

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX COMMENTS AND RESPONSES
 JANUARY 2025
 menlopark.gov/feedback

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]

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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 stay home. Seniors need to be notified by phone or text when they won't be picked up, or soon as possible. Also when 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 assure 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

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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 Costillitas 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	[No contact info.]

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			ribs were delicious, like everything you prepare... Merry Christmas, thank you!	
27	2024-12-06	Belle Haven Community Campus	Can we get 15 lbs dumbbells	[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]

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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 enseñar 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

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				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
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

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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 follow-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

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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
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

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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

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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 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	[No contact info.]

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			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.]

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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 spinach 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] Gracias 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

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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

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				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, printers and some of the other devices that I've seen there previously. Is the library purchasing sewing machines?	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
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

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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