



## REGULAR MEETING MINUTES

**Date:** 7/21/2025  
**Time:** 6:30 p.m.  
**Locations:** Teleconference and  
Arrillaga Family Recreation Center  
700 Alma St., Menlo Park, CA 94025

### A. Call To Order

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

### B. Roll Call

Present: Crockett, Orton, Shafer, Sisbot, Westcott, Yule  
Absent: Herrick  
Staff: Assistant Library and Community Services (LCS) Director Nick Szegda,  
Management Analyst Ashley Walker

### C. Public Comment

None.

### D. Study Session

- D1. Prepare Commission report out to City Council on 2024-25 work plan (Staff Report LC-2025-029)  
Assistant Director Szegda made the presentation.  
The Commission discussed the draft presentation.

### E. Regular Business

- E1. Approve the meeting minutes from the June 16, 2025 meeting (Attachment)

**ACTION:** Motion and second (Shafer/ Crockett), to approve the minutes from the June 16, 2025 meeting, passed 6-0-1 (Herrick absent).

- E2. Consider assigning Commission liaisons to affiliate groups (Staff Report LC-2025-030)

**ACTION:** Motion and second (Orton/ Shafer), to assign Commissioners to affiliate groups as follows:

- Orton – Library Foundation
  - Crockett – Friends of the Library
  - Herrick – Peninsula Library System,
- passed 6-0-1 (Herrick absent).

### F. Informational Items

- F1. Draft of Library Commission work plan for 2025-26 (Staff Report LC-2025-031)

Assistant Director Szegda introduced the item.

- F2. Library, recreation, and parks community survey results – library focus (Staff Report LC-2025-032)

Management Analyst Walker made the presentation (Attachment).

- F3. Library and community services department statistics and recent activities  
(Staff Report LC-2025-033)

- F4. Current and future trends in libraries – professional association and academic publication  
resources (Staff Report LC-2025-034)

Assistant Director Szegda introduced the item.

- F5. Library Commission tentative agenda calendar (Attachment)

**G. Commissioner Reports**

- G1. Ad-hoc subcommittee report

Commissioner Orton reported out on ad-hoc subcommittee activities to date and possible short-term capital improvement projects for the main library.

- G2. Individual Commissioner reports

None.

**H. Adjournment**

Vice Chair Westcott adjourned the meeting at 8:12 p.m.

Nick Szegda, Assistant Library and Community Services Director



# Department updates – Survey results: Library focus

Ashley Walker, Management Analyst I

# Library, parks, and recreation survey

- Conducted in spring – early summer
- 1,115 participants
- 1,670 comments
- Comments were read and categorized
- Categorization included adding a location (if possible) and placing comments into one of the following 11 sections:







# Comment categories

Category	Description	Comment examples
Access	Logistic ability to access facilities such as hours, fees, enrollment spaces, feeling welcome, convenience of locations, and parking availability.	• More outreach and more classes. • Open more hours. • More days available. • More parking – Burgess lot can get full. • Add senior center downtown.
Accessibility	Comments that specifically mention special needs accommodations such as handicap parking, ramps, needs-inclusive programming, needs for seniors.	• More handicap parking. • More kid-friendly with nursing areas. • Better seating for those with ADHD. • More special-needs activities.
Comment	General remarks or feedback that may not fit into specific categories but may provide context or opinions about the survey, services, or community.	• No changes. • Leave the library as it is. • Nothing. We like the facilities. • I don't use parks, but I think it is important that we have them.
Compliment	Positive feedback for facilities, services, staff, or programs, highlighting aspects that are well-received by respondents.	• All of them seem clean and safe. • I like it. It's very comfortable. • Happy with the library.

# Comment categories

Category	Description	Comment examples
Customer Service	Relates to the quality or attitude of staff providing services. Compliments on customer service are <u>not</u> included in this category – only suggestions for improvement.	<ul style="list-style-type: none"> <li>• More availability in the front desk during even times.</li> <li>• More people available to ask for information.</li> <li>• More personnel.</li> <li>• More responsive reply from email.</li> </ul>
Enforcement or safety	Relating to policy, muni code enforcement, or safety concerns. Includes comments on rule compliance (e.g., dog leashes), security measures, and hazards.	<ul style="list-style-type: none"> <li>• Dog-free areas.</li> <li>• Although signs are posted, dog owners ignore them and leave their dogs off leash.</li> <li>• Sand can spread diseases.</li> </ul>
Marketing or communications	Feedback about advertising, social media, or community communication. Includes comments on website content, surveys, and other outreach efforts.	<ul style="list-style-type: none"> <li>• Help market Lisa's strength and fitness class. It's great for everyone!</li> <li>• More communication for the schedule when there's changes.</li> </ul>
Other	General remarks or feedback that may not fit into specific categories	<ul style="list-style-type: none"> <li>• Convert facilities into housing.</li> <li>• Remove the lane dividers on Alma.</li> </ul>

# Comment categories

Category	Description	Comment examples
Pickleball or Tennis	All comments related to pickleball or tennis courts, including access, maintenance, programming, or addition of courts.	<ul style="list-style-type: none"> <li>• Let Hillview tennis keep Nelon Park.</li> <li>• More tennis courts.</li> <li>• Pickleball should only be in locations that do not bother residents.</li> <li>• More pickleball.</li> </ul>
Programming	Suggestions about activities, classes, or events offered by libraries, parks, or community centers. Includes suggestions for new programs or feedback on existing ones.	<ul style="list-style-type: none"> <li>• Bring back the Sunday Farmers Market.</li> <li>• A flying field for radio-controlled aircraft.</li> <li>• I would like to see more events for kids.</li> <li>• Kite flying day.</li> <li>• More Makerspace activities.</li> </ul>
Renovation, upgrades, or maintenance	Comments about physical improvements, repairs, updates to facilities, furniture, or infrastructure, and maintenance (including cleaning).	<ul style="list-style-type: none"> <li>• Add trails for walking.</li> <li>• We need outdoor toilets.</li> <li>• Better ventilation</li> <li>• Update decor.</li> <li>• Add gym weights/ floor equipment</li> </ul>
Resources	Feedback on availability or variety of materials/equipment loans, tools, digital media, and printed books.	<ul style="list-style-type: none"> <li>• More print books.</li> <li>• Please have bike tools and irons to borrow.</li> <li>• Puzzle borrowing program.</li> </ul>

# Free-text survey questions:

1. If you **could change the physical buildings or spaces** in these locations, what would improve them or make you visit them more often?
2. If you **could change the customer service** at these locations, what would improve the customer service and/or make you visit them more often?
3. Please tell us **your ideas, needs, and suggestions for library and information resources**.
4. Please **tell us any other ideas, needs, complaints or suggestions** you'd like to share with us.





## Free-text survey questions:

5. Please tell us your **ideas, needs, and suggestions for indoor recreation activities.**
6. Please tell us your **ideas, needs, and suggestions for outdoor recreation activities.**
7. If you could **change the spaces, environment, or features at these parks** what would improve them and or make you visit them more often?



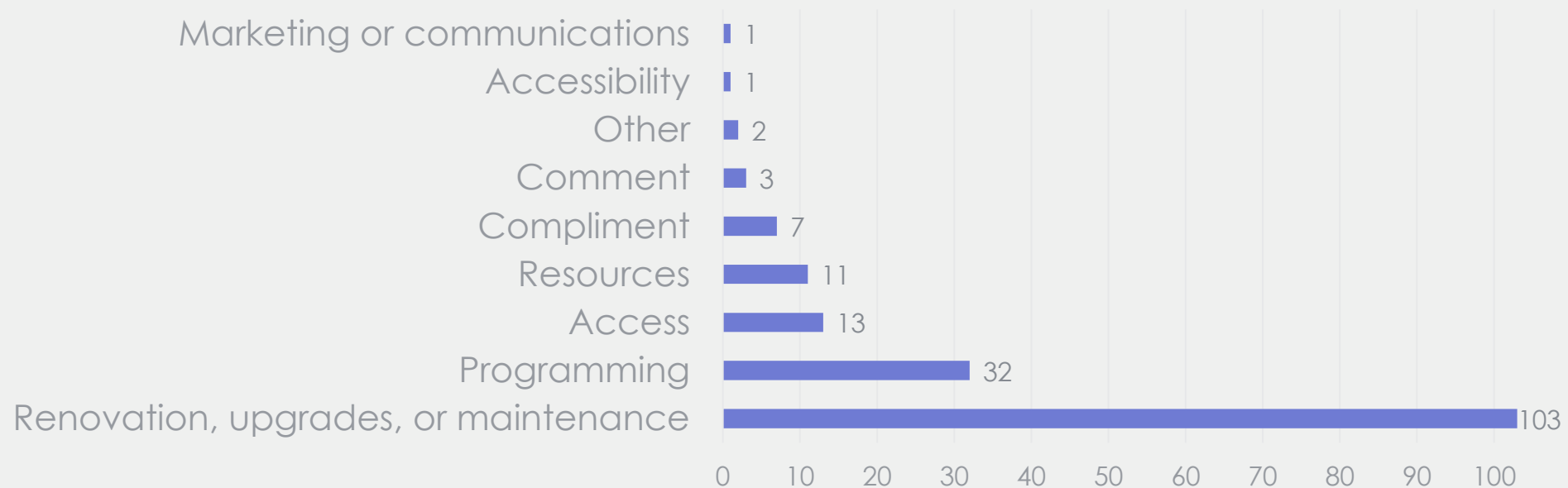
# What did the library comments tell us?

- When asked “If you could change the physical buildings or spaces in these locations, what would improve them or make you visit them more often?”
- 377 free-text responses received
  - 78 were general or unclear locations
  - 126 were about other parks and recreation facilities
  - 4 were specific to Belle Haven Library
  - 169 were specific to Menlo Park Library



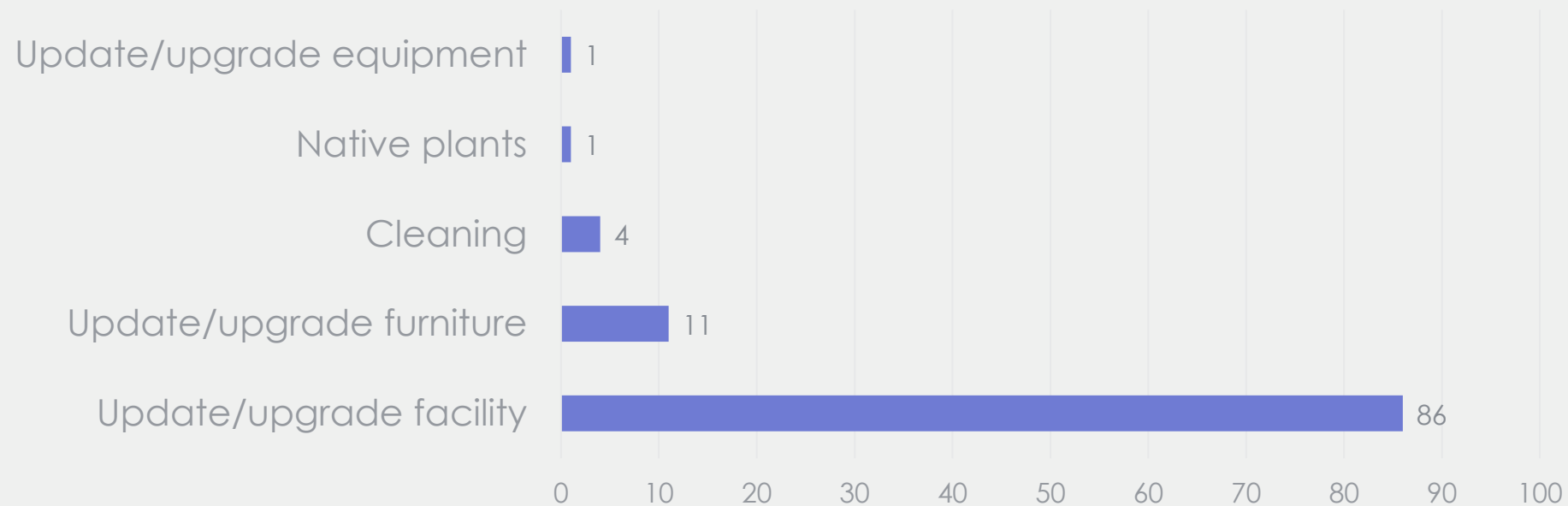
# If you could change the physical spaces...

Breakdown of library-specific responses to “If you could change the physical buildings or spaces in these locations, what would improve them or make you visit them more often?”

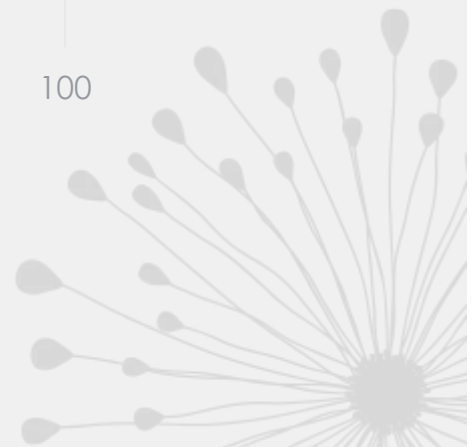


■ Count of category type

# Renovation, upgrades, or maintenance subcategories

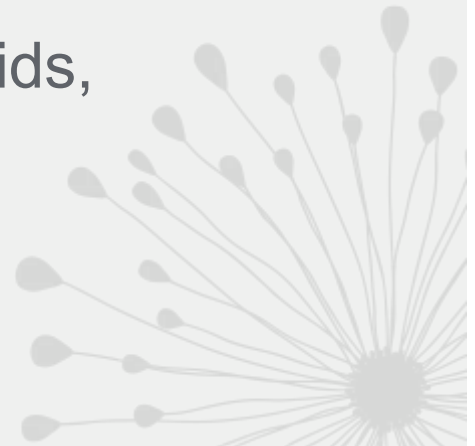


■ Count of category type



# “If you could change the physical spaces...”

- 32 requests fell under “Programming”
- 7 suggestions to add a café area
- 14 suggestions for the library space to be used differently
  - Different stroller parking location
  - Different arrangement of activities or puzzles in areas for children
  - Different layout for shelves
  - Different organization of books
  - Larger spaces for the bookstore
  - More areas for study or meetings
- Other requests included: Volunteer program, more programs for kids, more exhibits, more programs in general, large historical displays, different book suggestion process, more activities

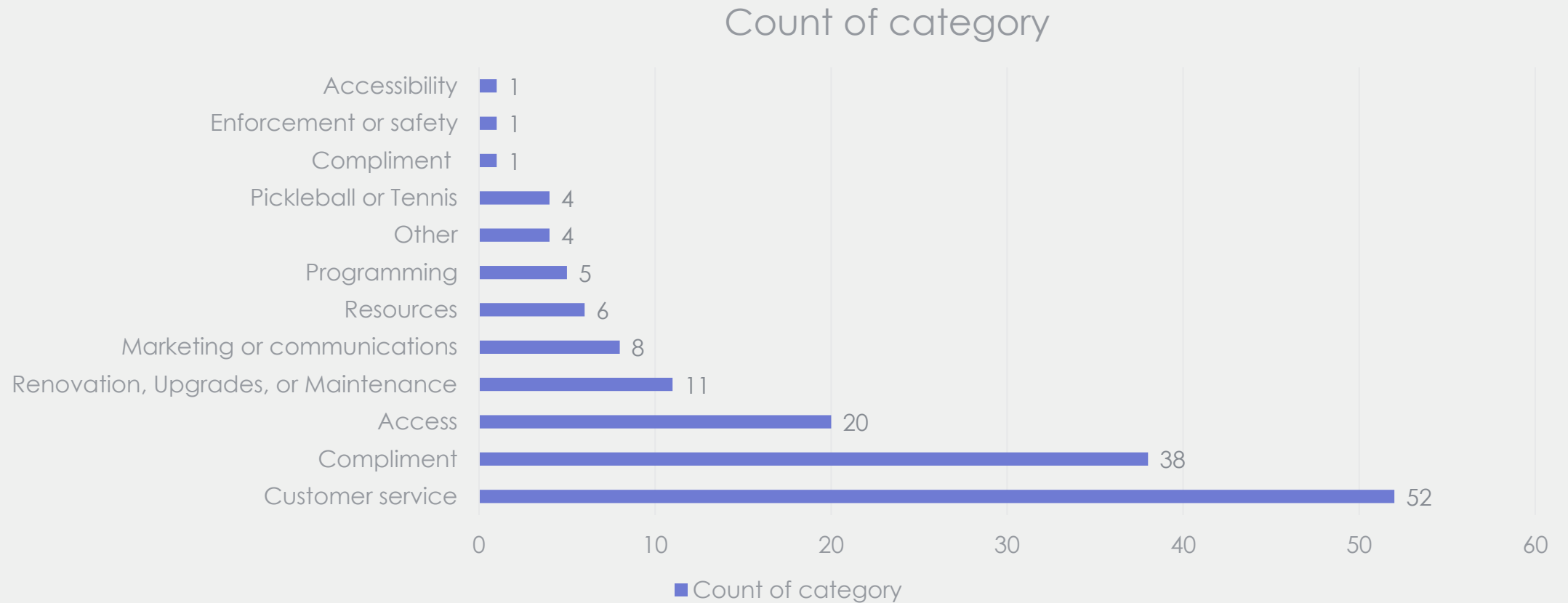




# What would improve customer service...?

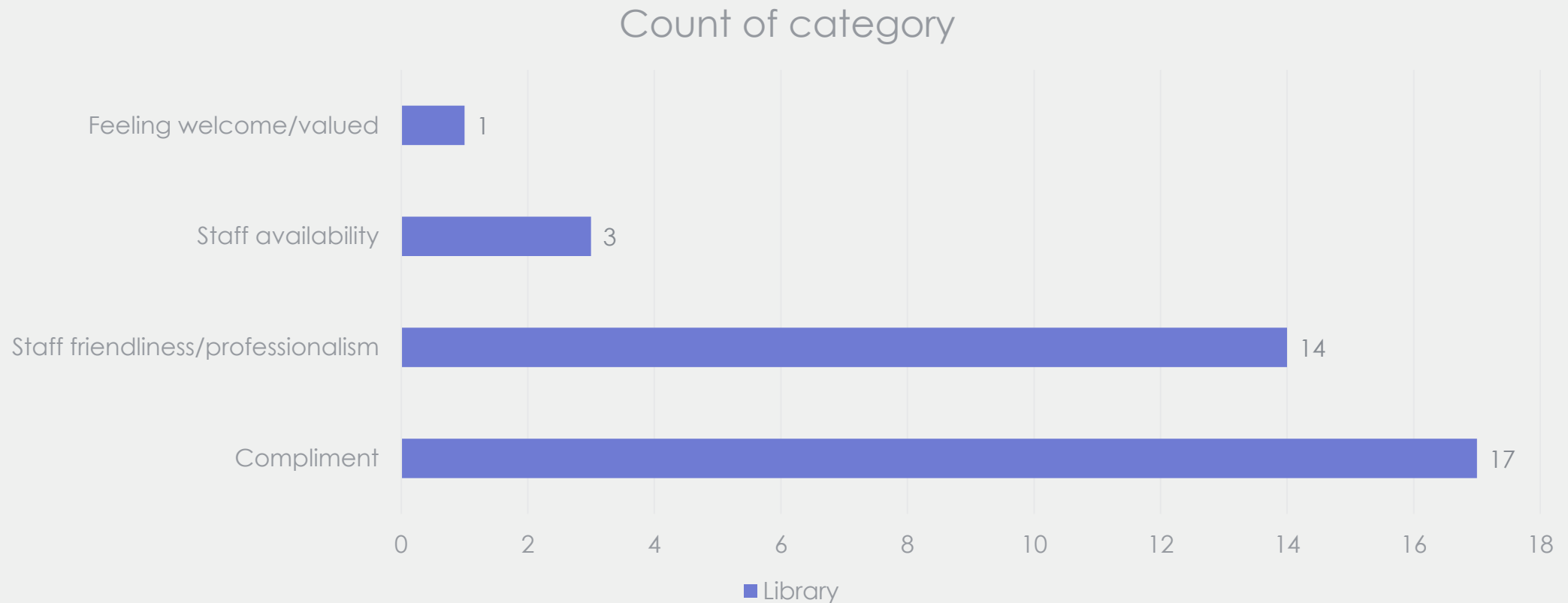
- 151 free-text answers
- 52 of the 151 were specific to customer service
- 18 of the 51 customer service comments were specific to library
- Library received 17 compliments in customer service

# What would improve customer service...?



# What would improve customer service...?

Count of sub-category for customer service improvement in library-specific comments.

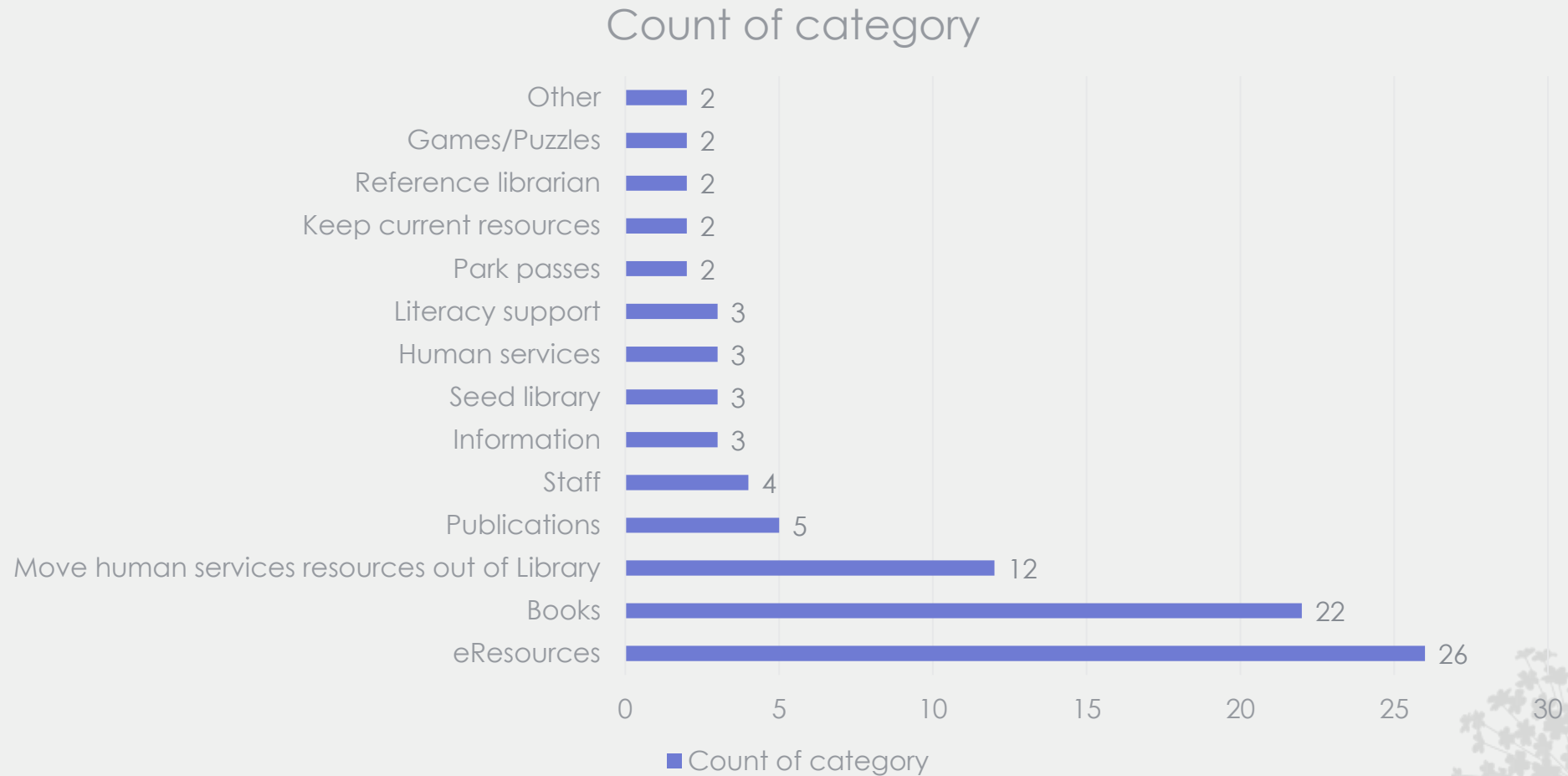


# Tell us your ideas, needs, suggestions for library and information resources:

Category	Total
Resources	113
Programming	46
Renovation, upgrades, or maintenance	38
Compliment	13
Access	13
Marketing or communications	11
Other	9
Comment	6
Accessibility	2

- 257 total responses
- 251 were library related (see table left)
  - 113 were related to library resources
  - 46 were related to library programming
  - 38 were related to library upgrades, renovation, or maintenance.

# Tell us your ideas, needs, suggestions for library and information resources

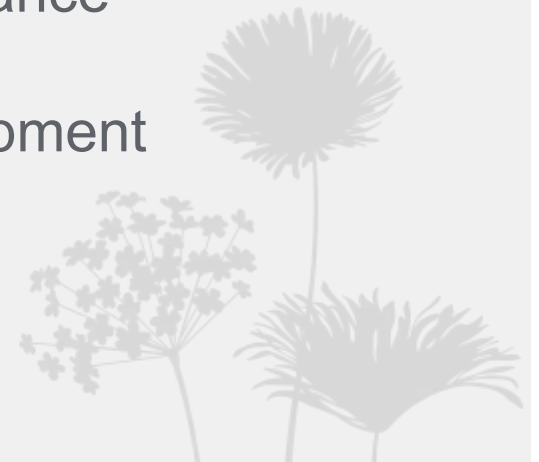




# Tell us your ideas, needs, suggestions for library and information resources:

Resource requests that received 1 mention:

- Social connection/mental health
- Childrens books
- Teens and young adult programs
- Friends of Library bookstore
- Reference materials
- Legal/Financial
- DVD/Blu-ray/CDs
- Accessible books
- WiFi Hotspots
- Makerspace tools
- Child care
- Meals
- Citizenship support
- Child programs
- Software
- Non-resident library card
- Staff for senior assistance
- Adult programs
- Update/upgrade equipment
- CDs, DVDs, PLS
- Inter-library loans
- Printer

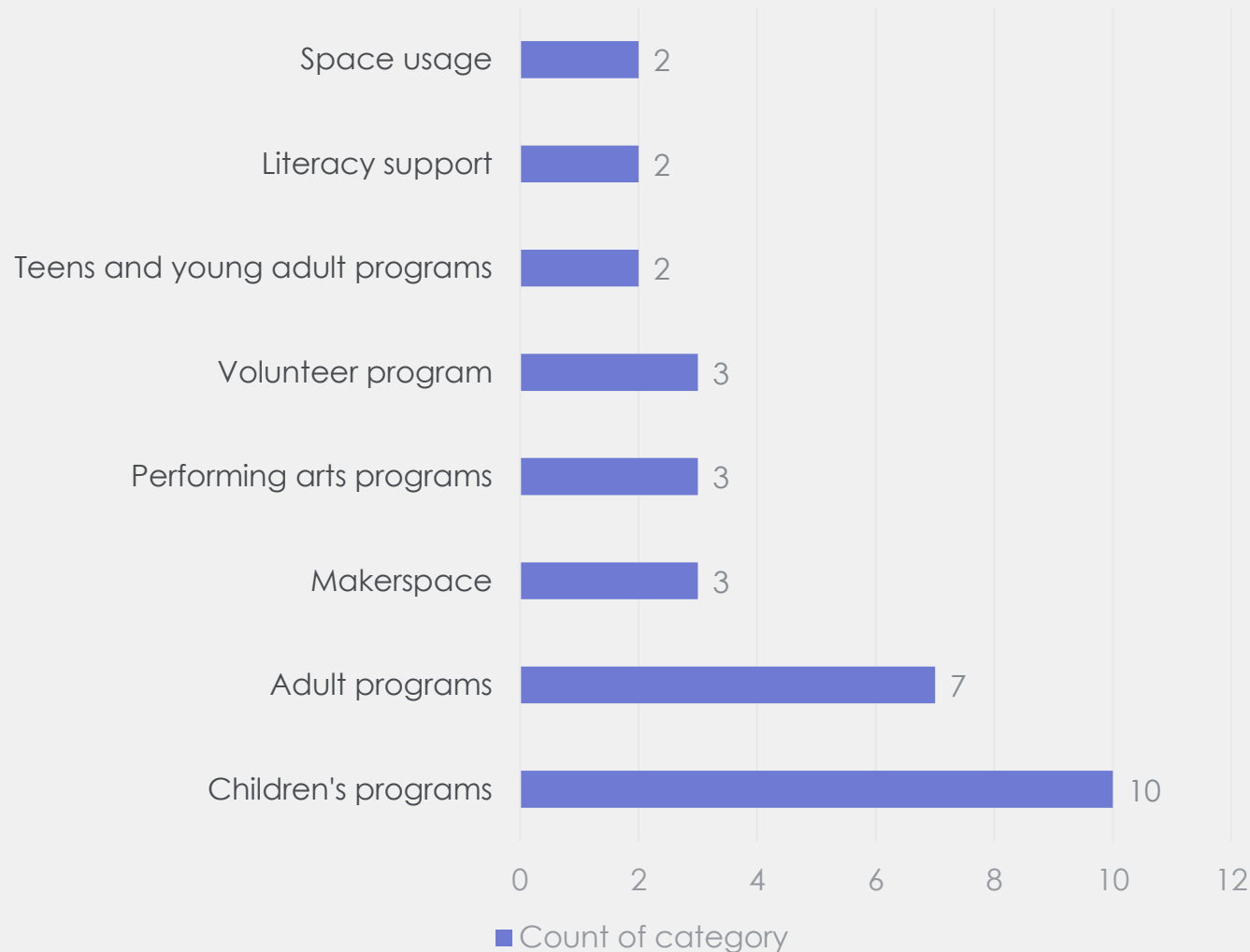


## Tell us your ideas, needs, suggestions for library and information resources

eResources	Total
eBooks	13
Link+	2
Add OLLIE	1
Audiobooks	1
Extend loan period	1
Genealogy databases	1
Hoopla and CloudLibrary	1
Kanopy	1
Libby	1
More eBook copies	1
Increased access from PLS	1
eResource instructions	1
More eResources	1



# Tell us your ideas, needs, suggestions for library and information resources



Programming requests that got 1 comment:

- Café
- Library merch
- Other
- Family events
- Compliment/No changes/Comment
- Community programs
- More in-person programs
- Book clubs
- Events/activities
- Collaborative programming
- Book request process
- Keep the programming
- Keep current programming
- Historical displays

# What other ideas do you have for the library?

Comment/Suggestion	Count
<b>Compliment</b>	<b>7</b>
Likes the library	4
Likes summer reading app and program	1
Libby	1
Likes Garden Talks	1
<b>Resources</b>	<b>7</b>
eResources	3
Fewer political books	3
Human Services	1
<b>Other</b>	<b>5</b>
Homeless	3
Access to books in the teen area	1
Books	1

Comment/Suggestion	Count
<b>Renovation, upgrades, or maintenance</b>	<b>3</b>
Update facility	2
Upgrade facility	1
<b>Marketing or communications</b>	<b>2</b>
Keep using posters for marketing	1
Library event marketing	1
<b>Access</b>	<b>2</b>
Out-of-state library card	1
Non-residents library cards	1
<b>Programming</b>	<b>1</b>
Library pet	1