



REGULAR MEETING AGENDA

Date: 10/21/2024
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
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(669) 900-6833
Meeting ID 882 0971 1131
Press *9 to raise hand to speak

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Regular Session

A. Call To Order

B. Roll Call

C. Public Comment

Under “Public Comment,” the public may address the Commission on any subject not listed on the agenda. Each speaker may address the Commission once under public comment for a limit of three minutes. You are not required to provide your name or City of residence, but it is helpful. The Commission cannot act on items not listed on the agenda and, therefore, the Commission cannot respond to non-agenda issues brought up under public comment other than to provide general information.

D. Regular Business

D1. Approve the meeting minutes from the September 16, 2024 meeting ([Attachment](#))

D2. Ad-hoc subcommittee update ([Staff Report LC-2024-032](#))

E. Informational Items

E1. Library and community services department updates ([Staff Report LC-2024-033](#))

- E2. Library and community services department strategic plan 2024-26 ([Staff Report LC-2024-034](#))
- E3. Library Commission tentative agenda calendar and list of annually recurring agenda items ([Staff Report LC-2024-035](#))

F. Commissioner Reports

- F1. Individual Commissioner reports

G. 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.

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REGULAR MEETING MINUTES – DRAFT

Date: 9/16/2024
Time: 6:30 p.m.
Locations: Teleconference and
Menlo Park Library
800 Alma St., Menlo Park, CA 94025

A. Call To Order

Vice Chair Wise called the meeting to order at 6:30 p.m.

B. Roll Call

Present: Crockett, Herrick, Pollack, Shafer, Westcott, Wise
Absent: Orton
Staff: Library and Community Services Director Sean Reinhart, Assistant Library and Community Services Director Nick Szegda, Library and Community Services Supervisor Rose Waldman, Librarian Nora Mercer, Librarian David Jimenez, Senior Program Specialist John Weaver

C. Public Comment

C1. Public comment

None.

D. Presentations and Proclamations

D1. Presentation: Library overview (Attachment)

Assistant Library and Community Services Director Szegda, Library and Community Services Supervisor Waldman, Librarian Mercer, Librarian Jimenez, and Senior Program Specialist Weaver made the presentation.

E. Regular Business

E1. Approve the meeting minutes from the August 19, 2024 meeting (Attachment)

ACTION: Motion and second (Westcott/ Crockett), to approve the minutes from the August 19, 2024 meeting, passed 6-0 (Orton absent).

E2. Ad-hoc subcommittee update (Staff Report LC-2024-028)

Commissioners Westcott, Crockett, and Herrick provided an update on the ad-hoc subcommittee's work.

NO ACTION TAKEN

E3. Update on Library Commission informational liaison assignments (Staff Report LC-2024-029)

ACTION: By acclamation, the Commission assigned Commissioner Crockett to be informational liaison to the Friends of the Library and Commissioner Herrick to be informational liaison to the Peninsula Library System.

F. Informational Items

- F1. Library and community services department updates (Staff Report LC-2024-030)
- F2. Update on city-run childcare programs(Staff Report LC-2024-031)
- F3. Library Commission tentative agenda calendar (Attachment)

ACTION: By acclamation, the Commission added: a report on preliminary results of the childcare survey to the October meeting

G. Commissioner Reports

- G1. Individual Commissioner reports

None.

H. Adjournment

Vice Chair Wise adjourned the meeting at 8:11 p.m.

Assistant Library and Community Services Director Nick Szegda



STAFF REPORT

Library Commission

Meeting Date:

10/21/2024

Staff Report Number:

LC-2024-032

Regular Business:

Ad-hoc subcommittee update

Recommendation

City staff recommends that the Library Commission (LC) receive an update from the ad-hoc subcommittee (Attachment A).

Policy Issues

The LC may establish subcommittees of less than a quorum of the LC members in order to support and/or expedite the full LC's review and consideration of matters within the LC's purview. Standing subcommittees that have continuing subject matter jurisdiction or a meeting schedule established by the LC are subject to the Brown Act (see Government Code §54952(b)). Ad hoc or temporary subcommittees are advisory by nature, temporary, formed to complete a specific task, and will disband automatically upon completion. Ad hoc subcommittees are informal, and their meetings are not subject to the open meetings act.

Background

On Aug. 19, the LC established an ad-hoc subcommittee, defined its scope, and assigned LC members Crockett, Herrick, and Westcott to serve on the subcommittee.

On Sept. 16, the ad-hoc subcommittee provided a brief report of their activities to the LC.

Analysis

Scope of work

The LC established the ad-hoc subcommittee's scope of work as follows:

- Identify by October 2024 a methodology for how the full Library Commission will achieve work plan goal #2: Review library programs and services, identify potential service gaps for specific age groups or affinity groups, and advise to fill needs to create the "library of the future."

Activities report-out

The ad-hoc subcommittee met on Sep. 25 and Oct. 9., and will present a report-out of their activities (Attachment A).

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. Ad-hoc subcommittee presentation

Report prepared by:

Nick Szegda, Assistant Library and Community Services Director

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

Menlo Park Library of the Future

City of Menlo Park
October 21, 2024

Draft for Discussion with Library Commission

Goal of Library of the Future – Committee

- **Goal of Ad-hoc Committee**

- Continue the work authorized by City Council pre-pandemic
- Complete Work Plan Item 2.
 - *Review library programs and services, identify potential service gaps for specific age groups or affinity groups, and advise to fill needs to create the “library of the future.”*
- Support Work Plan *Items 1,3,5,8,11 (See Work Plan Appendix A)*
- Prepare a report for City Council
- Recommendation

- **Goal to Provide a Framework for the Menlo Park’s Library of the Future-**

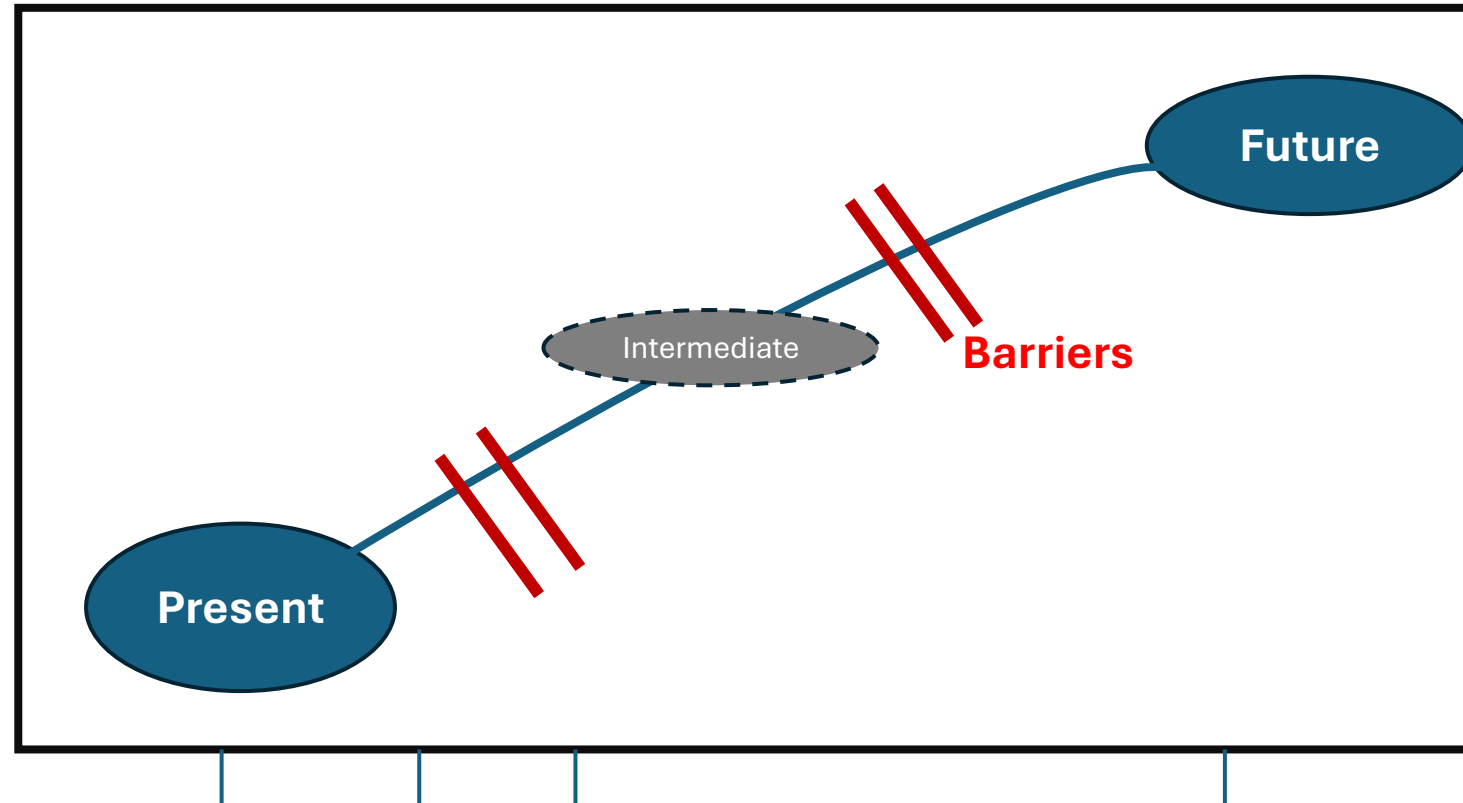
- Learning and Information
- Community Building
- Architecturally Landmark
- Provide Menlo Park a Library that exceeds expectations and
- Other

Menlo Park Library Commission – Work Plan 2024

- Work plan goals
- 1. As an advisory body to the City Council and a forum for public information about library issues, encourage and facilitate robust public comment and participation at Commission meetings.
- 2. Review library programs and services, identify potential service gaps for specific age groups or affinity groups, and advise to fill needs to create the “library of the future.”
- 3. Support and advise library program development and operations of the Belle Haven Community Campus (BHCC).
- 4. Support and advise on topics pertaining to the City’s childcare programs and related educational programs.
- 5. Analyze and evaluate whether and how potential capital improvements to the 800 Alma St. facility may be addressed.
- 6. Annually review departmental budget proposal before presentation to City Council, focusing on any potential impacts to library services.
- 7. Periodically review the library’s public-facing policies and recommend updates, as required, with a
- special focus on policies that may be impacted by shared space operations at the new BHCC.
- 8. Periodically receive staff presentations and reports about major library service areas and programs and Commissioner liaison reports about affiliates.
- 9. Maintain a 12-month schedule of planned Commission agenda items; update and post for public review monthly.
- 10. Support the filling of openings on the Commission and the effective onboarding of new Commissioners
- 11. Review and advise on potential synergies with or support from other City departments.

Menlo Park : Library of the Future

Functions
Features




Budget

Schedule - Years

Present


- Information and Lifelong Learning
 - Collection
 - Books
 - Digital Information
 - Databases
- Building Community
 - Programs
 - Services
- Social Services
- Facility
 - Physical
 - WEB based



LIFELONG LEARNING

■ We support lifelong learning through free and timely access to:

Classic library	Modern library	Special collections informed by community	And more
Books (regular print, large type, graphic novels, books on CD)	eBooks, eAudiobooks	Spanish language	Library staff!
CDs	Online databases, including language learning, streaming music, and much more	Pickleball sets	Library programs!
DVDs	Streaming video	Board Games	
	Technology	Read Together Kits	



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Present

- Present
 - What does the Library Do Now – Map
 - Meet Library Staff
 - Staff Report Library of the Future (June 2025)
 - Library Support Groups
 - Children Center
 - Friends of the Library
 - Menlo Park Historical Society
 - Menlo Park Library Foundation
- Former Plans New Library
- Benchmark: Visit Libraries / Information Search for Libraries
- Star Ranking :
 - Dimensions / Where Menlo Park Stands – Strength and weaknesses / What would Menlo Park need to do to get the highest Rating?
- Other

Future

- Future
 - What should the Library of the Future Do - Map
 - Meet Constituents : Young Children/Teens/Families/ Seniors/ College? -/ Businesses / Schools
 - Meet Library Staff
 - Visit Libraries / Information Search for Libraries
 - Review Literature on Library of the Future and their role
 - Other

Define Library of Future – Define Present – Gap Analysis

- Define Library of Future
 - Specification
 - Offering: Information / Learning/ Programs / Community Building
 - Staff Needed to support
 - Facility needed to Support
 - Budget
- Define Present Library
 - Specification
 - Offering: Information / Learning/ Programs / Community Building
 - Staff Needed to support
 - Facility needed to Support
 - Budget
- Gap Analysis
 - Offering: Information / Learning/ Programs / Community Building
 - Staff Needed to support
 - Facility needed to Support
 - Budget

Library of the Future Specification

- Background Information
- Brainstorming Meetings
- Specification
 - Learning and Information
 - Community Building
 - Architectural Landmark
 - Provide Menlo Park a Library that exceeds expectations and
 - Other

Identify Barriers to Success

- Budget
- Funding
- Land Use
- Competing Initiatives
- Trade-offs
- Others

Schedule for the Menlo Park Library of the Future

- Ad-Hoc Committee Framework and Review with Library Commission - Oct 2024
- Task Updates at each Library Commission Meetings – October to May
- All Tasks Complete May 2024
- Draft Report June/July 2025
- Final Report prepared for City Council August 2025
- Present to City Council – September 2025

Schedule for Committee and Plans for City Council

Task Schedule and Responsibilities

Task	Due Date	Lead Responsible
Present		
<ul style="list-style-type: none"> Summarize What does the Library Do Now – Map Strengths and Weaknesses of Present 		Brian W/Kim C
Meet Library Staff Staff Report Library of the Future (June 2025)		
Library Support Groups Children Center Friends of the Library Menlo Park Historical Society Menlo Park Library Foundation		
Summarize Former Plans New Library		Kim C/Carol O.
Benchmark: Visit Libraries Carmel / Burlingame / Palo Alto / Simsbury CT / Worthington Ohio / Atherton / Redwood City / Los Altos		
Information Search for Libraries		Michael H
Star Ranking : Dimensions / Where Menlo Park Stands – Strength and weaknesses / What would Menlo Park need to do to get the highest Rating?		

Task Schedule and Responsibilities

Task	Due Date	Lead Responsible
Future		
What should the Library of the Future Do - Map	May	Brian W /
<ul style="list-style-type: none"> Focus Groups Meet Constituents : Young Children/Teens/Families/ Seniors/College? -/ Businesses / Schools 	April	
Meet/ Brainstorm Library Staff		
Information Search for Libraries		
Review Literature on Library of the Future and their role		
Library Staff Report : Library of the Future	May	

Task Schedule and Responsibilities

Task	Due Date	Lead Responsible
Develop GAP analysis		Ad-Hoc
Develop Specification		Ad-Hoc
Develop Barriers to Success		Ad-Hoc
Draft Report for Commission	June/July 2025	Ad-Hoc
Report for City Council	August/Sept	Ad-Hoc

Modify



LIBRARY PRESENTATION SERIES

Staff is preparing a series of presentations to the Library Commission. All dates and topic are tentative and are subject to change:

Library Overview:
Who We Are and What We Do
September 2024

Library Outreach:
Bringing the Library to the Community
March 2025

Library Programming:
Enrichment through Experience
November 2024

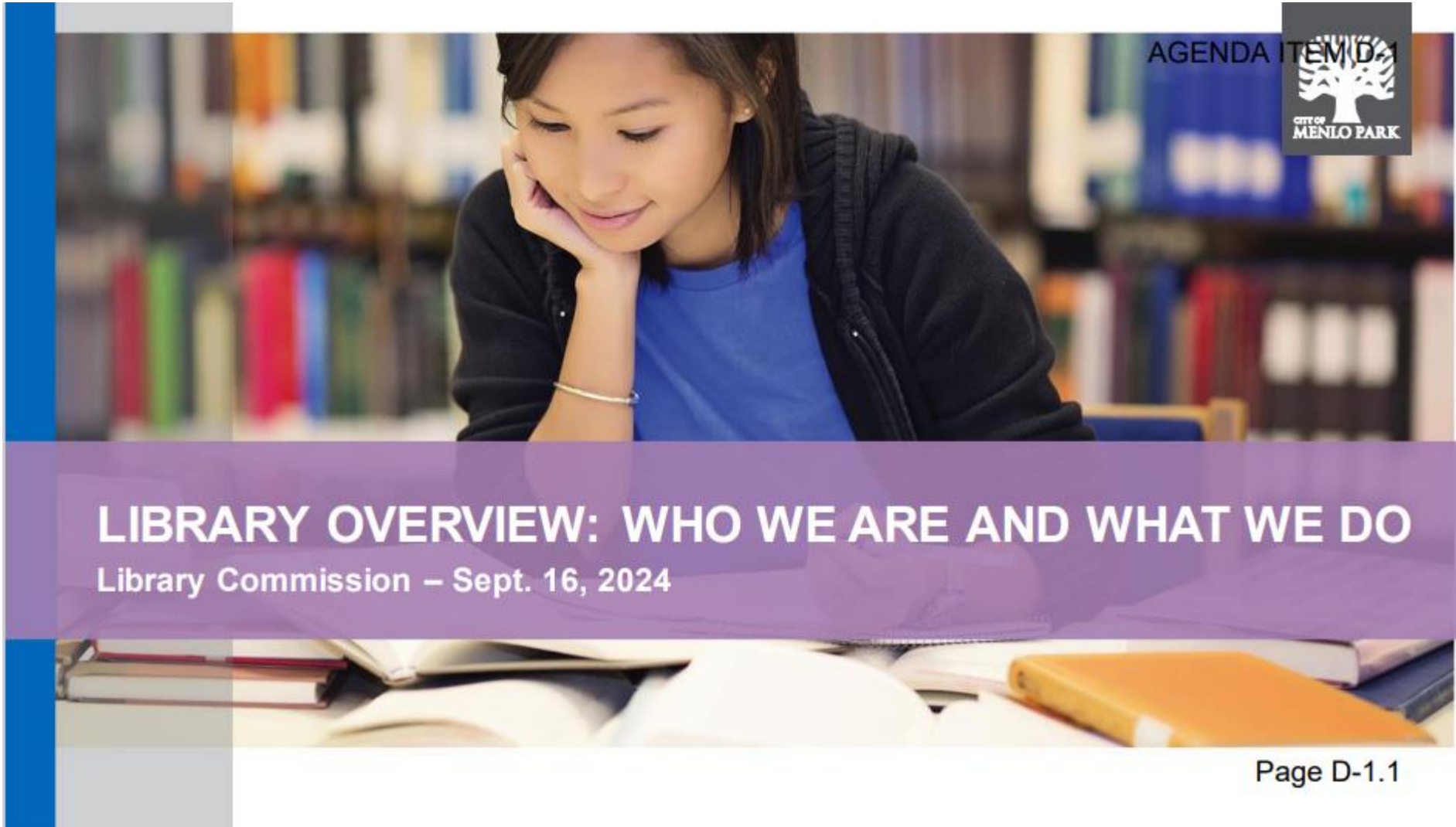
Library Budget:
Collection Development and Operations
May 2025 **April 2025**

Library Statistics:
What Does the Data Tell Us?
January 2025

Library of the Future:
What's next for Libraries and for MPL
July 2025 **May 2025**

City Council Report: Library of the Future

- Present – Future
- Specification
- Budget
- Schedule
- Funding Options
- Barriers
- Options: Intermediate Steps



AGENDA ITEM D-1



LIBRARY OVERVIEW: WHO WE ARE AND WHAT WE DO

Library Commission – Sept. 16, 2024

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WHO WE ARE



Menlo Park community places great trust in the library, and library staff are held to a high standard in order to live up to that responsibility.

- Diverse, highly knowledgeable, multitalented staff providing empathetic, equitable customer service seven days a week, eight hours a day
- Librarians, Library Assistants – full time, part time, and hourly/temporary
- Work behind the scenes to ensure patrons have most direct access to materials and resources
- Modular training program ensures all staff are prepared to perform their work to a high standard.

“A room full of books is simply a closet but...an empty room with a librarian in it is a library.”

– R. David Lenkes,
The Atlas of New Librarianship



WHAT WE DO



The library provides equitable access to information, resources, programs, and facilities that enable our community to enrich their quality of life through literacy and interpersonal connection.

- Lifelong Learning
- Open to All
- Building Community



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LIFELONG LEARNING



- We support lifelong learning through free and timely access to:

Classic library	Modern library	Special collections informed by community	And more
Books (regular print, large type, graphic novels, books on CD)	eBooks, eAudiobooks	Spanish language	Library staff
CDs	Online databases, including language learning, streaming music, and much more	Pickelball sets	Library programs!
DVDs	Streaming video	Board Games	
	Technology	Read Together Kits	



OPEN TO ALL

- Welcoming
 - Comfortable space and friendly staff
- Inclusive
 - Across programs, collections, and staff
- Accessible
 - Free access to enrichment
- Library as a social service
 - Connecting community to resources and information
 - Free, safe, warm/cool, dry, internet



BUILDING COMMUNITY



- Community commons
- Lifelong learning and education
- Hyperlocal in the best possible way
- Library Programs
 - Free access to in-person lifelong enrichment
 - Bring people in who might not otherwise visit



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STAFF REPORT

Library Commission

Meeting Date:

10/21/2024

Staff Report Number:

LC-2024-033

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 (LCS) department.

Policy Issues

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

Background

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

September 2024 statistics

LCS collects statistics related to department activities. These data help to inform decision-making and improve services to the community. Statistics through September 2024 are provided in Attachment A.

Some noteworthy statistics include:

- The number of items circulated at Belle Haven Library more than doubled from 918 items in September 2023 (when Belle Haven Library was located at 413 Ivy Dr.) to 2,142 items in September 2024 (after the library reopened in its new location at Belle Haven Community Campus), a year-over-year increase of 133 percent.
- Foot traffic at Belle Haven Library increased from 1,169 visits in September 2023 to 3,117 visits in September 2024, a year-over-year increase of 166 percent.
- Older adults / seniors class enrollment decreased from 701 total enrollees in 14 classes during Summer 2023 (when Menlo Park Senior Center was temporarily located at Arrillaga Family Recreation Center), to 220 total enrollees in 16 classes during Summer 2024 (after the senior center reopened in its new location at Belle Haven Community Campus), a year-over-year decrease of 68 percent.
- Gymnastics continues to steadily increase in total enrollment and classes offered – from 590 enrollees in 80 classes during Summer 2023, to 862 enrollees in 114 classes during Summer 2024, a year-over-year enrollment increase of 46 percent.
- Drop-in volleyball visits at Arrillaga Family Gymnasium increased from 513 visits in Summer 2023 to 930

visits in Summer 2024, an increase of 81 percent.

Suggestion box comments and responses

LCS collects public feedback through physical suggestion boxes in public facilities and an electronic feedback form. A compilation of recent comments, along with responses prepared by City staff is provided in Attachment B.

Child care needs survey and focus groups

As reported previously, the City of Menlo Park is conducting a community survey to gain insight into residents' views about their child care needs. The survey has received over 600 responses to date. In addition, City staff and consultants are currently in the process conducting focus groups with City child care staff and families enrolled in City child care programs to gather additional qualitative data. The results of the survey and focus groups are tentatively scheduled to be presented to City Council on Nov. 12.

Library Commission work plan 2024-25

On Sept. 24, City Council approved the LC's 2024-25 work plan with the following edits:

- Struck "Advise staff on early education programs at City-run child development centers" from the list of goals.
- Renumbered the work plan goals to account for the above edit.

A copy of the approved 2024-25 work plan is provided in Attachment C.

Menlo Park Library roof replacement project

A capital project to replace the roof shingles of the Menlo Park Library at 800 Alma St. is set to begin construction work the week of October 21. The current roof material consists of ceramic shingles installed in 1991, and has reached the end of its serviceable lifespan. Maintenance-related foot traffic over the decades has caused hairline cracks, which are virtually impossible to repair with the current material. On Nov. 15, 2022, City Council accepted a \$509,000 grant from the California State Library toward the project, amounting to approximately half of the total project cost.

The roof replacement project will use new asphalt shingles, which are attractive, durable, and easier to maintain than ceramic shingles, and will prepare the library roof to accommodate the future installation of a solar voltaic system. The work is scheduled to last for five weeks, weather permitting. The library is expected to remain open for its usual business hours throughout the project. Minor disturbances due to construction noise are anticipated. Public announcements and signage have been posted to inform library visitors about the project. Additional project information is provided on the project announcement webpage (Attachment D).

Halloweek! community events

Halloweek! is a series of three family-friendly community events hosted by the City of Menlo Park.

- Halloween Hoopla parade and carnival, Saturday, Oct. 26
- Pumpkin Splash, Sunday, Oct. 27
- Trunk-or-Treat, Tuesday, Oct. 29

Halloween Hoopla

A Menlo Park tradition in which the community comes together in costume for a festive "people parade" through downtown Menlo Park. After the parade, attendees will enjoy trick-or-treating at local merchants, carnival games, craft activities hosted by Cheeky Monkey Toys, and environmentally-themed live theatrical entertainment by Earthcapades at nearby Fremont Park.

Pumpkin Splash

Attendees are encouraged to wear swimsuits to enjoy floating pumpkin patches at Belle Haven Pool and Burgess Pool. Ticket price includes a pumpkin, decorations for the pumpkin, a goody bag, and additional time for swimming. Event co-sponsored by Menlo Swim and Sport.

Trunk-or-Treat

Trunk-or-Treat is a safe and fun way to bring joy to children and families while fostering community spirit. Instead of going door-to-door, kids will go from car-to-car at Belle Haven Community Campus, with each vehicle's trunk decorated in a creative and festive Halloween theme. Trunk-or-treaters also will receive a free trick-or-treat bag, with candy, music and fun for all.

Additional event details are available on the Halloweek! webpage (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. September 2024 statistics
- B. Suggestion box comments and responses
- C. Approved Library Commission work plan 2024-25
- D. Hyperlink – Menlo Park Library roof replacement project. menlopark.gov/News-articles/Building-news/20241014Upcoming-re-roofing-project-at-Menlo-Park-Main-Library
- E. Hyperlink – Halloweek! Community events webpage. menlopark.gov/Government/Departments/Library-and-Community-Services/Events/Community-events/Halloweek

Report prepared by:

Ashley Walker, Management Analyst

Nick Szegda, Assistant Library and Community Services Director

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – SEPTEMBER 2024

Table 1. Library items circulated

Location*	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
800 Alma St.	45,192	43,407	41,761	44,732	45,775	43,546	47,636	43,829	44,715	46,477	46,388	47,706	44,318
413 Ivy Dr. / BHCC	918	877	850	929	846	1,043	1,217	980	1,051	2,442	3,048	2,528	2,142
Total online / digital	10,332	11,598	11,598	12,082	12,977	11,862	12,227	11,547	12,204	12,910	18,284	19,394	18,490

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 2. Library cards

	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
New library cards issued – MP residents	181	150	139	122	158	170	117	158	122	263	259	244	185
Total MP resident library cardholders	22,105	22,020	22,327	22,133	22,415	23,177	23,369	22,715	22,826	23,273	23,169	23,340	23,444

Table 3. Library patron questions answered

Location*	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
800 Alma St.	2,753	3,046	2,977	3,169	3,342	3,167	3,360	3,118	3,105	3,761	3,653	3,482	3,182
413 Ivy Dr./ BHCC	337	244	244	255	273	204	244	201	250	600	586	463	429

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 4. Library holds filled (item requests)

Location*	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Incoming holds 800 Alma St.	4,043	4,076	3,760	3,861	4,419	3,895	3,871	3,597	3,953	3,930	3,897	4,054	4,189
Outgoing holds 800 Alma St.	3,238	3,062	3,171	2,688	3,471	3,074	3,311	3,122	3,078	3,293	3,091	3,897	3,064
Incoming holds 413 Ivy Dr./ BHCC	154	154	120	87	158	116	78	72	47	109	167	227	194
Outgoing holds 413 Ivy Dr./ BHCC	190	190	177	160	191	144	175	154	22	23	6	10	11

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 5. Library foot traffic (gate count)

Location*	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
800 Alma St.	-	13,541	12,580	12,283	14,060	13,183	15,066	12,763	12,949	14,038	14,699	14,408	13,262
413 Ivy Dr. / BHCC	1,169	1,248	1,148	1,041	1,050	981	1,220	875	*Not yet installed	4,101	3,863	3,266	3,117

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STATISTICS – SEPTEMBER 2024

Table 6. Library program attendance													
	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Total program attendance 800 Alma St.	883	1,121	754	798	1,000	1,163	993	1,080	1,171	998	1,174	1,248	795
# of programs 800 Alma St.	30	36	37	31	31	26	27	37	34	36	27	37	31
Total program attendance 413 Ivy Dr./ BHCC*	132	116	158	125	48	144	110	59	68	331	498	298	190
# of programs 413 Ivy Dr./ BHCC*	9	7	9	8	6	7	8	5	5	10	29	29	22

*Between Apr – May 2024, Belle Haven Library was relocated from 413 Ivy Dr. to the Belle Haven Community Campus (BHCC).

Table 7. Preschool child development – enrollment													
Location	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Menlo Children's Center	23	23	26	28	27	29	33	38	37	41	40	39	28
Belle Haven Child Development Center	48	50	53	60	56	62	62	63	63	63	63	35	43

Table 8. School age child development (after school enrichment) – enrollment													
Location	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Menlo Children's Center - After School	28	30	34	33	36	36	36	32	32	53	43	30	30
Belle Haven Youth Center	54	54	54	54	52	52	52	52	52	45	45	67	55

Table 9. Senior Center services													
	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	*Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Lunches served	519	642	422	315	511	521	435	-	243	683	866	914	601
Grocery boxes distributed	460	460	230	230	460	460	460	-	230	460	460	460	460
Senior shuttle trips	1,158	1,200	1,057	761	1,126	1,170	1,162	-	614	1,466	1,745	1,618	1,660

*Senior Center was closed during April and part of May 2024 to relocate to Belle Haven Community Campus

CITY OF MENLO PARK
 LIBRARY AND COMMUNITY SERVICES DEPARTMENT
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Table 10. Older adults / seniors class enrollment						
Location	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024
700 Alma St – Enrollment - residents	108	437	421	113	21	21
700 Alma St Enrollment - non-residents	216	264	269	100	11	11
700 Alma St # of senior classes offered	14	14	14	14	2	2
100 Terminal Ave. – Enrollment - residents	-	-	-	-	264	116
100 Terminal Ave. – Enrollment - non-residents	-	-	-	-	44	72
100 Terminal Ave. – # of senior classes offered	-	-	-	-	17	16

Table 11. Recreational classes						
Location	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024
700 Alma St. Enrollment – residents	239	166	297	356	323	206
700 Alma St. Enrollment – non-residents	117	67	152	150	107	114
700 Alma St. # of classes offered	88	73	57	48	48	56
700 Alma St. # of instructors	22	28	21	20	20	20
100 Terminal Ave. Enrollment – residents	-	-	-	-	103	99
100 Terminal Ave. Enrollment – non-residents	-	-	-	-	19	22
100 Terminal Ave. # of classes offered	-	-	-	-	16	16
100 Terminal Ave. # of instructors	-	-	-	-	9	9

Table 12. Gymnastics classes						
	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024
Enrollment – residents	499	416	490	740	814	577
Enrollment – non-residents	255	174	158	159	257	285
Classes offered	101	80	93	95	114	114

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Table 13. Sports classes						
Location	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024
600 Alma St Enrollment - residents	70	242	76	265	26	113
600 Alma St Enrollment - non-residents	97	181	11	114	80	101
600 Alma St # of classes offered	12	40	3	17	4	11
600 Alma St # of instructors	5	10	3	7	2	5
600 Alma St Drop-in basketball visits	280	172	359	633	665	199
600 Alma St Drop-in volleyball visits	534	513	505	927	542	930
600 Alma St Leagues – individual registrations	84	1,239	156	224	458	180
600 Alma St Leagues – team registrations	12	111	35	31	70	18
100 Terminal Ave. Drop-in basketball visits	-	-	-	-	28	169
100 Terminal Ave. Drop-in volleyball visits	-	-	-	-	26	58
100 Terminal Ave. Drop-in Fitness Center	-	-	-	-	512	877

Table 14. Facility rentals						
Location	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024
700 Alma St. Rentals – residents	24	18	24	23	21	0
700 Alma St. Rentals – non-residents	89	76	62	81	73	19
Athletic field rentals (hours reserved)	1,533	1,042	785	722	1146	121

CITY OF MENLO PARK
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Table 15. Large-scale community event attendance													
Location	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024
Black Liberation Month Celebration 2/11	-	-	-	-	-	256	-	-	-	-	-	-	-
Spring Fest – Burgess Park	-	-	-	-	-	-	-	50	-	-	-	-	-
Small child's egg hunt - Arrillaga Rec. Center	-	-	-	-	-	-	-	30	-	-	-	-	-
Egg Hunt – Burgess Park	-	-	-	-	-	-	-	450	-	-	-	-	-
BHCC Grand Opening	-	-	-	-	-	-	-	-	2,000	-	-	-	-
Juneteenth	-	-	-	-	-	-	-	-	-	300	-	-	-
4 th of July Parade and Celebration	-	-	-	-	-	-	-	-	-	-	1,200	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	270	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	230	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	244	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	222	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	300	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	550	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	300	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	80	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	330	-
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
 OCTOBER 2024
 menlopark.gov/feedback

Ref #	Date received	Location received	Full text of suggestion	Staff response
1	2024-05-30	Arrillaga Family Gymnasium	Dear [name redacted], I'm so grateful for the kind and helpful assistance I received today from [names redacted]. And just wanted to put in this Good Word for them. Thanks so much!	[No contact info. Compliment passed on to supervisor and staff.] --Tricia
2	2024-06-25	Online	There are many differences between the Printable version of the Recreation Guide and the Online version. Many more things are listed in the Online version. Why is that so? Can it be fixed? I looked at the Printable version because the course descriptions are easier to access. The other problem is that my favorite course, Bands and Beats, does not appear in either one - at least not under Adult fitness. It is a great class, it is free and I have missed 3 months of it because it was not listed. I found it via the Banyan Tree website. I would appreciate a response.	[Staff name redacted] called and spoke to [commenter name redacted] and addressed the concern with the "Bands and Beats" class being listed under "leisure" as opposed to "adult fitness." Moving forward, this will be placed under a fitness category since that is the structure of the class. We will have one prepared for the Fall. She expressed that would make it easy for her + other community members to find. I gave her the option to utilize the search feature in case any class she was looking for wasn't visible underneath the service she thought. --Tricia
3	2024-07-01	Menlo Park Library	Can you get more Dogman books and copies too. Most importantly the Scarlet Shedder.	Thank you so much for suggesting that we get more Dogman books, (and Scarlett Shedder in particular)! We will absolutely make sure that we have Dogman books, and we love to hear from our library kids about what they like to read. You are always welcome to suggest other additions to the collection via our website here: https://menlopark.gov/Services/Suggest-a-library-purchase Happy Reading! --Rose
4	2024-07-01	Menlo Park Library	It would be great if you could be able to send fax messages.	Tried calling patron back - number isn't connected. We do not have a fax machine, as they are not in high demand, but the FedEx Office store nearby does have one. --Rose
5	2024-07-02	Burgess Pool	Aquafit- Although she clearly puts in a lot of effort, the instructor, [name redacted], needs to understand that many of the students have physical limitations so are not able to do all the suggested movements. She also needs to remember that she is there to motivate and guide the students; they are not there to please her	Thank you for your comment. The aquatics operator spoke with the instructor who understands that there are participants that are in class and congregate while during class. --Tricia
6	2024-07-03	Belle Haven Community Campus	The men's locker room for the pool needs a swim suit water extractor. It's available in Burgess and is very useful (heavily used)	We received your comment in our suggestion box requesting a suit spinner in the men's locker room. We will consider this as an option when we consider updates to the amenities available. Thank you for your patience as we consider the needs of the swimmers at BHCC. Please let me know if you have further comments. Best, Tricia
7	2024-07-06	Belle Haven Community Campus	I love the pool & center! Thank you very much! Please add swim suit spinner/dryer. Thank you!	[No contact info. Compliment passed on to aquatics liaison.] --Tricia
8	2024-07-06	Menlo Park Library	More gaming on computers	Thank you for your suggestion. The computers that Menlo Park Library provides to the public are intended to be used for lifelong

				learning, and therefore we primarily support access to computers for homework and project work. --Rose
9	2024-07-08	Belle Haven Community Campus	Hello, Are they going to put drains in the locker room floor? This seems to be a standard feature of locker rooms as swimming pools, but lacking here. Thanks!	We received your comment regarding the lockerrooms at BHCC. We appreciate that you observed the lack of drainage and will look further into this with our Public Works team. Please let me know if you have additional feedback as you continue to enjoy the facility. Best, Tricia
10	2024-07-09	Menlo Park Library	Please bring back senior exercise programs to this area. Belle Haven is too far for many of us.	Spoke over the phone and told we would look into some senior movement programs for them. She was recently enrolled in "strong for life" and "meditation" classes at the ARC. --Tricia
11	2024-07-09	Burgess Pool	Please please open the pool til 9pm during summer. :)	Thank you for your suggestion regarding hours at the BHCC pool for the summer. I will pass this information onto the aquatics operator for consideration. Best, Tricia
12	2024-07-15	Menlo Park Library	Hello! Fantastic work! A-Z	Thank you! We always appreciate positive feedback from our community! --Rose
13	2024-07-15	Menlo Park Library	make holds fasten	If items are available at other libraries, they may take 3-5 business days to be taken off the shelf at that library, put in transit, and arrive at this library. If the item is checked out, the patron who checked it out has three weeks to read it and return it, so, depending on when it was checked out, the wait may be between one and four weeks. If there are many holds on the item, there may be a longer wait than that. However, we do purchase more materials of in-demand items. If there is a particular item that is taking a long time to get to you, please let us know so we can check the status of your hold, and see whether we need more copies of that item! --Rose
14	2024-07-15	Belle Haven Community Campus	Please consider opening the kids library earlier. Please consider getting a vending machine or fresh fruit stand for everyone exercising, swimming, etc.	Had brief phone call with patron - Thanked her for feedback and let her know we would consider it. She had to get off the phone, but I would have let her know that right now we only have staff for the hours we are open, but we do keep track of patron demand. --Rose
15	2024-07-15	Menlo Park Library	The magazine/newspaper hallway smells like urine!! It's terrible.	Thank you for providing this feedback. We have put in work tickets to clean all library furniture. --Rose
16	2024-07-20	Online	Some of the lights in the burgess park tennis courts are not working anymore making it slightly difficult to play in the evenings. Is there any way they can be fixed? Thanks!	Thank you for sending a comment through our online feedback system regarding the lights at the Burgess tennis courts. We heard back from our Public Works department and they are working on the issue with our light vendor. There are some technical issues that they are troubleshooting and will resolve the issue as soon as possible. Thank you, again! Best, Tricia
17	2024-07-24	Belle Haven Community Campus	A big appreciation to the group that takes care of seniors. They are great. :)	[No contact info. Compliment passed on to supervisor and staff.] --Rondell

18	2024-07-24	Belle Haven Community Campus	Hello, I would like to thank you for all the programs and resources you do for seniors. I am an elderly person who has been attending for many years and I prefer not to say my name to keep it confidential. The reason I write this is so as not to return to the situation before. I have noticed that since the person in charge of the kitchen this month has changed everything, this person make us feel at home. He takes good care of us. He make sure that we have all our nutritional portions. He also has a dessert for us too. I have been to other senior centers and the food is free and good, but I don't want to leave my city, my community at Menlo Park. I would like it to continue like this with this kitchen coordinator. Many seniors agree with the difference. Thank you for making us feel at home.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
19	2024-07-24	Belle Haven Community Campus	I like to thank everyone at the front desk for being nice and listen to us. :)	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
20	2024-07-24	Belle Haven Community Campus	I request to put black marker in each stair step. Thank you :) we love you-	[No contact info.] I will look into this request and work with public works. --Rondell
21	2024-07-24	Belle Haven Community Campus	I want to share with you the service offered by [name redacted] and the team in the kitchen including the volunteers who support at mealtime, their hard work is recognized.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
22	2024-07-24	Belle Haven Community Campus	Join the camp/Beechwood kids with the senior center for lunch to socialize.	I appreciate your suggestion. A collaboration program that brings the youth and seniors together is a great idea for next summer. I will work with staff to see if we can incorporate this into our programming. Best, Rondell
23	2024-07-24	Belle Haven Community Campus	Thank you so much Menlo Park Senior Center for having the best staff. [name redacted] and [name redacted] especially for making this a nice/relaxing place to be. Also a big thank you to the new chef for all the delicious breakfast and lunches	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
24	2024-07-24	Menlo Park Library	Unsure why the kids bingo for summer has to include the box of LGBTQT in it. What is the point of this? Why put sexual orientation on a kid's bingo???	At Menlo Park Library we support a welcoming and diverse environment for all family structures. If a child's grown-ups are uncomfortable with them reading about diversity of gender and sexuality, this prompt is not required in order to complete the bingo game. --Rose
25	2024-08-01	Belle Haven Community Campus	Can the gym be open on Sundays?? Even a small time window would work too!! Thanks!!	We are looking into staffing efforts to open the gym on Sundays. --Rondell
26	2024-08-03	Belle Haven Community Campus	Hi! I love it here :) The fitness center is beautiful, but perhaps you would consider adding: -medballs/swiss balls, kettlebells, bands, 15-16 weights: this is a biggie, haha. Thanks for all that y'all do!	Thank you for your suggestion. We're glad to hear that you're enjoying the facility and its amenities. I'll work with our team to explore the possibility of adding more equipment to the weight room. We appreciate your feedback and are always looking for ways to improve everyone's experience. Best, Rondell

27	2024-08-03	Belle Haven Community Campus	[name redacted] and his senior center lunch room team deserve to be employees of the month. They are very kind and treat us well.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
28	2024-08-05	Belle Haven Community Campus	Take balls home and return balls also water fountains don't work low water	Thank you for your feedback and suggestion. We have confirmed that our water fountains now have regular pressure. We sincerely appreciate the suggestion that we offer balls for checkout; we are working on a plan to provide that service. --Rondell
29	2024-08-05	Online	The phone number to the community campus is a little confusing. The options don't include a clear one for the main reception. It says "Onetta Harris." Thank you.	Staff will contact IT to update outgoing recorded message. --Rondell
30	2024-08-05	Online	Will there be a coffee shop (with bakery) on site or close to the library (walking distance) soon? thank you and looking forward to it!	Thanks for asking about whether there will be a coffee shop within walking distance of the Belle Haven Library soon. I don't know of any plans to build a new coffee shop or bakery closer to the Belle Haven Community Campus than the Starbucks on Willow, but thanks to feedback like yours, we here at City of Menlo Park are aware that that is something that our community would like to see happen. Sincerely, Rose
31	2024-08-05	Online	Would be nice to have onsite food offerings on a regular basis.	[No contact info.]
32	2024-08-06	Belle Haven Community Campus	I would love to have at least twice a week zumba class with instructor [name redacted], she is great.	[Spoke to the commenter about adding additional Zumba classes for the fall.] --Rondell
33	2024-08-07	Menlo Park Library	Can we have 3D printers at the library?	Hello! As we continue to phase in our Makerspace, we will absolutely be purchasing 3D printers. So glad to hear that that is something our community wants to have! --Rose
34	2024-08-09	Belle Haven Community Campus	Lovely pool!! Add some benches or hooks for bags(there is only 1 bench)? Maybe some more trashcans? Otherwise. Yay! Love the facility :)	Thank you for your comment regarding the lockerrooms at BHCC. We will look into the options for additional hooks and benches. Best, Tricia
35	2024-08-09	Belle Haven Community Campus	Wet wipes in bathrooms (mens-also)	Thanks for the suggestion. We will look into the option of adding wet wipes to our restrooms. --Rondell
36	2024-08-10	Menlo Park Library	Would be great if you did a kids' storytime with a drag queen. My kids have attended and would love a drag story hour	Thank you so much for suggesting that we add Drag Queen Story Hour to our programming at Menlo Park Library! I have passed your recommendation along to our programming team. Most sincerely, Rose
37	2024-08-15	Belle Haven Community Campus	Can you do more Muslim/Quran programs	Thank you so much for suggesting a topic for events and programming at the Belle Haven Community Campus. We are always happy to offer events and activities that specifically emphasize cultural sharing and that include a variety of lived experiences. I have passed on your request to the programming team. --Rose
38	2024-08-15	Belle Haven Community Campus	Congratulations to all the kitchen staff, overall [name redacted]; great job. Thank you for providing us a good breakfast: coffee, bread, fruit, and also a delicious and nutritious lunch.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell

			Congratulations to [name redacted], and [name redacted] for being great staff.	
39	2024-08-15	Menlo Park Library	continue being awesome	Thank you for the nice compliment! - Library staff
40	2024-08-15	Belle Haven Community Campus	I really enjoy the Belle Haven Community Center. I enjoy the exercise classes and the teachers are excellent. The sewing and art classes are very special to me, the teacher is sensational, I love it.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
41	2024-08-15	Menlo Park Library	Please stop pushing woke ideology.	Menlo Park Library understands that libraries are for everyone, which means that library spaces should be welcoming, inclusive, and accessible for all library patrons. Our collection of materials and our programming includes a variety of lived experiences because we understand that the majority experiences may not apply to everyone. The Menlo Park Library aligns itself with the American Library Association's statements on the Freedom to Read. --Rose
42	2024-08-15	Belle Haven Community Campus	Request gym (weights and rec gym) prices to be posted at desk and possibly on gym door.	Completed! Signs posted. --Rondell
43	2024-08-15	Belle Haven Community Campus	Suit spinner for Belle Haven Pool's womens locker room.	We received your comment in our suggestion box requesting a suit spinner in the women's locker room. We will consider this as an option when we consider updates to the amenities available. Thank you for your patience as we consider the needs of the swimmers at BHCC. Please let me know if you have further comments. Best, Tricia
44	2024-08-15	Belle Haven Community Campus	The art of music and dance is given life through the wonderful concerts. I am appreciative to have a community center that provides services to older adults, is active and full of good things. There are several of us that really enjoy it.	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
45	2024-08-15	Belle Haven Community Campus	The new facility is great. Especially love the nice cool pool water! But the woman's locker room is a disaster! There is only 1 bench to put your bag only 1 person can use?? No hooks! Please add benches and hooks!	Thank you for your comment regarding the lockerrooms at BHCC. We will look into the options for additional hooks and benches. Best, Tricia
46	2024-08-16	Arrillaga Recreation Center	Great pool, love doing laps here. The dressing room needs more rubber mats by the entry. Disaster about to happen!	Thank you for your comment regarding mats at the BHCC pool. We will work with the aquatics operator to ensure that the lockerrooms are efficient and safe. Best, Tricia
47	2024-08-16	Burgess Pool	The pools are well kept. The locker rooms need work. Lights are out, nozzles don't work. Women's room half the showers don't have warm water.	Thank you for your comments regarding the Burgess Pool lockerroom. We are currently reviewing design for an update to the lockerrooms at Burgess pool. Lighting and showers are included in the updates. Best, Tricia
48	2024-08-17	Belle Haven Library	In the Belle Haven Children's library should have some reading material for parents to look at while here their children.	What a great idea! Unfortunately, our shelf space at Belle Haven Library is limited, so this might be logistically challenging. We will see what we can do. --Rose

49	2024-08-18	Menlo Park Library	Would like to have a hindi conversation group for kids.	Thank you so much for suggesting that we start up at Hindi conversation group for kids. I cannot guarantee that we have the staff resources to have a program such as this one, but it's a lovely idea, and I will pass it on to our programming staff. Sincerely, Rose
50	2024-08-19	Online	To the Menlo Park City Council and Parks and Recreation Department, I am writing to you today as a concerned resident of Menlo Park to express my interest in improving the accessibility and usefulness of the Arrillaga Family Recreation Center. I believe that extending the facility's operating hours and removing the minimum time requirement for room rentals would significantly benefit the community. Currently, the limited hours of operation(close at 7pm or 8pm) and minimum rental times create barriers for many residents who would like to utilize the center. Many people have work and family commitments that make it difficult to take advantage of the center during its current hours. Extending the hours into the evenings(9pm) and potentially offering weekend hours(Sunday) would open up the facility to a much wider range of users. Additionally, the minimum rental time requirement for rooms can be cost-prohibitive for smaller groups or individuals who only need the space for a short period. Eliminating or reducing this requirement would make the center more inclusive and welcoming to a broader range of activities and events. I believe that these changes would have a positive impact on our community by: 1. Increasing access: More residents would be able to use the center for recreation, exercise, classes, and events. 2. Promoting health and wellness: Extended hours would encourage physical activity and provide a safe space for residents to gather and socialize. 3. Promoting job opportunities: Increased rental incomes can help cover increased human resources on the management. 4. Maximizing the use of public resources: The center would be better utilized throughout the day and week. I urge the City Council and Parks and Recreation Department to carefully consider these suggestions and work towards implementing changes that would make the Arrillaga Family Recreation Center a more accessible and valuable asset to our community. Thank you for your time and consideration.	Thank you very much for your well-considered feedback advocating for the extension of the facility operating hours for the Arrillaga Family Recreation Center (AFRC). Our staff is evaluating some ways to further increase access on evenings and weekends, subject to resource limitations. Kind Regards, Tricia
51	2024-08-20	Online	Hello, I am looking at the activity guide and I am happy that Zumba is added to the Arrillaga facility but I am wondering why there is a difference in the price between Arrillaga and Bell Heaven? Thank you	We received your comment regarding the rates for Zumba and the question regarding the difference between Arrillaga and Belle Haven. These Zumba classes are led by Contract Instructors that have agreements with the city to offer their class. The Contract Instructors create the fees for the classes based on their business needs. The two Zumba classes are led by different instructor with rates that vary. The city ensures that these fees fall within a range that is stated in our Master Fee Schedule though does not determine the fee. Please let me know if you have

				further questions. Best, Tricia
52	2024-08-23	Menlo Park Library	Would be great to have monitors we can plug laptops into, maybe rented by the hour.	Thank you for your suggestion that we have monitors available to plug laptops into. It is a very interesting suggestion, which we will take into consideration, but may not be able to address immediately. Most sincerely, Rose
53	2024-08-25	Belle Haven Community Campus	I would love a drawing competition every week 3-4pm. I love drawing.	[Unable to reach or leave a message.] --Rondell
54	2024-08-26	Belle Haven Community Campus	Are there going to be more classes for adults? Are there going to be classes after work hours i.e. 5:00pm. Thank you. I only see five classes such as Aztec dance, poi spinning? Zumba.	Called and spoke with [name redacted] about looking into basic computer classes, martial arts classes, and various work classes for adults. --Rondell
55	2024-08-26	Online	During last April's Easter Egg hunt at Burgess Park, Our daughter, 10 years of age, was nearly trampled inside the fenced baseball field when kids in her group rushed the field. She fell down, but thankfully, no one stepped on her. SUGGESTION: thin the crowd, or enforce a walk-only policy. Otherwise, some kid one day will be trampled and possibly hospitalized.	Thank you for your feedback and suggestion in regards to the community Egg Hunt. We appreciate the time you took to share this scary experience. Please know that safety is a top priority of ours. We are constantly looking for ways to increase safety at our activities and are working on refinements to next year's event to reduce crowding. We are so glad that your daughter is ok and hope that your family will join us for future events. Thank you again for your submittal, Jen
56	2024-08-26	Belle Haven Community Campus	Hot water in the womens showers at Belle Haven Pool.	Thank you for suggestion shared in our comment box at BHCC. We will look into this and follow-up as appropriate. --Tricia
57	2024-08-26	Menlo Park Library	Puzzles for all ages please. For kids.	In addition to the puzzles laid out in the Main Hall at Main Library and in the All Ages library at Belle Haven Library, we do have kids' puzzles available for checkout at our Children's Desks! --Rose
58	2024-08-26	Belle Haven Community Campus	Yesterday, Monday, was a special day in the cafeteria. [Name redacted] organized for us to watch a movie on the monitor in the cafeteria and [name redacted] connected it. [Name redacted] brought the movie and we had a great time. The lunch and the ambiance was wonderful. Kudos to all the staff. [Name redacted] is always attentive to our requests. Thank you for the Spanish Sept 16 flyer. The reception staff is super cool, considerate and always answers our questions. The library staff is also very kind. Kudos to everyone!	[No contact info. Compliment passed on to supervisor and staff.] --Rondell
59	2024-09-01	Burgess Pool	Between 3:30-3:45pm I come to swim in instructional pool (lap lane) . Both lanes occupied one lane with a father and young son. Both were swimming back and forth very slowly as young son was very young) Other lane had a mother/daughter in it. They were swimming using noodles-so only kicking very slowly. I asked lifeguard about this. It's my understanding that noodles are not allowed in lap lanes. They could have easily been swimming in family rec side. Other lifeguards do not allow noodles in lap lane. The lifeguard did not see a problem with	From Aquatics Operator: I spoke with the patron who left the comment card regarding other patrons using pool noodles while swimming back and forth in the "lap" lanes. I listened to their concerns and it seemed as if the root was more to do with there not being lane space in the Instructional Pool for her, as a more competent swimmer, to swim laps as . I expressed that as a community pool we want to be welcoming to swimmers of all ages and swim competencies. I explained "lap" lanes can be used for a variety of purposes including water jogging, for parents

			them continuing to swim in the lap lane. Please make sure rules are enforced in an equal manner-not just according to who the lifeguard is.	to teach children how to swim laps, etc. I believe at the end of the conversation she understood that the patrons in the lane should be able to use the lane to swim back and forth, even using pool noodles similar to how most would use kickboards. Let me know if you have any questions. -Peter (Menlo Swim and Sport)
60	2024-09-01	Menlo Park Library	Men's restroom- please add a soap dispenser on the left side. It doesn't make sense to have to wait for another man to finish using his sink just to get soap. Or put it in the middle. Thanks!	[No contact info.] Will pass along suggestion to Public Works team. --Rondell
61	2024-09-02	Online	Hi I hope you're doing well. I wanted to bring to your attention that there's some mulch and debris on the court. If possible, could you please arrange for someone to clean it up? Thank you so much for your help. Best regards	We received your feedback regarding the debris and mulch on the courts. I forwarded the comment to our Public Works department. For future comments of this nature, please feel free to use the following link: https://menlopark.gov/Services/ACT-Menlo-Park Please let me know if there is anything further that we can assist you with. Best, Tricia
62	2024-09-03	Belle Haven Community Campus	I would like to see pottery wheels in the makers space.	[No contact info.] Thank you for your feedback! We will take it into consideration as we continue to shape our makerspace based on community feedback, staff availability, and budgetary constraints. --Rose
63	2024-09-04	Belle Haven Library	Watch tv in teen room	Thank you for suggesting that we allow watching TV in the teen room at Belle Haven Library. Unfortunately, due to concerns about copyright law, and also to keep the space as friendly and usable to as many teens as possible, we will not be allowing free TV watching. However, we do show a film every Wednesday evening in the Teen Zone, and soon we will start having times when you can play videogames. We really appreciate getting your feedback – the ways that you want to the space matter to us very much, and we do take it into account as much as possible. All my best, Rose
64	2024-09-04	Belle Haven Community Campus	We want to to watch tv and vending machines.	[Called; no answer.] --Rondell
65	2024-09-04	Online	Will the center host cultural community events? Hispanic Heritage is this month.	Thanks for submitting your online feedback form. We are hosting a Mexican Independence Day event on Monday, September 16th. This event is open to the community, and tickets are on sale for \$10 (space is limited). It includes lunch and free entertainment. Also, feel free to subscribe to the Library and Community Services News City of Menlo Park for weekly updates on upcoming events. Thanks, Rondell
66	2024-09-05	Menlo Park Library	Complaint-Laptop rentals do not provide printed documented receipt for patrons. Please offer this as confirmation of return of laptop for liability evidence and protection of patron rights.	[No contact info.]
67	2024-09-05	Belle Haven Community Campus	Get A/C or fix it!!!	[No contact info.]

LCS SUGGESTION BOX –OCTOBER 2024

68	2024-09-05	Menlo Park Library	I would like Ella Diaries the whole series	[No contact info. Have passed on suggestion to book selectors] --Rose
69	2024-09-05	Menlo Park Library	Love all the new seating area. Thank you! Not having the seniors there is better for the patrons.	[No contact info.] Thank you for your feedback! --Rose
70	2024-09-05	Menlo Park Library	Me want Ella Diaries	[No contact info. Have passed on suggestion to book selectors] --Rose
71	2024-09-05	Menlo Park Library	Thank you from my K, 2nd and 3rd graders for getting more Spanish books!	You are most welcome! We are glad to hear that you are enjoying them! --Rose
72	2024-09-07	Belle Haven Community Campus	There is nowhere to place handbag in the bathrooms, no hook and my phone screen broke because my bag fell to the floor from sink in bathroom	Thank you for bringing this to our attention. We will work with public works to consider adding hooks to the bathroom stalls. --Rondell
73	2024-09-08	Menlo Park Library	Can we have something to show where certain books or series are?	Thank you for the suggestion that we have something showing where books or series are. I've passed on the suggestion that we create a poster showing the location of the most popular books/series in our Children's room. That said, you can ALWAYS find whatever you are looking for by looking in our library catalog, or by asking our friendly staff members! --Rose
74	2024-09-09	Belle Haven Community Campus	Today someone came in the middle of [name redacted]'s Mon. 9am class and walked around to each to sign a form. It seemed disruptive and rude. Please do this at the end of class.	[Spoke with resident and will follow up staff about the incident.] --Rondell
75	2024-09-12	Belle Haven Community Campus	Hi! Could you please make the outdoor kid's playground available for the public? I regularly visit the pickleball court with my family, my toddler and we'd love to be able to play on the climbing structure, ty!	Thanks for adding your comment to our suggestion box. Staff are working on a policy that allows visitors to use the playground during the times kids are in school or taking a break from the program. Thanks, Rondell
76	2024-09-12	Arrillaga Recreation Center	I do have a complaint about the scheduling of the hip-hop class today. They move us out of our room to a room that needed to be used by other class at the same time! Please, make sure you organized the schedule correctly and keep in mind seniority.	Thank you for utilizing our suggestion box at the Arrillaga Family Recreation Center. Your comments were passed along to me for a follow-up. I apologize for the inconvenience you have experienced with our Thursday evening Adult Hip-Hop class. This change in room assignments was made in order to accommodate a larger number of students enrolled in a concurrent class. We did meet with the instructors for Adult Hip-Hop and offered them several options including other rooms, days, and times. The instructors decided that the Juniper Room would be the best option. I understand a sudden change like this can be inconveniencing for class participants so I would like to thank you for your patience and understanding as well as your valued feedback on this matter as we continue working towards accommodating each of our 25+ instructors and all program participants. Please let me know if you have any additional questions or concerns. Best, Khalid
77	2024-09-12	Belle Haven Community Campus	I would like to suggest the installation of baby changing stations in both the restrooms and the swimming pool changing areas at the Menlo Park Belle Haven facilities. These additions would greatly benefit families visiting the center. Additionally, a wall-mounted child protection seat would be incredibly useful. It	[No contact info.] Baby changing stations are available in multiple restrooms at Belle Haven Community Campus. Staff is exploring the feasibility of installing additional baby changing stations and/or child protection seat. --Sean

			would allow caregivers to safely place their babies or toddlers while they change into or out of their bathing suits. Thank you for considering these improvements to make our facilities even more family-friendly.	
78	2024-09-12	Belle Haven Community Campus	More gym bars/more weights	Will work with staff on purchasing more items for the weight room. --Rondell
79	2024-09-12	Belle Haven Community Campus	More gym weights	Will staff and try to purchase new weights. --Rondell
80	2024-09-12	Burgess Pool	New toilet seats for womens restroom. They are weirdly pink and yucky! Thank you. Also they are not expensive	Thank you for your suggestion regarding the toilet seats at Burgess Pool. We are currently working with a contractor on the design for a new locker room, updating the toilets is included in this project. --Tricia
81	2024-09-12	Menlo Park Library	Please add more Becky Chamber murderer books!	[No contact info. Have passed on suggestion to book selectors] --Rose
82	2024-09-12	Belle Haven Library	Thank you! We like the library.	[No contact info.]
83	2024-09-12	Belle Haven Community Campus	Vending machine	Staff is working on a way to provide healthy snack choices for customers. It may be a vending machine, or it may be a vendor selling food outside. This is still a work in progress. Thanks, Rondell
84	2024-09-15	Menlo Park Library	I noticed the water fountain in the library needs more pressure for the patrons to drink from the spout without direct contact to the mouth. For sanitary intentions. Please offer maintenance of fountain.	Thanks for letting us know about the low water pressure at the drinking fountain at the library. I have submitted a repair ticket to our Public Works facilities team to have the fountain checked and repaired. Please let me know if there's anything else we can do to assist you. Kind regards - Rose
85	2024-09-15	Menlo Park Library	More books about baseball.	Thank you so much for suggesting that we add more books about baseball to our library! We are always happy to hear what you're interested in. To help us out a little bit more, can you tell us whether you would like picture books about baseball, nonfiction (real life) books with facts about baseball, or stories about baseball? Are you reading on your own, or with your grownup? You can always submit suggestions like this one here: https://menlopark.gov/SuggestAPurchase Thanks so much! -Rose
86	2024-09-17	Belle Haven Community Campus	There should be a vending machine in the Belle Haven community center.	[No contact info.] Staff is exploring the feasibility of installing a vending machine. --Sean
87	2024-09-19	Menlo Park Library	I am very unhappy about what has been done to the sci-fi section. First, most of the books were taken away, then they are all now on low shelves, very hard to see and most of the section is now fantasy. Please restore this section!	Thank you for your feedback. I am sorry that the shelves are too low for your comfort. We did not remove any of the books when we shifted them - in fact, we moved the books to those shelves so that we could have room for a bigger science fiction and fantasy collection! --Rose
88	2024-09-19	Menlo Park Senior Center	Idea: for staff directly involved in senior lunch program/services, be permitted to participate in lunch-even if at a different price-	Thanks for your comment in our suggestion box. As of now, the senior lunch is for the senior population (60 and up) only, but we

			point(caregivers also included). Their helpful, friendly & dedicated services are greatly appreciated. Thank you.	can explore this alternative as we continue to build programming. -Rondell
89	2024-09-19	Belle Haven Community Campus	Padding in gym to reduce echo	[No contact info.] Staff is exploring the feasibility of installing additional padding. --Sean
90	2024-09-19	Belle Haven Community Campus	Showers are too cold. Please fix especially for Fall/Winter Thank you!	[No contact info.] Staff has reported the issue to public works for a resolution. --Sean
91	2024-09-23	Belle Haven Community Campus	What is needed to be picked up on hours that differ from the shuttle schedule? I would like to know in order to share the information with the ladies.	[No contact info.] Senior center staff can help visitors find transportation options that fit their needs. --Sean
92	2024-09-23	Belle Haven Community Campus	Chair yoga? Please bring back. Plus 2nd class for Patty.	Thank you for adding your comment to our suggestion box. We will speak with the Senior Program staff to let them know of your request and see how we can accommodate. Thanks again, Rondell
93	2024-09-24	Belle Haven Community Campus	Yoga mats are too thin and tearing apart. Clorox wipes disinfectants!	[Left a message advising the commenter that staff will be buying new mats.] --Rondell
94	2024-09-25	Burgess Pool	Food!	[No contact info.]
95	2024-09-25	Burgess Pool	I think you should add some food in this place!!!	We appreciate your willingness to provide a comment in the suggestion box at Burgess Pool regarding the interest in having food available. I will share this comment with our aquatics operator. I know that they are looking into potential options. Again, thank you for your feedback. Best, Tricia
96	2024-09-26	Menlo Park Library	Add more Becky Chambers books & Sci-Fi books!	I think that we have all of Becky Chambers' books. We are always buying new Science Fiction. Is there a particular subgenre or author that you are interested in? --Rose
97	2024-09-26	Belle Haven Community Campus	Can we make the shower water temp in the woman's locker warmer?	Thank you for the suggestion in the City of Menlo Park's suggestion box. We will work with the Public Works team to investigate this request. Thanks again, Rondell
98	2024-09-26	Belle Haven Community Campus	warmer showers	[No contact info.] Issue reported to public works. --Rondell
99	2024-09-27	Burgess Pool	Re: Women's dressing room . Burgess Pool : The hairdryer is mounted up high and is impractical for use by shorter people. You don't see this setup anywhere else. So since it has been broken for the last 3 years, why not take a moment to replace it with handheld hair dryers next to the sinks/mirrors a la hotels?	Thank you for your feedback. We will work with the aquatics operator on updates with consideration for general functioning. --Tricia
100	2024-09-30	Online	The September 28 library newsletter mentioned the new PLS app. I went ahead and downloaded it as well as the SMCL app and found them to be challenging for me to use since I'm blind and use a screen reader on an iPhone. it was not obvious for me to determine how to enter my library number and pin. some elements of the app don't function for me and others can	Called patron and thanked him for his feedback and told him I would ask Peninsula Library System (administrators of the library catalog and app) to try to get the app developer to improve this issue. We also talked about how there are other apps that do not provide descriptive audio, such as comics plus, kanopy, and hoopla. I said that I would provide this feedback to PLS as well.

			curatively be described as being clunky. my view is that these apps should have been designed with accessibility for all in mind. please contact the vendor who developed these apps for you and advise them that they need significant accessibility improvement. thank you for your consideration of this important matter.	--Rose
101	2024-10-01	Belle Haven Community Campus	I would love a vending machine here	Hi, thank you for providing a suggestion for the Belle Haven Community Campus. We are looking into vending machine alternatives. Please continue to check back at the front desk for an update on upcoming additions to the Center. --Rondell
102	2024-10-01	Belle Haven Community Campus	Please add a cafe and vending machine with healthy options. Thank you	Customer was called and thanked for providing a suggestion. Customer was told that we are looking into vending machine alternatives and to check back at the front desk for an update. --Rondell
103	2024-10-04	Belle Haven Community Campus	Toni and his team treat us like royalty and make us feel important. All the diners hope that it stays the same forever; we appreciate and are thankful to everyone.	[No contact info.]
104	2024-10-04	Menlo Park Library	Restrict Homeless person to library-One of homeless person playing loud music in magazine area. He ask me if I any foo or money. He had a strong bad odor.	All people are welcome in the library as long as they abide by the library use guidelines. The library use guidelines are a social contract that all who enter the space agree to in order to keep the library safe and usable for as many people as possible. You are welcome to speak with library staff if you feel that an aspect of the library use guidelines is being violated. --Rose
105	2024-10-07	Burgess Pool	Can you make a hard maze?	[No contact info.]
106	2024-10-07	Arrillaga Family Gymnasium	Gym too hot fix AC	Thank you, we will look into this temperature issue. --Tricia
107	2024-10-07	Belle Haven Community Campus	I like to see a [name redacted] many times open the door and hold it for us to come in/and or going out. The 16 Sept. was very special for her welcoming each and every one. Please give her a big recognition. :)	I will let staff know about this compliment. --Rondell
108	2024-10-07	Online	Nothing for seniors this side of the freeway. The Burgess senior center used to have a lot of programs/services. Now everything is in Belle Haven which is not convenient. the only other senior center in MP is Little House and the basic membership is now \$650/year which is beyond what many can pay.	There are classes for adults 60+ scheduled for the fall season at the Arrillaga Family Recreation Center on Burgess Campus. Here's a link to them in our activity guide. They include a couple of language learning classes (including a no cost option for learning Spanish), a sewing class, and an exercise class designed to decrease fall risk. There is also a free shuttle available from the Burgess Campus that runs to the Belle Haven Community Campus and back – you can find detailed shuttle information, including stops and run times here. Please let me know if I can be of further assistance. --Tricia
109	2024-10-07	Belle Haven Community Campus	Recirculated water warning in Spanish too at BH Pool.	Thank you for the suggestion. We will look into producing and posting a sign in Spanish for reclaimed water. --Tricia

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110	2024-10-07	Belle Haven Community Campus	Suggestion: Children's Library: Please provide USB outlets for charging milk warmer or anything. Thank you very much!	[No contact info.] Staff is exploring the feasibility of updating the outlets to include USB outlets. --Sean
111	2024-10-07	Arrillaga Family Gymnasium	The gym is too hot! Fix AC	Thank you, we will look into this temperature issue. --Tricia
112	2024-10-08	Online	Lights at Nealon are not working	Thank you for submitting a suggestion through our online suggestion box. We have relayed your report about the Nealon Park lights to our public works department for follow up. For future reference, you can directly report facility issues like this online through ACT Menlo Park: https://menlopark.gov/Services/ACT-Menlo-Park ACT Menlo Park makes it easy to report non-emergency issues from a smartphone, tablet or desktop computer. The City tracks these issues and will provide updates as they are acknowledged and resolved. Issues will be addressed during normal business hours. If a report comes in on a holiday, weekend or after hours, it will be addressed the next business day. I hope this is helpful. Please let us know if you have questions or would like more information. Best regards, Sean
113	2024-10-08	Burgess Pool	I'm a patron of the park, but I'd never known until today that you have exercise program at the pool! Plz make info available in Burgess lobbies. Thanks	Thank you for your feedback. We will let the aquatics operator know that you are interested in getting information in various locations and formats. --Tricia
114	2024-10-09	Burgess Pool	Don't change anything except for one: one of the family bathrooms the hot and cold sign have been _____, please re put them.	[No contact info.]
115	2024-10-09	Belle Haven Community Campus	Please increase the temperature of the hot water in the showers. It's getting colder weather-wise and the cold pipes are making the showers not hot enough.	[No contact info.]
116	2024-10-11	Belle Haven Community Campus	This family event was fun. I was happy to see the ladies that take dance classes and have lunch at BHCC. We were seven Latinas in total. I loved it; keep promoting health, family and happiness.	[No contact info.]
117	2024-10-11	Belle Haven Community Campus	I would like to know if [name redacted] could incorporate Mexican food in his monthly menu. That would make us very happy	[No contact info.]
118	2024-10-11	Belle Haven Community Campus	I suggest that the technology classes take place in one language at a time. English or Spanish. 30 minutes in Spanish, 30 minutes in English. Do one in Spanish and another in English, it's just an idea.	[No contact info.]
119	2024-10-11	Burgess Pool	Can you make a banana car toy on the burgess playground but big	[No contact info.]
120	2024-10-11	Burgess Pool	Diving board	[No contact info.]
121	2024-10-11	Burgess Pool	I think that we should have a hot tub	Thank you for your feedback requesting a hottub at the pool. When we consider updates to the design of the pool, this will be considered among other options. --Tricia

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122	2024-10-11	Burgess Pool	I want a hot tub	[No contact info.]
123	2024-10-11	Menlo Park Library	I would suggest that in each file you make sections for example in the H file you put sections by title name	Thank you for your suggestion! Every library is different, but organizing by subject matter or by author's last name is most standard. We are happy to help you to use the library catalog to find the titles that you are looking for! --Rose
124	2024-10-11	Belle Haven Community Campus	Maybe a new playground out by Kelly Park for the public	[No contact info.]
125	2024-10-11	Belle Haven Community Campus	Men's locker #23 has a broken hinge.	[No contact info.]
126	2024-10-11	Belle Haven Community Campus	Please make the woman's shower warmer. It's very luke warm now. Is it possible to have a family shower/changing room?	Thank you for your comment from the suggestion box at BHCC regarding the showers. The city's Public Works' department is aware of this and is looking into this. We appreciate your willingness to let us know that it is an issue and hope to have some type of resolve soon. Best, Tricia
127	2024-10-11	Belle Haven Community Campus	Swimsuit water extractor! Game changer	[No contact info.]
128	2024-10-11	Belle Haven Community Campus	Vending machine	[No contact info.]
129	2024-10-11	Belle Haven Community Campus	Why do we have less classes at Onetta Harris Community Center than at Arrillaga? What is the difference not only on lack of classes but also different hours, why the gap?	Hi, Thank you for your submissions and feedback. We appreciate your interest and suggestions. Our staff is currently exploring the possibility of adding additional classes to our schedule. We would love to hear from you regarding any specific courses/classes or times you would like to see offered. We are committed to enhancing the programming at Onetta Harris Community Center and addressing any gaps. Your feedback is very important in helping us accomplish this. Thanks for your input! --Rondell

LIBRARY COMMISSION WORK PLAN 2024-25

Library and Community Services Department
 800 Alma Street, Menlo Park CA 94025
 Approved September 24, 2024



Work plan goals		
<ol style="list-style-type: none"> 1. As an advisory body to the City Council and a forum for public information about library issues, encourage and facilitate robust public comment and participation at Commission meetings. 2. Review library programs and services, identify potential service gaps for specific age groups or affinity groups, and advise to fill needs to create the “library of the future.” 3. Support and advise library program development and operations of the Belle Haven Community Campus (BHCC). 4. Analyze and evaluate whether and how potential near-term capital improvements to the 800 Alma St. facility may be addressed. 5. Annually review departmental budget proposal before presentation to City Council, focusing on any potential impacts to library services. 6. Periodically review the library’s public-facing policies and recommend updates, as required, with a special focus on policies that may be impacted by shared space operations at the new BHCC. 7. Periodically receive staff presentations and reports about major library service areas and programs and Commissioner liaison reports about affiliates. 8. Maintain a 12-month schedule of planned Commission agenda items; update and post for public review monthly. 9. Support the filling of openings on the Commission and the effective onboarding of new Commissioners. 10. Review and advise on potential synergies with or support from other City departments. 		
Work plan history		
Action	Date	Notes
Work plan recommended	August 19, 2024	Commission recommended
Work plan approved	September 24, 2024	City Council approved



STAFF REPORT

Library Commission

Meeting Date:

10/21/2024

Staff Report Number:

LC-2024-034

Informational Item:

**Library and Community Services department
strategic plan 2024-26**

Recommendation

City staff recommends that the Library Commission (LC) review the Library and Community Services (LCS) department strategic plan (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 Apr. 22, the LC recommended the LCS department strategic plan 2024-26 (Attachment B).

Analysis

The LCS 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.

In the approximately six months since the LC recommended the strategic plan on Apr. 22, the Belle Haven Community Campus (BHCC) project completed construction and opened to the public, and City Council appointed new members to the LC. In light of these developments, the strategic plan is being retransmitted to the LC for review.

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 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. Library and Community Services strategic plan 2024-26
- B. Hyperlink. "Recommend the Library and Community Services department strategic plan 2024-26".
Library Commission agenda (item C3), Apr. 22.
https://menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/library-commission/2024-meetings/agendas/20240422_lc_agenda_packet.pdf

Report prepared by:

Nick Szegda, Assistant Library and Community Services Director

Report reviewed by:

Sean S. Reinhart, Library and Community Services Director

CITY OF MENLO PARK
LIBRARY AND COMMUNITY SERVICES DEPARTMENT
STRATEGIC PLAN
2024-26

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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
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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	May 2024	Services ready for facility opening day
2.1. b.	Implement staffing plan in preparation for Campus facility opening day.	Nov 2023	Apr 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	May 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	May 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	Fall 2024	Public art program completed and approved 100% in alignment with overall project timeline and milestones
2.1. f.	In coordination with the Belle Haven Community Campus Subcommittee, develop a system for recognizing donor contributions to the new BHCC	Dec 2023	May 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	May 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	May 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	May 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.	May 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	May 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	May 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	May 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.	May 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.	May 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.	May 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.
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Strategic Direction 3: Responsiveness to community needs

Goal 3.1. Strategic planning and accreditation

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 & Recreation 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
3.1.e.	Conduct reviews of the Parks and Recreation Facilities Master Plan (PRFMP) at least every two years.	Fall 2024	Ongoing	PRFMP updates reviewed and recommended by the Parks & Recreation Commission and City Council
3.1.f.	Achieve accreditation by the Commission for Accreditation of Park and Recreation Agencies (CAPRA)	Fall 2024	Fall 2026	All City recreation programs meet or exceed requirements to achieve CAPRA accreditation by Fall 2026
3.1.g.	Achieve accreditation by the National Association for the Education of Young Children (NAEYC)	Fall 2024	Fall 2026	All City early childhood education programs meet or exceed requirements to achieve NAEYC accreditation by Fall 2026
3.1.h.	Achieve Star Library rating by Library Journal (LJ)	Fall 2024	Fall 2026	All City library programs meet or exceed requirements to achieve LJ Star Library rating by Fall 2026

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 BHCC completed and results used to inform purchasing. 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
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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 resiliency and 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.



STAFF REPORT

Library Commission

Meeting Date:

10/21/2024

Staff Report Number:

LC-2024-035

Informational Item:

Library Commission tentative agenda calendar and list of annually recurring agenda items

Recommendation

City staff recommends that the Library Commission (LC) review its tentative agenda calendar and list of annually recurring agenda items (Attachment A).

Policy Issues

As a duly appointed advisory body to the City Council, the LC advises the City Council on matters pertaining to the City's libraries.

Background

The LC's tentative agenda calendar is a planning tool used by the LC and staff to help inform in the creation of the monthly meeting agendas. Items listed on the tentative agenda calendar are subject to change for various reasons including new information, emerging issues, City Council direction, LC workload considerations, and/or staff capacity.

Analysis

The LC's tentative agenda calendar as of Oct. 21 is included in Attachment A.

During previous LC discussions of the tentative agenda calendar, it was suggested that some LC members might find useful a list of recurring items that typically come before the LC annually. A list of these recurring items is included in Attachment B.

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 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. Library Commission tentative agenda calendar
- B. List of annually recurring agenda items

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

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

LIBRARY COMMISSION
TENTATIVE AGENDA SCHEDULE
OCTOBER 21, 2024

MEETING DATE*	TENTATIVE AGENDA TOPICS**
March 18, 2024	<ul style="list-style-type: none"> • Belle Haven neighborhood library book survey results • Commission attendance report • Comparative library statistics • Recommend departmental policy updates: bulletin board policy; exhibits and displays policy; user account privacy policy
April 22, 2024 (4 th Monday)	<ul style="list-style-type: none"> • Select commission chair and vice-chair • Recommend the LCS department strategic plan 2024-26 • Onboarding new commissioners • BHCC project updates • City-run childcare program updates
May 22, 2024 Joint meeting w/ PRC 4 th Wednesday Location: BHCC	<ul style="list-style-type: none"> • BHCC start of operations
June 17, 2024	<ul style="list-style-type: none"> • Study session: Prepare updates to the LC work plan • Consider assigning commissioner liaisons to library affinity groups • Recommend departmental policy: Library meeting room use policy
July 15, 2024 Location: BHCC	<ul style="list-style-type: none"> • Study session: Prepare a report-out to City Council on the LC work plan 2023-24 • BHCC operational updates • Individual commissioner reports
August 19, 2024	<ul style="list-style-type: none"> • Recommend updates to the LC work plan 2024-25 • Establish an ad-hoc subcommittee focused on community library needs • Update on departmental goal to achieve Star Library rating
September 16 2024	<ul style="list-style-type: none"> • Update on City-run childcare programs • Staff presentations: Library overview • Update on Commission informational liaison assignments • Ad-hoc subcommittee update
October 21, 2024	<ul style="list-style-type: none"> • Ad-hoc subcommittee update • Preliminary results of child care needs assessment survey • Review departmental strategic plan
November 25, 2024 (4 th Monday)	<ul style="list-style-type: none"> • Presentation: Library programming
December 18, 2024 (Joint meeting w/ PRC) (3 rd Wednesday)	<ul style="list-style-type: none"> • Year in review • Open house / social
January 20, 2025 (MLK holiday)	<ul style="list-style-type: none"> • Approve the 2025 Library Commission meeting calendar • Presentation: Library data
February 17, 2025 (Presidents' Day holiday)	<ul style="list-style-type: none"> •
March 17, 2025	<ul style="list-style-type: none"> • Presentation: Library outreach
Unscheduled future topics	<ul style="list-style-type: none"> • BHCC updates • Review of library survey collection tools • Presentations: Collection development; Library of the future

* Library Commission meetings are held at 6:30pm on the third Monday of the month unless otherwise specified.

** All dates and topics are tentative and subject to change

LIBRARY COMMISSION (LC)
LIST OF ANNUALLY RECURRING AGENDA ITEMS
OCT. 21, 2024

** All items and dates listed are tentative and subject to change **

Month	Annually recurring agenda item
January	
February	
March	Commission attendance report
April	New LC members appointed by City Council
May	Select Chair and Vice Chair Onboarding new LC members
June	
July	Update LC work plan for the coming year
August	Recommend LC work plan for the coming year
September	LC prior year work plan progress report to City Council
October	City Council approval of LC work plan for upcoming year
November	Approve schedule of LC meetings for following calendar year
December	