Library Commission

SPECIAL MEETING AGENDA

Date:	**1/27/2025**
Time:	**6:30 p.m.**
Locations:	Zoom.us/join **– ID# 878 4917 0236 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 – Meeting ID 878 4917 0236
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  (669) 900-6833
  Meeting ID 878 4917 0236
  Press *9 to raise hand to speak

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Special Session

A.   Call To Order

B.   Roll Call

C.   Presentations and Proclamations

C1.   Library statistics (Attachment)

D.   Regular Business

D1.   Approve the meeting minutes from the November 25, 2024 meeting and the December 18, 2024 joint meeting with the Parks and Recreation Commission (Attachment)

D2.   Ad-hoc subcommittee update (Staff Report LC-2025-001)

D3.   Select Commission Vice Chair (Staff Report LC-2025-002)

E.   Informational Items

E1.   Star Libraries and Benchmark (Staff Report LC-2025-003)

E2.   Library End of Year Statistics Report (Staff Report LC-2025-004)

E3.   City and library and community services department mission and values statements (Staff Report LC-2025-005)

E4.   Library and community services department statistics and recent activities (Staff Report LC-2025-006)

E5.   Library Commission tentative agenda calendar (Attachment)

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.

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LIBRARY STATISTICS:
WHAT DOES THE DATA TELL US?

Library Commission – Jan. 27, 2025

LIBRARY PRESENTATION SERIES

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

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

Library Programs:
Enrichment through Experiences
November 2024

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

Library Outreach:
Bringing the Library to the Community
March 2025

Library of the Future:
What's Next for Libraries and for MPL
June 2025

Library Budget:
Collection Development and Operations
July 2025

WHY COLLECT DATA?

- Collecting data is a best practice for record keeping and transparency
- Data helps us evaluate our need for resources
- Data helps us evaluate how well we are meeting our stated goals and fulfilling our mission
- Collecting data is strongly encouraged by Institute of Museum and Library Services and California State Library.

"[Having reliable services] requires knowing what impact or outcomes you want the service to have. These outcomes are agreements between the library and the community. Does a service need a certain number of uses to justify it? Is it more important to build the library's reputation externally for this service?"

– R. David Lankes, Expect More: Demanding Better Libraries for Today's Complex World

PATRON DATA

City of Menlo Park population: 33,780

Languages spoken at home
- English
- Spanish
- Indo-European
- Asian and Pacific Islander

Income
- $160,784 median household
- $85,710 per capita

Age
- 8% - under 5 years
- 17% - 5 -18 years
- 61% - 18 - 65 years
- 14% - 65+ years

Education
- 8% High school or equivalent
- 9% Some college
- 73% Bachelor's Degree or higher

- https://www.census.gov/quickfacts/fact/table/menloparkcitycalifornia/POP010220
- https://data.census.gov/profile/Menlo_Park_city,_California?g=160XX00US0646870
- https://menlopark.gov/files/sharedassets/public/v/3/city-managers-office/documents/city-clerk/redistricting/draft-maps/draft-map_menlo-park-plan_b2.pdf

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- 70% of City of Menlo Park residents have a library card
- 28,667 total library accounts
- 82% are City of Menlo Park residents
- 3.2% of accounts are residents of the Belle Haven/ Bayfront area
- 18% of all accounts are non-residents
- 27% of all accounts were used for physical item checkout in 2024.

Menlo Park Library Cards

18%

82%

Non-Resident   Residents
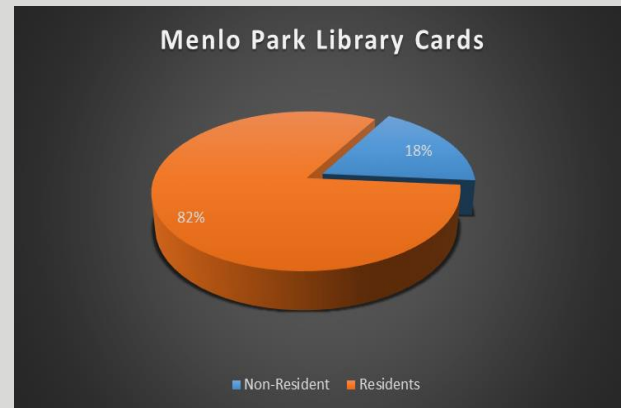
COLLECTION DATA

113,370 physical items in total collection

Circulation in 2024:
- 404,439 physical items circulated
- 198,885 online items circulated
- 36,337 total items loaned to other libraries
- 46,794 items borrowed from other libraries

Residents with library cards borrowed an average of 17 items per person in 2024.

ADULT BOOKS CIRCULATION	101,282	1645	102,927
CHILDREN'S BOOKS CIRCULATION	190,092	10,490	200,582
YOUNG ADULT BOOKS CIRCULATION	9,185	327	9,512
DVDs	26,774	548	27,322
CDs	6,204	n/a	6,204
Books On CD	3,692	2	3,694
Video Games	180	24	204
AUDIO-VISUAL CIRCULATION	36,850	574	37,424
Laptop	1,559	99	1,658
Computer/Electronic Device	424	11	435
WiFi Hotspot/Battery/Bike U-Lock	218	99	317
Park Passes	41	15	56
EQUIPMENT CIRCULATION	2,242	224	2,466
eBooks (+ comics)	117,360	n/a	117,360
eAudio (including music)	52,021	n/a	52,021
eVideo	11,205	n/a	11,205
eSerials	18,299	n/a	18,299
ELECTRONIC CIRCULATION	198,885	n/a	198,885
Total Collection Additions	6,850	7,583	14,433
Total Item Held	104,821	8,549	113,370

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BELLE HAVEN LIBRARY – BEFORE AND AFTER

- 20% of City of Menlo Park's residents live in the Belle Haven/ Bayfront area.
- Circulation percentage is calculated as total item checkouts divided by total number of items.
- The number of items in the Belle Haven Library collection increased 123%

	Old location 413 Ivy Drive	New location 100 Terminal Ave
Items in collection	6924	8549
Percentage of total library collection	6%	7.5%
Percentage of collection circulated (total circulation over total collection)	47%	131%*

*For reference - percentage of collection circulated at 800 Alma St. is 371%

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BELLE HAVEN LIBRARY – BROWSING-ONLY

As promised to community, Belle Haven Library is a browsing-only collection; it is not possible to remotely place holds on the items for shipment to libraries outside Menlo Park.

Benefits of browsing-only:
- Prevents items from being shipped to libraries outside Menlo Park. This helps keep items available to people who frequent Belle Haven Library in person, i.e. Menlo Park residents.
- This benefit is greatest in the immediate months after opening a new library when items are new and in demand, and decreases over time.

Downsides:
- Peninsula Library System's technical limitations are such that it is unable to adapt its system to designate Belle Haven Library for prioritization for incoming holds from libraries outside Menlo Park
- Shelves tend to become more full because shipping items to libraries outside Menlo Park historically has been a big percentage of circulation. This results in less room to grow the collection unless items are deselected, and less circulation data to inform decision-making about which items to deselect.

Conclusion: Staff is preparing to make some parts of the Belle Haven collection available for holds to libraries outside Menlo Park in the coming months.

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HOW DO WE MEASURE UP?

Comparing ourselves to similar libraries helps us:

- Know whether we are providing sufficient quality services to our community
- Understand what is reasonable to expect from our services
- Know how we could improve/better serve the community

"Good hard play leads to realistic and authentic benchmarks. These benchmarks need to make sense to the community and need to be available for review by the community as well."

– R. David Lankes, Expect More: Demanding Better Libraries for Today's Complex World

LIBRARY JOURNAL STAR LIBRARIES

What does Star Libraries measure?
- Library visits (physical & website)
- Circulation (physical & electronic)
- Program attendance
- Public computer use
- Wifi sessions

Comparison group and ranking:
- Libraries with budget $1-4.9mil.
- 1,094 libraries
- Does not account for different economics state-to-state
- Top 30 libraries per group are named Star Libraries
- MPL current rank: 120

LIBRARY	STATE	POPULATION OF LEGAL SERVICE AREA	TOTAL OPERATING EXPENDITURES	NATIONAL RANK	LIBRARY LOCATIONS	TOTAL FTE STAFF	BOOK VOLUMES HELD	TOTAL COLLECTION EXPENDITURE
PLYMOUTH DISTRICT LIBRARY	MI	36,656	$3,974,492	27	1	33.27	192,271	$453,064
CARY MEMORIAL LIBRARY	MA	33,792	$3,505,256	29	1	32.80	218,566	$290,001
BETTENDORF PUBLIC LIBRARY INFORMATION CENTER	IA	33,215	$3,392,229	105	1	33.23	142,823	$423,735
BALDWIN PUBLIC LIBRARY	MI	35,350	$3,602,356	110	1	38.78	95,312	$587,701
MENLO PARK PUBLIC LIBRARY	CA	35,254	$3,795,759	120	2	25.00	111,447	$340,671
GLENSIDE PUBLIC LIBRARY DISTRICT	IL	36,259	$3,625,357	202	1	31.33	88,124	$296,340
OSSINING PUBLIC LIBRARY	NY	34,230	$3,754,773	232	1	27.59	98,794	$199,815
GUILDERLAND PUBLIC LIBRARY	NY	36,131	$3,801,016	269	1	61.41	112,414	$361,218
MICHIGAN CITY PUBLIC LIBRARY	IN	35,339	$3,639,855	601	1	37.00	71,145	$321,126

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LIBRARY JOURNAL STAR LIBRARIES

- Ranking is based on out-of-date data (2020) and changes made would not see results for 3-4 years.

- Necessary changes at Menlo Park Library to achieve LJ Star Library rating (top 30 libraries)
  - Higher budget & staffing
  - Desktop computers
  - Eliminate sparsely attended events

- Staff is evaluating whether these changes add value for our community.

"By definition, service outputs do not reflect quality, excellence, effectiveness, or value of services to the library's community."

– Library Journal

PUBLIC LIBRARY ASSOCIATION LIBRARY BENCHMARK

What does Benchmark measure?
- IMLS Annual Survey
- PLA Annual Survey
- US Census American Community Survey

Our comparison group
- Suburban municipal libraries with service population that is <75% white & >35% college educated
- 161 libraries
- Can create custom comparison groups

"Benchmark is PLA's newest tool for data-driven planning and advocacy in public libraries. It features a range of interactive data visualizations that allow libraries to easily make peer comparisons across a wide range of metrics related to library programs, services, and operations."

– Public Library Association

PUBLIC LIBRARY ASSOCIATION LIBRARY BENCHMARK

Strengths
- Multiple sources of data
- Highly customizable
- Data more recent
- Measures input as well as output

Weaknesses
- Have to know what you want to know
- Some data inconsistent – some surveys optional
- User interface difficult to learn, data sets difficult to parse

- Not recommended as the ONLY tool for comparing ourselves to other libraries

- However, overall allows for significantly more nuance and productive conclusions about library operations

PublicLibrary ASSOCIATION

FINAL THOUGHTS

"Please note, however, that benchmark[ing] is not equivalent to numbers and statistics.

"Benchmarks must be negotiated and meaningful. Librarians and community members must set a desired outcome, then seek a common understanding of what evidence will demonstrate that outcome.

"That may be a number (people in the library), but it could also be the collected stories of the community, or consensus from focus groups, or a product of observing interactions in libraries and other community spaces.

*"The bottom line here is that there are no longer standard numbers that describe a great library…***Great libraries and great communities seek <u>impact</u>, not numbers."***

– R. David Lankes, <u>Expect More: Demanding Better Libraries for Today's Complex World</u>

THANK YOU

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

Date: **12/18/2024**
Time: **6:30 p.m.**
Locations: **Teleconference and**
Belle Haven Library - Makerspace
100 Terminal Ave., Menlo Park, CA 94025

A.   Call To Order

Vice Chair Lee called the meeting to order at 6:36 p.m.

B.   Roll Call

Present: Crockett, Dawkins, Grass, Herrick, Lee, Orton, Pollack, Sherman, VanBuren, Westcott
Absent: Joshua, Emms, Shafer
Staff: Library and Community Services Director Sean Reinhart, Assistant Library and Community Services Director Nick Szegda, Library and Communnity Services Supervisor Tricia Mullan

C.   Presentations and Proclamations

C1.   Year in Review (Staff Report PRC-2024-040 / LC-2024-040)

Director Reinhart, Assistant Director Szegda and Supervisor Mullan made the presentation (Attachment).

D.   Commissioner Reports

D1.   Individual Commissioner reports.

Commissioner Herrick reported out on the ad-hoc subcommittee's recent visit to the Hayward Library (Attachment).

E.   Adjournment

Vice Chair Lee adjourned the meeting at 7:10 p.m.

Assistant Library and Community Services Director Nick Szegda

YEAR IN REVIEW - 2024

Parks and Recreation Commission and Library Commission
December 18, 2024

A LOOK BACK AT 2024

- The Library and Community Services department team had a very active and successful 2024

- It's not possible to list every noteworthy achievement in a slideshow

- If an achievement is not listed, that does not mean that it is any less important than these selected highlights!

THE DEPARTMENT

Library and Community Services provides a diverse array of lifelong learning and recreational opportunities for Menlo Park residents of all ages, abilities, and lived experiences.

- Public libraries
- Indoor recreation
- Outdoor recreation
- Early childhood education
- School age childcare
- Aging adult (senior) programs
- Community events

FACILITIES

Library and Community Services operates eight public facilities to serve the residents of Menlo Park:

- Arrillaga Family Gymnasium
- Arrillaga Family Gymnastics Center
- Arrillaga Family Recreation Center
- Belle Haven Child Development Center
- Belle Haven Community Campus (actually 5 facilities in 1)
- Burgess Pool
- Menlo Children's Center
- Menlo Park Library

Parks and Recreation Commission
- Signage display policy
- Facility rental policy
- Recreation scholarship policy
- Event sponsorship policy

Library Commission
- Library collection development policy
- Library meeting room use policy
- Exhibits and displays policy

Both commissions
- LCS Strategic Plan 2024-26

2024 - BY THE NUMBERS

- Circulated over 550,000 library items with 23,400 Menlo Park resident library cardholders
- Enrolled almost 4,000 gymnastics students in 440+ classes
- Added over 6,000 new recreation client accounts - more than doubling the number of accounts
- Provided quality care to over 250 children in daily child care programs
- Provided over 500 free educational and cultural programs to the Menlo Park community, supported largely by donations
- Completed over 14,000 senior shuttle trips
- Served over 7,000 nutritious, low-cost lunches to Menlo Park senior center visitors.

PARK RENOVATIONS

- Willow Oaks Park
  - New playground
  - New dog park
  - New pathways
- Burgess Park
  - New "tree house" playground equipment
- Nealon Park parking lot
  - Resurfacing, reconfiguration
- Bedwell Bayfront Park - Flyway trail
  - Salt pond restoration
  - Don Edwards Nat'l Wildlife Refuge

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COMMUNITY ENGAGEMENT

- Suggestion boxes
- Aquatics user survey
- Aquatics open houses
- Child care needs survey
- Belle Haven Community Campus working group
- Library Commission
- Parks and Recreation Commission
- Youth Advisory Committee
- Library teen advisory group

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TEENS AND YOUTH ENGAGEMENT

- Youth Advisory Committee (YAC)
- Teen aquatics focus group
- Teen makerspace research
- Library Teen Advisory Group
- Teen media days and movie nights
- Middle grade book group
- Video game and board game nights
- Library "Teen Zones" gathering spaces

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COMMUNITY EVENTS
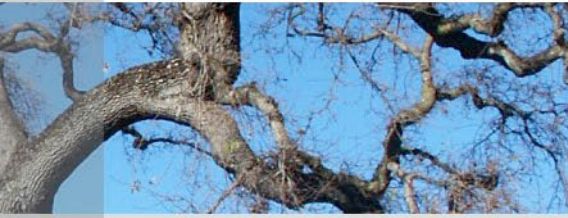
MENLO PARK CELEBRATES

- Black Liberation Month
- Egg Hunt and Spring Fest
- Youth Poetry Voices
- Juneteenth Celebration
- 4th of July Parade
- Music in the Park concert series
- Halloweek!
- Shop Local! Light Up the Season
- Photos with Santa
- 500+ smaller-scale educational and cultural programs.

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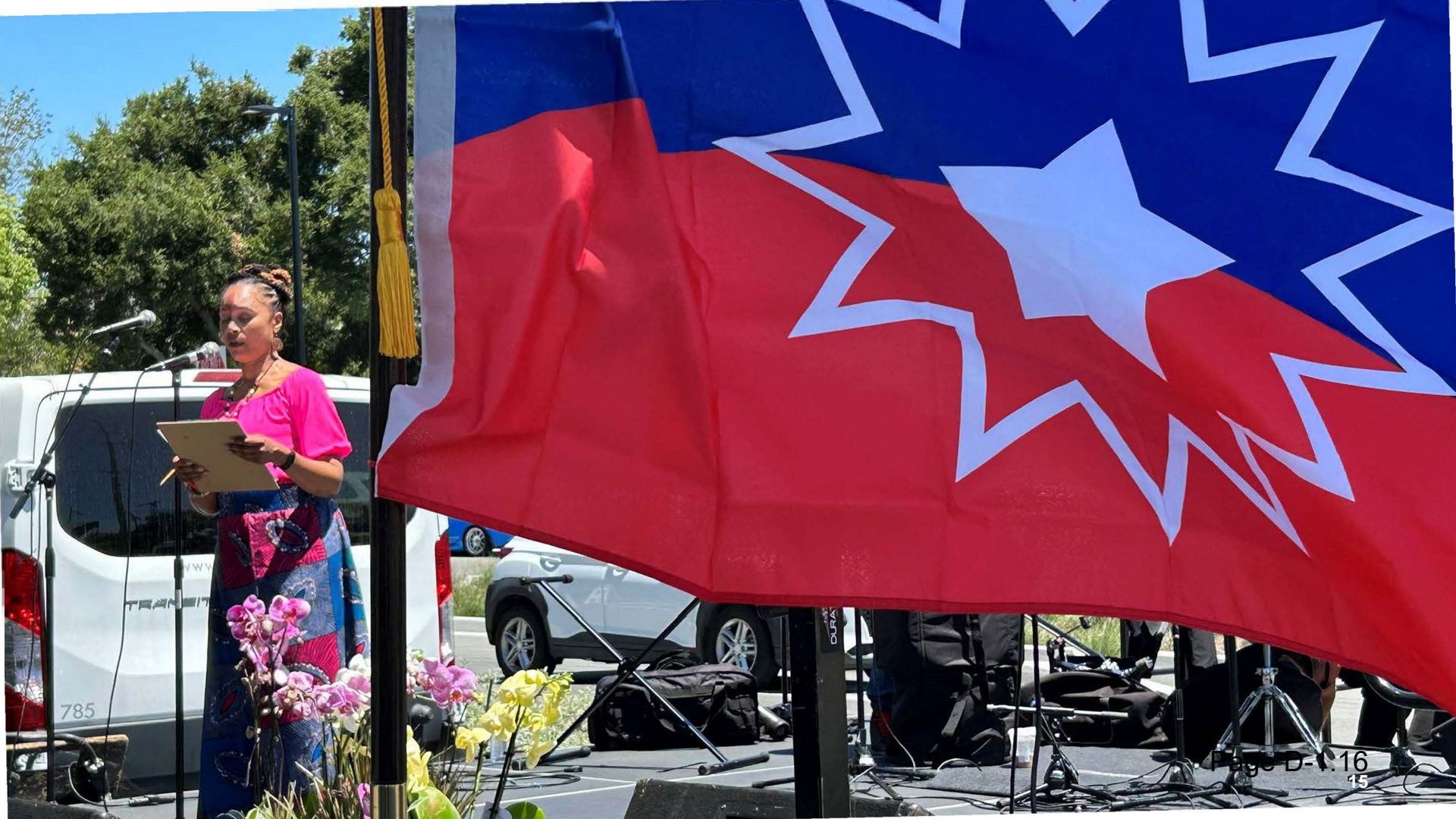
A DREAM COME TRUE

BELLE HAVEN COMMUNITY CAMPUS

- – Belle Haven Library
- – Belle Haven Pool
- – Belle Haven Youth Center
- – Menlo Park Senior Center
- – Onetta Harris Community Center

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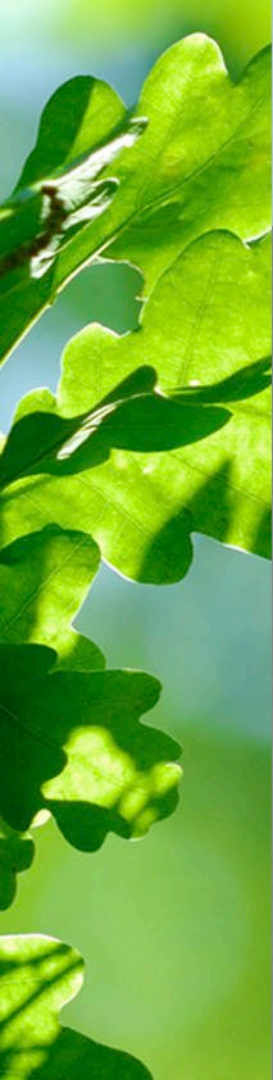
A LOOK AHEAD TO 2025

THANK YOU

Menlo Park Library of the Future
Library Commission Ad Hoc Committee
Update for fellow commissioners
December 16, 2024

Proposed library visits - January-February 2025

Library	Presumed Contact	Budget	Population Served	Ad Hoc Member	Others Visiting**	Date of visit
Burlingame	Brad McCulley	6.3 million	35,000	Brian Westcott		
Redwood City-Downtown Library	Derek Wolfgram	10.8 million	80,000	Michael Herrick		
Palo Alto-Mitchell Park Library	Gayathri Kanth	12.1 million	70,000	Brian Westcott	Carol Orton	
Mountain View	Tracy Gray	8.067 million	86,500	Kim Crockett		
Los Gatos	Ryan Baker	3.398 million	33,529	Kim Crockett		
Hayward	Jayani Addleman	7.880 million	155,000	Michael Herrick	Kim Crockett, Brian Westcott, Carol Orton	12/11/2024
Menlo Park	N/A	3.3 million	31,000	N/A	N/A	N/A

Please contact the Ad Hoc committee member listed above, **by the first week in January, if interested in joining a specific library visit team

Main topics of information gathering

Topic	Comments
Branch libraries	
Size of Main Library	
Year opened	
Programming	
Staffing	
Collections	

Community Collaborations	
New and Innovative Activities	
Future Aspirations	
Challenges	

Background information to look into before the visit:
1) Population served?
    a) Number of people
    b) Demographic characteristics (age, languages, ethnicities)
    c) Budget
    d) Staffing
    e) Programming
    f) Collections
        i) physical (size, any particular emphases, etc)
        ii) Digital
        iii) Non-text, non-video, non-audio aspects?

Prompting questions during the visit:
2) What are you most proud of about your library and the services it offers?
3) What types of community collaborations and partnerships does your library have?
    a) How do you figure out if your programs and services are meeting community needs?
    b) What method (surveys, etc.) do you use to gather feedback? How often?
4) What are some things which are not working/could be improved?
5) What is one new thing you have implemented in the last year?
6) Looking to the future, what are your plans?
7) Do you have a wish list or a pie-in-the sky aspiration for future library services?

Sample information gathered from the 12/11/2024 Hayward Library visit

Topic	Comments
Branch libraries	1 undergoing renovations currently; Measure C 0.5% sales tax, which funded the Downtown Library construction, is slated to fund the construction of another branch library
Size of Main Library	58,000 SF
Year opened	2017

Programming	Very popular (young) children story hour which has already outgrown the space designed for it; homework help; much of the programming is self-serve in that there are many meeting and collaboration spaces which community groups can use to engage in their own activities/programming.
Staffing	[research more]: Not able to open Sundays
Collections	Standard digital offerings (in the BALIS consortium, part of PLP, which runs in a similar way to PLS); Print collections are not highlighted in the building design. The building itself features meeting spaces and use space much more than books which are in shelving ranges on each floor but not prominently placed
Community Collaborations	Many: from diaper distribution to Community College and CSU East Bay enabled "homework help" programs; music programs come into the library making the ground floor a community space, the sounds of which filter up to the quieter 2nd and 3rd floor study spaces. The building's original design was built around distinctive art highlighted throughout the building and there are continuing efforts to add and enhance this feature. Meeting spaces are well used and sought after by multiple populations for many uses.
New and Innovative Activities	There is great art everywhere. The architects facilitated this but ongoing collaborations continue to augment this aspect of the physical spaces. The amount of technology throughout the library. This was an intentional design feature pursued in mid-2010s. Touch screen and other interactive computer equipment for children as young as 2 or 3. Every floor of the library has technology-focused design features. It is a Net Zero building but that has also led to challenges since the building's infrastructure (radiant floor heating/cooling) requires extra attention.
Future Aspirations	To bring diversity initiatives front and center; bring services into more local communities through 2 bookmobiles, refurbishing an existing branch library and building a new branch library
Challenges	Staffing to keep the building open and accessible to meet community demand. Closes at 7:00 in the evening which is especially a problem for utilizing the great meeting spaces in the building. The design of the library prohibits having these community spaces open when the library is closed since full staffing is necessary. The design features of the building were more ambitious than the contractor was always able to handle so it led to some difficulties getting the building open on time.

REGULAR MEETING MINUTES – DRAFT

Date:	**11/25/2024**
Time:	**6:30 p.m.**
Locations:	**Teleconference and**
	Menlo Park Library
	800 Alma St., Menlo Park, CA 94025

A.   Call To Order

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

B.   Roll Call

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

C.   Presentations and Proclamations

C1.   Library programs: Enrichment through experiences (Attachment)

Supervisor Waldman, Librarian Hadrovic and Senior Program Assistant Weaver made the presentation.

D.   Regular Business

D1.   Approve the meeting minutes from the October 21, 2024 meeting (Attachment)

ACTION: Motion and second (Wise/ Westcott), to approve the minutes from the October 21, 2024 meeting, passed 6-0-1 (Crockett absent).

D2.   Recommend updates to the library collection development policy (Staff Report LC-2024-036)

Assistant Director Szegda introduced the item.

ACTION: Motion and second (Shafer/ Pollack) to recommend the updates to the library collection development policy, passed 6-0-1 (Crockett absent).

D3.   Approve the 2025 Library Commission meeting calendar (Staff Report LC-2024-037)

Assistant Director Szegda introduced the item.

The Commission discussed the potential of adding a special joint meeting with the Parks and Recreation Commission, tentatively to be held at the Belle Haven Community Campus.

ACTION: Motion and second (Wescott/ Pollack) to approve the 2025 Library Commission meeting calendar as amended, passed 6-0-1 (Crockett absent).

D4.   Ad-hoc subcommittee update (Staff Report LC-2024-038)

The Ad-hoc Subcommittee provided an update on their activities, including a planned visit to the Hayward Library on Dec. 11 that will require special event noticing by staff.

ACTION: No action taken.

E.   Informational Items

E1.   Library and community services department statistics and recent activities (Staff Report LC-2024-039)

Assistant Director Szegda introduced the item.

E2.   Library Commission tentative agenda calendar (Attachment)

ACTION: By acclamation, the Commission added the following items to the tentative agenda calendar:
- Dec. 18 joint meeting with the Parks and Recreation Commission at Belle Haven Community Campus
- Ad-hoc subcommittee report out and list of libraries to visit – December

F.   Commissioner Reports

F1.   Individual Commissioner reports

None.

G.   Adjournment

Chair Orton adjourned the meeting at 8:20 p.m.

Assistant Library and Community Services Director Nick Szegda

LIBRARY PROGRAMMING

Library Commission – Nov. 18, 2024

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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 Programming:
Enrichment through Experience
November 2024

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

Library Outreach:
Bringing the Library to the Community
March 2025

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

Library Budget:
Collection Development and Operations
July 2025

OUR FOCUS TODAY

Above and beyond the books on the shelves, libraries engage with and cultivate community.

Programming is critical to this interpersonal approach. Today, we are talking about:

- What program engagement looks like at our libraries
- Making the library welcoming for teenagers
- How and why we train staff to provide storytimes
- Other programs we offer, and some attendance statistics

"Bad libraries build collections. Good libraries build services (of which a collection is only one). Great libraries build communities."

– R. David Lenkes, @rdlankes

WHY LIBRARY PROGRAMS?

Libraries are books. And people. And connections.

People have different learning styles, and we try to satisfy their need for information, and their curiosity—and even spark further curiosity—in different ways.

The experiences we offer can add depth, texture, and context to book learning, as they lead participants to our other resources to learn more.

Our youth and family programs bring school assembly-style programs to the entire community, in a time when fewer schools are able to share these learning resources.

Program attendees learn about our other available resources, as they get to know the library environment and staff.

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ENGAGEMENT WITH THE LIBRARY

Building Community Connections

Listening to our current patrons: we learn more about them, and they about us, when we share experiences. Both parties benefit.

Seed Library: When we wanted to launch a Seed Library, one mention at a library program led to an attendee stepping forward. Our thriving program (including monthly Garden Talks) is led by this volunteer and another she brought in.

A 20-something man in tech attended a beading workshop, and expressed gratitude for something to do with his hands that did not involve a keyboard. He provided insight as to the best timing for events for people in his field.

Cultural programming often brings in first-time users of our library, introducing them to our offerings, and allowing them to share their cultures with us, and our presenters, and each other, providing ideas for further opportunities.

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TEEN PROGRAMMING

- Purpose of teen programming:
  - Shows teens how to interact with the library space and library staff
  - Provide important social experiences to the public
- Offering a mix of programming:
  - Passive programming: D&D sheets, coloring, and themed posters
  - Active programming: teen films, video game sessions, Teen Book Group, and volunteer opportunities

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STORYTIME

"Baby's first book group," and consistently our most popular program! Storytime introduces early literacy concepts and a group experience for the children, and modeling prompts for reading at home for the caregivers, setting the stage for a lifelong relationship with the library.

Successful in-house training program

- Born of necessity in the early pandemic
- Emphasis on intentionality, all-are-welcome inclusivity, cleaving to the purpose of the activity
  - Early literacy
  - Anti-bias
- 5 "graduated classes" since 2020
- Allows for interchangeability of storytimers with internal consistency of quality, message, and format
- Positive feedback from trainees

Our Storytimes

Belle Haven Library:
- Tuesdays at 7:15pm
- Fridays at 5:15pm
- Saturdays at 10:15am

Menlo Park Library:
- Thursdays at 10:15am
- Fridays at 10:15
- Saturdays at 11:15am

City Child Development Facilities
- Menlo Children's Center (MCC): Tuesdays at 9:30am
- Belle Haven Youth Center (BHYC): Tuesdays at 4:15pm
- Belle Haven Child Development Center (BHCDC): Wednesdays at 9:30am

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STATISTICS AND STAFFING

- Emphasis on expertise – both from staff and outside presenters

- Average attendance across events:
  - Storytimes at Alma St: 47
  - Book Groups: 17
  - Monthly event attendance: 1,006

- Library Adventure:
  - July 18, 2023: 200
  - February 2, 2024: 278
  - July 24, 2024: 212

- Summer Lawn Events: 221 average attendance

- BHCC weekend events since opening: average 65 per event

8

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JUST A FEW MORE OF OUR PROGRAMS

Weekly	Monthly	Recurring	A few times a year	Once a year
• Storytime (Tuesday, Wednesday, Thursday, Friday, and Saturday) • Teen Media Days (Wednesdays and Friday) • English Conversation Club (Tuesdays and Saturdays)	• Book Groups: 　• Fiction 　• Sci-Fi/Fantasy 　• Mystery 　• Melanated Women Read • Youth Book Groups: 　• Middle Grade Book Group 　• Teen Book Group • Garden Talks • Global Language Storytime	• Informational Lectures and Workshops • Hands-on programs mixing learning with creation • Virtual Museum Visits • Cooking Lessons • Live music, in both performances for all ages and First Concert Series for children	• Library Adventure (at the Menlo Park Library in July and at the Belle Haven Library in February) • Bookish Trivia • Raise a Glass • Stuffed Animal Sleepover • Author visits • Special exhibitions	• Mental Health Month (collaborative with San Mateo County Health) • Summer Reading Game • Puppetry Festival • Storytelling Festival • Library Reads Banned Books (in October for Banned Books Week) • E-Resource Night

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THANK YOU

STAFF REPORT

Library Commission
Meeting Date: **1/27/2025**
Staff Report Number: **LC-2025-001**

Regular Business: **Ad-hoc subcommittee update**

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

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, 2024, the LC established an ad-hoc subcommittee, defined its scope, and assigned LC members Crockett, Herrick, and Westcott to serve on the subcommittee.

The ad-hoc subcommittee reported out on its activities at the September, October, and November LC meetings.

On Dec. 18, 2024, Commissioner Herrick provided information on potential library visits in January 2025 during the Commissioner Reports section of the agenda.

Analysis
Scope of work
At their Oct. 21 meeting, the LC assigned the subcommittee's scope of work as follows:
- Continue to work toward achieving Library Commission 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
- January 8 - the ad-hoc subcommittee met to discuss data collection for library visits, options for a survey tool, and focus groups.
- January 9 - the ad-hoc subcommittee visited the downtown Redwood City Library. Additional visits are tentatively planned for the Los Gatos, Half Moon Bay, Palo Alto, and Burlingame libraries. Library Foundation members participated in the visit and plan to participate in future visits.
- January 13 - Commissioner Westcott attended the Friends of Menlo Park Library board meeting and

provided updates on the subcommittee's activities
- The ad-hoc subcommittee would like to further discuss developing an exploratory survey and exploring options for surveying library users.

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

None.

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

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

STAFF REPORT

Library Commission
Meeting Date: **1/27/2025**
Staff Report Number: **LC-2025-002**

Regular Business: **Select new Library Commission Vice Chair**

Recommendation

City staff recommend that the Library Commission (LC) select a Vice Chair for the remainder of the 2024-25 fiscal year.

Policy Issues

City Council policy CC-24-004 (Attachment A) requires advisory bodies to annually select a Chair and Vice Chair. The policy states that "The Chair and Vice Chair shall be selected in May of each year by a majority of the members and shall serve for one year or until their successors are selected."

Background

In March 2023, the LC adopted a process for selecting a Chair and Vice Chair on a rotating basis that emulates the model used by City Council to annually select the Mayor and Vice Mayor. (Attachment B).

In November 2024, former LC Vice Chair Wise was elected to the City Council in Nov. 2024, creating a vacancy in the role of LC Vice Chair.

Analysis

The LC Chair works with the staff liaison to set the agendas for LC meetings and presides over those meetings. The LC Chair typically delivers the LC's annual updates to the City Council. The Vice-Chair serves as LC Chair in the LC Chair's absence. The Chair and Vice Chair are sometimes called upon to represent the Commission at ceremonial events.

City staff recommends that the LC follow the procedure that was established at their March 2023 meeting for selecting a new LC Chair and Vice Chair. That procedure states that the longest-serving LC member who has not served as Chair becomes the Chair, and the next longest-serving LC member becomes Vice Chair.

Following the previously established procedure, Commissioners Herrick and Pollack would be next in line for the position of Vice Chair. The new LC Vice Chair will begin their duties immediately and will serve until May 2025.

Public Notice

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

Attachments

A. Hyperlink. "Adopt a resolution amending City Council Policy CC-24-004 Commissions/Committees Policies and Procedures, Roles and Responsibilities authorizing a stipend for the Planning Commission," City Council meeting agenda (item K-6), Feb. 13.
menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/city-council/2024-meetings/agendas/20240213/k6-20240213-cc-planning-commission-stipend.pdf

B. Hyperlink – "Establish a procedure for the annual selection of Chair and Vice Chair," Library Commission meeting agenda (item D-2), Mar. 6, 2023.
menlopark.gov/files/sharedassets/public/v/1/agendas-and-minutes/library-commission/2023-meetings/agendas/20230306-library-commission-agenda-packet.pdf#page=59

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

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

STAFF REPORT

Library Commission
Meeting Date: **1/27/2025**
Staff Report Number: **LC-2025-003**

Informational Item: **Star Libraries and Benchmark**

Recommendation
City staff recommends that the Library Commission (LC) receive this informational report on two available tools for comparing libraries.

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

Background
The Library and Community Servies department strategic plan 2024-26 was recommended by the LC on April 22, 2024. It added a new task "3.1.h. - Achieve Star Library rating by Library Journal (LJ)".

After investigating the Star Library system staff also considered a comparison/benchmarking tool developed by the Public Library Association – Benchmark.

Analysis
An analysis of both the Star Library and the Benchmark tools is provided in Attachment A.

Impact on City Resources
As an advisory body to the City Council, the Library Commission does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive direct impact to the City's general fund as a result of this 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. Star Library and PLA Benchmark analysis

Report prepared by:
Rose Waldman, Library and Community Services Supervisor

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

Star Libraries and Benchmark: An evaluation of prospective tools for assessing how Menlo Park Library measures up to similar libraries.

Prepared by Rose Waldman, Library and Community Services Supervisor

Star Libraries Report

The Library Journal Index, better known as Star Libraries, "is a national rating system designed to recognize and promote America's public libraries, to help improve the pool of nationally collected library statistics, and to encourage library self-evaluation." (https://www.libraryjournal.com/story/stars-faq)

The data collected is from the Institute of Museum and Library Services (IMLS) survey that libraries contribute to each year. The data is impacted by the fact that different libraries are on different fiscal schedules, and the mandated reporting occurs at different times in the year. The libraries are scored on their output in a few specific categories based on a specific algorithm, and then ranked in groups by budget size.

Menlo Park Library is ranked 120 out of 1094 libraries in our budget category. Library staff were asked to answer the question, "what we would have to do to improve our Star Library standing?"

In getting to this answer it's important to talk about whether improving our Star Library standing would actually provide improved services to our community, and what we are comparing ourselves to.

To be aware of: the statistics in the current star library report are four years old – the current ones are from 2020.
- If we're looking at 2020 now, in two years (2026) we'll be looking at how we were doing in 2022. If they publish a report every year (they skipped 2023), we won't be looking at how we are doing right now, at the beginning of 2025, until 2027. If our goal is to make changes based on the current statistics and see the impact of those changes in the star library rankings, **the earliest we can hope to see the impacts of our changes reflected in the report is in 2028.**
- The nature of this report is retroactive. It tells us how we WERE doing, not how we ARE doing. I advise against benchmarking ourselves against information that is so out of date, especially in light of the changes of the last four years.
- Library Journal freely admits to the challenges of synthesizing the data collected in 2020. For more on why this data makes it especially difficult to compare libraries, see Keith Curry Lance's article America's Star Libraries: The LJ Index of Public Library Service 2022

However, if we move forward with benchmarking ourselves using the Star Libraries report, we need to take into account:
- Budget
- Service population
- Demographic data such as racial and economic makeup of the areas to which we are comparing ourselves (this is not measured by Star, but we can look this information up once we isolate libraries with similar budgets and service populations to ours; I have not done so yet in this report, it would be a necessary part of a deeper dive)

The bottom line is that, in general, the more a library spends per capita, the higher their rank is. Our rank in the 2022 report (using data from 2020) is 120, and our expenditure is $107 per capita. For the 119 libraries above us in the rankings, the average expenditure is $157 per capita. For the 119 libraries below us in the rankings, the average expenditure is $92 per capita. **Essentially, whatever else we change, the higher the budget and the lower the population, the higher the overall ranking will be.**

But if we accept that as a given, here are the similar libraries to which we can compare ourselves:

Our comparison group is libraries with a budget of 1-4.9 million. There are 1094 libraries within our comparison group.

In our comparison group, the largest service population is 487,659. The smallest service population is 1,365. Our service population, 35,254 puts us with 656 libraries with a larger population than us, and 447 libraries with a smaller service population than us.

I looked at libraries with a service population within 2,000 in both directions, so, as low as 33,000 and as high as 37,000. There were 67 libraries, including Menlo Park. Of those 66 other libraries, I looked for ones that had operating expenditures that were within $500,000 of ours. Our operating expenditures are listed as $3,795,759, so I rounded up to 3,800,000, and looked at libraries with operating expenditures as low as $3,300,000 and as high as $4,300,000 that were within the **66 libraries of a similar service population**.

Of the 66 libraries with similar service populations, only **eight libraries** also **had similar operating expenditures**. It bears mentioning that, while this is the closest I could get to a comparison of libraries with the same population and budget as Menlo Park Library, there are any number of unknown demographic factors at play that we are not able to account for in this group.

Of those nine libraries (including us), we are right in the middle in terms of overall Star Libraries ranking, with four of the similar libraries ranking in the top 119, and four of them ranking below us.

- We are in the top three for physical circulation per capita, which is in keeping with how we fall in the overall list as well – we have very good circulation of physical materials.
- We are in the top half (4th out of 9) for electronic circulation per capita and library visits per capita.
- We are low on program attendance per capita (8th out of 9), which is also in keeping with how we fall in the overall list.
- We are in the bottom half (6th out of 9) for public internet computer users per capita.
- We are at the very top of the list for wifi sessions per capita.
- We are 8th out of 9 for successful retrievals of electronic information per capita, and 7th out of 9 for library website visits per capita.

Other factors of interest include:
- We are the only one of the nine comparable libraries with two locations. The other 8 comparable libraries have only one library location.
- We are right in the middle in terms of number of volumes held, and also right in the middle in terms of total collection expenditures.
- **We have the fewest FTE staff out of all of the libraries with a comparable budget and service population.**
  - A note about Full Time Equivalent staff – Just as with budget, number of FTEs per capita is correlated to ranking. According to the 2020 statistics, we have 25 FTEs, which is one library staff member per 1410 members of the public. For the 119 libraries above us in the rankings, there is an average of 860 persons per library staff member, and for the 119 libraries below us there is an average of 1253 persons per library staff member. In other words, there is a general trend that libraries with a higher staff member to public ratio will rank higher in the star library ratings.

So: is it even possible for us to climb the ranks?
- Yes, there are four other libraries with similar operating expenditures and service populations that rank above us. It is conceivable that we could alter our services enough to match or exceed them.
How would we do so?

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

- Well, the simple answer is, increase budget and staffing. Statistically speaking, more expenditure and staff per capita increases our ranking.

But if that solution isn't possible, what would need to change?
We are low in program attendance, public internet computer users, retrievals of electronic information, and website visits.

Addressing these items:
- Website visits are difficult for us to calculate due to our website being part of the City's website. To increase website usage and utility, we would need to have an independent library website like Palo Alto and Redwood City do.
- Retrievals of Electronic Information is moot, as that category is being discarded in future in favor of more specific data gathering. We cannot know exactly what we would need to do until we have more specific and relevant data from newer surveys.
- To increase the public internet computer users, we would need to bring back the banks of desktop computers that we used to have in the library. Note that our implementation of laptops is part of the reason we rank so high in wifi sessions.
- To increase program attendance, we would probably need to eliminate our programming for adults and teens and focus solely on events for children. We would also need to focus less on cultural exchanges and pour more money into incentivizing attendance with give-aways and lowest-common-denominator appeal programs.

Now that we have established what we would need to do in order to increase our Star Libraries ranking, we must return to the question of whether we would wish to do so. Library Journal does not claim to measure the "quality, excellence, effectiveness, value, or appropriateness of library services."

> By definition, service outputs do not reflect quality, excellence, effectiveness, or value of services to the library's community. National-level data required to measure these aspects of library performance, even in a limited fashion, do not exist. Similarly, the index does not indicate whether library service output levels are appropriate for the library's community, nor the extent to which services sufficiently address community needs. We encourage libraries to analyze their own operational and community demographic data locally in order to address these two vital assessment issues. Library Journal Index FAQ

I do not believe that the things we would need to do to increase our ranking are possible (budget, staff, website) or helpful/constructive for our community (desktop computers, programs). I also would not want to make any of these changes based on the statistics shown in the 2022 star libraries report, because our library has undergone significant changes in the past four years and I do not feel comfortable predicating future decisions on 2020 statistics.

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Comparison of Menlo Park Library to the 8 libraries of similar population and budget size.

LIBRARY	STATE	POPULATION OF LEGAL SERVICE AREA	TOTAL OPERATING EXPENDI-TURES	NATIONAL RANK	PHYSICAL CIRCULATION PER CAPITA	CIRCULATION OF ELECTRONIC MATERIALS PER CAPITA	LIBRARY VISITS PER CAPITA	PROG-RAM ATTENDANCE PER CAPITA	PUBLIC INTERNET COMPUTER USERS PER CAPITA	WIFI SESSIONS PER CAPITA	SUCCESS-FUL RETRIEVALS OF ELECTRONIC INFORMATION PER CAPITA	LIBRARY WEBSITE VISITS PER CAPITA	NUMBER OF LOCATIONS	TOTAL FTE STAFF	BOOKS HELD	TOTAL COLLECTION EXPENDITURES
PLYMOUTH DISTRICT LIBRARY	MI	36,656	$3,974,492	27	18.27	2.60	8.58	0.64	0.83	4.17	2.23	75.99	1	33.27	192,271	$453,064
CARY MEMORIAL LIBRARY	MA	33,792	$3,505,256	29	18.14	3.56	10.06	0.75	0.92	8.25	3.43	6.90	1	32.80	218,566	$290,001
BETTENDORF PUBLIC LIBRARY INFORMA-TION CENTER	IA	33,215	$3,392,229	105	12.35	1.30	5.79	0.75	0.84	0.44	5.87	5.83	1	33.23	142,823	$423,735
BALDWIN PUBLIC LIBRARY	MI	35,350	$3,602,356	110	9.82	3.67	4.73	1.05	0.27	5.40	0.59	6.82	1	38.78	95,312	$587,701
MENLO PARK PUBLIC LIBRARY	CA	35,254	$3,795,759	120	12.94	2.32	5.35	0.38	0.48	9.01	0.19	3.33	2	25.00	111,447	$340,671
GLENSIDE PUBLIC LIBRARY DISTRICT	IL	36,259	$3,625,357	202	4.54	0.82	4.89	0.61	1.28	3.43	0.28	1.65	1	31.33	88,124	$296,340
OSSINING PUBLIC LIBRARY	NY	34,230	$3,754,773	232	3.70	1.09	4.76	1.02	0.91	0.88	0.66	2.80	1	27.59	98,794	$199,815
GUILDER-LAND PUBLIC LIBRARY	NY	36,131	$3,801,016	269	6.77	2.06	4.21	0.56	0.47	0.51	0.03	4.10	1	61.41	112,414	$361,218
MICHIGAN CITY PUBLIC LIBRARY	IN	35,339	$3,639,855	601	2.89	0.31	2.19	0.22	0.44	0.29	0.00	23.17	1	37.00	71,145	$321,126

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Peninsula Library System Star Libraries Comparison

LIBRARY	POPULATION OF LEGAL SERVICE AREA	TOTAL OPERATING EXPENDITURES	EXPENDITURE CATEGORY	STARS	NATIONAL RANK IN EXPENDITURE CATEGORY	STATE RANK IN EXPENDITURE CATEGORY	PHYSICAL CIRCULATION PER CAPITA	CIRCULATION OF ELECTRONIC MATERIALS PER CAPITA	LIBRARY VISITS PER CAPITA	PROGRAM ATTENDANCE PER CAPITA	PUBLIC INTERNET COMPUTER USERS PER CAPITA	WIFI SESSIONS PER CAPITA	SUCCESSFUL RETRIEVALS OF ELECTRONIC INFORMATION PER CAPITA	LIBRARY WEBSITE VISITS PER CAPITA	NUMBER OF LOCATIONS	TOTAL FTE STAFF	BOOK VOLUMES HELD	TOTAL COLLECTION EXPENDITURES
SAN MATEO COUNTY LIBRARIES	284,138	$29,990,159	10-29.9M	5	10	2	7.90	2.39	5.10	0.84	0.62	10.60	0.88	7.32	12	109.65	387,096	$2,717,520
DALY CITY PUBLIC LIBRARY	109,142	$3,795,168	1-4.9M	0	884	34	2.74	0.38	1.82	0.05	0.25	2.34	0.02	0.89	4	20.96	194,455	$229,402
SAN MATEO PUBLIC LIBRARY	106,893	$7,883,086	5-9.9M	0	52	4	6.81	1.82	3.95	0.29	1.02	9.64	0.37	2.40	3	53.36	251,366	$535,597
SOUTH SAN FRANCISCO PUBLIC LIBRARY	67,879	$5,940,851	5-9.9M	0	73	6	6.08	0.56	3.92	0.55	0.62	6.11	0.37	2.56	3	41.49	92,087	$268,047
SAN BRUNO PUBLIC LIBRARY	45,454	$2,411,406	1-4.9M	0	504	17	6.44	0.64	3.56	0.26	0.27	2.04	0.21	0.77	1	7.50	76,705	$166,257
BURLINGAME PUBLIC LIBRARY	37,730	$5,779,197	5-9.9M	4	17	1	15.45	1.87	6.73	0.66	0.70	14.75	0.62	2.72	2	32.70	192,901	$407,292
MENLO PARK PUBLIC LIBRARY	35,254	$3,795,759	1-4.9M	0	120	4	12.94	2.32	5.35	0.38	0.48	9.01	0.19	3.33	2	25.00	111,447	$340,671
REDWOOD CITY PUBLIC LIBRARY			5-9.9M				8.78	1.79	6.15	1.70	0.66	9.47	1.91	1.12				

To note when evaluating this chart:
- Redwood City was marked as an "outlier" due to its inflated program attendance stats, and the missing information was not provided in the report.
- Note that the libraries in PLS fall into three different expenditure categories and have vastly different populations.

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Comparison of PLS libraries including calculations of expenditure per capita and citizens per FTE. Redwood City not included due to missing data.

LIBRARY	POPULATION OF LEGAL SERVICE AREA	TOTAL OPERATING EXPENDITURES	DOLLARS PER CAPITA	EXPENDITURE CATEGORY	NATIONAL RANK IN EXPENDITURE CATEGORY	STATE RANK IN EXPENDITURE CATEGORY	TOTAL FTE STAFF	HOW MANY CITIZENS FOR EVERY FTE STAFF
SAN MATEO COUNTY LIBRARIES	284,138	$29,990,159	$105	10-29.9M	10	2	109.65	2591
DALY CITY PUBLIC LIBRARY	109,142	$3,795,168	$35	1-4.9M	884	34	20.96	5207
SAN MATEO PUBLIC LIBRARY	106,893	$7,883,086	$74	5-9.9M	52	4	53.36	2003
SOUTH SAN FRANCISCO PUBLIC LIBRARY	67,879	$5,940,851	$88	5-9.9M	73	6	41.49	1636
SAN BRUNO PUBLIC LIBRARY	45,454	$2,411,406	$53	1-4.9M	504	17	7.50	6060
BURLINGAME PUBLIC LIBRARY	37,730	$5,779,197	$153	5-9.9M	17	1	32.70	1153
MENLO PARK PUBLIC LIBRARY	35,254	$3,795,759	$107	1-4.9M	120	4	25.00	1410

-

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Benchmark Report

Benchmark: Library Metrics and Trends is a data aggregation and visualization tool provided by the Public Library Association and the Association of College & Research Libraries. "Launched in October 2021, Benchmark: Library Metrics and Trends provides libraries with data visualizations that allow them to compare their inputs and outputs to peer and nationwide data." (https://www.ala.org/pla/data/benchmark)

Benchmark incorporates data from the Institute of Museum and Library Services (IMLS) survey (the same one that Star Libraries uses), from the American Community Survey, the Census, and from a Public Library Association survey that changes every year. (Prior to 2020 this was the "Public Library Association Public Library Data Services Survey," which appears to have remained consistent each year. The 2020 topic was "Technology," 2021 was "Staff," 2022 was "Services," 2023 was "Technology," and 2024 was "Staff," again, so it now appears to be on a three-year rotation of surveys with less breadth and more depth.)

Pulling this much data from such a variety of sources is a significant strength of Benchmark – in one platform we are able to run comparisons of all these different data sets, which provides a more nuanced view of library services. Not only can we look at demographic data, we also have much more in-depth information from library professionals not just about the output of the libraries but about the process and experience side of the work.

However, the other side of this coin is that **not all libraries fill out all of the surveys**, especially the PLA survey. In fact, 2024 is the first year where Menlo Park Library has filled out the PLA survey, so there are a number of the data sets and visualizations where we don't have data for ourselves, only for comparison groups. This isn't something that precludes the tool's usefulness (seeing other libraries' data is still helpful, we can always compare it to our own data later, and as we continue to fill out the surveys in the future the lack of our data will cease to be an issue), but it's important to be aware that not all public libraries are submitting their data to the PLA surveys.

*Data Source: PLA Staff Survey 2021
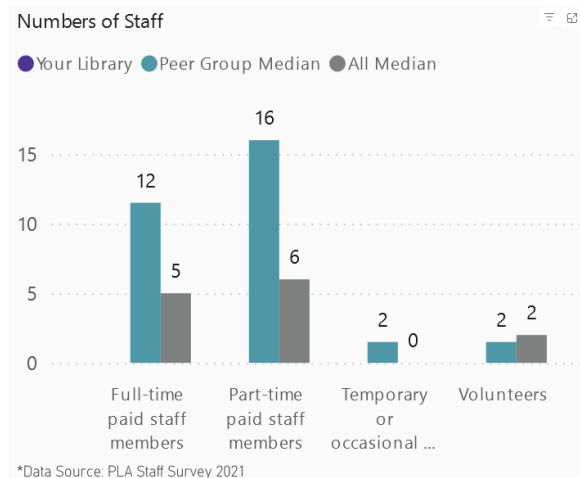
For example, because we did not fill out the PLA Staff Survey in 2021, there is no bar on this diagram for our library, only for our peer group and for all libraries' data, but this information still tells us that our peer group falls significantly higher than the national average (as it does in nearly every category).

Another plus/minus to be aware of is that because of the rotating information some of the data is very up-to-date (plus), and some of it is up to three years old (minus). That said, even with the older data, in general this data is more up-to-date than Star Libraries. Even for the IMLS survey, we are looking at the previous year's data, not data from 2020. Note that another challenge with IMLS data is that while the broad strokes remain the same, from year to year they change the exact questions they ask, which can lead to some weird changes in data. This applies to Star Libraries as well, but is more evident in Benchmark.

Benchmark **automatically creates a peer group for its libraries.** "To create the peer groups, AIR analyzed data from the IMLS Public Libraries Survey (PLS) and the U.S. Census Bureau to identify five characteristics that were most predictive of library outcomes (defined below): Region, Legal Basis, Locale, Percentage of population of the library's census tract that is people of color (non-white), and the Percentage of the adult population of the library's census tract that is college educated." (Peer Groups) Menlo Park Library is in the "Far West" region (AK, CA, HI, NV, OR, WA), governed by a municipality, suburban, with 30.3%* residents of color and a 72.5% college education rate.

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Programs & Services: Number of Library Programs

● Your Library ● Peer Group Median ● All Median

376 — 446 — 156

400

200

0

*Data Source: IMLS Public Libraries Survey 2022

Percentage of Adults with a College Education

● Your Library ● Peer Group ● All

72.5%
54.8%
20.8%

0%   20%   40%   60%   80%

*Data Source: American Community Survey
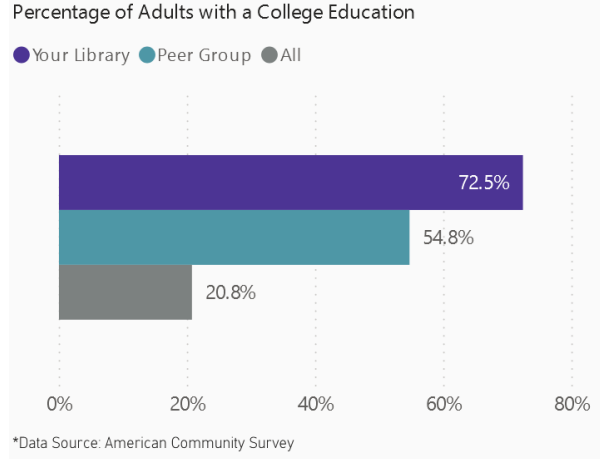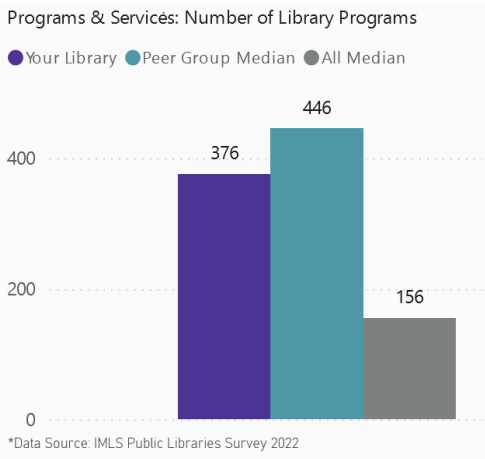
The way that this peer group is determined is entirely different from Star Libraries, which groups libraries solely based on budget, and does not offer a way to compare the standings of libraries in different budget categories. Benchmark doesn't even include budget in its automatic peer group. However, it is possible to group libraries by budget – in fact, **one of the strengths of Benchmark as a tool is that it is possible to create custom peer groups to which to compare ourselves**. "Subscribers can filter the data by library characteristics (locale, region, service area population, legal basis), community characteristics (percent persons of color and percent college-educated), and by peer group and year."(https://www.ala.org/pla/data/benchmark)

A definite weakness of Benchmark as a tool is that there is a steep learning curve to using the system. It took our team quite some time and a lot of experimentation to figure out how to run reports, and once the reports had been run there was an embarrassment of riches of information, the parsing of which was unintuitive. The visualizations, upon which they pride themselves, are sometimes confusing or misleading. For instance, the "Total Percentage Persons of Color" graphic reports that Menlo Park has 45% persons of color, while the "Community: Demographics" graphic reports only 30.3%. These two graphics are based on the same data set (the American Community Survey).

Total Percentage Persons of Color

45%
Your Library

42%   12%
Peer Group   All

*Data Source: American Community Survey

Community: Demographics

69.7%   70.2%   72.9%

21.0%   17.5%   20.7%
17.3%   14.5%   12.7%
11.6%   9.7%
5.8%   10.4%   14.4%
1.8% 2.3%   1.1% 0.3%   7.5%
                        2.0% 0.4%

Your Library   Peer Group   All

● White
● Black or African American
● American Indian and Alaska Native
● Asian
● Native Hawaiian and Other Pacific Islan...
● Other Race
● Hispanic or Latino (of any race)

*Data Source: American Community Survey

Report compiled by Rose Waldman, LCS Supervisor – 1/10/2025

Due to the tremendous flexibility in both the groups that we can compare ourselves to and the categories that we can use for comparison, a simple report on Menlo Park Library's standing (such as Star Libraries offers) using Benchmark really does not exist. With a small peer group like the Star Libraries (9 libraries) similar group or the other PLS libraries (8 libraries) the data set is around 4500 rows. In order to demonstrate the scope of the information that could be provided we have listed the comparison groups that we would use and the full list of the questions that we have access to statistics about. We have included a few illustrative examples, but do not intend these examples to be taken as a comprehensive report (unlike the Star Libraries report, above).

Note that the downloadable data sets do NOT include all of the information available in the visualizations. There are certain areas where Benchmark does not allow us to "drill down" into the data, and simply relies on the visualizations. We consider this a downside to the platform.

We have pulled data for the following comparison groups:

- "Peer Group 19" – our default peer group that Benchmark sorts us into based on the factors listed above (there are 64 peer groups) – ran into an issue downloading this dataset; there are about 160 libraries in the peer group, and that is far too large a file. We have to narrow down the data that we are seeking prior to downloading the set.

  > The dataset is too large to display in full. Please select a filter from above or drill through from another page.

- Peninsula Library System libraries
- Peninsula Library System libraries not including San Mateo County Libraries – we created this group specifically because SMCL is so large that it throws all of the visualizations off. It is unnecessary to have this group if we are not using Benchmark's visualizations.
- The 8 libraries that we determined via Star Libraries had very similar budget and population size (Plymouth District Library, Cary Memorial Library, Bettendorf Public Library Information Center, Baldwin Public Library, Glenside Public Library District, Ossining Public Library, Guilderland Public Library, and Michigan City Public Library)

Attached at the end of this report are the questions that it is possible to "drill down" information about by exporting a data set. Note that more data is available, but only through the visualizations.

Here are a few examples of how we might use our peer groups to evaluate our library:

Example of drilled-down information for the Star Libraries peer group

Library	Data year	Section of survey	Total public services hours for all outlets
OSSINING PUBLIC LIBRARY	2022	Public Service Hours	2864
Cary Memorial Library	2022	Public Service Hours	3017
MICHIGAN CITY PUBLIC LIBRARY	2022	Public Service Hours	3224
Baldwin Public Library	2022	Public Service Hours	3370
GUILDERLAND PUBLIC LIBRARY	2022	Public Service Hours	3400
BETTENDORF PUBLIC LIBRARY INFORMATION CENTER	2022	Public Service Hours	3455
GLENSIDE PUBLIC LIBRARY DISTRICT	2022	Public Service Hours	3640
MENLO PARK PUBLIC LIBRARY	2022	Public Service Hours	4896

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Community Demographic Information for Star Libraries peer group (not possible to export in data set):

Community: Demographics
*Data Source: American Community Survey
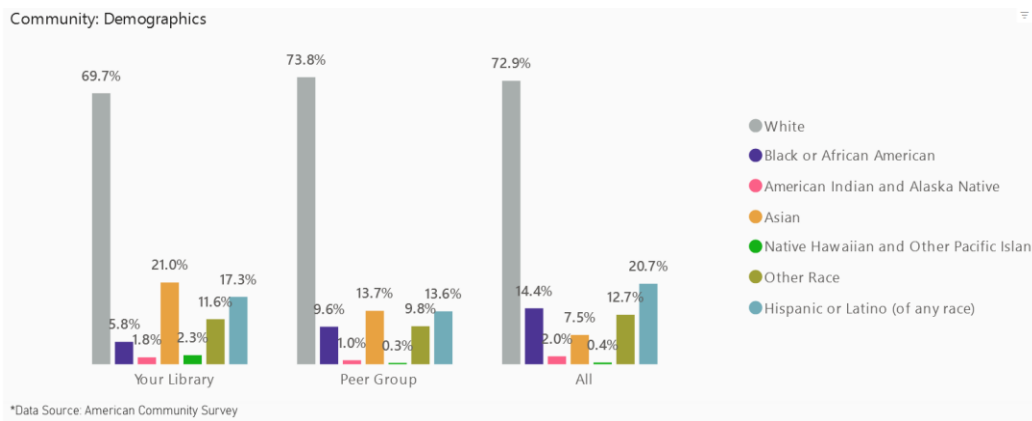
Example of drilled-down data for the Peninsula Library System peer group (note that not all libraries answer all questions)

PLS Library	Year	Section	Question Name	Answer
BURLINGAME PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	42259
DALY CITY PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	33504
MENLO PARK PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	56123
REDWOOD CITY PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	61051
SAN BRUNO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	18786
SAN MATEO COUNTY LIBRARIES	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	133750
SAN MATEO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	75302
SOUTH SAN FRANCISCO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANFM: Count of loans received from other libraries	36155
BURLINGAME PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	84429
DALY CITY PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	73367
MENLO PARK PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	33990
REDWOOD CITY PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	77334
SAN BRUNO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	54574
SAN MATEO COUNTY LIBRARIES	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	284944
SAN MATEO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	87014
SOUTH SAN FRANCISCO PUBLIC LIBRARY	2022	Inter-Library Loans	LOANTO: Count of loans provided to other libraries	79939

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Example of drilled-down data for Peer Group 19

Note that while this group of 164 libraries is the most similar to our library in the most nuanced ways, the data set does not allow us to determine – without further research – what those ways are for individual libraries. We are simply told that this is our peer group. So this acts as a good scale to measure ourselves against, but the individual library data is not as useful. So for the peer group, the visualizations, like this:
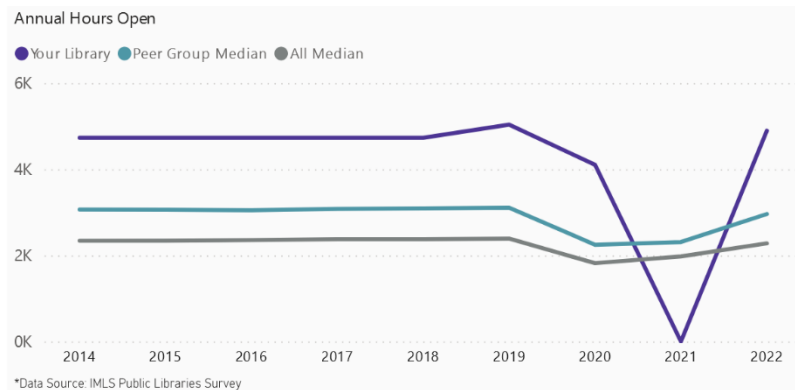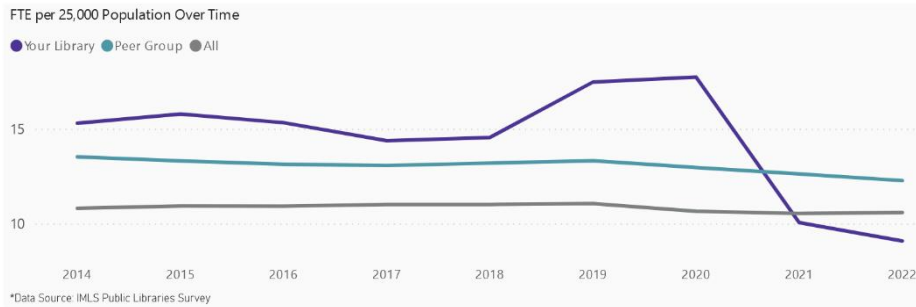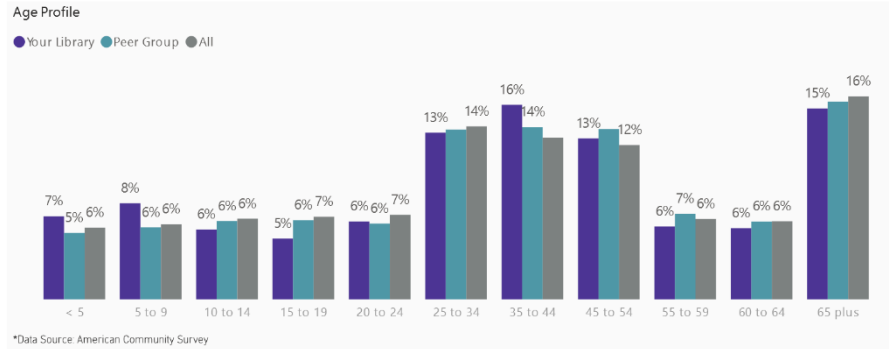
are simply more useful than the data sets, like this:

Peer Group 19 Library	Year	Section	Total Public Service Hours for All Outlets
ALAMEDA FREE LIBRARY	2022	Public Service Hours	6136
ALHAMBRA CIVIC CENTER LIBRARY	2022	Public Service Hours	3150
Allen Public Library	2022	Public Service Hours	3158
ARDSLEY PUBLIC LIBRARY	2022	Public Service Hours	2314
Bee Cave Public Library	2022	Public Service Hours	1799
Bellaire City Library	2022	Public Service Hours	2118
BENICIA PUBLIC LIBRARY	2022	Public Service Hours	2977
BERGENFIELD FREE PUBLIC LIBRARY	2022	Public Service Hours	2699
BERKELEY HEIGHTS FREE PUBLIC LIBRARY	2022	Public Service Hours	3368
BEVERLY HILLS PUBLIC LIBRARY	2022	Public Service Hours	3112
BLOOMFIELD PUBLIC LIBRARY	2022	Public Service Hours	2704
BLOOMINGDALE FREE PUBLIC LIBRARY	2022	Public Service Hours	2288
BOONTON HOLMES PUBLIC LIBRARY	2022	Public Service Hours	2846
BRADLEY BEACH PUBLIC LIBRARY	2022	Public Service Hours	2600
BROOKLINE PUBLIC LIBRARY	2022	Public Service Hours	8692

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Brown Deer Public Library	2022	Public Service Hours	2704
Buda Public Library	2022	Public Service Hours	2520
BURLINGAME PUBLIC LIBRARY	2022	Public Service Hours	3048
Burlington Public Library	2022	Public Service Hours	2996
CALABASAS CITY LIBRARY	2022	Public Service Hours	2200
Canton Public LIbrary	2022	Public Service Hours	3084
Carol Stream Public Library	2022	Public Service Hours	3588
Cary Memorial Library	2022	Public Service Hours	3017
Cedar Park Public Library	2022	Public Service Hours	3421
Celina Public Library	2022	Public Service Hours	2476
CERRITOS PUBLIC LIBRARY	2022	Public Service Hours	2608
CHERRY HILL FREE PUBLIC LIBRARY	2022	Public Service Hours	2852
CLIFFSIDE PARK FREE PUBLIC LIBRARY	2022	Public Service Hours	3180
CLOSTER PUBLIC LIBRARY	2022	Public Service Hours	2850
CORA J. BELDEN LIBRARY	2022	Public Service Hours	2617
CORALVILLE PUBLIC LIBRARY	2022	Public Service Hours	2790
CORRALES COMMUNITY LIBRARY	2022	Public Service Hours	2126
COZBY LIBRARY AND COMMUNITY COMMONS	2022	Public Service Hours	3456
CRANBURY PUBLIC LIBRARY	2022	Public Service Hours	2756
CRANFORD PUBLIC LIBRARY	2022	Public Service Hours	3016
CRESSKILL PUBLIC LIBRARY	2022	Public Service Hours	2724
CROWELL PUBLIC LIBRARY	2022	Public Service Hours	3130
DALY CITY PUBLIC LIBRARY	2022	Public Service Hours	6180
DIXON HOMESTEAD LIBRARY	2022	Public Service Hours	2482
DOBBS FERRY PUBLIC LIBRARY	2022	Public Service Hours	2108
DWIGHT D. EISENHOWER LIBRARY	2022	Public Service Hours	2412
EAST BRUNSWICK PUBLIC LIBRARY	2022	Public Service Hours	3460
EAST HANOVER TOWNSHIP FREE PUBLIC LIBRARY	2022	Public Service Hours	3380
Edgewater Free Public Library	2022	Public Service Hours	2340
EDISON TOWNSHIP FREE PUBLIC LIBRARY	2022	Public Service Hours	9596
EL SEGUNDO PUBLIC LIBRARY	2022	Public Service Hours	6400
ENGLEWOOD FREE PUBLIC LIBRARY	2022	Public Service Hours	3328
EVERGREEN PARK PUBLIC LIBRARY	2022	Public Service Hours	3231
FAIRVIEW HEIGHTS PUBLIC LIBRARY	2022	Public Service Hours	2064
Fitchburg Public Library	2022	Public Service Hours	3424
FLORHAM PARK FREE PUBLIC LIBRARY	2022	Public Service Hours	3113
FLOSSMOOR PUBLIC LIBRARY	2022	Public Service Hours	3380
Flower Mound Public Library	2022	Public Service Hours	3215
FOREST PARK PUBLIC LIBRARY	2022	Public Service Hours	3588
FORT LEE FREE PUBLIC LIBRARY	2022	Public Service Hours	3172
FRANKLIN TWP PUBLIC LIBRARY/SOMERSET	2022	Public Service Hours	5408
Frisco Public Library	2022	Public Service Hours	5935
FULLERTON PUBLIC LIBRARY	2022	Public Service Hours	1836
GERMANTOWN COMMUNITY LIBRARY	2022	Public Service Hours	3854
GLEN RIDGE FREE PUBLIC LIBRARY	2022	Public Service Hours	2900
HAMDEN PUBLIC LIBRARY	2022	Public Service Hours	5225
HAPPY VALLEY PUBLIC LIBRARY	2022	Public Service Hours	2598
HARRINGTON PARK PUBLIC LIBRARY	2022	Public Service Hours	2340
HARRISON PUBLIC LIBRARY	2022	Public Service Hours	4746
HASBROUCK HEIGHTS FREE PUBLIC LIBRARY	2022	Public Service Hours	2560
HELEN HALL LIBRARY	2022	Public Service Hours	3152
HENRY WALDINGER MEMORIAL LIBRARY	2022	Public Service Hours	2714
HIGHLAND PARK PUBLIC LIBRARY	2022	Public Service Hours	3016
HIGHWOOD PUBLIC LIBRARY	2022	Public Service Hours	2274
HOBOKEN PUBLIC LIBRARY	2022	Public Service Hours	5460
JOHN C. HART MEMORIAL LIBRARY	2022	Public Service Hours	2769
JOHNSON FREE PUBLIC LIBRARY	2022	Public Service Hours	3328
Keller Public Library	2022	Public Service Hours	2786
Leander Public Library	2022	Public Service Hours	2574
Leon Valley Public Library	2022	Public Service Hours	2588
LEONIA PUBLIC LIBRARY	2022	Public Service Hours	2652
Lewisville Public Library	2022	Public Service Hours	2976
LYNBROOK PUBLIC LIBRARY	2022	Public Service Hours	2910
MAHWAH FREE PUBLIC LIBRARY	2022	Public Service Hours	3224
MAITLAND PUBLIC LIBRARY	2022	Public Service Hours	3266
Malden Public Library	2022	Public Service Hours	3108
MAURICE M. PINE FREE PUBLIC LIBRARY	2022	Public Service Hours	3266
MAYWOOD PUBLIC LIBRARY	2022	Public Service Hours	2553
MENLO PARK PUBLIC LIBRARY	2022	Public Service Hours	4896
MIDDLETOWN PUBLIC LIBRARY	2022	Public Service Hours	2718
MILLBURN FREE PUBLIC LIBRARY	2022	Public Service Hours	3264
Mineola Memorial Library	2022	Public Service Hours	2860
MISSION VIEJO LIBRARY	2022	Public Service Hours	3042
MONROVIA PUBLIC LIBRARY	2022	Public Service Hours	2961
MONTCLAIR PUBLIC LIBRARY	2022	Public Service Hours	4261
MONTEREY PUBLIC LIBRARY	2022	Public Service Hours	2149

MONTVALE FREE PUBLIC LIBRARY	2022	Public Service Hours	2710
MOORPARK CITY LIBRARY	2022	Public Service Hours	2940
MORTON GROVE PUBLIC LIBRARY	2022	Public Service Hours	2899
MOUNT KISCO PUBLIC LIBRARY	2022	Public Service Hours	2448
MOUNT OLIVE PUBLIC LIBRARY	2022	Public Service Hours	3016
Mount Pleasant Public Library	2022	Public Service Hours	4624
NEW MILFORD PUBLIC LIBRARY	2022	Public Service Hours	2704
NEW PROVIDENCE MEMORIAL LIBRARY	2022	Public Service Hours	2912
Norfolk Public Library	2022	Public Service Hours	2150
NORTH BRUNSWICK FREE PUBLIC LIBRARY	2022	Public Service Hours	2235
NORTHVALE PUBLIC LIBRARY	2022	Public Service Hours	2184
Oak Park Public Library	2022	Public Service Hours	5381
O'FALLON PUBLIC LIBRARY	2022	Public Service Hours	3155
ORADELL PUBLIC LIBRARY	2022	Public Service Hours	3224
ORLAND PARK PUBLIC LIBRARY	2022	Public Service Hours	3606
PALISADES PARK FREE PUBLIC LIBRARY	2022	Public Service Hours	2756
PARAMUS PUBLIC LIBRARY	2022	Public Service Hours	5772
PARKLAND LIBRARY	2022	Public Service Hours	2568
PARSIPPANY-TROY HILLS PUBLIC LIBRARY	2022	Public Service Hours	6336
PFLUGERVILLE PUBLIC LIBRARY	2022	Public Service Hours	2976
PISCATAWAY PUBLIC LIBRARY	2022	Public Service Hours	6208
PLAINSBORO FREE PUBLIC LIBRARY	2022	Public Service Hours	2888
POMPTON LAKES BOROUGH FREE PUBLIC LIBRARY	2022	Public Service Hours	2728
PROSSER PUBLIC LIBRARY	2022	Public Service Hours	4438
REDONDO BEACH PUBLIC LIBRARY	2022	Public Service Hours	3571
RICHARD C. SULLIVAN PUBLIC LIBRARY OF WILTON MANORS	2022	Public Service Hours	2141
RIDGEFIELD PARK PUBLIC LIBRARY	2022	Public Service Hours	2886
RIDGEWOOD PUBLIC LIBRARY	2022	Public Service Hours	3588
RIO RANCHO PUBLIC LIBRARY	2022	Public Service Hours	4111
RIVER EDGE FREE PUBLIC LIBRARY	2022	Public Service Hours	2628
ROANOKE PUBLIC LIBRARY	2022	Public Service Hours	2784
ROCKAWAY BOROUGH FREE PUBLIC LIBRARY	2022	Public Service Hours	2288
RUTH L. ROCKWOOD MEMORIAL LIBRARY	2022	Public Service Hours	2997
RUTHERFORD FREE PUBLIC LIBRARY	2022	Public Service Hours	2640
SAN BRUNO PUBLIC LIBRARY	2022	Public Service Hours	1896
SANTA BARBARA PUBLIC LIBRARY	2022	Public Service Hours	5742
SANTA CLARITA PUBLIC LIBRARY	2022	Public Service Hours	9828
Sargent Memorial Library	2022	Public Service Hours	2144
SCOTCH PLAINS PUBLIC LIBRARY	2022	Public Service Hours	2964
SECAUCUS FREE PUBLIC LIBRARY	2022	Public Service Hours	6110
Shorewood Public Library	2022	Public Service Hours	3097
SIERRA MADRE PUBLIC LIBRARY	2022	Public Service Hours	1884
SIMI VALLEY PUBLIC LIBRARY	2022	Public Service Hours	2774
Somerville Public Library	2022	Public Service Hours	8325
SOUTH ORANGE PUBLIC LIBRARY	2022	Public Service Hours	3120
SOUTH PASADENA PUBLIC LIBRARY	2022	Public Service Hours	2354
Southlake Public Library	2022	Public Service Hours	2636
SPRINGFIELD FREE PUBLIC LIBRARY	2022	Public Service Hours	2022
Stoughton Public Library	2022	Public Service Hours	3074
SUMMIT FREE PUBLIC LIBRARY	2022	Public Service Hours	3348
SUN PRAIRIE PUBLIC LIBRARY	2022	Public Service Hours	3588
TEANECK PUBLIC LIBRARY	2022	Public Service Hours	3536
TENAFLY FREE PUBLIC LIBRARY	2022	Public Service Hours	2864
Thomas Crane Public Library	2022	Public Service Hours	6293
TRAPHENE HICKMAN LIBRARY	2022	Public Service Hours	2817
TUCKAHOE PUBLIC LIBRARY	2022	Public Service Hours	2288
UNION FREE PUBLIC LIBRARY	2022	Public Service Hours	5044
UPPER SADDLE RIVER PUBLIC LIBRARY	2022	Public Service Hours	2208
WARNER LIBRARY	2022	Public Service Hours	2104
Watertown Free Public Library	2022	Public Service Hours	3513
WEEHAWKEN FREE PUBLIC LIBRARY	2022	Public Service Hours	2772
Wellesley Free Library	2022	Public Service Hours	6605
West Bloomfield Township Public Library	2022	Public Service Hours	7424
WEST HARTFORD PUBLIC LIBRARY	2022	Public Service Hours	6498
WESTWOOD FREE PUBLIC LIBRARY	2022	Public Service Hours	2873
WETHERSFIELD PUBLIC LIBRARY	2022	Public Service Hours	2919
WILLIAM E. DERMODY FREE PUBLIC LIBRARY	2022	Public Service Hours	2612
WINDSOR PUBLIC LIBRARY	2022	Public Service Hours	5121
WOODBURY PUBLIC LIBRARY	2022	Public Service Hours	1249
WOOD-RIDGE MEMORIAL LIBRARY	2022	Public Service Hours	2704
WOODRIDGE PUBLIC LIBRARY	2022	Public Service Hours	2076
YORBA LINDA PUBLIC LIBRARY	2022	Public Service Hours	2961
YORKVILLE PUBLIC LIBRARY	2022	Public Service Hours	2692

Conclusion

Benchmark is not without its weaknesses, and I cannot recommend that it be the only tool we use in comparing ourselves to other libraries. However, its greatest strength as a diagnostic tool is the fact that it is designed to compare both input AND output – the process, as well as the result. The focus of Benchmark is not to rank libraries against each other linearly with an algorithm that determines which is "best." The focus is to take as much data as possible to paint as through a picture as possible of the average library experiences, to tell libraries where they fall in comparison to the "norm," rather than in comparison to each other. Library staff are interested to hear from the Library Commission on what they would like us to use Benchmark to find out.

Questions accessible by "drilling down" into the Benchmark data sets:

Section	Question Grouping	Question Name
Circulation	ELCONT	ELCONT: Total electronic content use (ELMATCIR + ELINFO)
Circulation	ELINFO	ELINFO: Count of electronic information retrieved
Circulation	ELMATCIR	ELMATCIR: Total circulation of electronic materials
Circulation	KIDCIRCL	KIDCIRCL: Count of circulation of all children''s materials
Circulation	OTHPHCIR	OTHPHCIR: Circulation of other physical items
Circulation	OTHPHYS	OTHPHYS: Other circulating physical items
Circulation	PHYSCIR	PHYSCIR: Count of circulation of all physical materials
Circulation	TOTCIR	TOTCIR: Total count of circulation transactions
Circulation	TOTCOLL	TOTCOLL: Total collection use (PHYSCIR + ELCONT)
Electronic Collections	EC_LO_OT	EC_LO_OT: Count of local/other electronic collections (non circ)
Electronic Collections	EC_ST	EC_ST: Count of state electronic collections (non circ)
Electronic Collections	ELECCOLL	ELECCOLL: Total count of electronic collections
Electronic Collections	SUBSCRIP	SUBSCRIP: Current print serial subscriptions (retired)
Electronic Collections	SUBSCRIP	SUBSCRIP: Current print serial subscriptions (retired)
Electronic Technology	GPTERMS	GPTERMS: Count of internet computers used by general public
Electronic Technology	PITUSR	PITUSR: Count of uses of public internet computers
Electronic Technology	PITUSRRPT	PITUSRRPT: Reporting method for number of uses of public internet computers per year
Electronic Technology	WEBVISIT	WEBVISIT: Count of visits (sessions) to library website
Electronic Technology	WIFISESS	WIFISESS: Count of wireless sessions on library-provided Wi-Fi
Electronic Technology	WIFISRPT	WIFISRPT: Reporting method for WIFISESS
Full-Time Equivalent (FTE) Paid Staff	LIBRARIA	LIBRARIA: Total FTE of librarians (includes MASTER)
Full-Time Equivalent (FTE) Paid Staff	MASTER	MASTER: Count of librarians with ALA-MLS (FTE)
Full-Time Equivalent (FTE) Paid Staff	OTHPAID	OTHPAID: Count of all other paid employees (FTE)
Full-Time Equivalent (FTE) Paid Staff	TOTSTAFF	TOTSTAFF: Total FTE of paid employees (LIBRARIA + OTHPAID)
Interlibrary Loan	Annual number of loans provided to other libraries	Annual number of loans provided to other libraries
Interlibrary Loan	Annual number of loans received from other libraries	Annual number of loans received from other libraries
Interlibrary Loan	Formal Program/Class (at least 1 location)	Formal Program/Class (at least 1 location)
Interlibrary Loan	ILL from other Libraries per capita	ILL from other Libraries per capita
Interlibrary Loan	ILL Lending Per 1,000 Served	ILL Lending Per 1,000 Served
Interlibrary Loan	ILL to other Libraries per capita	ILL to other Libraries per capita

Interlibrary Loan	ILLs Received Per 1,000 Served	ILLs Received Per 1,000 Served
Interlibrary Loan	Informal Point-of-use Training (at least 1 location)	Informal Point-of-use Training (at least 1 location)
Interlibrary Loan	No Training	No Training
Inter-Library Loans	LOANFM	LOANFM: Count of loans received from other libraries
Inter-Library Loans	LOANTO	LOANTO: Count of loans provided to other libraries
Library Collection	AUDIO	AUDIO: Audio materials (retired)
Library Collection	AUDIO_DL	AUDIO_DL: Count of downloadable audio units
Library Collection	AUDIO_PH	AUDIO_PH: Count of physical audio units
Library Collection	BKVOL	BKVOL: Count of print materials in collection
Library Collection	EBOOK	EBOOK: Count of electronic book units
Library Collection	TOTPHYS	TOTPHYS: Total physical items in collection
Library Collection	VIDEO	VIDEO: Video materials (retired)
Library Collection	VIDEO_DL	VIDEO_DL: Count of downloadable video units
Library Collection	VIDEO_PH	VIDEO_PH: Count of physical video units
Library Programs	ADULTATTEN	ADULTATTEN: Attendance at synchronous programs for adults
Library Programs	ADULTPRO	ADULTPRO: Number of synchronous programs for adults
Library Programs	GENATTEN	GENATTEN: Attendance at synchronous general interest programs
Library Programs	GENPRO	GENPRO: Number of synchronous general interest programs
Library Programs	K0_5ATTEN	K0_5ATTEN: Attendance at synchronous programs for kids 0-5
Library Programs	K0_5PRO	K0_5PRO: Number of synchronous programs for kids 0-5
Library Programs	K6_11ATTEN	K6_11ATTEN: Attendance at synchronous programs for kids 6-11
Library Programs	K6_11PRO	K6_11PRO: Number of synchronous programs for kids 6-11
Library Programs	KIDATTEN	KIDATTEN: Count of audience at all children''s programs
Library Programs	KIDPRO	KIDPRO: Count of library programs for children
Library Programs	ODFINE	ODFINE: Current overdue fine policy
Library Programs	OFFATTEN	OFFATTEN: Synchronous in-person offsite program attendance
Library Programs	OFFPRO	OFFPRO: Number of synchronous in-person offsite programs
Library Programs	ONATTEN	ONATTEN: Synchronous in-person onsite program attendance
Library Programs	ONPRO	ONPRO: Number of synchronous in-person onsite programs
Library Programs	TOTATTEN	TOTATTEN: Total count of audience at all library programs
Library Programs	TOTPRES	TOTPRES: Total asynchronous program presentations

Library Programs	TOTPRO	TOTPRO: Total count of all library programs
Library Programs	TOTVIEWS	TOTVIEWS: Total view of asynchronous presentations within 7 days
Library Programs	VIRATTEN	VIRATTEN: Synchronous virtual program attendance
Library Programs	VIRPRO	VIRPRO: Number of synchronous virtual program sessions
Library Programs	VISITRPT	VISITRPT: Reporting method for VISITS
Library Programs	YAATTEN	YAATTEN: Count of audience at all young adult programs
Library Programs	YAPRO	YAPRO: Count of library programs for young adults
Library Services	REFERENC	REFERENC: Count of reference transactions
Library Services	REFERRPT	REFERRPT: Reference transactions reporting method
Library Services	REGBOR	REGBOR: Registered users
Library Services	VISITS	VISITS: Count of library visits
Licensed Databases	DATABASE	DATABASE: Total licensed databases (retired)
Licensed Databases	DB_LO_OT	DB_LO_OT: Local/other cooperative agreements (retired)
Licensed Databases	DB_LOC	DB_LOC: Local licensed databases (retired)
Licensed Databases	DB_OTH	DB_OTH: Other licensed databases (retired)
Licensed Databases	DB_ST	DB_ST: State licensed databases (retired)
Licensed Databases	ESUBSCRP	ESUBSCRP: Electronic serial subscriptions (retired)
Operating Expenditures	Collection expenditures	ELMATEXP: Operating expenditures for electronic materials
Operating Expenditures	Collection expenditures	OTHMATEX: Operating expenditures for other materials
Operating Expenditures	Collection expenditures	PRMATEXP: Operating expenditures for print materials
Operating Expenditures	Collection expenditures	TOTEXPCO: Total expenditures on library collection
Operating Expenditures	TOTOPEXP	TOTOPEXP: Total operating expenditures
Operating Finances	Materials expenditures	Expenditures for CD/DVD materials
Operating Finances	Materials expenditures	Expenditures for downloadable audio books, music, video, and other multimedia
Operating Finances	Materials expenditures	Expenditures for eBooks
Operating Finances	Materials expenditures	Expenditures for other library materials
Operating Finances	Materials expenditures	Expenditures for print materials
Operating Finances	Expenditures on all other items	Expenditures on all other items
Operating Finances	Income from federal government	Income from federal government
Operating Finances	Income from local government	Income from local government
Operating Finances	Income from other sources	Income from other sources

Operating Finances	Income from state/provincial government	Income from state/provincial government
Operating Finances	Materials expenditures	Other electronic materials expenditures
Operating Finances	Materials expenditures	Total expenditures for electronic materials (22.ci+cii+ciii)
Operating Finances	Materials expenditures	Total expenditures for electronic materials-CALCULATED
Operating Finances	Total expenditures for library materials (22.a+b+c+d)	Total expenditures for library materials (22.a+b+c+d)
Operating Finances	Materials expenditures	Total expenditures for library materials-CALCULATED
Operating Finances	Total income	Total income
Operating Finances	Total operating expenditures (total of items 20-23)	Total operating expenditures (total of items 20-23)
Operating Revenue	FEDGVT	FEDGVT: Operating revenue from federal government
Operating Revenue	LOCGVT	LOCGVT: Operating revenue from local government
Operating Revenue	OTHINCM	OTHINCM: Operating revenue from other sources
Operating Revenue	STGVT	STGVT: Operating revenue from state government
Operating Revenue	TOTINCM	TOTINCM: Total operating revenue
PLA Metrics Ratios & Calculations	In-library use ratios	% In-Library Use - Branches
PLA Metrics Ratios & Calculations	Financial ratios	% of Electronic Materials expenditures on Downloadable audio books, music, video, and other multimedia
PLA Metrics Ratios & Calculations	Financial ratios	% of Electronic Materials expenditures on Ebooks
PLA Metrics Ratios & Calculations	Financial ratios	% of Electronic Materials expenditures on Other Electronic Materials Expenditures
PLA Metrics Ratios & Calculations	Financial ratios	% of Income From Other Sources
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Other Electronic Materials Expenditures
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Total Electronic Materials Expenditures
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on CD/DVD
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Downloadable audio books, music, video, and other multimedia
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Ebooks
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Other materials
PLA Metrics Ratios & Calculations	Financial ratios	% of Library Materials expenditures on Print
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Expenditures on Benefits
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Expenditures on Materials
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Expenditures On Other
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Expenditures on Salaries
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Expenditures on Staff

PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Income From Federal Government
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Income from Local Sources
PLA Metrics Ratios & Calculations	Financial ratios	% of Operating Income From State/Province
PLA Metrics Ratios & Calculations	Financial ratios	% of Staff Expenditures on Benefits
PLA Metrics Ratios & Calculations	Financial ratios	% of Staff Expenditures on Salaries & Wages
PLA Metrics Ratios & Calculations	Virtual visit ratios	% of Total Visits are Web Visits
PLA Metrics Ratios & Calculations	Program ratios	% Program Attendance - Central Library
PLA Metrics Ratios & Calculations	Visits ratios	% Visits - Branches
PLA Metrics Ratios & Calculations	Financial ratios	Benefits Expenditures Per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Benefits Expenditures Per Staff
PLA Metrics Ratios & Calculations	Materials expenditures per capita	CD/DVD materials expenditure per capita
PLA Metrics Ratios & Calculations	Financial ratios	Cost Per open Hour
PLA Metrics Ratios & Calculations	Financial ratios	Director Salary Per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Ebook Circulation per Total Ebook expenditure
PLA Metrics Ratios & Calculations	Financial ratios	Ebook Circulation per Total Electronic material expenditure
PLA Metrics Ratios & Calculations	Financial ratios	Ebook Circulation per Total material expenditure
PLA Metrics Ratios & Calculations	Materials expenditures per capita	EBooks expenditure per capita
PLA Metrics Ratios & Calculations	Materials expenditures per capita	Electronic materials expenditure per capita
PLA Metrics Ratios & Calculations	Materials expenditures per capita	EMultimedia materials expenditures per capita
PLA Metrics Ratios & Calculations	Financial ratios	Federal Income Per Capita
PLA Metrics Ratios & Calculations	General ratios	Floorspace per Capita
PLA Metrics Ratios & Calculations	Reference ratios	Formal Program/Class (at least 1 location)
PLA Metrics Ratios & Calculations	Program ratios	Formal Program/Class (at least 1 location)
PLA Metrics Ratios & Calculations	General ratios	Formal Program/Class (at least 1 location)
PLA Metrics Ratios & Calculations	Program ratios	Informal Point-of-use Training (at least 1 location)
PLA Metrics Ratios & Calculations	Reference ratios	Informal Point-of-use Training (at least 1 location)
PLA Metrics Ratios & Calculations	Visits ratios	Informal Point-of-use Training (at least 1 location)
PLA Metrics Ratios & Calculations	In-library use ratios	In-Library Use per $1000 of Expenditures
PLA Metrics Ratios & Calculations	In-library use ratios	In-Library Use Per Capita
PLA Metrics Ratios & Calculations	In-library use ratios	In-Library Use Per Visit
PLA Metrics Ratios & Calculations	In-library use ratios	In-Library Use Per Week

PLA Metrics Ratios & Calculations	Financial ratios	Local Income Per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Materials expenditure per capita
PLA Metrics Ratios & Calculations	In-library use ratios	No Training
PLA Metrics Ratios & Calculations	Visits ratios	No Training
PLA Metrics Ratios & Calculations	Financial ratios	Operating Expenditures Per Capita
PLA Metrics Ratios & Calculations	Materials expenditures per capita	Other eMaterials expenditure per capita:
PLA Metrics Ratios & Calculations	Financial ratios	Other Expenditures Per Capita:
PLA Metrics Ratios & Calculations	Financial ratios	Other Expenditures Per Staff:
PLA Metrics Ratios & Calculations	Materials expenditures per capita	Other materials expenditure per capita:
PLA Metrics Ratios & Calculations	Financial ratios	Other Sources Income Per Capita:
PLA Metrics Ratios & Calculations	General ratios	Population Density of Legal Service Area
PLA Metrics Ratios & Calculations	General ratios	Population Per Librarian FTE
PLA Metrics Ratios & Calculations	Materials expenditures per capita	Print material expenditures per capita
PLA Metrics Ratios & Calculations	Program ratios	Program Attendance per $1000 of Expenditures
PLA Metrics Ratios & Calculations	Visits ratios	Program Attendance per Program
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions per $1000 of Expenditures
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions per Capita
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions Per Hour
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions Per Librarian FTE
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions Per Registered Borrower
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions Per Staff FTE
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions per Visit
PLA Metrics Ratios & Calculations	Reference ratios	Reference Transactions per Week
PLA Metrics Ratios & Calculations	General ratios	Registered Borrowers as % of Population
PLA Metrics Ratios & Calculations	General ratios	Registered Borrowers per $1000 of Expenditures
PLA Metrics Ratios & Calculations	General ratios	Registered Borrowers Per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Salary Expenditures Per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Salary Expenditures Per Staff
PLA Metrics Ratios & Calculations	Financial ratios	Staff Expenditures per Capita
PLA Metrics Ratios & Calculations	Financial ratios	Staff Expenditures Per Staff
PLA Metrics Ratios & Calculations	Financial ratios	State/Provincial Income Per Capita

PLA Metrics Ratios & Calculations	Financial ratios	Total expenditures for electronic materials per Holding
PLA Metrics Ratios & Calculations	Financial ratios	Total expenditures for electronic materials per Registered Borrower
PLA Metrics Ratios & Calculations	Financial ratios	Total Income Per Capita
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per Circulation
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per In-library Use
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per Program Attendance
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per Reference Transaction
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per Registered Borrower
PLA Metrics Ratios & Calculations	Cost per output	Total Materials Expenditures per Visit
PLA Metrics Ratios & Calculations	General ratios	Total Opening hours per year per 1,000 capita
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per Circulation
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per In-library Use
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per Program Attendance
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per Reference Transaction
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per Registered Borrower
PLA Metrics Ratios & Calculations	Financial ratios	Total Operating Expenditures per Sq.ft.
PLA Metrics Ratios & Calculations	Cost per output	Total Operating Expenditures per Visit
PLA Metrics Ratios & Calculations	Program ratios	Total Programs Attendance per year per 1,000 capita
PLA Metrics Ratios & Calculations	Program ratios	Total Programs Per Capita
PLA Metrics Ratios & Calculations	Program ratios	Total Programs per year per 1,000 capita
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per Circulation
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per In-Library Use
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per Program Attendance
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per Reference Transaction
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per Registered Borrower
PLA Metrics Ratios & Calculations	Total income per output	Total Revenue per Visit
PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per Circulation
PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per In-library Use
PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per Program Attendance
PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per Reference Transaction
PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per Registered Borrower

PLA Metrics Ratios & Calculations	Cost per output	Total Staff Expenditures per Visit
PLA Metrics Ratios & Calculations	Virtual visit ratios	Total visits (virtual and physical)
PLA Metrics Ratios & Calculations	Visits ratios	Visits per $1000 of Expenditures
PLA Metrics Ratios & Calculations	Visits ratios	Visits per Capita
PLA Metrics Ratios & Calculations	Visits ratios	Visits Per Hour
PLA Metrics Ratios & Calculations	Visits ratios	Visits Per Librarian FTE
PLA Metrics Ratios & Calculations	Visits ratios	Visits per Registered Borrower
PLA Metrics Ratios & Calculations	Visits ratios	Visits per Week
PLA Metrics Ratios & Calculations	Financial ratios	Web Visit per Total Ebook expenditure
PLA Metrics Ratios & Calculations	Financial ratios	Web Visit per Total Electronic material expenditure
PLA Metrics Ratios & Calculations	Financial ratios	Web Visit per Total material expenditure
PLA Metrics Ratios & Calculations	Virtual visit ratios	Web Visits per Capita
PLA Metrics Ratios & Calculations	Virtual visit ratios	Web Visits Per Librarian FTE
PLA Metrics Ratios & Calculations	Virtual visit ratios	Web Visits per Registered Borrower
PLA Metrics Ratios & Calculations	Virtual visit ratios	Web Visits per Staff FTE
PLA Metrics Ratios & Calculations	Virtual visit ratios	Web Visits per Week
PLDS Special Section	Budget planning	Budget planning
PLDS Special Section	Evaluating library collection	Evaluating library collection
PLDS Special Section	Staffing Levels	Staffing Levels
Population	POPU_LSA	POPU_LSA: Population of Legal Service Area
Population	POPU_UND	POPU_UND: Unduplicated population of the legal service area
Public Service Hours	HRS_OPEN	HRS_OPEN: Total public services hours for all outlets
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	All other paid staff FTEs (calculated)
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	All other paid staff hours per year
Salaries and Staff Representation	Current annual salary of library director	Current annual salary of library director
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)
Salaries and Staff Representation	How many staff members does the library currently have in each of the following categories?	Full-time paid staff members
Salaries and Staff Representation	If your library is unable to answer the questions above about race/ethnicity and gender, please explain why.	If your library is unable to answer the questions above about race/ethnicity and gender, please explain why.: We do not feel confident about the accuracy of the data we have.
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Number of MLS librarian FTEs (calculated)

Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Number of MLS librarian hours per year
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Number of non-MLS librarian FTEs (calculated)
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Number of non-MLS librarian hours per year
Salaries and Staff Representation	How many staff members does the library currently have in each of the following categories?	Part-time paid staff members
Salaries and Staff Representation	Salary of beginning librarian	Salary of beginning librarian
Salaries and Staff Representation	How many staff members does the library currently have in each of the following categories?	Temporary or occasional paid staff
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Total number of librarian FTEs (calculated)
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Total number of librarian hours per year (12.a+b) or (total hrs/yr for all librarians if unable to separate MLS and Non-MLS)
Salaries and Staff Representation	Define your library's standard work week in terms of hours (35hrs, 37.5hrs, 40hrs, etc.)	Total paid staff hours (calculated)
Salaries and Staff Representation	How many staff members does the library currently have in each of the following categories?	Volunteers
Staff	Staff (FTE)	% of FTE Other Staff test
Staff	Staff (FTE)	% of FTEs MLS Librarians
Staff	Staff (FTE)	% of FTEs Non-MLS Librarians
Staff	Staff FTE (FY2002-12)	% of FTEs with Librarian Title
Staff	Staff (FTE)	FTE Librarians (MLS accredited) per 1,000 capita
Staff	Staff (FTE)	FTE Librarians (Non_MLS accredited) per 1,000 capita
Staff	Staff (FTE)	FTEs Per 1,000 capita
Staff	Staff (FTE)	FTEs Per 1,000 Circulation
Staff	Staff (FTE)	FTEs Per 1,000 Reference Transactions
Staff	Staff (FTE)	FTEs Per 1,000 registered borrowers
Staff	Staff (FTE)	FTEs Per 1,000 Visits
Staff	Staff (FTE)	MLS Librarian (FTE) per $100K Salary and Benefits Expenditure
Staff	Staff (FTE)	Non-MLS Librarian (FTE) per $100K Salary and Benefits Expenditure
Staff	Staff (FTE)	Other FTE paid staff per 1,000 capita:
Staff	Staff (FTE)	Total number of librarians CALCULATED
Staff	Total paid staff (FTE)	Total paid staff (FTE)
Staff	Staff (FTE)	Total Paid Staff (FTE) per $100K Salary and Benefits Expenditure

Benchmarking

Benchmarking, broadly defined, is the process of comparing your library or organization's performance to peers to determine areas for improvement. It can also allow you to highlight areas where your library does exceptionally well. Benchmarking can inform strategic planning and support everyday decision-making in libraries.

Data analysis is essential for benchmarking and library advocacy, but it can sometimes feel daunting. The U.S. has more than 9,000 public libraries and it can be hard to know where to begin. PLA has invested in research to identify ways to better communicate and display key metrics related to internal decision-making to support the public library field's benchmarking needs.

Benchmark is designed to facilitate peer comparisons so that *all libraries* may easily access the wealth of data about their own performance and that of their peers.

Facilitating Peer Comparisons

Benchmarking has its roots in the private sector and businesses seeking a competitive advantage often apply this practice. Public libraries do not compete with each other for patrons and, in fact, sharing information and resources is a foundational value of librarianship. With Benchmark, a library can see at a glance how its performance compares to its peers and all public libraries. This alone can help a library make data-informed decisions about how to allocate resources or plan changes to service. The goal of benchmarking in this instance is not competition, but field-wide improvement.

Each U.S. public library has been assigned to a **primary peer group** of similar libraries based on key characteristics including region, legal basis, locale, and demographic characteristics of the community the library serves. These peer groups are statistically valid. The libraries within a peer group are not all exactly the same, rather they share similar characteristics that impact library outputs and outcomes. You can view the resource on Peer Groups to learn more about how these were created.

The design of the data visualizations within Benchmark makes it easy to compare your library's performance to others. When you look at the charts in Benchmark, as in the example below, you will see reference points for your library's primary peer group. You will also see reference points for "all," which aggregates data from all public libraries in the U.S. Subscribers can use the filters in the Data Dashboards to narrow down the "all" data to make comparisons to other

libraries based on selected characteristics. Review the tutorial on the Data Dashboards to learn more.
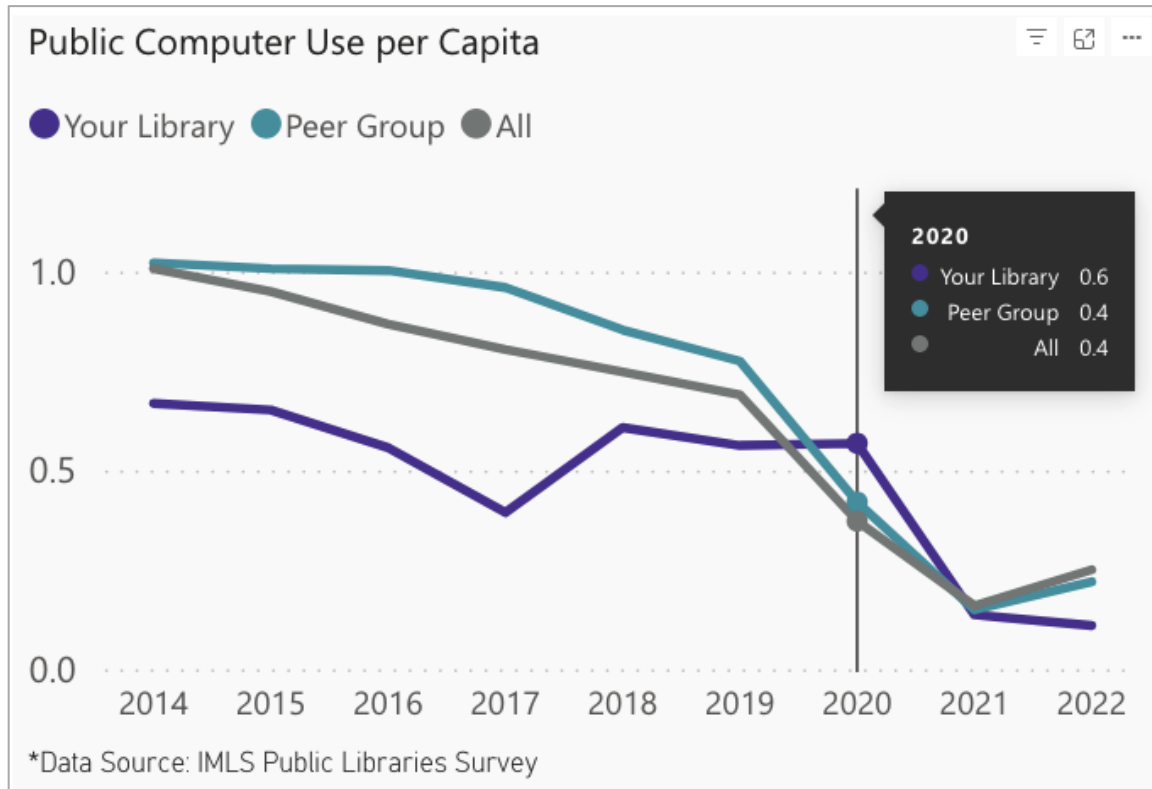
Figure 1: An example of a line chart showing a peer comparison

The Benchmarking Process

Peer comparisons can help you understand your library's performance at a particular point in time. It can also provide insights for improvements over time.

Looking at the data carefully and comprehensively may spark new thinking about how a library can work to better meet its strategic goals and community needs over time. You probably already have ideas of areas for improvement! The data does not replace your knowledge; it can instead help you hone it and share it with others. Start with a commitment to improve and then consider a few questions:

1. *What area(s) will you focus on and why?* Your library might choose areas connected to a strategic plan or areas where your library's metrics seem consistently lower than peers.

2. *What indicator(s) need to improve and why? How will you determine success?* For example, if your library wants to improve its reach for children and young adults, then increasing both the number of programs offered for those audiences and attendance at them might be success metrics.

3. *How will you implement changes? What factors may limit your ability to affect change?* Not everything is within the library's control to change. Focus on what you can change and what will make the most difference for your patrons and community.

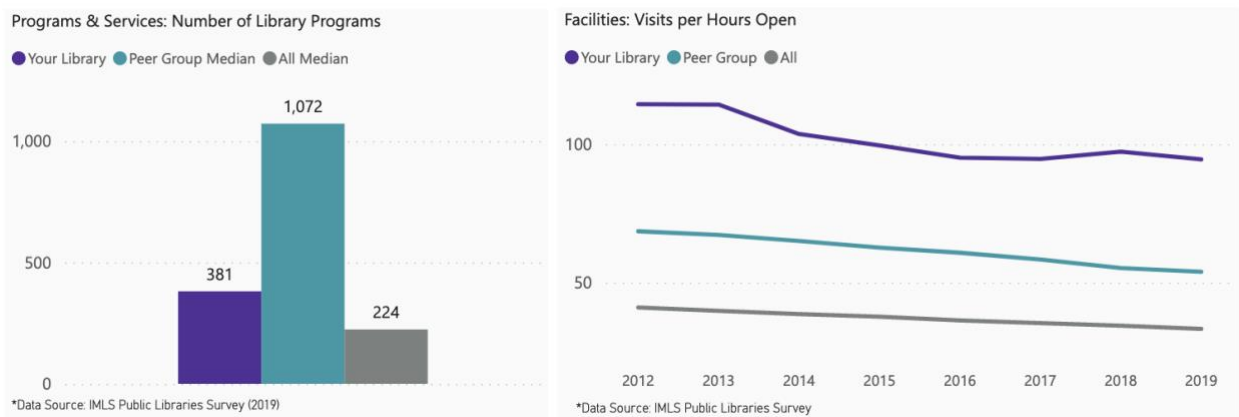Continue to collect and compare your library's data to evaluate the changes you are making over time.

For example, the charts below show that this library offers fewer programs than its peers, despite the fact that it has more visits per hour than other libraries in its peer group or nationwide.

Perhaps, with further exploration, this could yield useful evidence for advocacy. The library could make a case for additional funding to support programming for certain audiences or in areas where there is a clear community need.

Remember, evaluation and benchmarking are on-going and iterative processes. PLA will continue to add new data to Benchmark as it becomes available, making it easy for you to document improvements at your library, among your peers, and across the public library field.

Additional Resources

Patricia Keehley and Neil Abercrombie*, Benchmarking in the Public and Nonprofit Sectors: Best Practices for Achieving Performance Breakthroughs* (Jossey-Bass, 2008).

Ivy Group, "Who's Comparing? Benchmarking Library Performance" (2018):
https://ivygroup.com/blog/benchmarking-library-performance/

Peer Groups

Peer groups are clusters of organizations that share similar features. Understanding how your library peers perform is a powerful tool to support continuous improvement.

There are countless ways libraries could be grouped together: budget, collection size, number of branches, number of staff, service area population, etc. However, up until now, there has not been a consistent or statistically verified way for libraries to make effective peer comparisons. Benchmark incorporates a set of **63 peer groups** developed for PLA by the American Institutes for Research (AIR). Each public library (administrative entity) in the US has been assigned to a **primary peer group**. These peer groups were designed to be statistically valid and meaningful. The libraries within a peer group are not exactly the same, but they share similar characteristics. Those characteristics have been shown to impact the library's outputs and outcomes.

This resource outlines the methods used to create the peer groups and characteristics of each group (see the Primary Peer Groups table below). Benchmark subscribers can see a list of the other libraries in their primary peer group in the Data Dashboards.

Custom peer groups & other tools

There may be instances when your library wants to select other variables as the basis for a peer group. Benchmark subscribers have the ability to create custom peer groups. View the tutorial on creating a custom peer group in the Resources.

IMLS's Library Search and Compare tool allows users to manually narrow all US libraries (administrative entities) down to a group of "peers" based on 10 variables.

PLA's Benchmark Briefings also rely on IMLS data and provide libraries with a snapshot of comparisons across key library characteristics.

Establishing Primary Peer Groups

In its ongoing investment to provide tools and resources to support libraries' data analysis efforts, PLA identified the need to establish statistically valid and meaningful peer groups that libraries could use to inform their decision making. These peer groups were incorporated into Benchmark to help libraries easily compare their performance to their peers.

To create the peer groups, AIR analyzed data from the IMLS Public Libraries Survey (PLS) and the U.S. Census Bureau to identify five characteristics that were most predictive of library outcomes (defined below): Region, Legal Basis, Locale, Percentage of population of the library's census tract that is people of color (non-white), and the Percentage of the adult population of the library's census tract that is college educated.

- The US is divided into nine **regions**: New England (CT ME MA NH RI VT); Mid East (DE DC MD NJ NY PA); Great Lakes (IL IN MI OH WI); Plains (IA KS MN MO NE ND SD); Southeast (AL AR FL GA KY LA MS NC SC TN VA WV); Southwest (AZ NM OK TX); Rocky Mountains (CO ID MT UT WY); Far West (AK CA HI NV OR WA); and Outlying Areas (AS GU MP PR VI). For the original peer group analysis, some categories were combined. Specifically, for region, New England was combined with the Mid East area, and the Southwest, Rocky Mountains, and Far West were combined.

- **Legal basis** is the type of local government structure within which the entity functions. It reflects the state or local law, which authorizes the library. The IMLS Public Libraries Survey uses 9 legal basis categories. These were condensed down to 5 categories: county or city/county; municipal; library district; nonprofit; and other (includes multi-jurisdictional, Native American tribal government, school district, and other).

- **Locale** is determined by the level of urbanization of the library's service area. Locale types were collapsed into three groups: city, suburban, or town/rural.

- **Percentage people of color** (non-white population) for the peer group creation was originally based on the population of the census tract in which the administrative entity is located. This data was drawn from the American Community Survey 5-year estimates using the Census Planning Database.

- **Percentage college educated** for the peer group creation was based on the population of the census tract over age 25 that hold a bachelor's degree or higher. This data was drawn from the American Community Survey 5-year estimates using the Census Planning Database.

Based on this analysis, public libraries were grouped into 63 peer groups.

Libraries within a peer group do not necessarily share *all* the same characteristics. Rather, this means the libraries within a group are more similar to each other than to libraries in other groups.

Methodology

There are many ways to cluster libraries into groups with shared characteristics. In determining its methodology, AIR considered a number of factors:

- The number of groups overall had to be large enough that there were recognizable differences between groups and similarities within groups. Libraries should recognize themselves as alike other libraries within their group.
- The number of groups overall had to be small enough that there would be sufficient numbers of libraries within each group for effective benchmarking.
- The peer groups' definitions needed to be transparent and intuitive, so a library can identify why it falls in a particular group.
- The peer groups had to be created based on data known for all public libraries. This meant that the variables used to create the peer groups had to either come from the PLS or from data sources that could be geographically linked to the PLS.
- The peer groups had to be discrete and "re-creatable" using the PLS and other variables so that a new library not included in the original clustering process could later be assigned to a peer group.

The original analysis was conducted using the FY2017 PLS data. The peer groups were updated when the FY2018 data was released.

AIR considered several statistical clustering and classification methods to create the peer groups and settled on using **recursive partitioning** and **regression trees**. Broadly, recursive partitioning algorithms, often referred to as "tree-based" methods, are designed to automatically partition a dataset into clusters that differ with respect to some output or outcome measure. From a set of available variables, these algorithms identify the variable that best predicts the outcome, and then splits the dataset into "nodes" defined by that variable. For example, if Locale were found to be the best available predictor for a given PLS outcome, one node might consist of libraries in cities and suburbs and the other node might consist of libraries in towns and rural areas. (The exact cutoff point is typically chosen to maximize differences between the nodes with respect to the outcome variable.) This process is then repeated within each node, leading to a successive set of splits that divide the data into a progressively smaller set of "child" nodes. The splitting continues until pre-defined stopping criteria (e.g., a minimum node size or measure of significant change) are met.

Since PLA was interested in finding a classification system that would be robust across various measures (e.g., technology, salaries, or staffing measures), AIR used this method (regression trees) to develop classification models for multiple PLS measures, and then compared the

variables that were most important across multiple measures. Because almost all PLS variables are at the administrative entity (AE) level, the analyses had to be conducted at that level, rather than the outlet, or branch, level. The measures (variables) that were chosen for the analysis were those that seemed likely to relate to technology variability in libraries (since peer group development was undertaken in conjunction with PLA's the 2020 technology survey) or they were measures against which libraries may be interested in benchmarking themselves.

Eleven dependent variables were selected from the PLS for use in the regression trees analysis (outlined in the table below).

Table 1: Dependent variables used in regression trees	
Element Name	**Element Description**
TOTSTAFF	Total Paid FTE
BKVOL	Total Printed Material
TOTINCM	Total Operating Revenue
ELMATCIR	Circulation of electronic materials
VISITS	Total annual library visits
WIFISESS	Total annual wireless sessions provided by the library wireless service
TOTATTEN	Total audience at all library programs
TOTCIR	Total annual circulation transactions
TOTPRO	Total library programs
REFERENC	Total annual reference transactions
TOTOPEXP	Total operating expenditures

In addition, AIR selected a small subset of PLS and Census variables to use as predictor (independent) variables for the trees. These were the variables that would be used to define the peer group characteristics so they had to be both useful in identifying groups with similar values on the key measures and meaningful to libraries as measures by which they identify themselves. The Census variables came from the American Community Survey 5-year estimates in the Census Planning Database.

Table 2: Independent variables used in regression trees		
Source	**Element Name**	**Element Description**
PLS	C_LEGBAS	Legal Basis Code
PLS	C_ADMIN	Administrative Structure Code
PLS	HRS_OPEN	Total Public Service Hours-All Outlets
PLS	TOTSTAFF	Total Paid FTE
PLS	BKVOL	Total Print Materials

PLS	LOCALE_ADD	Size of Community and Proximity to Urban/Metro Area based on Address of AE
PLS	OBEREG	Bureau of Economic Analysis Region Code
PLS	EBOOK	Electronic Books
PLS	NUM_OUTLET	Number of stationary outlets per AE
PLS	TOT_SQ_FEET	Total Square Feet per AE
PLS	TOTOPEXP	Total operating expenditures
Census	pct_Hispanic_ACS_13_17	The percentage of the population that identify as of Hispanic or Latino origin.
Census	pct_NH_White_alone_ACS_13_17	The percentage of the population that indicate no Hispanic origin and their only race as "White".
Census	pct_NH_Blk_alone_ACS_13_17	The percentage of the population that indicate no Hispanic origin and their only race as Black or African American.
Census	pct_Othr_Lang_ACS_13_17	The percentage of the population aged 5 years and over that speaks a language other than English at home.
Census	pct_Not_HS_Grad_ACS_13_17	The percentage of the population aged 25 years and over that are not high school graduates and have not received a diploma or the equivalent.
Census	pct_College_ACS_13_17	The percentage of the population aged 25 years and over that have a college degree or higher.
Census	pct_Prs_Blw_Pov_Lev_ACS_13_17	The percentage of the population that are classified as below the poverty level given their total family or household income within the last year, family size, and family composition.
Census	pct_Civ_unemp_16p_ACS_13_17	The percentage of civilians ages 16 years and over in the labor force that are unemployed.

Once all regression trees were run, the most important variables were selected to cross-classify cases into stratification and profile cells. Peer groups were then collapsed to minimize the number of groups and create groups with enough libraries to be meaningful and useful for sampling.

The results of the analysis showed that the region in which the AE is located (OBEREG) was the predictor that influenced the most output measures. After that, legal basis (C_LEGBAS), locale (LOCALE_ADD), the percent of individuals in the Census tract identified as non-Hispanic white (PCT_NH_WHITE), and the percent of individuals in the Census tract with a college degree (PCT_COLLEGE) were the most prevalent predictors. Therefore, these five variables were selected to create the peer groups. Some categories were combined and the Census variables were collapsed into categories in order to reduce the number of cells in the cross-classification (these changes are identified on page 2 above).

The cross-classification of these variables then formed 675 unique groups (5 legal bases, 5 regions, 3 locales, 3 percent white groups, and 3 percent college educated groups). Frequency distributions of libraries within each of these 675 groups were examined in order to construct an appropriate smaller set of strata. 63 unique peer groups were formed with the goal of having approximately 100 libraries in each group. Groups were combined using different variables depending on the distribution of libraries. The final 63 peer groups that resulted from this process are outlined in the table below.

Among the 63 peer groups, the average size (number of libraries in the group) is 140 and median is 131. The smallest peer group has 33 libraries in it, and the largest has 531.

Please note: These numbers apply to the original primary peer groups based on IMLS PLS FY 2018 data; PLA staff have added new libraries established since that time to primary peer groups that best match their characteristics.

Primary Peer Groups (Table)

The following table shows all 63 peer groups, with the coding for each of the five classification variables as well as the count of libraries. Your library's peer group number is identified in the dynamic text at the top of the Summary dashboard, as shown in the anonymized screenshot below.

PUBLIC LIBRARY is a (locale type) library in the (Region) administered by a (legal basis). The library serves a population of ####. It is part of peer group #.

Benchmark subscribers see a table that identifies the other libraries in their primary peer group at the bottom of the Summary tab in the Data Dashboards. For more information, please review the tutorial on the Data Dashboards.

Peer Group	Legal Basis*	Region	Locale	% White	% of College-Educated Pop. over 25	Number of Libraries
1	CC or CO	Any	City	Any	Any	92
2	CC or CO	Southeast	Suburb	Any	Any	99
3	CC or CO	New England, Mid East, Great Lakes, Plains, Southwest, Rocky Mountains, Far West	Suburb	Any	Any	86
4	CC or CO	New England, Mid East, Great Lakes, Plains	Town or Rural	Any	Any	135
5	CC or CO	Southeast	Town or Rural	Any	<=14.9	161
6	CC or CO	Southeast	Town or Rural	Any	>15	151
7	CC or CO	Southwest, Rocky Mountains, Far West	Town or Rural	Any	<=14.9	83
8	CC or CO	Southwest, Rocky Mountains, Far West	Town or Rural	Any	>15	183
9	CI	Southwest, Rocky Mountains, Far West	City	Any	Any	122
10	CI	New England, Mid East, Great Lakes, Plains, Southeast	City	Any	Any	150

Peer Group	Legal Basis*	Region	Locale	% White	% of College-Educated Pop. over 25	Number of Libraries
11	CI	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	Suburb	75-94.9	>=35	135
12	CI	New England, Mid East	Suburb	75-94.9	>=35	267
13	CI	Any	Suburb	>=95	Any	92
14	CI	New England, Mid East	Suburb	75-94.9	<=14.9 15-34.9	98
15	CI	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	Suburb	75-94.9	<=14.9 15-34.9	127
16	CI	Any	Suburb	<=74.9	<=14.9	115
17	CI	New England, Mid East, Great Lakes	Suburb	<=74.9	15-34.9	131
18	CI	Plain, Southeast, Southwest, Rocky Mountains, Far West	Suburb	<=74.9	15-34.9	113
19	CI	Any	Suburb	<=74.9	>=35	161
20	CI	New England, Mid East	Town or Rural	75-94.9	<=14.9 15-34.9	170
21	CI	New England, Mid East	Town or Rural	>=95	15-34.9	192
22	CI	New England, Mid East	Town or Rural	75-94.9	>=35	111
23	CI	Any	Town or Rural	>=95	>=35	141
24	CI	Great Lakes	Town or Rural	75-94.9	15-34.9	194
25	CI	Great Lakes	Town or Rural	>=95	15-34.9	172
26	CI	Plains	Town or Rural	75-94.9	15-34.9	531
27	CI	Plains	Town or Rural	>=95	15-34.9	452
28	CI	Southwest, Rocky Mountains, Far West	Town or Rural	<=74.9	<=14.9	162

Peer Group	Legal Basis*	Region	Locale	% White	% of College-Educated Pop. over 25	Number of Libraries
29	CI	Southwest, Rocky Mountains, Far West	Town or Rural	<=74.9	15-34.9 >=35	156
30	CI	Southeast, Southwest, Rocky Mountains, Far West	Town or Rural	75-94.9	15-34.9	241
31	CI	New England, Mid East, Great Lakes, Plains, Southeast	Town or Rural	<=74.9	Any	156
32	CI	Great Lakes, Plains	Town or Rural	75-94.9	<=14.9	165
33	CI	Southeast, Southwest, Rocky Mountains, Far West	Town or Rural	75-94.9	<=14.9	125
34	CI	New England, Mid East, Great Lakes	Town or Rural	>=95	<=14.9	111
35	CI	Plains, Southeast, Southwest, Rocky Mountains, Far West	Town or Rural	>=95	<=14.9	105
36a	CI	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	Town or Rural	75-94.9	>=35	84
36b	CI	Southeast, Southwest, Rocky Mountains, Far West	Town or Rural	>=95	15-34.9	33
37	LD	Any	City	Any	Any	53
38	LD	New England, Mid East	Suburb	Any	Any	126
39	LD	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	Suburb	Any	<=14.9 15-34.9	158
40	LD	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	Suburb	Any	>=35	97
41	LD	Great Lakes	Town or Rural	<=74.9 75-94.9	<=14.9	127
42	LD	Great Lakes	Town or Rural	<=74.9 75-94.9	15-34.9	143

Peer Group	Legal Basis*	Region	Locale	% White	% of College-Educated Pop. over 25	Number of Libraries
43	LD	Great Lakes	Town or Rural	>=95	15-34.9	123
44	LD	New England, Mid East	Town or Rural	Any	<=14.9 15-34.9	61
45	LD	Great Lakes	Town or Rural	>=95	<=14.9	80
46	LD	Any	Town or Rural	Any	>=35	85
47	LD	Plains	Town or Rural	<=74.9 75-94.9	<=14.9 15-34.9	115
48	LD	Southeast	Town or Rural	Any	<=14.9 15-34.9	94
49	LD	Southwest, Rocky Mountains, Far West	Town or Rural	Any	<=14.9 15-34.9	134
50	MJ, NL, SD, or, OT	Any	City or Suburb	Any	Any	174
51	MJ, NL, SD, or, OT	Great Lakes	Town or Rural	Any	Any	136
52	MJ, NL, SD, or, OT	Southeast	Town or Rural	Any	Any	134
53	MJ, NL, SD, or, OT	New England, Mid East, Plains, Southwest, Rocky Mountains, Far West	Town or Rural	Any	Any	164
54	NP	New England, Mid East	Suburb	<=74.9	Any	74
55	NP	New England, Mid East	Suburb	75-94.9	<=14.9 15-34.9	118
56	NP	New England, Mid East	Suburb	75-94.9	>=35	133
57	NP	New England, Mid East	Suburb	>=95	Any	61
58	NP	New England, Mid East	City	Any	Any	34
59	NP	New England, Mid East	Town or Rural	Any	<=14.9	115

Peer Group	Legal Basis*	Region	Locale	% White	% of College-Educated Pop. over 25	Number of Libraries
60	NP	New England, Mid East	Town or Rural	<=74.9 75-94.9	15-34.9	198
61	NP	New England, Mid East	Town or Rural	>=95	15-34.9	248
62	NP	New England, Mid East	Town or Rural	Any	>=35	165
63	NP	Great Lakes, Plains, Southeast, Southwest, Rocky Mountains, Far West	City, Suburb, Town, or Rural	Any	Any	167

*Legal Basis Codes
- CC–City/County
- CI–Municipal Government (city, town, or village)
- CO–County/Parish
- LD–Library District
- MJ–Multi-jurisdictional
- NL–Native American Tribal Government
- NP–Non-profit Association or Agency
- SD–School District
- OT–Other

STAFF REPORT

Library Commission
Meeting Date: **1/27/2025**
Staff Report Number: **LC-2025-004**

Informational Item: **Library end-of-year statistics report**

Recommendation

City staff recommends that the Library Commission (LC) receive this informational report on end of the year statistics for the library.

Policy Issues

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

Background

The Library and Community Services (LCS) department regularly publishes statistics from its programs and services for the public and for its advisory bodies.

Analysis

End-of-year statistics for the library are provided in Attachment A. A break-out of statistics for the branch library pre- and post-opening of the new Belle Haven Community Campus is also provided. Of note: several statistics show significant increases at the new Belle Haven Library, including circulation, library visitors, and program attendees.

Impact on City Resources

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

Report prepared by:
Rose Waldman, Library and Community Services Supervisor

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

CIRCULATION 2024 (includes renewals)

	MPL	BHL	Total
ADULT FICTION	**43,168**	**682**	**43,850**
ADULT NON-FICTION	**58,114**	**963**	**59,077**
Children's Fiction	81,192	3,630	84,822
Children's Nonfiction	24,756	1,366	26,122
Children's Graphic Novels	19,089	1,480	20,569
Children's Picture Books	63,141	3,880	67,021
Children's Foreign Languages	1,469	40	1,509
Children's Read Together Kits	445	94	539
CHILDREN'S BOOKS	**190,092**	**10,490**	**200,582**
YOUNG ADULT BOOKS	**9,185**	**327**	**9,512**
TOTAL BOOK CIRCULATION	**300,559**	**12,462**	**313,021**

SPANISH CIRCULATION

	MPL	BHL	Total
Adult Spanish	369	142	511
Spanish Media	127	18	145
Children's Spanish	4,920	604	5,524
Young Adult Spanish	128	10	138
SPANISH CIRCULATION	**5,544**	**774**	**6,318**

AUDIO VISUAL CIRCULATION

	MPL	BHL	Total
DVDs	26,774	548	27,322
CDs	6,204	n/a	6,204
Books On CD	3,692	2	3,694
Video Games	180	24	204
AUDIO-VISUAL	**36,850**	**574**	**37,424**

EQUIPMENT CIRCULATION

	MPL	BHL	Total
Laptop	1,559	99	1,658
Computer/Electronic Device	424	11	435
WiFi Hotspot/Battery/Bike U-Lock	218	99	317
Park Passes	41	15	56
Pickleball	71	4	75
EQUIPMENT CIRCULATION	**2,313**	**228**	**2,541**

TOTAL CIRCULATION

	MPL	BHL	Total
TOTAL (includes renewals)	**388,997**	**15,517**	**404,514**

INTERLIBRARY LOANS

	MPL	BHL	Total
LOAN TO PLS	34,553	777	35,330
BORROWED FROM PLS	43,731	1,479	45,210
LOAN TO LINK+	n/a	n/a	1,007
BORROWED FROM LINK+	n/a	n/a	1,584

PATRON

	MPL	BHL	Total

New Patron Card Holders	1,783	212	1,995

COLLECTION ADDITIONS

	MPL	BHL	Total
Children's Books Added	2,202	4,549	6,751
Young People's Books Added	444	443	887
Adult Books added	3,580	2,170	5,750
Adult DVD added	512	273	785
Juvi DVDs added	23	77	100
Video Games added	16	41	57
Adult BOCD added	37	30	67
Juvi BOCD added	2	n/a	2
Adult CDs added	34	n/a	34
TOTAL COLLECTION ADDITIONS	**6,850**	**7,583**	**14,433**

COLLECTION HOLDINGS

	MPL	BHL	Total
Books Children Held	38,688	5,598	44,286
Books Young Adult Held	4,554	516	5,070
Books Adult Held	47,332	2,098	49,430
DVDs Children Held	1,151	84	1,235
DVDs Adult Held	13,096	253	13,349
TOTAL ITEM HELD	**104,821**	**8,549**	**113,370**

ELECTRONIC CIRCULATOIN

	MPL	BHL	Total
eBooks (+ comics)	117,360	n/a	117,360
eAudio (including music)	52,021	n/a	52,021
eVideo	11,205	n/a	11,205
eSerials	18,299	n/a	18,299
TOTAL eCIRCULATION	**198,885**	**n/a**	**198,885**

INTERNET SESSIONS

	MPL	BHL	Total
Wireless sessions per year	135,693	120,159	255,852

REFERENCE

	MPL	BHL	Total
Reference Questions	36,491	4,194	40,685

DESK HELP

	MPL	BHL	Total
Help with Check In/Check Out	7,197	874	8,071
Account Iformation	3,648	246	3,894
Seach Catalog/Find Materials	5,432	460	5,892
TOTAL HELP	**16,277**	**1,580**	**17,857**

OUTREACH

	MPL	BHL	Total
Offsite			11
School Visits to the Library			7
TOTAL VISITS			**18**

LIBRARY VISITS (gate count)			
	MPL	BHL	Total
Library Visits (gate count)	151,182	26,565	177,747

COMMUNITY PROGRAMS			
	MPL	BHL	Total
Events Ages Zero - Five	140	96	236
Events Ages Six - Eleven	13	16	29
Events Teen	47	25	72
Events Adult	76	42	118
Events General Interest	11	4	15
Event Attendance Ages Zero - Five	6,621	522	7,143
Event Attendance Ages Six - Eleven	1,333	919	2,252
Event Attendance Teen	143	55	198
Event Attendance Adult	900	324	1,224
Event Aattendance General Interest	886	248	1,134
TOTAL PROGRAMS	**287**	**183**	**470**
TOTAL PROGRAMS ATTENDANCE	**9,883**	**2,068**	**11,951**

CIRCULATION 2024 (includes renewals)	Jan-Apr	May-Nov
ADULT FICTION	**82**	**669**
ADULT NON-FICTION	**101**	**793**
Children's Fiction	768	2,862
Children's Nonfiction	184	1,182
Children's Graphic Novels	188	1,292
Children's Picture Books	1,122	2,758
Children's Foreign Languages	0	40
Children's Read Together Kits	6	88
CHILDREN'S BOOKS	**2,268**	**8,222**
YOUNG ADULT BOOKS	**103**	**224**
TOTAL BOOK CIRCULATION	**2,554**	**9,908**

SPANISH CIRCULATION	Jan-Apr	May-Nov
Adult Spanish	34	108
Spanish Media	0	18
Children's Spanish	125	479
Young Adult Spanish	2	8
SPANISH CIRCULATION	**161**	**613**

AUDIO VISUAL CIRCULATION	Jan-Apr	May-Nov
DVDs	63	485
Books On CD	n/a	2
Video Games	n/a	24
AUDIO-VISUAL	**63**	**511**

EQUIPMENT CIRCULATION	Jan-Apr	May-Nov
Laptop	n/a	99
Computer/Electronic Device	1	10
WiFi Hotspot/Battery/Bike U-Lock	31	68
Park Passes	3	12
Pickleball	n/a	4
EQUIPMENT CIRCULATION	**35**	**193**

TOTAL CIRCULATION	Jan-Apr	May-Nov
TOTAL (includes renewals)	**3,237**	**11,225**

INTERLIBRARY LOANS	Jan-Apr	May-Nov
Loan to PLS	664	113
Borrowed from PLS	424	1,055

PATRON

Belle Haven Library
2024 Pre vs. Post Opening Circulation

	Jan-Apr	May-Nov
New Patron Card Holders	41	171

COLLECTION ADDITIONS		
	Jan-Apr	May-Nov
Print Children's Books Added	3,907	642
Print Young People's Books Added	283	160
Print Adult Books added	1,476	694
Audio Visual DVD added	274	76
Audio Visual Video Games added	29	12
Audio Visual Adult BOCD added	n/a	30
TOTAL COLLECTION ADDITIONS	**5,969**	**1,614**

COLLECTION HOLDINGS		
	Jan-Apr	May-Nov
Books Children Held	4,796	5,598
Books Young Adult Held	360	516
Books Adult Held	1,483	2,098
DVDs Children Held	83	84
DVDs Adult Held	202	253
TOTAL ITEM HELD	**6,924**	**8,549**

LIBRARY VISITS (gate count)		
	Jan-Apr	May-Nov
Library Visits (gate count)	3,928	22,457

COMMUNITY PROGRAMS		
	Jan-Apr	May-Nov
Number of Event Attendees	85	301
Event Aattendees Zero - Five	21	69
Event Attendees Six - Eleven	44	116
Event Attendees Teen	0	9
Event Attendees Adult	17	39
Event Attendees General Interest	0	41
TOTAL PROGRAMS	**6**	**22**
TOTAL PROGRAMS ATTENDANCE	**167**	**575**

STAFF REPORT

Library Commission
Meeting Date: **1/27/2025**
Staff Report Number: **LC-2025-005**

Informational Item: **City and departmental mission, vision and values statements**

Recommendation
City staff recommends that the Library Commission (LC) receive this informational report on the City and departmental mission, vision and values statements.

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

Background
The Library and Community Services department (LCS) included guiding principles in the fiscal year 2024-25 adopted budget (Attachment A).

The City Council held their most recent goal-setting workshop on March 12, 2024 (Attachment B).

The City of Menlo Park's mission statement is contained in the Menlo Park City Council's procedure manual (Attachment C).

Analysis
As the ad-hoc subcommittee of the Library Commission continues its work in outlining the "Library of the Future," Commission members may find it helpful to have information about formal statements that express the mission, vision, and/or values of the City organization and LCS department.

LCS departmental statements
For the LCS department, the statements that could be seen as the closest approximations to typical mission, vision, and/or values statements are expressed in the context of the departmental budget narrative (Attachment A). Relevant excerpts from that narrative include the following:

Library and Community Services
Healthy, safe places to learn, play, exercise, socialize, and thrive

Overview
Library and Community Services provides a diverse array of lifelong learning and recreational opportunities for Menlo Park residents of all ages, abilities, and lived experiences. We employ skilled and qualified personnel, supported by contracted help and an extraordinary corps of community volunteers to deliver

high-quality public services to the Menlo Park community, including libraries, recreation, sports, early childhood education, after school programs, youth camps, senior programs, athletic fields and courts, community events, and aquatics.

Guiding principles
The City of Menlo Park prioritizes social justice in decisions that affect residents' lives:
1. The fair, just and equitable management of all institutions serving the public directly or by contract
2. The fair, just and equitable distribution of public services and implementation of public policy
3. The commitment to promote fairness, justice, and equity in the formation of public policy
4. Creating a healthy environment and nutritional options in City programs.

The Parks and Recreation Facilities Master Plan (2019) includes this statement:
"As the City grows and evolves, it must ensure that parks and facilities meet the needs of all members of the Menlo Park community. The system should provide equitably distributed active and passive recreation opportunities which engage users and which are accessible to residents of all ages and abilities throughout the City."

City statements
The City Council annually conducts a goal-setting workshop to kick off the budget process. The most recent workshop was held on March 12, 2024, and included a discussion about creating new City mission/vision/values statements (Attachment B.) The City Council's next goal-setting workshop is tentatively scheduled to take place in March of this year. The meeting materials from the March 12, 2024 workshop included the current City mission statement, as follows:

City of Menlo Park Mission Statement
It is the mission of the City government to ensure that Menlo Park is a desirable and vibrant community in which to live and do business and to respond to the values and priorities of the residents so as to provide for the community's current and future needs. Explicitly, the City fulfills its function by:
- Addressing the needs of the residents through the City Council, the appointed commissions, and the City staff.
- Providing easy and open access to information and encouraging dialogue, enabling residents to actively engage in civic life.
- Providing for the safety of its residents, businesses, and visitors.
- Providing timely and responsive service.
- Providing special assistance to those in need.
- Functioning effectively, efficiently, and with accountability.
- Creating a positive and desirable workplace environment for City employees.
- Managing change for the betterment of the City.
- Creating and maintaining a viable revenue stream and providing for the unpredictable nature of our economy.
- Implementing and maintaining City infrastructure, facilities, and programs.
- Formulating sound environmental policies.
- Recognizing and supporting the City's diverse neighborhoods and population.
- Acting as a responsible member of the greater region.

Additionally, the City Council Procedures Manual contains various statements that could be construed to express aspects of the mission, vision, and values of the City Council and, by extension, the City organization (Attachment C).

Impact on City Resources

As an advisory body to the City Council, the Library Commission does not authorize resource allocations. City budget authorizations are the sole purview of the City Council. There is no substantive direct impact on the City's general fund as a result of 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. Adopted budget, fiscal year 2024-25. LCS department summary page. Hyperlink:
   https://stories.opengov.com/menlopark/published/iRJlUDbtyj
B. City Council goal-setting workshop. March 12, 2024. Hyperlink:
   https://menlopark.gov/files/sharedassets/public/v/1/city-council/documents/mp-cc-goal-final-report-2024_bakertilly.pdf
C. Procedures Manual – Menlo Park City Council. Hyperlink:
   https://www.menlopark.org/DocumentCenter/View/3141/City-Council-Procedures-Manual

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

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

STAFF REPORT

Library Commission
Meeting Date: **1/22/2025**
Staff Report Number: **LC-2025-006**

Regular Business: **Library and Community Services department statistics and recent activities**

Recommendation

City staff recommends that the Parks and Recreation Commission (PRC) review and provide feedback on the statistics and recent activities in the Library and Community Services (LCS) department outlined in this report.

Policy Issues

As a duly appointed advisory body to the City Council, the PRC is charged with advising the City Council on matters related to the City's recreation programs and facilities.

Background

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

Analysis

December 2024 statistics

LCS collects statistics related to department activities. These data help to inform decision-making and improve services to the community. Monthly statistics for December 2024 are provided in Attachment A. Some noteworthy statistics include:

- Seasonal trends: Overall engagement in library, recreation, and sports activities increased in December, which may be partly attributed to the winter break when many people have more free time.
- Circulation Numbers at 800 Alma St.: The library at 800 Alma St. consistently shows high circulation numbers, with December 2024 recording 44,798 items circulated, indicating robust community engagement with physical library materials throughout the year.
- Digital Resource Usage Spike: The total online/digital usage has seen a significant increase over time, with the highest recorded in August 2024 at 19,394.
- The library at 800 Alma St. hosted a variety of programs with a peak attendance in July 2024 of 1,174 participants, indicating high interest in large library community events.
- Belle Haven Library/BHCC maintained strong program attendance, with a peak in June 2024 at 331 attendees.
- Light Up the Season community event: Attendance increased from approximately 750 attendees in 2023 to approximately 900 attendees in 2024.

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.

Teen college and career fair on Jan. 25

The City of Menlo Park will host a teen college and career fair on Saturday, Jan. 25, from 11 a.m.–2 p.m. at Belle Haven Community Campus. The event is designed to provide opportunities for teens to explore paths for their future careers and/or education; visit with professionals who are experts in their fields; talk to representatives from colleges and vocational schools.; and attend a presentation that demystifies applying for financial aid. Over 25 area colleges, employers and organization are set to participate. (Attachment C).

Roof replacement at Belle Haven Child Development Center

Public Works is beginning a re-roofing project at the Belle Haven Child Development Center. Construction is scheduled to begin on Jan. 21 and last approximately five weeks. The scope of work includes removing and replacing the roof exterior in preparation for future solar panel upgrades. The building will remain open and will continue to serve students during the construction.

Shop Local! Light Up the Season event recap

The Menlo Park community came together to celebrate the annual Shop Local! Light Up the Season event at Fremont Park on Friday, December 6, 2024. The event welcomed an estimated 900 friends and family to a winter-themed tree lighting event with complimentary hot chocolate and apple cider, festive photo opportunities, and performances by Menlo Park youth, followed by an evening of shopping and dining at local businesses in downtown Menlo Park. A highlight of the event was the lighting of the big oak tree in Fremont Park along with 19 sidewalk trees along Santa Cruz Avenue and University Drive. The trees remained lit every night during the winter holiday season, bringing seasonal cheer to visitors and shoppers in our downtown. The 2024 event marked the debut of the big oak tree in Fremont Park as the star of the show. The beloved, stately old Douglas fir tree that traditionally was lit in past years is taking a well-deserved break in order to preserve its health as it continues to recover from being struck by lightning over 15 years ago. Photos from the event have been posted the City website (Attachment D).

Noon Year's Eve event recap

The Menlo Park community came together to celebrate "Noon Year's Eve" at Menlo Park Library on Wednesday, Dec. 31, 2024. The event welcomed an estimated 300 friends and family at this popular "before-hours" party. A highlight of the event was a hilarious, interactive puppet show by Puppet Art Theater. They "blew away" the capacity crowd with a fast-paced, funny version of Little Red Riding Hood. The show started with a wolf that just wanted to steal Grandma's pizza, and after various madcap hijinks, it ended with a behind-the-scenes look at how all of the puppets and special effects work. Balloon master Raul Gonzalez had a line from beginning to end full of young ones eager to walk away with one of his amazing works of balloon art. From twisty animals to wearable accessories, Raul's work "pumped up" the celebration with bright colors and filled the room with an air of delight. The celebration culminated with a raucous end-of-the-year countdown to 12 noon, after which families were bid farewell with ice cream.

Library Adventure

On Wednesday, Jan.15, just over 200 visitors suited up for adventure and joined us at Belle Haven Library for outer space-themed fun. This popular all-ages event featured three self-led missions at different levels of difficulty. Visitors could try one or take on all three challenges. Completed missions could win prizes sponsored by Friends of Menlo Park Library.

Winter Reads

From December through Jan. 17, 378 people participated in Winter Reads, a popular community reading game based on Summer Reads, an all-ages challenge that welcomed participants to log their reading achievements to earn a free book or Kepler's gift card donated by Friends of Menlo Park Library.

Black Liberation Month celebration
Join us for a celebration in honor of Black Liberation Month that brings together culture, creativity, and reflection. This year's theme, African Americans and Labor focuses on the various and profound ways that work and working of all kinds – free and unfree, skilled and unskilled, vocational and voluntary – intersect with the collective experiences of Black people. Saturday, Feb. 8, noon – 3 p.m., at Belle Haven Community Campus, 100 Terminal Ave. (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. December 2024 statistics
B. Suggestion box comments and responses
C. Hyperlink. Teen college and career fair event webpage: menlopark.gov/Citywide-calendar/Community-events/20250125-Teen-College-and-Career-Day
D. Hyperlink. Shop Local! Light Up the Season event recap and photos: menlopark.gov/News-articles/City-news/20241213-photos-light-up-the-season
E. Hyperlink. Black Liberation Month Celebration: menlopark.gov/Citywide-calendar/Community-events/20250208-Black-Liberation-Month-Celebration

Report prepared by:
Ashley Walker, Management Analyst

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

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

Table 1. Library items circulated

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
800 Alma St.	48,847	43,930	50,395	46,190	47,023	49,544	49,616	49,164	45,192	43,407	41,761	44,732	45,775	43,546	47,636	43,829	44,715	46,477	46,388	47,706	44,318	42,488	45,473	44,798
413 Ivy Dr. / BHCC*	1,193	929	1,320	1,205	1,285	1,088	1,112	1,197	918	877	850	929	846	1,043	1,217	980	1,051	2,442	3,048	2,528	2,142	2,056	2,566	2,523
Total online / digital	8,702	8,219	8,827	8,707	9,374	9,891	10,368	9,970	10,332	11,598	11,598	12,082	12,977	11,862	12,227	11,547	12,204	12,910	18,284	19,394	18,490	19,612	18,122	**

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

**Data not yet available.

Table 2. Library cards

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Library cards issued – MP residents	303	240	239	253	232	330	322	207	181	150	139	122	158	170	117	158	122	263	259	244	207	186	158	120
Total MP resident library cardholders	21,189	21,299	21,417	21,512	21,601	21,733	21,189	21,808	22,105	22,020	22,327	22,133	22,415	23,177	23,369	22,715	22,826	23,273	23,169	23,340	23,444	23,431	23,673	23,765

Table 3. Library patron questions answered

Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
800 Alma St.	2,967	2,714	3,347	2,834	2,393	3,496	3,282	3,294	2,753	3,046	2,977	3,169	3,342	3,167	3,360	3,118	3,105	3,761	3,653	3,482	3,182	3,283	3,038	2,971
413 Ivy Dr./ BHCC*	209	262	340	279	306	744	264	345	337	244	244	255	273	204	244	201	250	600	586	463	429	521	423	469

*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*	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
800 Alma St - Incoming holds	4,375	3,934	4,763	4,393	4,256	4,472	3,968	4,121	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	4,123	3,803	3,915
800 Alma St - Outgoing holds	2,879	2,788	3,142	2,665	2,773	3,252	3,050	3,968	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	3,035	2,766	2,694
413 Ivy Dr./ BHCC - Incoming holds	-	-	-	-	-	144	195	183	154	154	120	87	158	116	78	72	47	109	167	227	194	162	149	184
413 Ivy Dr./ BHCC - Outgoing holds						159	183	157	190	190	177	160	191	144	175	154	22	23	6	10	11	26	15	13

*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*	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
800 Alma St.						13,108				13,541	12,580	12,283	14,060	13,183	15,066	12,763	12,949	14,038	14,699	14,408	13,262	13,304	13,450	13,048
413 Ivy Dr. / BHCC	881	1,189	1,365	1,241	1,288	1,231	1,034	1,261	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	3,221	3,108	2,573

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

Table 6. Library program attendance																								
	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
Total program attendance 800 Alma St.	893	847	730	888	606	822	1,653	1,405	883	1,121	754	798	1,000	1,163	993	1,080	1,171	998	1,174	1,248	795	798	744	1,044
# of programs 800 Alma St.	30	29	25	31	28	27	30	36	30	36	37	31	31	26	27	37	34	36	27	37	31	39	28	32
Total program attendance 413 Ivy Dr./ BHCC*	87	173	156	98	67	116	157	296	132	116	158	125	48	144	110	59	68	331	498	298	190	326	166	316
# of programs 413 Ivy Dr./ BHCC*	8	8	8	8	7	8	8	8	9	7	9	8	6	7	8	5	5	10	29	29	22	25	21	24

*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	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
Menlo Children's Center	33	32	34	33	35	38	33	33	23	23	26	28	27	29	33	38	37	41	40	39	28	28	28	26
Belle Haven Child Development Center	56	59	61	64	65	65	45	43	48	50	53	60	56	62	62	63	63	63	63	35	43	44	44	48

Table 8. School age child development (after school enrichment) – enrollment																								
Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Menlo Children's Center - After School	28	28	28	28	28	28	30	27	28	30	34	33	36	36	36	32	32	53	43	30	30	31	31	31
Belle Haven Youth Center	42	42	42	42	42	42	28	56	54	54	54	54	52	52	52	52	52	45	45	67	55	55	55	55

Table 9. Senior Center services																								
	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
Lunches served	376	560	555	551	624	656	570	482	519	642	422	315	511	521	435	-	243	683	866	914	1,113	1,132	***	***
Grocery boxes distributed	480	480	480	460	460	460	576	460	460	460	230	230	460	460	460	-	230	460	460	460	460	460	460	460
Senior shuttle trips	1,058	902	1,018	898	1,053	1,124	1,010	1,006	1,158	1,200	1,057	761	1,126	1,170	1,162	-	614	1,466	1,745	1,618	1,660	1,786	***	***

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

**In a previous report, the data provided for Lunches Served in Sep. 2024 was incorrect. The Sep. 2024 data has been corrected in this report.

*** Nov. and Dec. 2024 data not yet available.

Table 10. Older adults / seniors class enrollment									
Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St – Enrollment - residents	145	108	437	421	113	21	25	25	*
700 Alma St - Enrollment - non-residents	240	216	264	269	100	11	11	11	*
700 Alma St # of senior classes offered	42	42	14	14	14	2	2	2	*
100 Terminal Ave. – Enrollment - residents	-	-	-	-	-	264	116	109	*
100 Terminal Ave. – Enrollment - non-residents	-	-	-	-	-	44	72	54	*
100 Terminal Ave. – # of senior classes offered	-	-	-	-	-	17	16	14	*

*The Winter 2025 season in progress and data is not yet available.

Table 11. Recreational classes									
Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St. - Enrollment – residents	263	239	166	297	356	323	206	485	*
700 Alma St. - Enrollment – non-residents	126	117	67	152	150	107	114	196	*
700 Alma St. - # of classes offered	77	88	73	57	48	48	56	57	*
700 Alma St. - # of instructors	24	22	28	21	20	20	20	26	*
100 Terminal Ave. - Enrollment – residents	-	-	-	-	-	103	99	126	*
100 Terminal Ave. - Enrollment – non-residents	-	-	-	-	-	19	22	27	*
100 Terminal Ave. - # of classes offered	-	-	-	-	-	16	16	16	*
100 Terminal Ave. - # of instructors	-	-	-	-	-	9	9	10	*

*The Winter 2025 season in progress and data is not yet available.

Table 12. Gymnastics classes									
	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
Enrollment – residents	490	499	416	490	740	814	577	817	*
Enrollment – non-residents	158	255	174	158	159	257	285	355	*
Classes offered	93	101	80	93	95	114	114	120	*

*The Winter 2025 season in progress and data is not yet available.

Table 13. Sports classes

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
600 Alma St - Enrollment - resident	195	70	242	76	265	26	113	177	*
600 Alma St - Enrollment - non-resident	129	97	181	11	114	80	101	113	*
600 Alma St - # of classes offered	20	12	40	3	17	4	11	28	*
600 Alma St - # of instructors	5	5	10	3	7	2	5	6	*
600 Alma St - Drop-in basketball visits	243	280	172	359	633	665	474	847	*
600 Alma St - Drop-in volleyball visits	637	534	513	505	927	542	930	993	*
600 Alma St - Leagues – individual registrations	1,400	84	1,239	156	224	458	180	1300	*
600 Alma St - Leagues – team registrations	142	12	111	35	31	70	18	137	*
100 Terminal Ave. - Drop-in basketball visits	-	-	-	-	-	28	169	203	*
100 Terminal Ave. - Drop-in volleyball visits	-	-	-	-	-	26	58	106	*
100 Terminal Ave. - Drop-in Fitness Center	-	-	-	-	-	512	877	1,053	*

*The Winter 2025 season in progress and data is not yet available.

Table 14. Facility rentals

Location	Winter 2022-23	Spring 2023	Summer 2023	Fall 2023	Winter 2023-24	Spring 2024	Summer 2024	Fall 2024	Winter 2025*
700 Alma St. - Rentals - residents	57	24	18	24	23	21	0	18	*
700 Alma St. - Rentals – non-residents	46	89	76	62	81	73	19	25	*
100 Terminal Ave. - residents	-	-	n/a	n/a	n/a	n/a	n/a	10	*
100 Terminal Ave. - non-residents	-	-	n/a	n/a	n/a	n/a	n/a	15	*
Athletic field rentals (hours reserved)	899	1,533	1,042	785	722	1146	560	811	*

*The Winter 2025 season in progress and data is not yet available.

Table 15. Recreation client accounts

	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	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	Oct. 2024	Nov. 2024	Dec. 2024
New recreation client accounts	-	-	-	-	-	-	-	-	-	215	335	895	412	327	844	451	515	490	558	1,216	523	380	654	543
Total recreation client accounts	-	-	-	-	-	-	-	-	-	5,798	6,013	6,348	7,243	7,655	7,982	8,826	9,277	9,792	10,282	10,840	12,056	12,579	13,233	13,776

Table 16. Large-scale community event attendance																							
Location	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Black Liberation Month Celebration 2/11	-	150	-	-	-	-	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	-	-	-
Spring Fest – Burgess Park	-	-	-	1,500	-	-	-	-	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	-
Small child's egg hunt - Arrillaga Rec. Center	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	-
Egg Hunt – Burgess Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	450	-	-	-	-	-	-	-	-
BHCC Grand Opening	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,000	-	-	-	-	-	-	-
Juneteenth	-	-	-	-	200	-	-	-	-	-	-	-	-	-	-	-	-	300	-	-	-	-	-	-
4th of July Parade and Celebration	-	-	-	-	-	-	1,250	-	-	-	-	-	-	-	-	-	-	-	1,200	-	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	186	387	-	-	-	-	-	-	-	-	-	-	-	270	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	388	247	-	-	-	-	-	-	-	-	-	-	-	230	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	261	520	-	-	-	-	-	-	-	-	-	-	244	300	-	-	-	-
Summer Concert – Fremont Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	222	550	-	-	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	300	80	-	-	-	-
Summer Concert – Kelly Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	330	-	-	-	-
Summer Concert - Karl E. Clark Park	-	-	-	-	-	-	-	103	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Summer Concert - Karl E. Clark Park	-	-	-	-	-	-	-	137	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Trunk-or-Treat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	215	-	-
Halloween Hoopla	-	-	-	-	-	-	-	-	-	1,100	-	-	-	-	-	-	-	-	-	-	-	1,500	-	-
Pumpkin Splash	-	-	-	-	-	-	-	-	-	101	-	-	-	-	-	-	-	-	-	-	-	150	-	-
Light Up the Season	-	-	-	-	-	-	-	-	-	-	-	750	-	-	-	-	-	-	-	-	-	-	-	900
Photos with Santa	-	-	-	-	-	-	-	-	-	-	-	300	-	-	-	-	-	-	-	-	-	-	-	450

Ref #	Date received	Location received	Suggestion	Response
1	2024-10-30	Arrillaga Family Gymnasium	Please allow for "drop-in" stretching in gymnastics center or elsewhere-just a place where people can stretch on their own time. Thank you!	Thank you for your request for space for drop-in stretching. For safety purposes we do not offer spaces available without supervision. We are happy to look into options for stretching programs. --Tricia
2	2024-11-05	Arrillaga Family Recreation Center	Ban leaf blowers (extreme, maybe limit use) why? - Bugs (like butterflies) need leaves to grow during colder months. We have a bio diversity crisis. - They produce a lot of carbon - Lord, I've yet to meet a person who enjoys the sound-Let the wind do it's job!	[Referred to Public Works department for response] Thank you for taking the time to write to us. The City of Menlo Park has adopted a Zero Emissions Landscape Equipment requirement that went into effect on July 1, 2024. Gas-powered leaf-blowing equipment is no longer allowed, and violations of the requirement can be reported through the City's ACT-Menlo app (on the web here and available to download to your device through the app store). I hope that information helps. Please reach out again if you have further comments (you can also contact us through the ACT Menlo app and your comment will be routed to the appropriate City employee for response). --Brian
3	2024-11-15	Arrillaga Family Recreation Center	Bands and Beats is so amazing and fabulous!! [Name redacted] explains the muscles used, how to use those muscles, how to select and extend and exercise to benefit beginners and seasoned exercisers-Please support this fantastic resource! I just found out about this class- And I brought a friend today. to select	We received your comment regarding Bands and Beats. It is great that you are enjoying the class and were able to bring a friend. The city works with Banyan Tree Women's Collective to offer this class. We will share this feedback with them. Thank you! Best, Tricia
4	2024-11-15	Arrillaga Family Recreation Center	[Name redacted] is such a great class. What a contribution to our community. We hope that this class will continue all year. Thank you!	Thank you for your comment regarding the class.. we're glad to hear that you are enjoying the class! --Tricia
5	2024-11-18	Arrillaga Family Recreation Center	We (my husband and I) come to this Friday's class by [name redacted] every week, enjoyed so much, and learned a lot. Please keep her come back again. Thanks.	Thank you for the compliment. We will pass it along to the instructor. --Sean
6	2024-11-18	Arrillaga Family Recreation Center	We wish to have more senior programs at this Menlo Park downtown location! Thanks.	Good afternoon. Your comment was received in our suggestion box regarding senior programs at the Arrillaga Recreation Center. There are currently 7 classes offered for seniors here. Please see the following list: Joint Point; Defying Gravity: Fall Prevention; Group Strength Training Feldenkrais: Awareness through Movement; Spanish Beginner; Spanish Advanced; Line Dancing. Is there a particular class that you are interested in? We will be happy to know your specific interests. Also, there is a shuttle that will transport crosstown, it is M-1. Rides are free on this shuttle. The Menlo Park Senior Center offers lunch and other senior programs. Please let me know if you have additional feedback or questions. Best, Tricia
7	2024-10-14	Belle Haven Community Campus	We would like the Monday chair exercise class to be offered twice a week. The class is very good and [name redacted] the instructor is excellent.	[No contact info.]
8	2024-10-14	Belle Haven Community Campus	Please have [instructor name]'s Monday class twice a week.	[Staff spoke to commenter and let them know that staff will be working on adding an additional class by this instructor. --Rondell]

9	2024-10-14	Belle Haven Community Campus	I would like to use the movement room to do yoga/strength with a mat because the weight room floor is not as clean and if it could be open to mat users when there are no classes	Thanks for submitting your suggestion. I will work with the coordinator to designate open movement studio time. Thank you again for your comment. Best, Rondell
10	2024-10-15	Belle Haven Community Campus	We are glad to see the director of the senior center, the leader, the talented [name redacted]! With [them], we feel the harmony and enthusiasm of the seniors! Welcome [name redacted].	[No contact info.]
11	2024-10-17	Belle Haven Community Campus	Hooks on the wall in the BH pool women's locker room	[No contact info.]
12	2024-10-29	Belle Haven Community Campus	When [staff name redacted] is not working in the week the seniors are left out and they need to stary home. Seniors need to be notified by phone or text when they won't be picked up, or soon as possible. Also when is the brown bag driver is not available we don't receive the groceries and is not fair. Thank you for reading my concerns. Also you need to make sure there is a driver to bring the seniors back and forth. We felt forgotten when there is no driver. This is the BHCC responsibility to asure that everything is done the right way. We appreciate all you do in the center, but it's more to be done. This sentiment is not only from me is for all of us. I expect a response from you as soon as possible to avoid another experience like this.	[Spoke to commenter and let them know that we will have a plan B if the regular driver is not available. If for some reason, we are unable to pick up seniors, we will be sure to inform them in advance and remind them about alternate transportation options such as SamTrans RidePlus. – Rondell]
13	2024-11-07	Belle Haven Community Campus	Please urgently provide a copy machine even if it's a paid one, because the community have to drive far away to look for a copier machine. Also can you provide library bags to the community to carry our book in would be a great idea. Thank you.	[No contact info.] Thank you for your anonymous comment. The library offers up to 5 free print outs per person per day of select documents, and offers unlimited free scanning. The library offers reusable shopping bags at no charge for carrying checked out items. --Sean
14	2024-11-09	Belle Haven Community Campus	We have a suggestion about changes on Technology class. The teacher focus only on advance students and ignore beginners, that's why they don't attend the class.	Thank you for the suggestion. We will work with the instructor to see if we make the technology class into two. –Rondell
15	2024-11-12	Belle Haven Community Campus	Warm showers in the locker rooms	Thank you for your feedback. We are looking into this issue for both Burgess Pool and Belle Haven Pool. --Tricia
16	2024-11-12	Belle Haven Community Campus	Lockers in the library would be great as to having to avoid taking all your belongings with you just to use the bathroom.	Thank you for this suggestion! We will take it into consideration. --Rose
17	2024-11-12	Belle Haven Community Campus	Hello, Can you please have yoga, karate, self defense, guitar, and/or pickle ball, swimming classes. Mayor Taylor told me there are several musicians in the community. Can you please put these classes after work hours. Thank you.	Thank you for your suggestions, we appreciate it and will take them under consideration. --Sean
18	2024-11-13	Belle Haven Community Campus	Fix handicap button.	Thank you for the comment, we are aware of the issues with the automatic door opener and technicians are working on it. Thank you, Rondell
19	2024-11-15	Belle Haven Community Campus	Consider putting treads on the stairs for more than the first and last step. The lighting and shadows can be confusing.	We have contacted our Public Works Department requesting to add traction strips to each of the steps. Thank you for bringing this to our attention. -- Natalya
20	2024-11-18	Belle Haven Community Campus	Hi, I would like to suggest a clock inside the basketball court, thanks.	[No contact info.]

21	2024-11-20	Belle Haven Community Campus	Can you please fix the guest internet? Thank you.	Thanks for letting us know about the Wi-Fi issues you have been experiencing at the Campus. My apologies for the difficulty you experienced. We have huddled with our IT team to address the problem. They are running a diagnostic check of the system to improve performance and identify any unknown issues and are also checking to see if there are any particular sites that are being blocked by protective software. If you would be so kind as to report any future problems you experience to a staff member, with as many specifics as you can recall (time/day/site – whether the problem was a slow load or if you were disconnected or if you could not connect at all to a particular site) that will help us narrow down what the issue might be and help us work toward resolving it. Please let me know if I can be of further assistance. Kind Regards - Nick
22	2024-11-21	Belle Haven Community Campus	I have taken 2 of [staff's name] cooking class and I love them. He is great at explaining instructions and makes cooking look so easy. Please keep the classes going.	Thank you for your kind words! I will be sure to share your compliments with [staff name] and let them know how highly you regard the program. Rondell
23	2024-12-03	Belle Haven Community Campus	Please provide the following classes: Pickleball, tennis, gymnastics for beginners, yoga, karate, martial arts, guitar after 6:00pm for adults	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
24	2024-12-03	Belle Haven Community Campus	Can you do the bike repair class at 6:00pm instead of 4:00pm? Unfortunately, I am no longer a teen or senior.	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
25	2024-12-05	Belle Haven Community Campus	[Spanish/English comment] Thank you so much [staff's name]! Las Costillilas my delicioscas buena combinacion del platillo que dias los bendiga a ti y a tu grupo de la cosina. [English translation] Thank you so much [staff's name]! The ribs are [very] delicious, a good combination of the dish, may God bless you and your kitchen group	[No contact info.]
26	2024-12-05	Belle Haven Community Campus	[Spanish/English comment] I just want said thanks [staff's name] and team. Las costillas e stubieron deliciosas como todo lo que ustedes preparan... Feliz Navidad gracias! [English translation] I just want said thanks [staff's name] and team. The ribs were delicious, like everything you prepare... Merry Christmas, thank you!	[No contact info.]
27	2024-12-06	Belle Haven Community Campus	Can we get 15 lbs dumbells	[No contact info. Staff will work on purchasing. – Rondell]

28	2024-12-06	Belle Haven Community Campus	Indoor basketball hours are longer 8am-8pm	[No contact info.]
29	2024-12-06	Belle Haven Community Campus	I love the cooking class with [staff's name] ! I learn so much every month and he sends me home with amazing food. Hard to believe I cooked it. Great idea whoever thought up this class!	[No contact info.]
30	2024-12-06	Belle Haven Community Campus	Please can the Belle Haven Campus control the parking for EV cars. All the spots are took by regular cars, it's hard to charge my car when other regular cars are taking the EV spot.	[No contact info.]
31	2024-12-06	Belle Haven Community Campus	Free gym	[No contact info.]
32	2024-12-06	Belle Haven Community Campus	I believe that there should be 15 lbs dumbbells in the weight room.	[No contact info.]
33	2024-12-08	Belle Haven Community Campus	The BHCC is a sight to behold, especially with the white and colorful lights in the trees as holiday decorations. The beauty of the holiday decorations should be fully enjoyed and appreciated by all. One way to do that is to hold a caroling event in the evening time, as it is evening when the lights are turned on, and the space turns into holiday magic. All patrons of the BHCC could be invited to register and perhaps we could be treated to [staff name]'s delicious hot chocolate topped with some miniature marshmallows or miniature candy canes as the caroling takes place. I attended the concert on Saturday, 7, by [musician name] playing [the] steel drum, and his performance was awesome. [Musician name] played several holiday tunes as a part of [the] concert. With the holiday ambiance of the BHCC in mind, I thought how wonderful it would be to have the patrons of the BHCC caroling to [musician name]'s steel drum music. Several patrons of the BHCC attending the concert also thought that evening caroling is a great idea. Because most seniors leave the Campus in the afternoons, they have not seen the beauty of the trees all lit up. When I showed them my photos of the trees at night, they were wowed. The decorated trees are yet another example of how the staff at the BHCC think about us patrons and bring us joy. We have the holiday lunch on the 13th. Perhaps this event could be held on the 20th, 21st, or 22nd of December. All patrons should be welcomed: seniors, adults, and kids. Can we do this?	[Spoke with suggestor to let them know that we were unable to pull the event off for this year but would look into the idea for possible consideration next year. -- Natalya]
34	2025-01-14	Belle Haven Community Campus	Open gym on Sundays	[No contact info.]
35	2025-01-14	Belle Haven Community Campus	Open basketball court on Sunday!!	[No contact info.]
36	2025-01-14	Belle Haven Community Campus	Ice cream in the summer	[No contact info.]

37	2025-01-14	Belle Haven Community Campus	[Spanish comment] Tambien megustaria una clase para ensenage a escribir. [English] I would like a class to teach me how to write.	[No contact info.]
38	2025-01-14	Belle Haven Community Campus	[Spanish comment] Megustaria unas clases de invercion y economia, como para ensenar ala personas a invertir sudinero. [English translation] I would like some investment and economic classes to teach people how to invest their money.	[Called and left a message. --Rondell]
39	2024-10-11	Belle Haven Community Campus	Thanks for this Belle Haven Community Center project. I took notice of a swimming pool and realized that there's no swimming classes for adults, can you please help us re-introduce these swimming classes for adults.	[No contact info.] Thank you for the feedback, I will provide this to the aquatics operator for review and response. --Tricia
40	2024-12-11	Belle Haven Community Campus	The handicap restroom needs a bench to sit on while dressing and hooks to hang clothes or swim jacket. Regular restrooms need swimsuit spinner	I would like to thank you for your comment regarding a bench to sit on, hooks, and a suit spinner. I will follow-up on these items, I appreciate the recommendations. --Tricia
41	2024-12-12	Belle Haven Community Campus	Open pool at 8am please so we can swim before work.	Thank you for the request to open the pool at 8 a.m. I will provide this feedback to the aquatics operator. --Tricia
42	2024-12-15	Belle Haven Community Campus	Vending machine needed on every floor.	Thank you for submitting your suggestion. We appreciate your input and will discuss this request with our management team. Your feedback is valuable to us. If you have any further suggestions or questions, please feel free to reach out. Best, Rondell
43	2024-12-16	Belle Haven Community Campus	In the summer you should have a summer fair.	[Called and informed them that we are planning to make summer camp information available beginning in February. – Rondell]
44	2024-12-16	Belle Haven Community Campus	Please add Spanish learning classes for adults	[Called and left a message. –Rondell]
45	2024-12-19	Belle Haven Community Campus	Can you please fix the wifi, so East Menlo Park residents have the same access as Arrillaga residents? City Council promised equity, thank you.	Thanks for letting us know about the Wi-Fi issues you have been experiencing at the Campus. My apologies for the difficulty you experienced. We have huddled with our IT team to address the problem. They are running a diagnostic check of the system to improve performance and identify any unknown issues and are also checking to see if there are any particular sites that are being blocked by protective software. If you would be so kind as to report any future problems you experience to a staff member, with as many specifics as you can recall (time/day/site – whether the problem was a slow load or if you were disconnected or if you could not connect at all to a particular site) that will help us narrow down what the issue might be and help us work toward resolving it. Please let me know if I can be of further assistance. Kind Regards - Nick
46	2024-12-19	Belle Haven Community Campus	Can you add guitar classes to the list. Council member Cecilia Taylor says she knows someone to teach the class.	[Called and left a message. –Rondell]
47	2024-12-19	Belle Haven Community Campus	Can you please add yoga/pilates classes to the Meta Platform Community Campus? Arrillaga has access to yoga classes. What is the difference? Where is the equity City Council promised?	[Called and left a message. –Rondell]
48	2024-10-15	Belle Haven Pool	Increase water pressure for the water fountain, water does not come out like it should.	[No contact info.] Public Works has resolved the issue. –Rondell

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49	2024-10-17	Belle Haven Pool	Why doesn't the family restroom have a dedicated changing table? Where is the family suppose to change baby?	[No contact info.] Evaluating locations of restroom changing tables (several restrooms do have them) -- Rondell
50	2024-10-17	Belle Haven Pool	Can you please add the bike repair class back and add it after 5:30pm? Can we have the Fit & Fabulous 40+ bootcamp after 5:30pm or weekends.	Thank you for taking the time to share your suggestions through our suggestion box. We truly value input from our community members as it helps us better understand your needs and preferences. Our staff is committed to continuously improving and diversifying the classes offered at BHCC. Your feedback will be considered as we explore new opportunities to bring a wider variety of engaging and enriching programs to our center. If you have any additional ideas or specific types of classes you'd like to see in the future. Please don't hesitate to share them. Thank you again for your valuable contribution, Rondell
51	2024-10-29	Belle Haven Pool	The showers in women's locker room are barley luke warm and there is only one bench.	Thank you for your comment in our suggestion box regarding the Belle Haven women's showers. Our public works team was looking into this issue. I will follow-up with them to ensure that there is a diagnosis and that there is work to be done to rectify the water temperature issues. Please let me know if you have further questions. Best, Tricia
52	2024-10-30	Belle Haven Pool	suit spinner and more wall hooks needed, thx	[No contact info.]
53	2024-10-30	Belle Haven Pool	Love the facilities. I would love a swimsuit drying machine to help w/bringing items home not sopping wet, ty.	We received your comment as a suggestion for Belle Haven Pool. We will consider the option of getting and installing a suit spinner at the pool. Please feel free to provide any further comments you may have. Best, Tricia
54	2024-10-30	Belle Haven Pool	Cleaner shower room	[No contact info.] Thank you for your comment. The City is working with the janitorial service to address this concern. --Sean
55	2024-10-30	Belle Haven Pool	Warmer locker room would be nice for kids	Thank you for your request for warmer locker rooms. Staff can look into this and work with the aquatics operator in response. Thank you. --Tricia
56	2024-11-05	Belle Haven Pool	Maybe we don't need the lane line up in the instructional pool during water aerobics class. :)	Thank you for your feedback, I will work with the aquatics operator to ensure that space is available during these classes. --Tricia
57	2024-11-05	Belle Haven Pool	Family Bathrooms need wall hook and bench	Thank you for the feedback. We will look into benches and hooks for the locker rooms. --Tricia
58	2024-11-12	Belle Haven Pool	Pls clean showers -pink bacteria growing	Thank you for your feedback regarding BHCC Pool. I will work with city staff to ensure cleaning of the showers. --Tricia
59	2024-11-12	Belle Haven Pool	Please please add hooks in all bathrooms sp. women's and a bench in family bathrooms to reduce risk of fall.	Thank you for your feedback on the Belle Haven locker rooms. I will work on getting hooks. --Tricia
60	2024-11-18	Belle Haven Pool	Please fix the hot water in the showers. Not fun to take COLD shower after using the pool, thank you.	We received your comment regarding the showers at Belle Haven Pool. The concern was previously brought to our attention in the past. I followed-up and was told that the parts were on order. Is this still an issue? Feel free to reach back out to me and I will follow-up again. Thank you! --Tricia
61	2024-11-18	Belle Haven Pool	Please clean locker room, thanks.	Thank you for your comment regarding the locker rooms. I will work with city staff and the aquatics operator to ensure that the locker rooms are a priority for maintenance. --Tricia
62	2024-11-19	Belle Haven Pool	More benches in the locker room. Warmer instructional pool water.	Thank you for your feedback on the Belle Haven locker rooms. We are acquiring additional benches. --Tricia
63	2024-11-25	Belle Haven Pool	Clean mats in shower	[No contact info.] Relayed to the aquatics operator for review. --Tricia
64	2024-12-06	Belle Haven Pool	Spinner for suits to remove water	[No contact info.] Relayed to the aquatics operator for review. --Tricia

65	2024-12-15	Belle Haven Pool	A swimsuit extractor will be a great benefit in the locker rooms.	[No contact info.] Relayed to the aquatics operator for review. --Tricia
66	2024-12-15	Belle Haven Pool	More music in the pool please.	[No contact info.] Relayed to the aquatics operator for review. --Tricia
67	2024-12-26	Belle Haven Pool	Clean lockers in the locker room please, thanks!	Thank you for your comment. I reached out to the pool operator to get some support on this. --Tricia
68	2025-01-02	Belle Haven Pool	Could life guards wear ear buds instead of playing loud music?	[No contact info.] Relayed to the aquatics operator for review. --Tricia
69	2025-01-13	Belle Haven Pool	Can you open the pool earlier?	[No contact info.] Relayed to the aquatics operator for review. --Tricia
70	2025-01-13	Belle Haven Pool	Just clean inside!	[No contact info.] Relayed to the aquatics operator for review. --Tricia
71	2025-01-13	Belle Haven Pool	Clean inside!	[No contact info.] Relayed to the aquatics operator for review. --Tricia
72	2025-01-14	Belle Haven Pool	Beautiful pool & locker room. We need in the locker room: 1.) More bench seating to change clothes. 2.) Swimsuit dryer	[No contact info.] Relayed to the aquatics operator for review. --Tricia
73	2024-10-21	Burgess Pool	Could you make the cold pool warmer	Thank you for your feedback regarding the shower at Burgess Pool. I will folllow-up with city staff to look into this issue for resolve. --Tricia
74	2024-11-08	Burgess Pool	Make safer routes to our schools!	Thank you for taking the time to write to us. The City has been working hard to provide safer routes through our Safe Routes to School program. You can sign up for updates through the link I provided, and you can check out the latest monthly newsletter here. Kind Regards - Nick
75	2024-11-18	Burgess Pool	More pools	[No contact info.]
76	2024-12-15	Burgess Pool	Please consider renovating/remodeling the women's locker room , thank you.	[No contact info.] Thank you for your feedback. We are getting additional seating and hooks for your convenience. --Tricia
77	2024-12-17	Burgess Pool	Could you please repaint the lines in the parking lot? It is sometimes hard to see where to park.	Thank you for your suggestion in the box at Burgess Pool regarding the line painting. I will follow up with Public Works on this. Please let me know if you have further questions or comments. --Tricia
78	2025-01-09	Burgess Pool	Please please keep the performance pool at or below 80-78.79 ideal.	Thank you for the suggestion you shared in our box regarding the pool temperature. I will share this feedback with the aquatics operator. Feel free to let me know if you have further questions/comments. --Tricia
79	2024-10-13	Menlo Park Library	I hope there are more books. (Popular ones)	Thank you so much for your feedback that you hope our library will get more popular books. A lot of the time, the most popular books stay checked out for a long time because people place holds on them, and they go from one person right to another. Which popular books are your favorite? We may be able to buy some extra copies! We love when our library kids let us know what they like reading! Best, Rose
80	2024-10-14	Menlo Park Library	I think that this library offers amazing service to teens!	Thank you so much for your positive feedback regarding our teen services! Is there anything in particular that you enjoy? Feel free to reach out any time with questions or comments. All my best, Rose
81	2024-10-17	Menlo Park Library	Good service, workers, community, space, quiet	[No contact info.] Thank you for this feedback! --Rose
82	2024-10-29	Menlo Park Library	Dear Team, I hope you are doing well. I kindly request you to have newspapers daily of "The Washington Post". Thanks.	Thank you for suggesting that we add The Washington Post to our library collection. I will bring your request to the collection development team for evaluation. Most sincerely, Rose

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83	2024-11-01	Menlo Park Library	For the seed library, it'd be helpful to have a list on paper or online for the current available seeds. It makes sharing this info. easier.	Thank you for this feedback! I will pass it on to the volunteers who organize the Seed Library. --Rose
84	2024-11-01	Menlo Park Library	Thank you for bring more books in Spanish.	Thank you so much for letting us know that you are happy we have added to our Spanish Language collection! Please feel free to reach out to us with specific requests for titles or genres that you would like us to have in Spanish, and we will do our best to add them. We want our collection to be shaped by our community! All my best, Rose
85	2024-11-07	Menlo Park Library	Can we have audiobook in Menlo Park Library. I know you have Libby but audiobook you can walk and listen to and it's much smaller to take around.	Thank you so much for reaching out to us with a request for our library. We love when our library kids tell us what they want! Will you please help me to understand your request a little better? We have audiobook CDs that you can check out, and we have apps that you can download (Libby, Hoopla, and CloudLibrary) and listen to audiobooks on a mobile device. I believe that you requested something that you can walk and listen to and is NOT Libby (but is instead smaller). I am not entirely sure what you're referring to. Would you please email me back, call me at 650-330-2516, or, even better, come visit me at the library, and we can talk about what you'd like us to have? All my best, Rose
86	2024-11-12	Menlo Park Library	Too many homeless people coming to library. They are making a lot of noise and creating disturbance. They are changing and washing clothes in the restrooms and making it inaccessible. You need to somehow manage them.	[Two phone messages left - no response] Thanks for your comment. Please report any problem behaviors you witness to a staff member so that we can address them (the behaviors you described are against our facility use policy). Everyone is welcome to use the library as long as they follow our facility use policies. --Nick
87	2024-11-18	Menlo Park Library	Too many homeless people making noise	[No contact info.]
88	2024-11-25	Menlo Park Library	This is a great library! May you please add another "Tintin in the Congo" book. Thanks!	Thank you so much for letting us know you enjoy our library! We love feedback from our patrons. I have passed on your request to add "Tintin in the Congo" to the library collection to our selection team. You can always suggest purchases here: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose
89	2024-11-30	Menlo Park Library	A patron suggested we hand out copies of these-Book Page	We will take this suggestion into consideration. We already receive copies of Library Journal that staff use for work, but we may be able to provide access for public. --Rose
90	2024-12-01	Menlo Park Library	Printer paper needs to be added for computer/account checking near the laptop location. Thank you.	With regard to your request that paper be added to the self-checkout machine near the Help Desk, we have tested the machine and it does have receipt paper. Thank you for your suggestion, Rose
91	2024-12-06	Menlo Park Library	Please consider opening the library at 8am on weekdays. I don't know of any libraries that are open and the coffee shops are jam packed, especially on Mondays and Tuesdays. Thanks!!-A parent of a school child.	Thank you for this suggestion. Library hours are limited by available staffing resources. We do keep track of such requests in order to make the best decisions that we can for the community within the constraints that we have. --Rose
92	2024-12-06	Menlo Park Library	Congrats on YA is person book group! Adult Zooms still? Why? In person better.	Thank you for your feedback! We have plans to reintroduce an in-person component to some of our book groups. We'll be hosting our Science Fiction and Fantasy group in hybrid format in February, and proposing the same idea to our Mystery Readers group. In general, keeping the groups online has been at the behest of the book group members, who are used to meeting online and enjoy the freedom to meet from their homes at their leisure and while pursuing other activities. --Rose

93	2024-12-07	Menlo Park Library	I think you should get more Billie Eilish Hit Me Hard and Soft album because I really like it, please try to get it. Love your library.	Thank you for this suggested addition to our Library collection. I have passed it on to our selection team! --Rose
94	2024-12-15	Menlo Park Library	Sheet music & music books for checkout	Thank you for our suggestion that our library carry sheet music and music books. We will take it under consideration. Do you have any specific sorts of music that you're interested in? Best, Rose
95	2024-12-20	Menlo Park Library	Add more graphic novels in the kid's section	[No contact info.] Thank you for your feedback! Graphic novels are always very popular, so they are often checked out. Will you please tell us a little bit about which graphic novel series or genres you most enjoy? --Rose
96	2024-12-20	Menlo Park Library	Add a froyo machine or a vending machine	[No contact info.] Thank you for this suggestion. Unfortunately, in order to keep the library safe, clean, and usable for its intended purpose, eating in the library is not permitted. Therefore, while we, too, love froyo, we are concerned that putting froyo or a vending machine in the library would contraindicate our library use guidelines. --Rose
97	2024-12-20	Menlo Park Library	Patron feedback for PLS app: digital library card and link + access?	[No contact info.] Thank you for your feedback! The new PLS app does have a digital card feature. It doesn't connect to LINK+ because doing that would need to link out to an internet browser app outside of the discrete application on the phone. --Rose
98	2025-01-13	Menlo Park Library	I suggest they get the Book of Bill	[No contact info.]
99	2024-10-22	Menlo Park Senior Center	Hello, Why is it taking so long to find classes for Onetta Harris Community Center? What is the purpose of having a community center w/o classes?	I'd like to share the link to the current guide of our offerings and to let you know that a new session will be starting in January where additional classes may be offered. We also have several community events coming up that will be held at the Belle Haven Community Center and will be updated on the City calendar soon. Again, thank you for submitting your suggestion and we look forward to your participation at BHCC. Activity guide City of Menlo Park. --Natalya
100	2024-10-29	Menlo Park Senior Center	Hola [staff name], I want to express my concern regarding transportation for seniors. It is important to have option for seniors that used the MP shuttle when the driver is not available. I saw a group of 4 walking and gave them a ride Friday. I saw one senior walking and I pick him up. I would like to assure that seniors will have always transportation. Also, it will be nice, if someone from Sam Trans would like to come to present a workshop regarding the guide for seniors. and help them to use the public transportation and obtain the [illegible] they need to have this ready to use when needed. However many seniors are on wheelchairs, walker, or after health issues wouldn't be able to public transportation.	Thank you for the response. I will work with the Senior Center staff to ensure that they a back-up transportation plan is in place when a driver is out, and to invite SamTrans to come talk to Senior Center users about their transportation options including the door-to-door RidePlus service. --Rondell
101	2024-10-29	Menlo Park Senior Center	[Spanish comment] SC (Senior Center) Yo quiero expresar lo mucho que me gustó el evento del Día de los Muertos. La decoración del comedor excelente. Los altares, las mesas de manteles largos. Los adornos en las mesas, estupendas. Un ambiente de alegría y respeto a los que se nos adelantaron. La comida súper rica y muy buen puesta en el plato. La presentación muy bonita. Pozole, pupusas, tamales, calabacita en dulce, chocolate. Caray todo exquisito. Los mantelitos y las servilletas súper bonitas. La música, Los Panaderos el grupo	[No contact info.]

			de música espectacular voceros de nuestro folklore y tradiciones musicales que no solo nos deleitan con su música y bailes tradicionales sino también con la introducción oral de los bailes y canciones que son partes de la cultura y tradiciones de la República Mexicana. Una porra muy fuerte a todo el personal involucrado en la preparación del evento, son muchas horas de trabajo arduo. Se merecen estar premiados y reconocidos públicamente que son ellas las que nos celebraron y se aseguraron que el evento de Día de los Muertos fuera un evento especial y lleno de sorpresas. [Illegible]…Me faltaron las flores que nos dieron a todas las chicas. Bravo, Bravo y Bravo. [English translation] I want to express how much I enjoyed the Day of the Dead event. The decorations in the dining area were excellent. The altars and tables with long draping table cloths, table top decorations all were stupendous. It was an atmosphere of happiness and of respect for those that are no longer with us. The presentation of the food was beautifully placed on the plate and tasted very good. Everything was exquisite: Pozole, Pupusas, Tamales, Candied Pumpkin, and Chocolate. The Music. The musical group Los Panaderos were spectacular. Not only did they delight us with music, but they also explain the traditions of dance and song that are part of Mexican culture. A big cheer to all the staff involved in the preparation of the event; it is a lot of hours of work. They deserve to be awarded and recognized publicly, because without them we would not have a celebration. They made sure that the Day of the Dead event was special and full of surprises. [Illegible]… The only thing missing was giving the flowers to all the girls/ladies. Bravo, Bravo and Bravo.	
102	2024-11-08	Menlo Park Senior Center	Also the senior staff [staff names] they always provide a good and friendly care for all of us.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
103	2024-11-08	Menlo Park Senior Center	I would like to recognize [staff name] at front desk. [They are] always helpful with all of us seniors. As well [staff name] their patience with us. Kudos.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
104	2024-11-08	Menlo Park Senior Center	[Staff name] I want to applaud you and your team for making sure we enjoy ourselves and the surprise you have for us every day. The oatmeal, the chocolate, etc. I appreciate and want to share my thoughts to administration.	Thank you for your compliments about our staff team. We will pass along your compliments to them. Best regards, Sean
105	2024-11-09	Menlo Park Senior Center	When the back door at the gym is open, the alarm sounds very loud. There is a big emergency exit sign at the door, however people open the door. Suggestion to show the sign on the floor using	Thank you for taking the time to share your suggestion through our suggestion box. We appreciate your input and will look into it. Thanks, Rondell
106	2024-11-12	Menlo Park Senior Center	We need a bigger room for the 9:30 class	Thank you for your comment. We will look into this. --Rondell
107	2024-11-12	Menlo Park Senior Center	Senior class at Belle Haven is packed. Can we have a class again at Burgess Park Arillaga gym? You have enough people for two people. I would be willing to pay.	[Reached out to inform that staff will review the request to determine if we can accommodate it. –Rondell]

108	2024-11-18	Menlo Park Senior Center	[Spanish comment] sinior quedamos en el olvido no nos an mejorado nada, mo an echo las juntas que prometieron. Estamos tristes lo que jacen con nosotors es inumano. lo dirigentes de la city. [English translation] Senior, we have been forgotten, they have not improved anything for us, they have not held the meetings they promised. We are sad, what they do to us is inhumane. The leaders of the city.	[No contact info.] Gracias por su comentario. La ciudad ha dado seguimiento a las quejas que presentaron algunos miembros de la comunidad sobre el programa para personas mayores y en el tablón de anuncios del centro para personas mayores se publica una lista de las medidas de seguimiento adoptadas. [English translation] Thank you for your comment. The city has followed up on complaints that were made by some community members about the senior program, and a list of the follow up actions taken is posted on the senior center bulletin board. --Sean
109	2024-11-24	Menlo Park Senior Center	Thank you for everything you do for us, it's nice to get together with my mom's friends, may she rest in peace. I always remember that when she attended, it would make her very happy and so for that I thank you all. Thank you Thank you Thank you.	[No contact info.]
110	2024-12-14	Menlo Park Senior Center	I want to thank chef [staff's name] for delicious vegan meal.	[Staff called and left a message. –Rondell]
111	2024-12-16	Menlo Park Senior Center	All the seniors want to thank the program coordinator [staff's name] for the most beautiful well coordinated early Christmas celebration party. We can't thank [them] enough for all the hard work it takes to make a beautiful event like the one we just enjoyed. It takes team work from all the kitchen and all the employees that help out to make it happen. Thank you, thank you, thank you.	[No contact info.]
112	2024-12-19	Menlo Park Senior Center	The event was amazing. Thank you so much, I came as a guest. The food was good but the spinich in sauce was a bit different.	[No contact info.]
113	2024-12-19	Menlo Park Senior Center	The [redacted] family really enjoyed the Christmas event and photos with Santa. Very family friendly, all staff was welcoming and kind!	Hello, we did receive your compliment in our suggestion box at the community center. Thank you for those positive words and we hope to see you at future events. –Da'Shawn
114	2024-12-20	Menlo Park Senior Center	I want to take time to let the City and their staff for the beautiful event of 12-14-24. I went in to the youth center to get a cookie. There was one out of the container and [staff's name] wanted to give it to me for being a Latino. I ask for one in the container, wanted a new.	[No contact info.]
115	2024-12-20	Menlo Park Senior Center	[Spanish comment] Grasias por este dia tan especial les deseo que dias nos de licencia que el otro ano estemis qui. [English translation] Thank you for this special day and I wish you all the best for the next year.	[No contact info.]
116	2024-12-20	Menlo Park Senior Center	[Spanish comment] Una transporte para cada evento si es posible, que a musdos los deteine de asistente. Gracias bendiciones. [English translation] Transportation should be provided for each event.	[No contact info.]
117	2025-01-07	Menlo Park Senior Center	We need exercises with [instructor name] for acupressure. For Wednesdays. Thank you.	Thank you for sharing your suggestion through our suggestion box. Unfortunately, [instructor name] is unable to teach this Winter session but plans to return in the Spring. In the meantime, the staff has arranged for workout videos to play during their absence while we search for a replacement instructor. Sorry for the inconvenience, Rondell

118	2025-01-13	Menlo Park Senior Center	Could we explore the possibility of more exercise classes available to seniors? (important!) The bus [staff's name] arrives too late for exercise classes. Merry Christmas and Happy New year and thank you for all you do.	[No contact info.]
119	2025-01-13	Menlo Park Senior Center	I am so sorry you are not offering the video exercise class at 10:30am on Wednesday mornings. We as seniors need the movement for our bodies.	[No contact info.]
120	2025-01-14	Menlo Park Senior Center	I would appreciate you adding the Wednesday video exercise back into the schedule. We as seniors need the exercise.	[No contact info.]
121	2025-01-14	Menlo Park Senior Center	Please return the exercise classes. We need them . Van folks don't take any since they are too late for the 2 that are there, Monday and Friday.	[No contact info.]
122	2024-10-22	Online	Good day, thank you for the refurbished courts at Willows. Please may I make a suggestion: if courts 1 & 4 court be rented out to the public as they have their own entrances. Please could you also put a trash can near the courts to keep the area clean. Thank you.	Hello, Thank you for your feedback about the recent renovations at Willow Oaks Park. We will take into account your thoughts on which courts should be designated for rentals going forward. I went out to take a look at the garbage can situation at the tennis courts. There are a set of garbage cans just outside the main access gate. Please see that attached photo. Please let me know if you have any other questions. Thank you, Keifer
123	2024-10-26	Online	I think that "All edible cheeseburger pumpkin art" is a waste of food. Art that gets thrown away that could be consumed seems disrespectful to the plant, the grower, and the many many people worldwide who live in hunger everyday. Sorry to sound like a sourpuss but we should be encouraging children with projects of thankfulness and respect for our bounty, not wasting it.	Thank you for your suggestion box comment. The "all edible cheeseburger pumpkin" recipe uses edible components so that people can eat the finished product, if desired. You're correct that food is an important resource that should not be wasted. I hope this information is helpful. Thank you again for submitting a comment. --Sean
124	2024-10-29	Online	Willow Oaks tennis courts still show as Under Construction in the reservation page. We have a Euro Tennis class and people are sometimes there and don't know it's reserved.	Thank you for taking the time to bring this to our attention. The links for the reservation page are active now. https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Pickleball-and-Tennis . My sincere apologies for the confusion this caused regarding your reservations for Euro Tennis classes. Kindest regards, Ashley
125	2024-11-04	Online	The lights at most of the tennis courts are horrible, e.g. Nealon park, Burges park & Kelly park. In contrast, Willow Oaks Park has the only courts that are playable at nights.	Hello, I hope this email finds you well. Your comment regarding the tennis court lighting. We understand that there are some lights that were out at Burgess and Nealon. The lights at Nealon wer replaced, Burgess lights are a bit more complicated. As far as general quality of the lights, I will speak with the city's public works department about this. Thank you again for your comment. Best, Tricia
126	2024-11-04	Online	Can we please get a pickleball net at the burgess tennis court that already has The PB court lines? It is unusable as is.	Thank you for your request for a net at Burgess tennis courts. The courts were just refinished and the shorter lines (light blue) are U-10 lines for youth tennis. They are not for pickleball. Please feel free to let me know if you have further questions. Best, Tricia
127	2024-11-05	Online	Saturday or Sunday morning classes for adults 40-50 years old (we still work) or evening classes. Workout class or waterclass	Hello, Thank you for your request for water exercise classes at the Belle Haven Pool. on Saturday and Sunday mornings. I will follow-up with the aquatics operator on this request. Best, Tricia

128	2024-11-12	Online	Just wanted to say that whomever is doing your online excellent writing is doing an excellent job! I usually don't open the newsletter in my email, but I absolutely loved reading the quotes for Veterans Day and also reading about the community activities. I now live in England, but I lived in Menlo Park for many years until I got a letter from my landlord saying the rent would increase by $500 in three months time. That's when I knew I had to find a Plan B :) Really feeling nostalgic for Menlo Park today!	Thank you for your kind compliment about our email newsletter. If you find yourself back in Menlo Park someday, we hope you will stop by the library and recreation centers and say hello. With warm regards, Sean
129	2024-11-12	Online	Can you please provide updated on what the city is doing to increase the number of pickleball courts in a single location? It has been months since they were going to do yet another consultant study.	Thanks for taking the time to write to us. My apologies for not getting back to you with an answer sooner. LCS staff brought the proposed Parks and Recreation Facilities Master Plan Addendum and study of pickleball and tennis to the City Council on February 27, 2024. The City Council deferred action of the addendum and study of tennis and pickleball court opportunities in order to focus on higher priority needs at that time. City staff is currently in the process of evaluating options to potentially mitigate the noise of pickleball play at Nealon Park, which is an expressed concern of surrounding neighbors. The Kelly Park pickleball courts continue to have excellent availability for pickleball play and are not located near residences. Players seeking more pickleball court space at City-owned parks are encouraged to try the underutilized Kelly Park location which also has the benefit of being adjacent to Belle Haven Community Campus, home of the City's new recreation center, gymnasium, aquatics center, senior center, youth center and library. I hope that update helps – if you have further questions please feel free to reach out to me directly. Kind regards -- Nick
130	2024-11-15	Online	The Menlo Park Library storytime could be much more fun/exciting/engaging for the little ones. I know that the librarians bring a lot of great stories and are very sweet with the kids, but the storytimes at nearby libraries in Palo Alto and Atherton, for example, are much more engaging and bring so much more energy for the kids. The stories are shorter so the kids pay attention, they have music (and a microphone to make sure that everyone can hear) and some have instruments to ensure the kids stay engaged, and Palo Alto extension also holds it outside during most of the year, which helps a lot, could maybe let the librarian be able to take off their mask, and also makes storytime less disruptive to the other patrons. We find ourselves driving to other storytimes instead of walking to the Menlo Park Library storytime nearby because it doesn't engage my child. I know the librarians put a lot of thought into the books, but more research into other libraries and some more energy could make it even better.	Thank you for your feedback! Storytime introduces early literacy concepts and a group experience for the children, and modeling prompts for reading at home for the caregivers, setting the stage for a lifelong relationship with the library. At Menlo Park we have on staff a diverse group of fifteen storytimers, and each one's performance style is a little different. What stays consistent is our intentionality about reading books that are inclusive in a manner that focuses on and cultivates the foundations of early literacy and singing songs that incorporate both fine and grosse motor skills. While our staff do use vocal amplification, all of our reading and our singing is done in a style that models for grown-ups how to provide storytime in the home. We average 50 attendees for our storytimes at the Main Library. --Rose
131	2024-11-17	Online	I am curious about the Belle Haven MakerSpace sharing. I will be teaching regular classes there, for the senior center, on Monday and Friday, starting in January. I have questions about the devices that will be available for use in the MakerSpace, and wonder if I will be able to use things like the screens,	Lovely to hear from you! We are still getting the hang of the built-in AV equipment at the Makerspace, but I would say that as a contractor you will have access to any screens, printers, etc that we are able to offer at the time. With regard to the sewing machines - we were given to understand that our current sewing machines are sufficient. Would you disagree with this assessment? Best, Rose

			printers and some of the other devices that I've seen there previously. Is the library purchasing sewing machines?	
132	2024-12-09	Online	How do we get email notifications about community events? On your community events website, for instance, it doesn't even list when the tree lighting in Menlo Park took place. What is the best community outreach channel I can use to be informed about upcoming events in advance and not just read about them in InMenlo after they occur?	Thank you for contacting us through the online suggestion box. A great way to get email notifications about upcoming community events is to subscribe to our weekly email newsletter, the Library and Community Services News. https://menlopark.gov/Government/Departments/City-Managers-Office/Communications-and-public-engagement/Library-and-Community-Services-News We have added you to the subscriber list. The newsletter is emailed every Saturday morning and includes announcements about upcoming community events. You can unsubscribe or manage your subscriptions any time at menlopark.gov/subscribe. I hope this is helpful. Please let me know if I can be of further assistance. Best regards, Sean
133	2024-12-09	Online	Consider several 2-4 week "internships" for high schoolers to work at the library all through the year. It could be a volunteer program or an unpaid internship. I think it will help foster community engagement, help teens learn more about library and information sciences, grow as adolescents and give kids who may not have time for yearly jobs to be able to "work".	Thank you for your suggestion that we offer internships at the library. We are, in fact, working on a plan for offering just such an opportunity! Most sincerely, Rose
134	2025-01-06	Online	On the Menlo Park pickleball court signup page, the link to "pickleball court #1" for Kelly Park incorrectly points to "tennis court #1". Thanks!	Thank you for sending a message to our online suggestion box pointing out the bad link on our website. The link has been updated and now points to the correct location: Kelly Park pickleball court #1. https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Pickleball-and-Tennis - Best, Sean

LIBRARY COMMISSION
TENTATIVE AGENDA SCHEDULE
January 27, 2025

MEETING DATE*	TENTATIVE AGENDA TOPICS**
May 22, 2024 Joint meeting w/ PRC 4th Wednesday Location: BHCC	• BHCC start of operations
June 17, 2024	• 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	• 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	• 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	• Update on City-run childcare programs • Staff presentations: Library overview • Update on Commission informational liaison assignments • Ad-hoc subcommittee update
October 21, 2024	• Ad-hoc subcommittee update • Preliminary results of child care needs assessment survey • Review departmental strategic plan
November 25, 2024 (4th Monday)	• Presentation: Library programs • Ad-hoc subcommittee update • Approve the 2025 Library Commission meeting calendar • Policy update: collection development policy
December 18, 2024 (Joint meeting w/ PRC) (3rd Wednesday)	• Year in review • Open house / social
January 27, 2025 (4th Monday)	• Presentation: Library data • Ad-hoc subcommittee update • Select Commission Vice Chair • End of year library statistics • Benchmark and Star Libraries report • City and departmental misson, vision, and values statements
February 24, 2025 (4th Monday)	• Policy update: makerspace user policy
March 17, 2025	• Presentation: Library outreach
April 21, 2025	•
May 28, 2025 (Joint meeting w/ PRC) (4th Wednesday)	•
Unscheduled future topics	• 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