

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

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

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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

LCS SUGGESTION BOX – JANUARY 2024

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