES – DRAFT**

Date: 10/25/2023
Time: 6:30 p.m.
Locations: Teleconference and
Belle Haven Branch Library
415 Ivy Dr., Menlo Park, CA 94025

A. Call To Order

Chair Bunyadigj called the meeting to order at 6:39 p.m.

B. Roll Call

Present: Brosnan, Bunyadigj, Chen Rekhi, Gilmartin, Hadrovich, Lee, Orton, Singh, Theriault, Velgapudi, Wessel, Wise
Absent: Cohen, Joshua
Staff: Library and Community Services Director Sean Reinhart, Library and Community Services Manager Natalya Jones, Library and Community Services Supervisor Rondell Howard, Management Analyst Ashley Walker

C. Regular Business

C1. Approve minutes from September 18, 2023 meeting (Attachment)

Management Analyst Ashley Walker provided an update.

The Commissions continued the item to a future meeting.

C2. Recommend potential names and/or dedications for the new multi-service center at 100 Terminal Avenue | Recomendar posibles nombres y/o dedicatorias para la nueva instalación del centro de servicios múltiples en construcción en 100 Terminal Avenue (Staff Report PRC-2023-032 / LC-2023-020 | Informe de personal PRC-2023-032 / LC-2023-020)

- Wayne Owens spoke in support of the name “Onetta Harris Community Center”.
- Dr. Ola Hassan spoke in support of the name “Onetta Harris Community Center”.
- Vicky Robledo spoke in support of the name “Onetta Harris Community Center”.
- Frances spoke in support of the name “Onetta Harris Community Center”.
- Victoria Flemings spoke in support of the name “Onetta Harris Community Center”.
- Kevin Barbour spoke in support of the name “Onetta Harris Community Center”.
- Onetta Harris spoke in support of the name “Onetta Harris Community Center”.
- Henderson Ford spoke in support of the name “Onetta Harris Community Center” and of keeping the goals for land use consistent with the City’s comprehensive plan.
- Taylor Barbour spoke in support of the name “Onetta Harris Community Center”.
- Portia Gardner McLemore spoke in support of the name “Onetta Harris Community Center”.

- Pam Jones spoke in support of a dedication plaque for Onetta Harris at the new Menlo Park Community Center and in support of the name “Multi-generational Community Center”.
- Jerald Dow spoke in support of the name “Onetta Harris Community Center”.
- Ken Harris with donated time from Reverend Young spoke in support of the name “Onetta Harris Community Center”.
- Constance French spoke in support of the name “Onetta Harris Community Center”.
- Bernice Turner spoke in support of the name “Onetta Harris Community Center”.
- Miayuku Boukaka spoke in support of the name “Onetta Harris Community Center”.
- Antonio Lopez spoke in support of the name “Onetta Harris Community Center”.
- Greg Goodwin with donated time from Vanessa Carlisle and Valerie Faulkner spoke in support of the name “Onetta Harris Community Center”.
- Edmund Harris Jr. with donated time from Raquel Harris spoke in support of the name “Onetta Harris Community Center”.
- David Harper Sr. spoke in support of the name “Onetta Harris Community Center”.
- Pastor Bennett spoke in support of the name “Onetta Harris Community Center”.
- Jennifer Fisher spoke in support of the name “Onetta Harris Community Center”.
- Harry Bims spoke in support of naming the new center “Menlo Park Community Center”.
- Claudia Lopez Luperico spoke in support of the name “Onetta Harris Community Center”.
- David Reeden spoke in support of the name “Onetta Harris Community Center”.
- Marilyn spoke in support of the name “Onetta Harris Community Center”.
- Pablo Aguilera spoke in support of the name “Onetta Harris Community Center”.
- Marisela spoke in support of the name “Onetta Harris Community Center”.
- Kalamu Chache in support of the name “Onetta Harris Community Center”.
- Kenneth Harris Jr. in support of the name “Onetta Harris Community Center”.
- Nicole Harris Quadt spoke in support of the name “Onetta Harris Community Center”.
- Adriana Walker spoke in support of the name “Onetta Harris Community Center”.
- Yahsmeen Abdusani spoke in support of the name “Onetta Harris Community Center”.
- Arthur Gray spoke in support of the name “Onetta Harris Community Center”.
- Gail Wolkerson Dixon spoke in support of the name “Onetta Harris Community Center”.

The Commissions discussed different naming options.

ACTION: Motion and second (Bunyangidj/ Orton), to recommend to the City Council that the overall campus name be Onetta Harris Community Campus and that the other program names be Belle Haven Pool, Belle Haven Library, Belle Haven Recreation Center, Belle Haven Senior Center, Belle Haven Youth Center, failed 6-6-2 (Brosnan, Chen Rekhi, Lee, Singh, Velgapudi, and Wessel dissenting and Cohen and Joshua absent).

ACTION: Motion and second (Brosnan/ Gilmartin), that the Commissions put forth the following naming recommendations to City Council:

1. Campus name: Onetta Harris Community Campus or Onetta Harris Community Campus at Belle Haven
Aquatics center: Belle Haven Pool
Library: Belle Haven Branch Library
Community Center: Belle Haven Community Center
Senior program: Belle Haven Senior Center
Youth center: Belle Haven Youth Center
2. Campus name: Onetta Harris Community Campus or Onetta Harris Community Campus at Belle

Haven

Aquatics center: Belle Haven Pool

Library: Belle Haven Branch Library

Community Center: Onetta Harris Community Center

Senior program: Menlo Park Senior Center

Youth center: Belle Haven Youth Center

3. Campus name: Onetta Harris Community Campus or Onetta Harris Community Campus at Belle Haven, leaving all other programs unnamed to be named or dedicated at a later time,

passed 9-3-2 (Bunyajidj, Lee, and Velgapudi dissenting and Cohen and Joshua absent).

D. Adjournment

Chair Bunyajidj adjourned the meeting at 9:55 p.m.

Ashley Walker, Management Analyst



SPECIAL MEETING MINUTES – DRAFT

Date: 11/13/2023
Time: 6:30 p.m.
Locations: Teleconference and
Menlo Park Library
800 Alma St., Menlo Park, CA 94025

A. Call To Order

Chair Velagapudi called the meeting to order at 6:35 p.m.

B. Roll Call

Present: Cohen (arrived 6:40 p.m.), Hadrovic, Orton (remote – AB 2449 Just Cause), Singh, Velagapudi, Wise
Absent: Chen Rekhhi
Staff: Assistant Library and Community Services Director Nick Szegda, Librarian II Nora Mercer

C. Presentations

C1. Summer reading program

Assistant Director Szegda made the presentation (Attachment).

C2. New library collections

Librarian II Mercer made the presentation (Attachment).

D. Regular Business

D1. Approve minutes from the August 21, 2023 meeting, and the September 18, 2023 joint meeting with the Parks and Recreation Commission (Attachment)

ACTION: Motion and second (Hadrovic/ Wise), to approve the minutes from the August 21, 2023 meeting and the September 18, 2023 joint meeting with the Parks and Recreation Commission, passed 6-0-1 (Chen Rekhhi absent).

D2. Review and recommend a local author collection policy (Staff Report LC-2023-021)

ACTION: Motion and second (Cohen/ Hadrovic), to recommend the local author collection policy, passed 6-0-1 (Chen Rekhhi absent).

E. Informational Items

E1. Library and Community Services department updates (Staff Report LC-2023-022)

Assistant Director Szegda introduced the item.

The Commission suggested that the department show year-over-year or trending statistics, cost of events, attendance percentages based on demographic groups, and statistics of comparable libraries.

E2. Library Commission tentative agenda calendar (Attachment)

The Commission received clarification on possible date changes to the January and February 2024 Commission meetings.

ACTION: By acclamation, the following changes were made to the Library Commission’s agenda calendar:

- December: Add Menlo Park Historical Association presentation
- December: Add discussion of continuing a Library Commission representative on the Library Foundation board

F. Commissioner Reports

F1. Individual Commissioner reports

None.

G. Adjournment

Chair Velagapudi adjourned the meeting at 8:05 p.m.

Nick Szegda, Library and Community Services Assistant Director



NEW COLLECTIONS AT THE LIBRARY!

Video Games & Local Authors

A blurred background image of a bookshelf with books, partially obscured by a blue folder or book cover in the foreground.

VIDEO GAME COLLECTION

- Started by former MPL teen librarian
 - Suggested by TAG
 - Purchase requests
 - MPL patrons requesting video games from other PLS libraries

- Rolled out September 1st

- 71 items in debut collection
 - 87 items in collection today



VIDEO GAME COLLECTION



- 52 Titles Currently Available
 - 14 Titles not held by other PLS libraries
 - Pokemon, Legend of Zelda, Mario, Sonic, Madden NFL

- Rated E (Everyone) and T (Teen)

- 3 Consoles
 - Xbox Series X
 - PlayStation 5
 - Nintendo Switch

VIDEO GAME COLLECTION

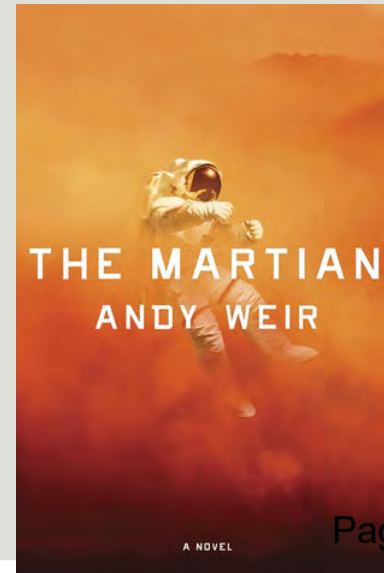
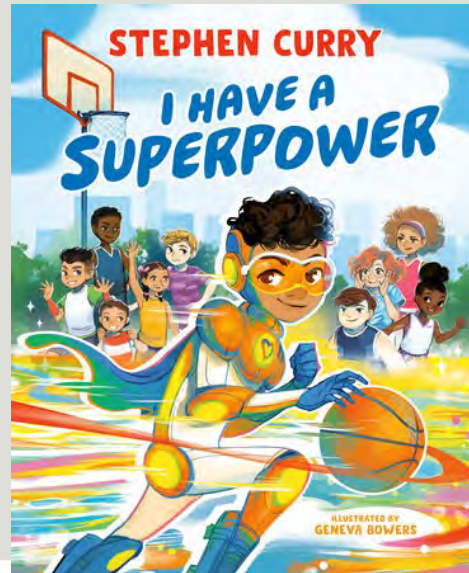
- 3 Week Checkout, no renewals
- 205 Total Checkouts
 - 2.5 checkouts/item average
 - As of 11/5
- ~50% of collection is Quick Picks
 - Recently changed QP to 3 week checkout following patron feedback
 - QP items do not allow holds



LOCAL AUTHOR COLLECTION



- Coming Soon!
- Foster relationship between library & local authors





THANK YOU



SUMMER READING 2023

Program Overview

PROGRAM COMPONENTS

- Service to city-run child development programs
- Service to the public
- Events





CITY PRESCHOOLS AND SUMMER CAMPS



PRESCHOOL AND SUMMER CAMP VISITS

- Weekly storytimes for preschool classes at Belle Haven Child Development Center and Menlo Children's Center
- Visits to Camp Menlo and Menlo Mania, alternating with weeks where they visited the libraries
 - Storytime for children in grades K-2
 - Literacy games and activities for grades 3-5
- Prize books at the start and end of each session
- Color-in paper reading logs for preschoolers, and sticker badge books for school-age children

BY THE NUMBERS

- 13 library staff doing storytimes and Big Kid Activities
- 4 storytime visits per week
- ~55 staff hours spent with summer camps/preschools over the summer session
- 567 free books given to preschool and summer camp enrollees



PUBLIC PROGRAM

SUMMER READING GAME

- Registration and participation tracking through the Beanstack website/app
- Book Bingo cards (online or on paper) in place of traditional reading logs
- Prizes!
 - Free book for signing up
 - Free book and raffle ticket for completing Bingo
 - Raffle tickets put towards 1 of 12 themed prize baskets
- Events for all ages

SUMMER EVENT HIGHLIGHTS

- Biweekly outdoor events in place of Thursday morning storytimes
 - Summer Puppetry Festival, animal visits, and musical guests
- Summer Reading Kickoff Party
 - Ice cream, crafts, summer reading signups and books
- Library Adventure
 - Costumed scavenger hunts for all age groups at Main Library
- Summer Reading Finale Party
 - Pizza, carnival games, onsite raffles and books



SUMMER EVENT HIGHLIGHTS



BY THE NUMBERS

- Over 1,700 books given to the public
 - ~450 adult and teen books
 - ~1,300 children's books
- 1,233 signed up on Beanstack
 - Over 1/3 played to completion
- Special event attendance outpaced our estimates by far
 - Outdoor family events drew an average 180 attendees per event
 - Kickoff and Finale parties drew ~250 attendees across both libraries
 - Library Adventure drew 200+



BEANSTATS

- Belle Haven participation: 81 (6.57% of total, increased from 5% in previous years)

	2021	2022	2023
Enrollment	477	1,022	1,233
Participation	287	493	444
Completion	116	328	397
Rate of Completion	24%	32%	32%

BEANSTATS BY AGE GROUP

- School aged children are the majority, followed by adults

	Enrolled	Completed	% of Total enrollment
Children 0-5	291	91	23.6%
Children 6-11	484	177	39.3%
Teens 12-17	110	36	8.9%
Adults 18+	349	93	28.3%



QUESTIONS?



THANK YOU



STAFF REPORT

Library Commission

Meeting Date: 1/29/2024
Staff Report Number: LC-2024-002

Regular Business: Approve the 2024 Library Commission meeting calendar

Recommendation

Staff recommends that the Library Commission (LC) approve a meeting calendar for calendar year 2024 (Attachment A).

Policy Issues

City Council policy #CC-23-004 (Attachment B) outlines the policies, procedures, roles, and responsibilities of City commissions and committees.

Background

The LC typically meets at 6:30 p.m. on the third Monday of each month. Occasionally the regular LC meeting date falls within a major holiday week, for example during January and February which can result in rescheduling or cancelling meetings. The LC occasionally jointly meets with the Parks and Recreation Commission on matters of interest to and within the purview of both advisory bodies, which can result in changes to the LC's regular meeting dates.

The Planning Commission meeting (Attachment C) sometimes conflicts with the LC's regular meeting schedule. When two advisory body meetings are scheduled on the same date, members of the public who wish to attend both advisory body meetings are unable to do so.

Analysis

Staff recommends that the LC approve a meeting calendar for 2024 (Attachment A). Approving a meeting calendar for the full year will avoid conflicts with other advisory body meetings, and will provide advance notice to commission members and the general public when meetings are scheduled to take place.

Impact on City Resources

As an advisory body to the City Council, the LC does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive impact to the City's general fund related to the topics in this report.

Environmental Review

This report is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it will not result in any direct or indirect physical change in the

environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Draft LC calendar 2024
- B. City Council Policy #CC-23-004 Commissions/Committees Policies and Procedures, Roles and Responsibilities.
- C. Planning Commission meeting calendar 2024

Report prepared by:
Nick Szegda, Assistant Library and Community Services Director



LIBRARY COMMISSION MEETING SCHEDULE 2024 DRAFT

JANUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28*	29		

MARCH

S	M	T	W	T	F	S
					1	2
3	4	5*	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

*Joint meeting w/ PRC

31
*March 5 election

APRIL

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22*	23	24	25
26	27	28	29	30	31	

*Joint meeting w/ PRC

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

30

JULY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23		25	26	27
28	29	30	31			

AUGUST

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

S	M	T	W	T	F	S
					1	2
3	4	5*	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

*Nov. 5 election

DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18*	19	20	21
22	23	24	25	26	27	28
29	30	31				

*Joint meeting w/ PRC

COMMISSIONS/COMMITTEES POLICIES AND PROCEDURES, ROLES AND RESPONSIBILITIES

City Council Policy #CC-23-004
 Adopted June 27, 2023
 Resolution No. 6840



<p>Purpose</p>
<p>To define policies and procedures and roles and responsibilities for Menlo Park appointed commissions and committees.</p>
<p>Authority</p>
<p>Upon its original adoption, this policy replaced the document known as “Organization of Advisory Commissions of the City of Menlo Park.”</p>
<p>Background</p>
<p>The City of Menlo Park currently has seven active Commissions. The active advisory bodies are: Complete Streets Commission, Environmental Quality Commission, Finance and Audit Commission, Housing Commission, Library Commission, Parks and Recreation Commission, and Planning Commission. Those not specified in the City Code are established by City Council ordinance or resolution. Most of these advisory bodies are established in accordance with Resolution No. 2801 and its amendments. Within specific areas of responsibility, each advisory body has a primary role of advising the City Council on policy matters or reviewing specific issues and carrying out assignments as directed by the City Council or prescribed by law.</p> <p>Six of the seven commissions listed above are advisory in nature. The Planning Commission is both advisory and regulatory and organized according to the City Code (Ch. 2.12) and State statute (Government Code §65100 et seq., §65300-65401).</p> <p>The City has an adopted Anti-Harassment and Non-Discrimination Policy (CC-21-0022), and a Travel, Meal, and Lodging Policy (CC-19-002), which are also applicable to all advisory bodies.</p>
<p>Policies and Procedures</p>
<p><u>Relationship to City Council, staff and media</u></p> <ul style="list-style-type: none"> • Upon referral by the City Council, the commission/committee shall study referred matters and return their recommendations and advise to the City Council. With each such referral, the City Council may authorize the City staff to provide certain designated services to aid in the study. • Upon its own initiative, the commission/committee shall identify and raise issues to the City Council’s attention and from time to time explore pertinent matters and make recommendations to the City Council. • At a request of a member of the public, the commission/committee may consider appeals from City actions or inactions in pertinent areas and, if deemed appropriate, report and make recommendations to the City Council. • Each commission/committee is required to develop an annual work plan which will be the foundation for the work performed by the advisory body in support of City Council annual work plan. The plan, once finalized by a majority of the commission/committee, will be formally presented to the City Council for direction and approval no later than September 30 of each year and then reported out on by a representative of the advisory body at a regularly scheduled City Council meeting at least annually, but recommended twice a year. The proposed work plan must align with the City Council’s adopted work plan. When modified, the work plan must be taken to the City Council for approval. The Planning Commission is exempt from this requirement as its functions are governed by the Menlo Park municipal code (Chapter 2.12) and State law (Government Code §65100 et seq, §65300-65401). • Commissions and committees shall not become involved in the administrative or operational matters of City departments. Members may not direct staff to initiate major programs, conduct large studies or establish department policy. City staff assigned to furnish staff services shall be available to provide general staff assistance, such as preparation of agenda/notice materials and minutes, general review of department programs and activities, and to perform limited studies, program reviews, and other services of a general staff nature. Commissions/Committees may not establish department work programs or determine department program priorities. The responsibility for setting policy and allocating scarce City resources rests with the City’s duly elected representatives, the City Council. • Additional or other staff support may be provided upon a formal request to the City Council. • The staff liaison shall act as the commission/committee’s lead representative to the media concerning matters before the commission/committee. Commission/Committee members should refer all media inquiries to their respective liaisons for response. Personal opinions and comments may be expressed so long as the commission/committee member clarifies that their statements do not represent the position of the City Council. • Commission/Committee members will have mandatory training every two years regarding the Brown Act and

parliamentary procedures, anti-harassment training, ethics training, and other training required by the City Council or State Law. The commission/committee members may have the opportunity for additional training, such as training for chair and vice chair. Failure to comply with the mandatory training will be reported to the City Council and may result in replacement of the member by the City Council.

- Requests from commission/committee member(s) determined by the staff liaison to take one hour or more of staff time to complete, must be directed by the City Council.

Role of City Council commission/committee liaison

City Councilmembers are assigned to serve in a liaison capacity with one or more city commission/committee. The purpose of the liaison assignment is to facilitate communication between the City Council and the advisory body. The liaison also helps to increase the City Council's familiarity with the membership, programs and issues of the advisory body. In fulfilling their liaison assignment, City Councilmembers may elect to attend commission/committee meetings periodically to observe the activities of the advisory body or simply maintain communication with the commission/committee chair on a regular basis.

City Councilmembers should be sensitive to the fact that they are not participating members of the commission/committee, but are there rather to create a linkage between the City Council and commission/committee. In interacting with commissions/committee, City Councilmembers are to reflect the views of the City Council as a body. Being a commission/committee liaison bestows no special right with respect to commission/committee business.

Typically, assignments to commission/committee liaison positions are made at the beginning of a City Council term in December. The Mayor will ask City Councilmembers which liaison assignments they desire and will submit recommendations to the full City Council regarding the various committees, boards, and commissions which City Councilmembers will represent as a liaison. In the rare instance where more than one City Councilmember wishes to be the appointed liaison to a particular commission, a vote of the City Council will be taken to confirm appointments.

City Staff Liaison

The City has designated staff to act as a liaison between the commission/committee and the City Council. The City shall provide staff services to the commission/committee which will include:

- Developing a rapport with the Chair and commission/committee members
- Providing a schedule of meetings to the city clerk's office and commission/committee members, arranging meeting locations, maintaining the minutes and other public records of the meeting, and preparing and distributing appropriate information related to the meeting agenda.
- Advising the commission/committee on directions and priorities of the City Council.
- Informing the commission/committee of events, activities, policies, programs, etc. occurring within the scope of the commission/committee's function.
- Ensuring the city clerk is informed of all vacancies, expired terms, changes in offices, or any other changes to the commission/committee.
- Providing information to the appropriate appointed official including reports, actions, and recommendations of the committee/commission and notifying them of noncompliance by the commission/committee or chair with City policies.
- Ensuring that agenda items approved by the commission/committee are brought forth in a timely manner taking into consideration staff capacity, City Council priorities, the commission/committee work plan, and other practical matters such as the expense to conduct research or prepare studies, provided appropriate public notification, and otherwise properly prepare the item for commission/committee consideration.
- Take action minutes; upon agreement of the commission, this task may be performed by one of the members (staff is still responsible for the accuracy and formatting of the minutes)
- Maintain a minute book with signed minutes

Recommendations, requests and reports

As needed, near the beginning of City Council meetings, there will be an item called "Advisory Body Reports." At this time, commissions/committees may present recommendations or status reports and may request direction and support from the City Council. Such requests shall be communicated to the staff liaison in advance, including any written materials, so that they may be listed on the agenda and distributed with the agenda packet. The materials being

provided to the City Council must be approved by a majority of the commission/committee at a commission/committee meeting before submittal to the City Council. The City Council will receive such reports and recommendations and, after suitable study and discussion, respond or give direction.

City Council referrals

The city clerk shall transmit to the designated staff liaison all referrals and requests from the City Council for advice and recommendations. The commissions/committees shall expeditiously consider and act on all referrals and requests made by the City Council and shall submit reports and recommendations to the City Council on these assignments.

Public appearance of commission/committee members

When a commission/committee member appears in a non-official, non-representative capacity before the public, for example, at a City Council meeting, the member shall indicate that they are speaking only as an individual. This also applies when interacting with the media and on social media. If the commission/committee member appears as the representative of an applicant or a member of the public, the Political Reform Act may govern this appearance. In addition, in certain circumstances, due process considerations might apply to make a commission/committee member's appearance inappropriate. Conversely, when a member who is present at a City Council meeting is asked to address the City Council on a matter, the member should represent the viewpoint of the particular commission/committee as a whole (not a personal opinion).

Disbanding of advisory body

Upon recommendation by the Chair or appropriate staff, any standing or special advisory body, established by the City Council and whose members were appointed by the City Council, may be declared disbanded due to lack of business, by majority vote of the City Council.

Meetings and officers

1. *Agendas/notices/minutes*

- All meetings shall be open and public and shall conduct business through published agendas, public notices and minutes and follow all of the Brown Act provisions governing public meetings. Special, canceled and adjourned meetings may be called when needed, subject to the Brown Act provisions.
- Support staff for each commission/committee shall be responsible for properly noticing and posting all regular, special, canceled and adjourned meetings. Copies of all meeting agendas, notices and minutes shall be provided to the City Council, city manager, city attorney, city clerk and other appropriate staff, as requested.
- Original agendas and minutes shall be filed and maintained by support staff in accordance with the City's adopted records retention schedule.
- The official record of the commissions/committees will be preserved by preparation of action minutes.

2. *Conduct and parliamentary procedures*

- Unless otherwise specified by State law or City regulations, conduct of all meetings shall generally follow Robert's Rules of Order.
- A majority of commission/committee members shall constitute a quorum and a quorum must be seated before official action is taken.
- The chair of each commission/committee shall preside at all meetings and the vice chair shall assume the duties of the chair when the chair is absent.
- The role of the commission/committee chair (according to Roberts Rules of Order): To open the session at the time at which the assembly is to meet, by taking the chair and calling the members to order; to announce the business before the assembly in the order in which it is to be acted upon; to recognize members entitled to the floor; to state and put to vote all questions which are regularly moved, or necessarily arise in the course of the proceedings, and to announce the result of the vote; to protect the assembly from annoyance from evidently frivolous or dilatory motions by refusing to recognize them; to assist in the expediting of business in every compatible with the rights of the members, as by allowing brief remarks when undebatable motions are pending, if they think it advisable; to restrain the members when engaged in debate, within the rules of order, to enforce on all occasions the observance of order and decorum among the members, deciding all questions of order (subject to an appeal to the assembly by any two members) unless when in doubt he prefers to submit the question for the decision of the assembly; to inform the assembly when necessary, or when referred to for the purpose, on a point of order to practice pertinent to pending business; to authenticate by their signature, when necessary, all the acts, orders, and proceedings of the assembly declaring it will and in all things obeying its commands.

3. *Lack of a quorum*

- When a lack of a quorum exists at the start time of a meeting, those present will wait 15 minutes for additional members to arrive. If after 15 minutes a quorum is still not present, the meeting will be adjourned by the staff liaison due to lack of a quorum. Once the meeting is adjourned it cannot be reconvened.
- The public is not allowed to address those commissioners present during the 15 minutes the commission/committee is waiting for additional members to arrive.
- Staff can make announcements to the members during this time but must follow up with an email to all members of the body conveying the same information.
- All other items shall not be discussed with the members present as it is best to make the report when there is a quorum present.

4. *Meeting locations and dates*

- Meetings shall be held in designated City facilities, as noticed.
- All commissions/committees with the exception of the Planning Commission, and Finance and Audit Commission shall conduct regular meetings once a month. Special meetings may also be scheduled as required by the commission/committee. The Planning Commission shall hold regular meetings twice a month and the Finance and Audit Commission shall hold quarterly meetings.
- Monthly regular meetings shall have a fixed date and time established by the commission/committee. Changes to the established regular dates and times are subject to the approval of the City Council. An exception to this rule would include any changes necessitated to fill a temporary need in order for the commission/committee to conduct its meeting in a most efficient and effective way as long as proper and adequate notification is provided to the City Council and made available to the public.

The schedule of Commission meetings is as follows:

- Complete Streets Commission – Every second Wednesday at 6:30 p.m.
- Environmental Quality Commission – Every third Wednesday at 6 p.m.
- Finance and Audit Commission – Third Thursday of every quarter at 5:30 p.m.,
- Housing Commission – Every first Wednesday at 6:30 p.m.
- Library Commission – Every third Monday at 6:30 p.m.
- Parks and Recreation Commission – Every fourth Wednesday at 6:30 p.m.
- Planning Commission – Twice a month on a Monday at 7 p.m.

Each commission/committee may establish other operational policies subject to the approval of the City Council. Any changes to the established policies and procedures shall be subject to the approval of the City Council.

5. *Off-premises meeting participation*

While technology allows commission/committee members to participate in meetings from a location other than the meeting location (referred to as “off-premises”), off-premises participation is discouraged given the logistics required to ensure compliance with the Brown Act and experience with technological failures disrupting the meeting. In the event that a commission/committee member believes that their participation is essential to a meeting, the following shall apply:

- Any commission/committee member intending to participate from an off-premise location shall inform the staff liaison at least two weeks in advance of the meeting.
- The off-premise location must be identified in the notice and agenda of the meeting.
- Agendas must be posted at the off-premise location.
- The off-premise location must be accessible to the public and be ADA compliant.
- The commission/committee member participating at a duly noticed off-premises location does not count toward the quorum necessary to convene a meeting of the commission/committee.
- For any one meeting, no more than one commission/committee member may participate from an off-premise location.
- All votes must be by roll call.

6. *Selection of chair and vice chair*

- The chair and vice chair shall be selected in May of each year by a majority of the members and shall serve for one year or until their successors are selected.
- Each commission/committee shall annually rotate its chair and vice chair.

G. Memberships

Appointments/Oaths

- The City Council is the appointing body for all commissions/committees. All members serve at the pleasure of the City Council for designated terms.
- All appointments and reappointments shall be made at a regularly scheduled City Council meeting, and require an affirmative vote of not less than a majority of the City Council present.
- Before taking office, all members must complete an Oath of Allegiance required by Article XX, §3, of the Constitution of the State of California. All oaths are administered by the city clerk or their designee.
- Appointments made during the middle of the term are for the unexpired portion of that term.

Application and selection process

- The application process begins when a vacancy occurs due to term expiration, resignation, removal or death of a member.
- The application period will normally run for a period of four weeks from the date the vacancy occurs. If there is more than one concurrent vacancy in a Commission, the application period may be extended. Applications are available from the city clerk's office and on the City's website.
- The city clerk shall notify members whose terms are about to expire whether or not they would be eligible for reappointment. If reappointment is sought, an updated application will be required.
- Applicants are required to complete and return the application form for each commission/committee they desire to serve on, along with any additional information they would like to transmit, by the established deadline. Applications sent by email are accepted.
- After the deadline of receipt of applications, the city clerk shall schedule the matter at the next available regular City Council meeting. All applications received will be submitted and made a part of the City Council agenda packet for their review and consideration. If there are no applications received by the deadline, the city clerk will extend the application period for an indefinite period of time until sufficient applications are received.
- Upon review of the applications received, the City Council reserves the right to schedule or waive interviews, or to extend the application process in the event insufficient applications are received. In either case, the city clerk will provide notification to the applicants of the decision of the City Council.
- If an interview is requested, the date and time will be designated by the City Council. Interviews are open to the public.
- The selection/appointment process by the City Council shall be conducted at a City Council meeting. The city clerk will ask each City Councilmember for their nominations; the number of nominations is limited to the number of vacancies. The candidate that receives a majority of nominations will be appointed. If there is a tie, multiple rounds of voting will occur.
- Following a City Council appointment, the city clerk shall notify successful and unsuccessful applicants accordingly, in writing. Appointees will receive copies of the City's Non-Discrimination and Sexual Harassment policies, and disclosure statements for those members who are required to file under State law as designated in the City's Conflict of Interest Code. Copies of the notification will also be distributed to support staff and the commission/committee chair.
- An orientation will be scheduled by the city clerk following an appointment (but before taking office) and a copy of this policy document will be provided at that time.

Attendance

- A compilation of attendance will be submitted to the City Council at least annually listing absences for all commissions/committee members.
- Absences, which result in attendance at less than two-thirds of their meetings during the calendar year, will be reported to the City Council and may result in replacement of the member by the City Council.
- Any member who feels that unique circumstances have led to numerous absences can appeal directly to the City Council for a waiver of this policy or to obtain a leave of absence.
- While it is expected that members be present at all meetings, the chair and staff liaison should be notified if a member knows in advance that they will be absent.
- When reviewing commissioners for reappointment, overall attendance at full commission meetings will be given significant consideration.

Compensation

- Members shall serve without compensation (unless specifically provided) for their services, provided, however, members shall receive reimbursement for necessary travel expenses and other expenses incurred on official duty when such expenditures have been authorized by the City Council (See Policy CC-19-002).

Conflict of interest and disclosure requirements

- A Conflict of Interest Code has been updated and adopted by the City pursuant to Government Code §87300 et seq. Copies of the conflict of interest code are filed with the city clerk. Pursuant to the adopted Conflict of Interest Code, members serving on the Complete Streets Commission, Housing Commission, and Planning Commission are required to file a Statement of Economic Interest with the city clerk to disclose personal interest in investments, real property and income. This is done within 30 days of appointment and annually thereafter. A statement is also required within 30 days after leaving office.
- If a public official has a conflict of interest, the Political Reform Act may require the official to disqualify themselves from making or participating in a governmental decision, or using their official position to influence a governmental decision. Questions in this regard may be directed to the city attorney.

Qualifications, compositions, number

- In most cases, members shall be residents of the City of Menlo Park and at least 18 years of age.
- Current members of any other City commission/committee are disqualified for membership, unless the regulations for that advisory body permit concurrent membership. Commission/Committee members are strongly advised to serve out the entirety of the term of their current appointment before seeking appointment on another commission/committee.
- Commission/Committee members shall be permitted to retain membership while seeking any elective office. However, members shall not use the meetings, functions or activities of such bodies for purposes of campaigning for elective office.
- There shall be seven (7) members on each commission/committee.

Reappointments, resignations, removals

- Incumbents seeking a reappointment are required to complete and file an application with the city clerk by the application deadline. No person shall be reappointed to a commission/committee who has served on that same body for two consecutive terms; unless a period of one year has lapsed since the returning member last served on that commission/committee (the one-year period is flexible subject to City Council's discretion).
- Resignations must be submitted in writing to the city clerk, who will distribute copies to City Council and appropriate staff.
- The City Council may remove a member by a majority vote of the City Council without cause, notice or hearing.

Term of office

- Unless specified otherwise, the term of office for all commission/committees shall be four (4) years unless a resignation or a removal has taken place.
- If a person is appointed to fill an unexpired term and serves less than two years, that time will not be considered a full term. However, if a person is appointed to fill an unexpired term and serves two years or more, that time will be considered a full term.
- Terms are staggered to be overlapping four-year terms, so that all terms do not expire in any one year.
- If a member resigns before the end of their term, a replacement serves out the remainder of that term.

Vacancies

- Vacancies are created due to term expirations, resignations, removals or death.
- Vacancies are posted by the city clerk in the City Council Chambers bulletin board and on the city website.
- Whenever an unscheduled vacancy occurs in any commission/committee, a special vacancy notice shall be posted within 20 days after the vacancy occurs. Appointment shall not be made for at least 10 working days after posting of the notice (Government Code §54974).
- On or before December 31 of each year, an appointment list of all regular advisory commissions/committees of the City Council shall be prepared by the city clerk and posted in the City Council Chambers bulletin board and on the City's website. This list is also available to the public. (Government Code §54972, Maddy Act).

Roles and Responsibilities

Complete Streets Commission

The Complete Streets Commission is charged primarily with advising the City Council on realizing the City's adopted goals for complete streets, vision zero, climate action plan, and provide input on major land use and development projects as it relates to transportation. The Complete Streets Commission's responsibilities include:

- To advance the goals of the city's newly adopted climate action plan by making alternatives to driving safer and more attractive
- Advise City Council on the implementation of the transportation master plan.
- Continue to advocate for and advise the City Council on planning and installing pedestrian and bicycle rail crossing and safe cycling/pedestrian infrastructure.
- Continue to support City Council in ongoing initiatives to improve access to Downtown and support downtown businesses.
- Continue to support the implementation of the Safe Routes to School strategy and advocate for community engagement, program continuity and engineering implementation.
- Continue to support City Council's role as a stakeholder with regard to regional multi-modal and transportation demand management programs projects to increase

Environmental Quality Commission

The Environmental Quality Commission is committed to helping the City of Menlo Park to be a leading sustainable city that inspires institutions and individuals and that is well positioned to manage present and future environmental impacts, including the grave threat of climate change. The Environmental Quality Commission is charged primarily with advising the City Council on matters involving climate change, environmental protection, and sustainability.. Specific focus areas include:

- Climate Action Plan - Advise and recommend on the implementation of the climate action plan.
- Climate Resilience and Adaptation - Ensure that our most vulnerable communities have a voice in policies and programs to protect their communities from environmental impacts.
- Urban Canopy - Leverage best practices to advise/recommend on the preservation of heritage trees, city trees and expansion of the urban canopy; and make determinations on appeals of heritage tree removal permits.
- Green and Sustainable Initiatives – Support sustainability initiatives, as needs arise, which may include city-led events, habitat protection, healthy ecology, environmental health protection, healthy air, surface water runoff quality, water conservation and waste reduction.

Finance and Audit Commission

The Finance and Audit Commission is charged primarily to support delivery of timely, clear and comprehensive reporting of the City's fiscal status to the community at large. Specific focus areas include:

- Review the process for periodic financial reporting to the City Council and the public, as needed
- Review financial audit and annual financial report with the City's external auditors
- Review of the resolution of prior year audit findings
- Review of the auditor selection process and scope, as needed

Housing Commission

The Housing Commission is charged primarily with advising the City Council on housing matters including housing supply and housing related problems. Specific focus areas include:

- Community attitudes about housing (range, distribution, racial, social-economic problems)
- Programs for evaluating, maintaining, and upgrading the distribution and quality of housing stock in the City
- Planning, implementing and evaluating City programs under the Housing and Community Development Act of 1974
- Review and recommend to the City Council regarding the Below Market Rate (BMR) program
- Initiate, review and recommend on housing policies and programs for the City
- Review and recommend on housing related impacts for environmental impact reports
- Review and recommend on State and regional housing issues
- Review and recommend on the Housing Element of the General Plan

Library Commission

The Library Commission is charged primarily with advising the City Council on matters related to the maintenance and operation of the City’s libraries and library systems. Specific focus areas include:

- The scope and degree of library activities
- Maintenance and protection of City libraries
- Evaluation and improvement of library service
- Acquisition of library materials
- Coordination with other library systems and long range planning
- Literacy and ESL programs

Parks and Recreation Commission

The Parks and Recreation Commission is charged primarily with advising the City Council on matters related to City programs and facilities dedicated to recreation. Specific focus areas include:

- Those programs and facilities established primarily for the participation of and/or use by residents of the City, including adequacy and maintenance of such facilities as parks and playgrounds, recreation buildings, facilities and equipment
- Adequacy, operation and staffing of recreation programs
- Modification of existing programs and facilities to meet developing community needs
- Long range planning and regional coordination concerning park and recreational facilities

Planning Commission

The Planning Commission is organized according to State Statute.

- The Planning Commission reviews development proposals on public and private lands for compliance with the General Plan and Zoning Ordinance.
- The Commission reviews all development proposals requiring a use permit, architectural control, variance, minor subdivision and environmental review associated with these projects. The Commission is the final decision-making body for these applications, unless appealed to the City Council.
- The Commission serves as a recommending body to the City Council for major subdivisions, rezoning’s, conditional development permits, Zoning Ordinance amendments, General Plan amendments and the environmental reviews and Below Market Rate (BMR) Housing Agreements associated with those projects.
- The Commission works on special projects as assigned by the City Council.

Special Advisory Bodies

The City Council has the authority to create standing committees, task forces or subcommittees for the City, and from time to time, the City Council may appoint members to these groups. The number of persons and the individual appointee serving on each group may be changed at any time by the City Council. There are no designated terms for members of these groups; members are appointed by and serve at the pleasure of the City Council.

Any requests of city commissions or committees to create such ad hoc advisory bodies shall be submitted in writing to the city clerk for City Council consideration and approval.

Procedure history

Action	Date	Notes
Procedure adoption	1991	Resolution No. 3261
Procedure adoption	2001	
Procedure adoption	2011	
Procedure adoption	2013	Resolution No. 6169
Procedure adoption	2017	Resolution No. 6377
Procedure adoption	6/8/2021	Resolution No. 6631

Procedure adoption	3/1/2022	Resolution No. 6706
Procedure adoption	3/8/2022	Resolution No. 6718
Procedure adoption	9/20/2022	Resolution No. 6776
Procedure adoption	1/10/2023	Resolution No. 6803
Procedure adoption	6/27/2023	Resolution No. 6840



PLANNING COMMISSION MEETING SCHEDULE 2024

JANUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

MARCH

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



STAFF REPORT

Library Commission

Meeting Date:

1/29/2024

Staff Report Number:

LC-2024-003

Informational Item:

Belle Haven Community Campus project updates

Recommendation

City staff recommends that the Library Commission (LC) review this informational report containing updates about the Belle Haven Community Campus project.

Policy Issues

As a duly appointed advisory body to the City Council, the LC is charged with advising the City Council on matters related to the City's libraries.

Background

The City of Menlo Park and its partners are constructing a new multi-service public facility at 100 Terminal Ave in Menlo Park's Belle Haven neighborhood. Currently on track for completion in 2024, the Belle Haven Community Campus (BHCC) will feature 37,000 square feet of floor space on two levels, and will be the new home to five major community-serving programs: Belle Haven Library, Belle Haven Pool, Belle Haven Youth Center, Menlo Park Senior Center, and Onetta Harris Community Center. The BHCC is an all-electric, zero combustion, net zero energy project with onsite renewable energy generation, battery microgrid, and electric vehicle charging stations, and its structural design is resilient to serve as an emergency shelter. When completed, the new facility will be owned and operated by City of Menlo Park.

Analysis

Overall campus name and major program names selected

On Nov. 14, 2023, City Council reviewed the City of Menlo Park naming policy, considered community input and advisory body recommendations, received additional public comment, deliberated at length, and then selected the overall name, "Belle Haven Community Campus" for the new multi-service facility at 100 Terminal Ave. City Council also selected names for each of the five major programs that will be housed in the new facility, as follows: "Belle Haven Library," "Belle Haven Pool," "Belle Haven Youth Center," "Menlo Park Senior Center," and "Onetta Harris Community Center." The City Council also directed the MPCC Subcommittee (now BHCC subcommittee) to work with staff to develop a documentary video about Onetta Harris, local history interpretive displays in the new facility, and dedication plaque options for City Council consideration.

Operating budget approvals

On Dec. 5, 2023, City Council adopted a resolution to appropriate and allocate expenditures and revenues to support opening and operating the BHCC (Attachment A.) The budget appropriation for fiscal year (FY) 2023-24 includes approximately \$388,000 in non-personnel operating expenses and \$232,000 in personnel expenses, including 3.0 FTE new/restored personnel and approximately 3,000 hours of temporary/hourly

staff capacity to support BHCC operations, with offsetting projected revenues of \$620,000 primarily from user fees and the One-Time Developer Payments special revenue fund (Fund 111). Because the new BHCC facility is not expected to be operational for the entire 12 months of FY 2023-24, the approved expenditure and revenue amounts are pro-rated amounts representing operations for 40% of a full fiscal year, consistent with the new facility's estimated completion timeline.

Construction and opening timeline

Assuming no additional unforeseen construction delays, the issuance of the temporary certificate of occupancy (TCO) for the new facility is tentatively anticipated during the first quarter of calendar year 2024. The TCO will allow City staff to access the building to make final preparations prior to the issuance of the final certificate of occupancy and opening to the public. City staff estimates that opening the new facility to the public will occur approximately 60-90 days after issuance of the TCO, to allow for startup activities including furniture and equipment installation, punch list items, inspections, certifications and licensing, staff training and orientation, and related preparatory work.

Furniture and equipment

New furniture and equipment for the BHCC is scheduled for delivery, assembly, and installation starting in February. Large equipment such as the automated library book sorter, smart book returns, and major appliances are scheduled for installation in February. Furniture such as tables, chairs, and desks are scheduled for installation in February and March. Supplies and small equipment items needed for daily activities such as indoor sports, recreation programs, aquatics center, senior center, youth center, library, and makerspace are planned to be delivered and installed in April. Furniture and equipment currently being used to provide services in interim locations (the youth center portable buildings, the temporary senior center, and the current branch library) are tentatively scheduled to move from their current locations to the BHCC during May.

Impact on City Resources

As an advisory body to the City Council, the LC does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive direct impact to the City's general fund as a result of this informational item.

Environmental Review

This informational report is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it will not result in any direct or indirect physical change in the environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Hyperlink – Staff report, “Adopt a resolution to appropriate and allocate expenditures and revenues to support Belle Haven Community Campus opening and ongoing operations”, Dec. 5, 2023, City Council meeting agenda (item G-1). <https://menlopark.gov/files/sharedassets/public/v/2/agendas-and-minutes/city-council/2023-meetings/agendas/20231205/20231205-city-council-regular-agenda-g1-es.pdf>

Report prepared by:
Nick Szegda, Assistant Library and Community Services Director



STAFF REPORT

Library Commission

Meeting Date:

1/29/2024

Staff Report Number:

LC-2024-004

Informational Item:

Library and Community Services department updates

Recommendation

City staff recommends that the Library Commission (LC) review this informational report about recent activities in the Library and Community Services department.

Policy Issues

As a duly appointed advisory body to the City Council, the LC is charged with advising the City Council on matters related to the City's libraries.

Background

The Library and Community Services department (LCS) provides lifelong learning and recreational opportunities for Menlo Park residents of all ages, abilities, and lived experiences. Programs and facilities include public libraries, recreation and sports, early childhood education, after-school programs, summer youth camps, older adults (senior) services, athletic fields and courts, community events, and aquatics.

Analysis

December 2023 statistics

LCS collects statistics related to department activities. These data help to inform decision-making and improve services to the community. Statistics through December 2023 are provided with this informational report. (Attachment A).

Suggestion box comments and responses

LCS collects public feedback through physical suggestion boxes in public facilities and an electronic feedback form. A compilation of comments is provided with this informational report. (Attachment B).

Library Commission vacancies

There currently are two vacancies on the Library Commission – one vacancy for a term expiring April 30, 2024, and another vacancy for term expiring April 30, 2025. The City Clerk's office opened a recruitment and accepted applications for the vacancies. The application period closed on Friday, Jan. 26 at 5 p.m. City Council is tentatively scheduled to review applications and make appointments to fill the Library Commission vacancies on Feb. 13.

Library Teen Advisory Group (TAG) seeks new members

The Library Teen Advisory Group (TAG) is accepting applications for new members. This is a rewarding extracurricular activity for middle and high schoolers. Participating teens in grades seven-12 meet twice a

month and earn volunteer hours at the library with a variety of different activities such creating colorful book displays, planning fun events, and helping with library projects. Applications are accepted online through the library webpage (Attachment C).

Youth Poster Exhibition accepting submissions through Feb. 4

In conjunction with the City of Menlo Park Black Liberation Month Celebration, the Youth Poster Exhibition encourages youth creativity and expression. Elementary, middle and high school students who live or attend school in Menlo Park are invited to submit their original poster art for display in the exhibition. The exhibition theme is "Black Culture in the Arts," inspired by African, Caribbean and Black American lived experiences. Posters can be submitted by individual students or as a classroom group poster. Submissions are accepted through Feb. 4. Exhibition rules and a submission form are available on the event webpage (Attachment D).

Belle Haven Community Campus operating budget

On Dec. 5, City Council adopted a resolution appropriating an operating budget and staffing for the Belle Haven Community Campus (BHCC). The option City Council adopted includes approximately \$969,000 in nonpersonnel operating expenses and \$582,000 in personnel expenses, including 3.0 FTE new/restored personnel and approximately 7,500 hours of temporary/hourly staff capacity, with offsetting projected revenues of \$715,000 primarily from user fees and \$836,000 from the One-Time Developer Payments special revenue fund. The appropriations were pro-rated at 40% of these amounts for fiscal year 2023-24 in recognition that the BHCC will open in the second half of the fiscal year (Attachment E).

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments

- A. Statistics – Dec. 2023
- B. Suggestion box comments and responses – Jul. 2023 – Jan.17, 2024
- C. Hyperlink – Library teen advisory group webpage. menlopark.gov/Government/Departments/Library-and-Community-Services/Library/Additional-services/Teen-Advisory-Group
- D. Hyperlink – Black Liberation Month celebration and youth poster exhibition webpage. menlopark.gov/Citywide-calendar/Community-events/20240210-Black-Liberation-Month-Celebration
- E. Hyperlink – "Adopt a resolution to appropriate and allocate expenditures and revenues to support Belle Haven Community Campus opening and ongoing operations," City Council meeting agenda (item G-1), Dec. 5, 2023. menlopark.gov/files/sharedassets/public/v/2/agendas-and-minutes/city-council/2023-meetings/agendas/20231205/20231205-city-council-regular-agenda-g1-es.pdf

Report prepared by:

Ashley Walker, Management Analyst

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – DECEMBER 2023

Table 1. Library items circulated

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
800 Alma St.	48,847	43,930	50,395	46,190	47,023	49,544	49,616	49,164	45,192	43,407	41,761	44,732
413 Ivy Dr.	1,193	929	1,320	1,205	1,285	1,088	1,112	1,197	918	877	850	929
Online / Digital	8,702	8,219	8,827	8,707	9,374	9,891	10,368	9,970	10,332	11,598	11,598	12,082

Table 2. Library cards

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
New library cards issued – MP residents	303	240	239	253	232	330	322	207	181	150	139	122
Total MP resident library cardholders	21,189	21,299	21,417	21,512	21,601	21,733	21,189	21,808	22,105	22,020	22,327	22,133

Table 3. Library patron questions answered

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
800 Alma St.	2,967	2,714	3,347	2,834	2,393	3,496	3,282	3,294	2,753	3,046	2,977	3,169
413 Ivy Dr.	209	262	340	279	306	744	264	345	337	244	244	255

Table 4. Library holds filled (item requests)

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Incoming holds 800 Alma St.	4,375	3,934	4,763	4,393	4,256	4,472	3,968	4,121	4,043	4,076	3,760	3,861
Outgoing holds 800 Alma St.	2,879	2,788	3,142	2,665	2,773	3,252	3,050	3,968	3,238	3,062	3,171	2,688
Incoming holds 413 Ivy Dr.	-	-	-	-	-	144	195	183	154	154	120	87
Outgoing holds 413 Ivy Dr.	-	-	-	-	-	159	183	157	190	190	177	160

Table 5. Library foot traffic (gate count)

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
800 Alma St.	-	-	-	-	-	13,108	-	-	-	13,541	12,580	12,283
413 Ivy Dr.	881	1,189	1,365	1,241	1,288	1,231	1,034	1,261	1,169	1,248	1,148	1,041

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – DECEMBER 2023

Table 6. Library program attendance

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Total program attendance 800 Alma St.	893	847	730	888	606	822	1,653	1,405	883	1,121	754	798
Number of programs 800 Alma St.	30	29	25	31	28	27	30	36	30	36	37	31
Total program attendance 413 Ivy Dr.	87	173	156	98	67	116	157	296	132	116	158	125
Number of programs 413 Ivy Dr.	8	8	8	8	7	8	8	8	9	7	9	8

Table 7. Preschool child development – enrollment

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Menlo Children's Center	33	32	34	33	35	38	33	33	23	23	26	28
Belle Haven Child Development Center	56	59	61	64	65	65	45	43	48	50	53	60

Table 8. School age child development (after school enrichment) – enrollment

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Menlo Children's Center - After School	28	28	28	28	28	28	30	27	28	30	34	33
Belle Haven Youth Center	42	42	42	42	42	42	28	56	54	54	54	54

Table 9. Senior Center services

Location	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Lunches served	376	560	555	551	624	656	570	482	519	642	422	315
Grocery boxes distributed	480	480	460	460	460	576	460	460	460	460	230	230
Senior shuttle trips	1,058	902	1,018	898	1,053	1,124	1,010	1,006	1,158	1,200	1,057	761
Rideshare trips	220	236	294	288	225	252	-	-	-	-	-	-

Table 10. Senior Center classes

	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023
Enrollment – residents	145	108	437	421
Enrollment – non-residents	240	216	264	269
Classes offered	42	42	42	42

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – DECEMBER 2023

Table 11. Recreational classes				
	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023
Enrollment – residents	263	239	166	297
Enrollment – non-residents	126	117	67	152
Classes offered	77	88	73	57
Number of instructors	24	22	28	21

Table 12. Sports classes				
	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023
Enrollment – residents	195	70	242	76
Enrollment – non-residents	129	97	181	11
Classes offered	20	12	40	3
Number of instructors	5	5	10	3
Drop-in basketball visits	243	280	172	359
Drop-in volleyball visits	637	534	513	505
Leagues – individual registrations	1,400	84	1,239	156
Leagues – team registrations	142	12	111	35

Table 13. Gymnastics classes				
	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023
Enrollment – residents	490	499	416	490
Enrollment – non-residents	158	255	174	158
Classes offered	93	101	80	93

Table 14. Facility rentals				
	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023 (to date)
Recreation center rentals – residents	57	24	18	24
Recreation center rentals – non-residents	46	89	76	62
Athletic field rentals (hours reserved)	899	1,533	1,042	785

CITY OF MENLO PARK
 LIBRARY AND COMMUNITY SERVICES DEPARTMENT
 STATISTICS – DECEMBER 2023

Tennis court keys (annual) – residents	166	50	72	15
Tennis court keys (annual) – non-residents	41	12	10	1

Table 15. Large-scale community event attendance

Location	Feb 2023	Apr 2023	June 2023	July 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Black Liberation Month Celebration 2/11	150	-	-	-	-	-	-	-	
Egg Hunt 4/8	-	1,500	-	-	-	-	-	-	
Juneteenth Celebration 6/17	-	-	200	-	-	-	-	-	
4 th of July Parade and Celebration	-	-	-	1,250	-	-	-	-	
Summer Concert – Fremont Park 7/12	-	-	-	186	-	-	-	-	
Summer Concert – Fremont Park 7/19	-	-	-	388	-	-	-	-	
Summer Concert – Fremont Park 7/26	-	-	-	261	-	-	-	-	
Summer Concert – Fremont Park 8/2	-	-	-	-	387	-	-	-	
Summer Concert – Fremont Park 8/9	-	-	-	-	247	-	-	-	
Summer Concert – Karl E. Clark Park 8/11	-	-	-	-	103	-	-	-	
Summer Concert – Fremont Park 8/16	-	-	-	-	520	-	-	-	
Summer Concert – Karl E. Clark Park 8/18	-	-	-	-	137	-	-	-	
Halloween Hoopla	-	-	-	-	-	-	1,100	-	
Pumpkin Splash	-	-	-	-	-	-	101	-	
Light Up the Season	-	-	-	-	-	-	-	-	750
Photos with Santa	-	-	-	-	-	-	-	-	300

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX COMMENTS AND RESPONSES
 JANUARY 2024
 menlopark.gov/feedback

Ref #	Location received	Date received	Full Text	Response
1	Belle Haven Library	2023-09-27	We need the librarian to provide more wifi, because when we get to renew we don't find and we have to come back the next day and cross the finger to find. Thank you.	Thank you for the suggestion that we provide more wifi hotspots at Belle Haven Branch Library. We will factor this need in when selecting how many wifi hotspots to provide at the new Belle Haven library location.
2	Belle Haven Library	2023-08-10	Need More Apartment	[No contact info.]
3	Burgess Pool	2023-10-19	Open the shop	[No contact info.]
4	Burgess Pool	2023-10-19	The pool has nice water I love to splash with family/friend's	[No contact info.]
5	Burgess Pool	2023-10-19	We love the pool and it would be spectacular if you would have a water slide	[No contact info.]
6	Burgess Pool	2023-09-29	Make a hot tub	[No contact info.]
7	Burgess Pool	2023-09-29	Dot yell at swim team	[No contact info.]
8	Burgess Pool	2023-09-29	Make a tree house	[No contact info.]
9	Burgess Pool	2023-09-19	Think you should get air purifiers for the pool on days like this	[No contact info.]
10	Burgess Pool	2023-09-29	A Big water park	[No contact info.]
11	Burgess Pool	2023-10-07	Bring back the snack store!!	[No contact info.]
12	Burgess Pool	2023-10-19	I love to splash! I am sad there is no ice cream! Please make the following list: chocket, vanilla, marshmallow	[No contact info.]
13	Burgess Pool	2023-10-02	More diving in classes	[No contact info.]
14	Burgess Pool	2023-08-23	I love the pool	[No contact info.]
15	Burgess Pool	2023-11-06	Galato outside of shop. Galato for everyone!	[No contact info.]
16	Arrillaga Family Gymnasium	2023-10-19	Thank you sooo much for the Nealon Pickleball trash cans.	[No contact info.]
17	Arrillaga Family Gymnasium	2023-10-26	Thank you AGAIN 4 the awesome trash cans @ Nealon Pickle Ball courts. They are really full. We needed them.	[No contact info.]
18	Arrillaga Family Gymnasium	2023-10-05	Get a vending machine. Get a vending machine with free snacks.	[No contact info.]
19	Arrillaga Family Gymnasium	2023-11-06	Fix water fountain, it's too low	[No contact info.]
20	Arrillaga Family Gymnasium	2023-10-04	Coach David Mok is awesome!	Called and thanked her for her compliment but no answer.
21	Arrillaga Family Gymnasium	2023-10-04	Please put all the pickleball courts in 1 location like Palo Alto did/Mitchell Park. Also, can we please have some indoor pickleball courts like Redwood City has? :)	Called to respond to the suggestion, but there was no answer.
22	Menlo Park Library	2023-10-20	Add cafe: Burlingame library has one inside the library	<p>Thank you for sharing your idea about adding a cafe to our library. It's always great to hear from our library patrons, and we truly appreciate your suggestion.</p> <p>We understand that some nearby libraries have cafes inside, and we agree with you about the appeal of having a coffee spot within a library. However, at this time, we don't have immediate plans to introduce a cafe.</p> <p>Our decision is influenced by various factors, including budget, available space, food service licensing, staff availability, and the unique needs and priorities of our library users.</p> <p>If the demand for a cafe becomes more prominent in the future or if circumstances change, we will seriously consider it.</p> <p>Please keep sharing your thoughts and suggestions on improving our services. Your input plays a significant role in shaping the future of our library.</p>

				Thank you for being a valued member of our library community. Cheers, Ashley
23	Menlo Park Library	2023-10-24	Dear Librarian, I would like to suggest a book purchase if I may. Please see details below... Title: Tennyson's Big Secret Author: A H Benjamin Publisher: Notable Kids Publishing (Colorado) ISBN: 9781735853550 Audience: 0 - 4 Length: 32 Page Publication Date: September 26, 2023 I hope you will be able to acquire the book - it's quite fun for little tots! Thank you! Reviews: "What could Tennyson's hush-hush fantastical skill possibly be? Before the big reveal, several hilarious, improbable suggestions are presented to the reader. The colorful illustrations play a huge part in developing the story...this is such a fun book that children of all ages would enjoy reading or having it read to them." —Juan Lynch for Readers' Favorite "A beautiful book with an endearing message. Readers will get a look at Tennyson through the eyes of the author...and they will see the heart-warming nature of the story when the narrator divulges Tennyson's secret. Tennyson's Big Secret would make a great addition to a child's bookcase or the shelf of a public library." —Courtnee Turner Hoyle for Readers' Favorite "A. H. Benjamin shares the most important secret one can have in Tennyson's Big Secret. It is a secret that everyone can be a part of and should share regularly. As you enjoy this book with your child, encourage them. Help your child look beyond the boundaries and visualize the endless possibilities. Your children will love the words and illustrations while you will love the time spent interacting with your children." —Philip Van Heusen for Readers' Favorite "A boy withholds a surprising truth until the final pages of A. H. Benjamin's picture book, Tennyson's Big Secret... a whimsical, high-energy picture book that invites its audience on a quest to learn what a sweet boy's hidden talent is." —Foreword Reviews "AN IMAGINATION SPARKER FOR THE VERY YOUNG. Tennyson has a magical power that the narrator encourages readers to guess...using accessible vocabulary words to encourage emergent readers (and) humorous mixed-media illustrations. Although some readers might argue that Tennyson could not do some of the 'impossible' things described, they'll find the ending squeezes them just right." —Kirkus Reviews	Thank you for suggesting an addition to the Menlo Park Library collection. I wasn't able to find you in our database of patrons; will you please provide me with your library card number? Thanks so much, Rose
24	Menlo Park Library	2023-10-20	Teen Section: promote with better signage, wifi outlet signage, ok to have beverage signage	Thank you so much for taking the time to submit feedback to the Menlo Park Library suggestion box. Your suggestions are reasonable and helpful – I will pass them on to our team of librarians. Best, Rose
25	Menlo Park Library	2023-10-14	4 Zoom Book Groups! None in person yet? :(Why not? Meeting with masks perhaps?	(left a phone message) - thanked for interest in book group - expressed that the folks who meet in our current book groups have let us know that they're just as happy to continue to meet online - but that we will re-evaluate the situation soon -asked whether there is any sort of book group the patron is particularly interested in -we may always start another one

LCS SUGGESTION BOX – JANUARY 2024

26	Menlo Park Library	2023-10-04	Buy this book: Me & Lee How I came to know, love and loose Lee Harvey Oswald by Judyth Vary Baker	<p>Thank you for suggesting an addition to the Menlo Park Library collection.</p> <p>Because you are a resident of San Mateo, you can address purchase requests to the San Mateo Public Library here: https://www.cityofsanmateo.org/4692/Suggest-A-Purchase</p> <p>Thank you for spending your time at Menlo Park Library. While San Mateo Public is responsible for fielding your purchase requests, we are always happy to have you here at our Library.</p> <p>Sincerely, Rose</p>
27	Menlo Park Library	2023-09-19	Suggestion: A purchase-Music CD: Violin Concerto #1 by Florence Price, a beautiful cinatro by an African American composer. Beautiful music by a just being recognized composer	<p>Thank you for suggesting an addition to the Menlo Park Library collection. I will forward your request to our selectors.</p> <p>You can always submit purchase requests via our website at https://menlopark.gov/Services/Suggest-a-library-purchase</p> <p>Florence Price's Violin Concerto #1 is also available through Naxos Music Library, a fantastic resource that you can access with your Menlo Park Library card.</p> <p>All you have to do is go to https://menlopark.naxosmusiclibrary.com/ and log in using your library card number. You can then search for Florence Price, and you will see that her discography on Naxos includes a recording of her Violin Concerto #1: https://menlopark.naxosmusiclibrary.com/work/811349</p> <p>I hope this helps!</p> <p>Sincerely, Rose</p>
28	Menlo Park Library	2023-09-17	Librarian at front desk helped me today. She made me a new card and also stepped away from her to help check out a book.	<p>Hi, I'm delighted to hear that Karen provided you with excellent service. Thank you for letting us know</p> <p>Sincerely, Rose</p>
29	Menlo Park Library	2023-09-13	Can we get a subscription to MIT Technology Review in the magazines section? Lots of tech-oriented people here and great to inspire kids to learn about tech.	<p>Thank you so much for suggesting an addition to Menlo Park Library's magazine collection. I am passing on your suggestion to our selectors.</p> <p>Sincerely, Rose</p>
30	Menlo Park Library	2023-09-06	Kids design library cards instead of the current plain ones	<p>phone call:</p> <ul style="list-style-type: none"> - thanked for suggestion -think it's a good idea -we are looking into it -nothing concrete to offer now -but wanted to let her know we see her suggestion and take it seriously
31	Menlo Park Library	2023-09-03	We would love to see puzzles in the kid's section!	<p>Thank you so much for contributing your suggestion about puzzles in the children's room! I will bring it to our staff team meeting and we will see what we can do.</p> <p>Best, Rose</p>

32	Menlo Park Library	2023-08-28	Library book suggestion: Little Poems (Everyman's Library) edited by Michael Hennessy	<p>Thanks for suggesting that Menlo Park Library add Little Poems (Everyman's Library) edited by Michael Hennessy to our collection.</p> <p>I have passed your suggestion on to our selecting librarians.</p> <p>In future, you are welcome to submit purchase suggestions via our website: https://menlopark.gov/Services/Suggest-a-library-purchase</p> <p>Sincerely, Rose Waldman</p>
33	Menlo Park Library	2023-08-25	Book purchase suggestion: But Will You Love Me Tomorrow?: An Oral History of the '60s Girl Groups by Laura Flam. In either print or ebook format or both.	<p>Lovely to hear from you, and thank you for your suggestion that we purchase But Will You Love Me Tomorrow?.</p> <p>As you are a Palo Alto resident, I would usually suggest that you direct any purchase suggestions to Palo Alto City Library, but fortunately we already have a copy on pre-order, so I've gone ahead and placed a hold for you on it, when it comes in.</p> <p>Besides, I do like hearing about what staff and former staff want to read, so I appreciate the feedback!</p> <p>All my best, Rose</p>
34	Menlo Park Library	2023-08-23	Thank you for Gale Science 3-D on website!! Helped me learn anatomy.	<p>This is from a well-known regular patron. His appreciation of Gale Interactive Science is noted positively! - RW</p>
35	Menlo Park Library	2023-08-23	Beautiful library! Would be excited to have Riva Razdan books- The Naani Diaries-Arzu	<p>Called patron back to communicate:</p> <ul style="list-style-type: none"> - thank you for your complement, we're glad that you like the library - you can request books via the suggest a purchase page on our website - I have passed on these purchase suggestions to our selection librarians - would you like these books placed on hold for you if we do select them?
36	Menlo Park Library	2023-08-03	Private rooms available for users to reserve for up to 2 hours total meetings, etc.	<p>Thank you for submitting your idea to the Menlo Park Library suggestion box!</p> <p>While the Main Library does not have private rooms for library users to reserve, we are aware that this is something our community would like to have, and we look forward to opening the Menlo Park Community Campus, which will have a conference room and a study room that will be available for reservation.</p> <p>In the meantime, Atherton Library has two study rooms that are available for reservation online, and so does Redwood City Library. Palo Alto City Library's Downtown branch has one study room.</p> <p>I hope this helps, and thanks again for your feedback.</p> <p>Sincerely, Rose</p>
37	Menlo Park Library	2023-10-20	When you put a hold on a book, it would be nice to know where you are in line to get the book. The on-line system, unfortunately, doesn't display this.	<p>Thank you for using the Menlo Park Library suggestion box! While the online system does not show hold order, you are welcome to call our Help Desk at 650-330-2520 and our staff will be happy to let you know where you are in the hold queue.</p>

LCS SUGGESTION BOX – JANUARY 2024

38	Menlo Park Library	2023-10-20	Can you add Among Us for the Nintendo Switch	Thank you for suggesting an addition to the Menlo Park Library collection! I have passed your request on to the selecting librarians.
39	Menlo Park Library	2023-10-10	Please order more books that talk about Israel and Palestine - Especially with the most recent conflict in Gaza. Specifically requesting more copies of ' And please order more books on Palestine as well. Thanks!	Thank you for suggesting an addition to the Menlo Park Library collection. We have ordered more books on Israel, Palestine, and the conflict in Gaza, and will continue to consider books like this for our collection. You are always welcome to submit purchase suggestions through our website: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose
40	Menlo Park Library	2023-09-17	I love the book Rick it is super fun and creative!	[No contact info.]
41	Menlo Park Library	2023-08-28	Clases de pintura para adultos es espanol/Painting classes for adults in Spanish	[No contact info.]
42	Menlo Park Library	2023-08-23	I have a suggestion-Would you consider hosting foreign language tables? No English could be spoken, only that particular language could be spoken, ex. French, German, Italian, Sawahili, etc. Those tables would hlep us all learn more foreign languages. Also the library could host a particular foreign language Friday evening social hour. Many of the universities have foreign language dining tables. It would be lovely to host foreign language. (Chinese, Japanese, Korean) dining tables and enjoy the food as well.	Great idea - we don't have the staff to facilitate this currently, or to manage volunteers for it, at this time.
43	Menlo Park Library	2023-08-23	Head Librarian, Do you know why bluetooth has been added to the 3 hour laptops in such a way that one cannot disengage it? Blue tooth is the hackers paradise. Please get rid of bluetooth. Please.	[No contact info.]
44	Menlo Park Library	2023-08-23	Long acct. #s and carrying card is a hassle-can't we use our unique phone # which is on file	No contact info provided. Telephones are not truly unique identifiers, as there are often multiple users associated with the same telephone. That said, we can look customers up by their phone number or name, and frequently do so. We also encourage our customers to take photographs of their cards, or use the CloudLibrary app's virtual card feature. No need to use a physical card if people don't want to!
45	Menlo Park Library	2023-08-23	Staff very helpful and courteous. Coming back to MP library after years, very pleased	gratifying feedback! No contact provided. - RW
46	Menlo Park Library	2023-08-14	Patron came to the help desk and said they loved Gale Interactive Science from our online resources.	wow, this resource is much appreciated! No contact info, will let staff know it's a good one. - RW
47	Menlo Park Library	2023-10-25	Lonely Planet, Taiwan 2023	Thank you for suggesting that we add Lonely Planet: Taiwan 2023 to the Menlo Park Library collection. I have passed your suggestion on to our selection team. You can always suggest additions to our collection via our purchase suggestion form here: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose

48	Menlo Park Library	2023-11-01	I suggest we have an hour Spanish conversation club in the library. I know you've many staff that speak spanish	<p>Thank you for suggesting that we start a Spanish conversation club at Menlo Park Library. We are fortunate have several Spanish-speaking staff members, but I'm afraid that we are unable to spare enough of their time away from their other library duties to start this program at this time.</p> <p>However, we will keep this idea in mind for the future. Thank you for being an involved member of our community!</p> <p>All my best, Rose</p>
49	Menlo Park Library	2023-10-20	Add tech class (Burlingame library has this 2x/week especially helpful for seniors.)	<p>Thank you for suggesting that we start a tech class at Menlo Park Library. When we have had tech help events in the past we have had very low attendance, but I'm always happy to hear from a member of our community about a resource they would find useful.</p> <p>I will bring your suggestion to our programming team, and we will endeavor to set up some tech help sessions in the coming months. I will also speak with our recreation coordinator in charge of senior services about teaming up to provide services to seniors, especially when the new Belle Haven building opens up.</p> <p>Sincerely, Rose</p>
50	Menlo Park Library	2023-11-21	Ebsco Database for magazines not working on laptop.	[No contact info.]
51	Menlo Park Library	2023-11-21	The women's bathroom sink (next to children's area) is clogged and the drain runs really slow filling the sink with water.	[No contact info.]
52	Menlo Park Library	2023-11-21	Would be amazing to have board games to check out! Woodside and Atherton have this and it is fantastic!" Board game library"	<p>With regard to your suggestion that Menlo Park Library have a board game library, I'm happy to report – we do! Board games can be checked out at the Help Desk for in-library use, and we're in the process of adding even more games to our collection in the next few weeks.</p> <p>Best, Rose</p>
53	Menlo Park Library	2023-11-21	This is one of my top two favorite libraries in all the (Rinconada being the other) mid peninsula area. I hope this place stays much the same in and out on the patio. I would love to have leather low armchairs to be accessible throughout the building. The canvas/fabric blue ones are nice, but cushy low leather armchair in the same shape are hard to beat! Maybe some extra seating along the stacks for the browsers to use in close proximity as well. I've noticed that no eating is allowed inside, which keeps the place nice and tidy. I also appreciate the opportunity to voice opinions in this way! For another point ,more low armchairs could be swapped in for the standard upright chairs that line the recreational zoned off area in the back. For the general part-the library's ambience is great and spacious. Much appreciated!	[No contact info.]
54	Menlo Park Library	2023-11-28	Librarian- Thank you for opening the patio today for study. Not only is the patio the only quiet place within the library, the patio is also free of fluorescent lighting. Some patrons study better without that constant exposure to mercury hard lighting. I am one such patron. Also, flurescent lighting can cause a range of neurological health issues. So again, I thank you for opening up the patio for study. Have a lovely Thanksgiving Vacation! Signed me- A patron who appreciates the library's patio for all that the patio offers to academic achievement and excellence and for what the patio often to good health, physical health and mental health.	[No contact info.]
55	Online	2023-11-17	I appreciate the Parks and Recreation committee's consideration of the noise impact coming from pickleball courts at Nealon Park. The courts	Your comment, submitted through our suggestion platform, was forwarded to the Park & Rec Commission a few days after your

			are so close to many residents who have voiced multiple concerns that should not be ignored.	submission. I am glad to hear that the Commissioner's work is favored by the community members.
56	Online	2023-10-16	Could you fix the tennis court light in Nealon Park, please? 1. tennis court has about 5 light outs. it is very hard to see the ball at night. 1. in contrast, the light on adjacent pickleball court has all the lights working.	<p>We appreciate you for reaching out and highlighting this concern. Please rest assured that we are well aware of the issue, and our team has been actively working on resolving it. Also for your awareness repairs and maintenance issues can be reported through ACT-Menlo-Park</p> <p>Best regards, Rondell</p>
57	Online	2023-10-02	I miss Christie's Paint Like classes. Would love to see them on the Events schedule again	<p>I received your message from the Library and Community Services Feedback Form.</p> <p>Thank you for your feedback regarding Miss Christie's Paint Like classes.</p> <p>We do not currently have Miss Christie as a contract instructor for us but would be happy to see if that is an option for our programming in the future.</p> <p>We are currently taking applications for our winter season. The link to the application is located at: https://us.openforms.com/Form/c325377a-fe45-431e-b959-c68cddc9d1d4</p> <p>We will also look into our files to see if we can get contact information for Miss Christie.</p> <p>Please let me know if you have a further feedback or questions.</p> <p>In community spirit, Tricia</p>
58	Online	2023-09-27	To whom it may concern, I hope that this message finds you well. I am writing you to express my strong support for preserving the tennis courts at Nealon park and not converting them into pickle ball court. Nealon park has been a cherished place for tennis enthusiasts like myself and my family, and I believe that maintaining the tennis courts integrity is crucial for several reasons. 1) diverse sporting opportunities: by maintaining the tennis courts, we can continue to offer diverse sporting opportunities to our community. By preserving the tennis court, we ensure that people of all ages and skills levels have a place to enjoy tennis. 2) historic significance: Nealon park's tennis court has a Rich history and tradition. Many individuals and families have fond memories associated with these courts. Changing it to pickle ball court would not only erase this memory but also overlook the importance of presenting our heritage. 3: accessibility to all: tennis is a sport that can be played by individuals of varying fitness levels, making it inclusive for people of all ages and abilities. Preserving the tennis courts ensures that everyone in the community can continue to enjoy this sport. I kindly urge you to consider any plans to transform the tennis courts into pickeball courts. Thank you for your attention on that matter and I am looking forward to hearing more about the future and for Nealon parks tennis courts.	<p>Thank you for your comment in the Library and Community Services Suggestion Box. We will pass along your comment to the Parks and Recreation Commission.</p> <p>Best regards, Sean</p>

59	Online	2023-08-26	how do we suggest books for the library to acquire?	<p>Thanks for reaching out about how to suggest additions to the Menlo Park Library collection!</p> <p>You can submit your purchase suggestions here: https://menlopark.gov/Services/Suggest-a-library-purchase</p> <p>You can also find this form on our website by going to menlopark.gov/library and then clicking on “additional services.”</p> <p>Looking forward to receiving your suggestions, Rose</p>
60	Online	2023-08-22	Dear Friends; I tried to contact Kanopy about this but can't find any way to do that. I watched an utterly brilliant, compelling, magnificently acted film last night: Essential Killing. It is about an Afghani soldier who is captured, tortured and in the process of being transferred to a 'black site' prison in Poland when he escapes and tries to survive isolated in a desolate climate. Unfortunately, the description of the movie on Kanopy reads as follows: After an overzealous district attorney's drug bust lands her in jail, single mother Dee Roberts must face an agonizing choice: Plead guilty and go home a convicted felon, or fight the charges and risk a lengthy prison sentence. Despite her mother's advice and risking everything, innocent Dee chooses to fight the criminal justice system, joined by an ACLU attorney and a former narcotics cop. Could you please alert Kanopy to this problem and have them correct it. Thank you for your consideration.	<p>Thanks for reaching out with this issue.</p> <p>We do have a reporting link that we will use to let Kanopy know about this description/film discrepancy.</p> <p>Cheers - Nicholas</p>
61	Online	2023-08-22	A neighbor that lives 4-5 houses near Karl E. Park, mentioned that we should extend the concert series until September. She said that corner has been dead for awhile so it was nice to have the concert at the park.	[No contact info.]
62	Online	2023-11-29	Comment: Hi, when do you have basketball drop-in hours at Arrillaga gym? I couldn't find the hours on the web site.	Hi, We appreciate your question submitted via our feedback forum. Below are the days and times for our drop-in basketball at Arrillaga. While there may be unexpected closure days, we will be sure to inform the public in advance if that occurs. Mondays, Wednesdays, Fridays 12pm-2pm, \$2.00 charge Tuesdays and Thursdays 10am-12pm, \$2.00 charge Best, Rondell
63	Online	2023-12-05	I am frustrated on a personal level, but I am also concerned about the inequities in the registration system in general, as my family and I are always advocating for our Belle Haven neighborhood (where we reside), which has historically (and presently) been excluded from many Menlo Park resources. In the big picture, this registration process seems incredibly inequitable. Many of our community members (in Belle Haven) have jobs with no flexibility, how are they to register their children at 10 am on a Tuesday? Some of our neighbors who don't have internet, how are they supposed to register by calling within 5 seconds of the registration window opening? Unfortunately, there is a reason that the gymnastics community, and that includes Menlo Park's gymnastics classes, are not diverse and inclusive across socioeconomic level and race. It is imperative that Menlo Park look to remedy this problem, as many Belle Haven community members (including my family) have expressed a desire to participate in this program, yet they continue to be denied equitable access to it because of the system for registering.	<p>Hello, thank you for your email regarding registration for Gymnastics classes. We are very aware that the gymnastics programs are of high interest in our community and are working towards creating additional youth classes. We are also in the process of revisiting our registration timing and considering registration times to start in the evenings or possibly a weekend morning. At this time, we are weighing options to see which time would provide a better service to all Menlo Park residents. Updates will be made on our website with the registration time for the next session and I will also reach out to you once it is determined what will work best. Thank you for bringing this to our attention.</p> <p>Thank you, Tricia</p>
64	Arrillaga Family Recreation Center	2023-11-14	Vengo de Belmont y disfruto mucho este lugar, gracias	[No contact info.]
65	Arrillaga Family Recreation Center	2023-10-26	[Staff member] does an amazing job! Kitchen turns out great food everyday. Thank you!	[Left voicemail.]
66	Arrillaga Family Recreation Center	2023-10-14	The cutie expression class on Saturday at Maple Room won't let the parent sit in the room to watch the 3-4 year old dance. My grand	Thank you for your comment in our comment box on October 13, 2023.

			daughter won't let me go,nd they ask us to go out. I really don't like this and want to exppress it to you.	<p>Dance Expressions does not allow parents/guardians in the dance studio during classes. The room has a window that allows viewing for those that would like to watch.</p> <p>I understand that you have commented to city staff and that you have refunded out of the classes.</p> <p>We hope that your granddaughter participates in our recreation classes in the future.</p> <p>Please let me know if you have further questions. Best, Tricia</p>
67	Arrillaga Family Recreation Center	2023-10-13	First fall at Maple, but face a fire alert. MP resolved it quickly in order for to continue. Thanks a lot	<p>We appreciate your comment that you put into our comment box at the Arrillaga Recreation Center on October 13th.</p> <p>We apologize for any interruption this alarm caused and are glad that class was able to resume quickly.</p> <p>Please let me know if there is anything further that I can assist you with.</p> <p>Best, Tricia</p>
68	Arrillaga Family Recreation Center	2023-10-11	Compliment: [Staff member] is a great woman. Suggestion: 1. Charging port 2. Free classes for seniors.	<p>Hi, Thank you for the kind words. [Staff member] is a huge asset for the City of Menlo Park. The classes [Staff member] hosts for the senior program are free, and we are working on adding more classes once the new building is complete. Also, seniors have access to electrical plugs throughout the facilities, including the senior lounge, the annex (main library), and the Rec Center.</p> <p>Thanks, Rondell</p>
69	Arrillaga Family Recreation Center	2023-09-22	Compliment: [Staff member] is an asset. She loves her job and it shows. Suggestion: devices charging place	<p>Hi, We appreciate your suggestion. Your comment has been noted and we will inform our staff accordingly. Thank you as well for the kind words about [Staff member]; she is indeed an asset to the City, and we're glad to have her.</p> <p>Thanks, Rondell</p>
70	Arrillaga Family Recreation Center	2023-09-13	I am curious on why I have to pay an extra \$30 for "studio-fee" for my daughter to participate in Dance Expression when we already pay hundreds of dollars. Also the \$30 fee was not listed in the description when signing up.	<p>[ARC Staff spoke to this customer over the phone]</p>
71	Arrillaga Family Recreation Center	2023-08-23	Please, more Banyan Tree classes, like samba :)	<p>We received a commend in our suggestion box regarding Banyan classes, Samba.</p> <p>We will be offering future classes starting back in October. The classes will be listed on our website in the next couple weeks at, under Adult Classes: https://menlopark.gov/Government/Departments/Library-and-Community-Services/Activity-Guide</p> <p>Please feel free to let me know if you have further questions.</p> <p>Best, Tricia</p>

LCS SUGGESTION BOX – JANUARY 2024

72	Arrillaga Family Recreation Center – Senior Center	2023-09-25	Compliment: [Staff member] is doing a great job. Suggestion: charging port for devices	<p>Good morning, Thank you for leaving your compliment about [staff member's] work with running the senior program. We are so glad you are enjoying the program and that the community can experience the results of the hard work she does to try to make it a joy for everyone.</p> <p>You also suggested charging ports. We think that's a great idea! We have begun looking at different charging stations and options. Stay tuned!</p> <p>Kindest regards, Ashley</p>
73	Arrillaga Family Recreation Center	2023-07-30	Please host more Banyan Tree Women's Collective Classes	[Spoke to in person]
74	Arrillaga Family Recreation Center	2023-07-30	I love Banyan's classes, please continue to provide access. Thank you!	[Spoke to on the phone.]
75	Arrillaga Family Recreation Center	2023-07-30	Please have more Banyan Tree classes. It's very fun+great exercise program	Left a voicemail 8/29/23 "We will be offering more Banyan classes starting in Oct. The information will be available online or feel free to give me a call back."
76	Arrillaga Family Recreation Center	2023-07-26	Enjoying the samba series on Sunday at 11am. Would love to see it continue.	<p>We received a commend in our suggestion box regarding Banyan classes, Samba.</p> <p>We will be offering future classes starting back in October. The classes will be listed on our website in the next couple weeks at, under Adult Classes: https://menlopark.gov/Government/Departments/Library-and-Community-Services/Activity-Guide</p> <p>Please feel free to let me know if you have further questions.</p> <p>Best, Tricia</p>
77	Arrillaga Family Recreation Center	2023-09-19	[Staff member] is wonderful. She does so much always positive and happy, love her programs. She gets it done!	[Called the number listed, but there was no answer.]
78	Arrillaga Family Recreation Center	2023-09-22	Delicious fresh food. [Staff member] does a great job with the menu	[Called the number listed, but there was no answer.]
79	Arrillaga Family Recreation Center	2023-09-06	I am 9, a chocolate fountain or a wall with fish or fish tank, or a pet zoo	[No contact info.]
80	Arrillaga Family Recreation Center	2023-08-23	Love to have more Banyan tree classes	[No contact info.]
81	Arrillaga Family Recreation Center	2023-08-07	The food was delicious, perfect	[No contact info.]
82	Arrillaga Family Recreation Center	2023-07-30	Great Banyan Tree programs. Please continue to have more.	[No contact info.]
83	Arrillaga Family Recreation Center	2023-10-27	We had a lovely time. [Staff member] does a fabulous job!	[Called the number listed, but there was no answer.]
84	Arrillaga Family Recreation Center	2023-10-27	Very nice event: Dia de Muerto Gracias	<p>We are glad to hear that you enjoyed the Senior event. [Staff member] has and continues to do a great job!</p> <p>Thanks, Rondell</p>
85	Arrillaga Family Recreation Center	2023-10-27	Thank you for adding extra seating. We need more and near the walls and in the dance viewing area where the long black couch is. Please add more chairs or sofas.	[No contact info.]
86	Arrillaga Family Recreation Center	2023-10-27	The October 27th, 2023 was awesome-decorations were superb-loved all the music-dancers-My observation is that the people who do the work need more staff help.	[No contact info.]

LCS SUGGESTION BOX – JANUARY 2024

87	Arrillaga Family Recreation Center	2023-10-27	I really enjoy the event on Oct. 27 day of Death. The food is great , the entertainment is great. Just want to thank you for all your effort.	[No contact info.]
88	Arrillaga Family Recreation Center	2023-10-27	Thanks for the great day of the dead party	[No contact info.]
89	Arrillaga Family Recreation Center	2023-10-27	I love the salsamba and Bands and Beats classes. The instructor is friendly and patient to teach us. Banyan Tree has great classes, please continue on their offerings. Thanks.	We received your comment in our comment box, we appreciate the feedback. We will continue to work with Banyan Tree to provide programs at the Arrillaga Family Recreation Center. Please let us know if you have further feedback or questions. Best, Tricia
90	Arrillaga Family Recreation Center	2023-11-15	Send out paper catalogs or just a shortened flyer to all neighborhoods and you'll get more students/enrollees! I'm in Hula with just the minimum.	[No contact info.]
91	Arrillaga Family Recreation Center	2023-11-21	Can we have more room for classes and candy bucket at front desk.	[No contact info.]
92	Arrillaga Family Recreation Center	2023-10-31	Please add at least 4 more sofas in the sitting/viewing area and near several walls. Thank you.	[No contact info.]
93	Arrillaga Family Recreation Center	2023-11-09	Some kind of seating for per using books on the lower shelves would be so helpful for seniors! Thank you.	Hi, We appreciate your submission to our feedback forum. I will work with the coordinator, Airel, to arrange temporary seating. Thank you, Rondell
94	Arrillaga Family Recreation Center	2023-11-04	I really appreciate MP to offer lots of interesting free classes including holiday gift giving, salsa/samba, bands and beats from Banyan Tree. These are great classes and instructors are encouraging and friendly. Thanks again to MP.	We received your comment card regarding free classes at the Arrillaga Family Recreation Center. Thank you for the comment. It is great to hear that the instructors are both encouraging and friendly. Please feel free to provide any further comments you may have. Best, Tricia
95	Arrillaga Family Recreation Center	2023-10-02	Please add additional Pickleball stripping on court 4 at Nealon Park. There are many times the tennis courts are empty but the pickleball courts are overflowing up to 20 people waiting to play. P&R committee is clueless and only listened to Tennis players who claim to play...yet courts remain empty. Really listen to the full community and don't make assumptions about usage, where people are from (75% of pickleballers are from Menlo and many go to other cities because we don' have enough courts at Nealon).	[Info provided to staff pickleball staff liaisons.]
96	U.S. Mail	11/13/2023	I am [redacted], descendent of Colombia. I come every year to visit my son, for a period of three to four months. I want to congratulate and give thanks for the excellent service that is presented for us with an older age, in Arrillaga Recreation Center Senior Program. The warmth and the respect that is in this place is marvelous. During breakfast time, [Staff member] is always so joyful, always smiling and asking how everyone is. The response is always that everything is going well. Exquisite food, very well prepared and brought to our table. The ladies in the kitchen, [Staff members] are always alert with their service and cook delicious food. There is a variety of food that is very delicious, fresh and very well presented. [Staff member] is generally in the front as a greeter, receives the money and is very attentive, coordinated, making our arrival very welcomed. As you can see, the experience at the Senior Center is very pleasant, humankind and respectful. I am joined with my husband and we are very grateful and God permit to keep the wonderful service	[Info provided to senior center supervisor and staff.]

			provided. P.s. – Please receive my best wished so that you can enjoy Thanksgiving Day with your families, full of satisfaction for admirable work.	
97	Menlo Park Library	2023-12-09	You should make a kids Pokemon club on Friday afternoons	<p>Thank you so much for submitting your suggestion that we start a Pokemon Club. We love hearing from our community members about what they'd like to see in the library!</p> <p>I think a Pokemon Club is a great idea. I'm not sure if our librarians have enough time to add this program right now, but I will definitely bring the idea to my colleagues and see if we can get something set up in the future.</p> <p>Best, Rose</p>
98	Arrillaga Family Recreation Center	2023-12-14	Samba Clase, me gusta mucho. Carmen es exelente maestra mas clases please.	<p>Gracia por tu comentario respeto a la clase se Samba.</p> <p>La clase empieza el 19 de Enero 2024 a las 8:30am a 9:20am.</p> <p>Si tienes alguna pregunta por favor no dudes en comunicarte con nosotros.</p> <p>Con gratitude, Tricia</p>
99	Burgess Pool	2023-12-14	I have a question. Why is the other pool not heated? I would like it to be so. Thanks!	<p>We received a comment in the comment box at the pool from you regarding heating the pools.</p> <p>May I ask, what pool are you interested in being heated?</p> <p>Thank you, Tricia</p>
100	Arrillaga Family Recreation Center	2023-12-15	I really love the sambafunk class with Carmen! Please keep having this class. It create so much community and teacher is great!	<p>Thank you for your comment regarding the SambaFunk class with Carmen.</p> <p>This class is being offered by Banyan Tree Women's Collective. This class will continue January 19th and is offered from 8:30am to 9:20am.</p> <p>Please free to let me know if you have further comments or need further assistance.</p> <p>Best, Tricia</p>
101	Menlo Park Library	2023-12-19	I would LOVE to have a simple copy machine at the MP Library. I copy travel books, recipes, etc. Making copies elsewhere is inconvenient and expensive-I've been a resident since 1987	<p>Thanks very much for taking the time to write to us with your suggestion. We have a policy <hyperlink to policy > in place that outlines document reproduction services in the library.</p> <p>A scanner is available and can be used free of charge to scan any number of items – either to be sent as an attachment to your email or to a portable thumb drive.</p> <p>We do not offer paper reproduction services unless the circumstance meets one of the exceptions that are outlined in our policy.</p> <p>If you have further questions feel free to reach out to me directly.</p>
102	Menlo Park Library	2023-12-22	Vending machine	[No contact info.]
103	Burgess Pool	2023-12-28	You should have a sauna in the closed shop place.	[No contact info.]
104	Burgess Pool	2023-12-28	I think outside, you should have a playground.	[No contact info.]
105	Burgess Pool	2023-12-28	I like that you have a lot of swimming for every age.	[No contact info.]

106	Online	2024-01-04	I went into the Menlo Park library today to return 6 books that were overdue. I wanted to check out 2 of the 6 books that I was returning. I spoke with the man behind the center desk-his name was [redacted]. He was extremely rude. I originally picked up the books from San Bruno. He tried to tell me that he could not “do anything” because Menlo Park was apparently a city branch and not a county branch. And that the books “don’t belong to them”. I said it is the same county. He got snappy and responded rudely to everything I asked. I went up to the well mannered lady at the front desk (just after the entrance) and she helped me return my items and allowed me to check out the 2 that I wanted. Disgusting behavior that needs to be addressed.	<p>Thank you for reaching out to us regarding your customer service interaction on January 4th. I’m sorry that you had an unpleasant experience with our staff.</p> <p>Just to clarify what the library staff member meant by Menlo Park being a “city branch” – the two Menlo Park libraries are governed by the City of Menlo Park, while San Bruno, the library that owns that books that you had checked out, is a part of the San Mateo County Libraries, which is governed by San Mateo County. We are fortunate to be able to share materials with the other libraries that are part of the Peninsula Library System, but ultimately the libraries are distinct entities, and the library that bought the book is responsible for it.</p> <p>Now, regarding your books: while the Peninsula Library System is fine-free, when a patron does not return a book for a long time after it is due, we consider it lost and charge the patron to replace the item. All of the books that you had checked out had been overdue long enough that they had been billed for replacement. The library staff member was acting in accordance with our policy in ensuring that those overdue books were returned to the owning library.</p> <p>Having said that, there is no excuse for being made to feel unwelcome. I’m sure that if the library staff member had kindly and calmly explained the situation as I just have, you would have been completely understanding. Thank you for letting me know about this – I have followed up with him. Providing welcoming customer service is a top priority of Library and Community services, and I am happy to receive feedback that will help our staff to improve. I am glad that you had a better experience with the other library staff member, who made an exception to the rule for you at the front desk.</p> <p>Most sincerely, Rose</p>
107	Arrillaga Family Recreation Center	2024-01-08	We really enjoyed Patty Barrera’s chair exercise class. Please consider keeping it here once Belle Haven re-opens.	<p>I’m glad to hear that you enjoy our chair exercise class. Your feedback is valuable to us, and I appreciate you taking the time to share this with us.</p> <p>Your suggestion to keep the chair exercise class at the Arrillaga location once the Belle Haven Community Center re-opens is duly noted. We’ll certainly take it into consideration as we plan future programming.</p> <p>Thank you again for your feedback, Rondell</p>
108	Burgess Pool	2024-01-12	I think the pool should close for the holidays like other companies. From 12/23-1/3. :)	[No contact info.]
109	Menlo Park Library	2024-01-12	Vending machine	[No contact info.]
110	Menlo Park Library	2024-01-12	More computer science books please	[No contact info.]
111	Menlo Park Library	2024-01-12	A manga called Solo Leveling	[No contact info.]
112	Menlo Park Library	2024-01-12	Blanche Ames History: General, Senator	[No contact info.]