

LIBRARY AND COMMUNITY SERVICES
SUGGESTION BOX COMMENTS AND RESPONSES
COMPILED APRIL 2025

Ref #	Date received	Location received	Full Text of suggestion	Response
1	2025-03-24	Arrillaga Family Gymnasium	Please please please bring back Menlo SummerFest in July!! Everyone we know loves/loved it!!	Thank you for using our suggestion box. I do remember the Summer Fest and it was a great event. The Summer Fest was actually hosted by the Menlo Park Chamber of Commerce. The Menlo Park Chamber of Commerce has now joined with the San Mateo County Chamber. I am not sure of the future plans for a Summer Fest but wanted to provide you with the organization that previously led those efforts. Should you want to contact them, Contact San Mateo Area Chamber of Commerce -- Natalya
2	2025-04-09	Arrillaga Family Gymnasium	Love the no net 4 volleyball, do on all courts	[No contact info.]
3	2025-04-09	Arrillaga Family Gymnasium	There should be two score boards in case there are 2 games.	[No contact info.]
4	2025-01-30	Arrillaga Family Recreation Center	The vending machine is broken because if you try to get the peanut butter granola bar (1-4-7) It says an invalid code.	Thank you for your feedback regarding the vending machine at the Burgess rec center. Please let us know if you continue to have issues with this machine in the future. We appreciate you bringing this to our attention. Best, Tricia
5	2025-02-15	Arrillaga Family Recreation Center	Banyan Tree Women workout classes are fantastic! Please keep them and the exercise classes on the schedule. The free events/classes are helping my physical health & social engagement. Thanks!	We appreciate the feedback. We will continue to work with the Banyan Women's Collective for these classes. Best, Tricia
6	2025-02-28	Arrillaga Family Recreation Center	The ballroom dance fitness class organized by Banyan Tree Women collection is great! Please invite them back!	Thank you for the feedback, we will continue to work with Banyan Women's Collective for these classes. Best, Tricia
7	2025-02-28	Arrillaga Family Recreation Center	The class was great. Full of energy and great moves. I would be happy to join again.	Thank you for your feedback in our suggestion box regarding the class you took. Best, Tricia
8	2025-02-07	Belle Haven Pool	Music in the pool	Thank you for the suggestion. I will pass this on to the operator. Best, Tricia
9	2024-12-07	Belle Haven Community Campus	Want to add mats for the floor of the water fountains because they are always wet and we might slip.	Staff will look into purchasing to prevent slipping hazards. Best, Rondell
10	2025-01-17	Belle Haven Community Campus	I think there should be towels for the poo and a shooting machine for the basketball gym.	Thank you for your suggestions! Providing towels for the pool and a shooting machine for the basketball gym are great ideas. We'll consider your feedback as we evaluate facility amenities. We appreciate your input and always welcome suggestions to improve the recreation center. Let us know if you have any other ideas! Best, Rondell
11	2025-01-17	Belle Haven Community Campus	Add towels to the pool so people can use.	Thank you for your suggestions! We'll consider your feedback. Best, Rondell

LCS SUGGESTION BOX – COMPILED APRIL 2025

12	2025-01-22	Belle Haven Community Campus	We need 15 lbs dumbbells and more cable machine attachments.	Staff will look into purchasing. Best, Rondell
13	2025-01-25	Belle Haven Community Campus	Can you change the board	Called and left a message. --Rondell
14	2025-01-29	Belle Haven Community Campus	Please consider to revise signs in weight gym from, " Please take phone conversations outside." To, " Please take ALL conversations outside...."	Thank you for your submission. Staff will look into this. Best, Rondell
15	2025-02-07	Belle Haven Community Campus	Can we get 15lbs weight and move attachment for the cable machine	A new set of 15lbs weights has been purchased. I am looking into extra cable attachments. Best, Rondell
16	2025-02-07	Belle Haven Community Campus	I love afterschool	Thank you. We will let the staff know. Best, Rondell
17	2025-02-07	Belle Haven Community Campus	Is it possible to fix the water pressure in the bathroom sinks.	Thank you for the submission. We will have our public works team look into this. Best, Rondell
18	2025-02-07	Belle Haven Community Campus	Have volleyball day back, basketball is almost every afternoon.	Thank you for submission. I will have the rec look into this. Best, Rondell
19	2025-02-07	Belle Haven Community Campus	Can you have martial arts in the movement room	Thank you for your submission. I will make sure the rec staff is aware of this request. Best, Rondell
20	2025-02-07	Belle Haven Community Campus	Can we get more attachments for cable machine.	Thank you for the submission. The rec staff will be looking into to this request. Best, Rondell
21	2025-02-07	Belle Haven Community Campus	You guys should have a seesaw in the playground	Thank you for the submission. Your suggestion will be considered when we build our next playground. Best, Rondell
22	2025-02-07	Belle Haven Community Campus	You guys are the best	Thank you for your submission. I will make sure staff receive your compliments. Best, Rondell
23	2025-02-07	Belle Haven Community Campus	My school's student portal and Canvas did not work on the guest wifi. Is there any possibility you could unblock it.	Thank you for your submission. I will ensure our IT department receives this information. Best, Rondell
24	2025-02-07	Belle Haven Community Campus	My school's portal and Canvas did not work on the guest wifi. Is there any possibility of unblocking.	Thank you for your submission. I will ensure our IT department receives this information. Best, Rondell
25	2025-02-15	Belle Haven Community Campus	Please open Sundays! I'd love it plus more for you! Thanks.	Thanks for the suggestion. We will be sure to look into your request. Best, Rondell
26	2025-02-19	Belle Haven Community Campus	Hi- Could you get some women's sized basketballs? Size 28.5, also referred to as size 6. Thank you!	Thank you for your suggestion! We appreciate your feedback and are always looking for ways to improve our programs and equipment. We will look into this. Please let us know if you have any other suggestions! Best, Rondell

27	2025-02-24	Belle Haven Community Campus	Today my friends and I called Belle Haven four times to make sure that drop-in volleyball was happening at 5:30pm. The nice folks in front said yes. We arrived on hour early just in case. At 5:15, just 15 mins before, the folks up front found us in the library and told us that the gym is taken for a basketball game and they can't do anything about it. This has happened twice and is really upsetting. We'd really like a reliable up-to-date schedule of when the gym will be available for drop-in volleyball. A schedule that prevents this last minute upset from happening again.	Thank you for the submission, and I sincerely apologize for the confusion and frustration this has caused. I understand how disappointing it is for your group to find out at the last minute that the gym is unavailable. We are committed to improving our scheduling process to ensure transparency and up-to-date availability. Additionally, I'll continue to meet with staff to reinforce the importance of accurate communication and customer service. In the meantime, feel free to continue calling ahead on the days you plan to visit to confirm gym availability. We appreciate your patience and feedback. Please feel free to contact me if you have any more concerns or suggestions. Best, Rondell
28	2025-02-24	Belle Haven Community Campus	Today, my volleyball group consisting of 9 people planned to practice at the 18+ drop in from 5:30-8pm at the Onetta Harris gym. 4 of us called leading up to today, and multiple times today to ensure there were no rentals. I personally left work early to drive through traffic (though my commute was still 30 minutes) to get here over an hour early. I was told at 4pm drop in was happening. As I waited in the library, the front desk associate came and told me there was a basketball game in the gym that they had no idea about until the kids showed up. The team/school staff had not rented the gym through any means that would have made the front desk aware of the game. Apparently, they called some official at the city of Menlo Park and was given permission to use the gym through word of mouth. As a result of this, my friends and I wasted a big portion of our work days calling, coordinating, and commuting to Belle Haven in vain. Please enforce a more transparent system that can reliably show gym availability. This is not the first time that this incident has happened, and that is just completely unacceptable if this community center was meant to be equally available to all of the public. I sincerely hope this does not happen again.	Thank you for the submission, and I sincerely apologize for the confusion and frustration this has caused. I understand how disappointing it is for your group to find out at the last minute that the gym is unavailable. We are committed to improving our scheduling process to ensure transparency and up-to-date availability. Additionally, I'll continue to meet with staff to reinforce the importance of accurate communication and customer service. In the meantime, feel free to continue calling ahead on the days you plan to visit to confirm gym availability. We appreciate your patience and feedback. Please feel free to contact me if you have any more concerns or suggestions. Best, Rondell
29	2025-02-26	Belle Haven Community Campus	Infant mommy + me classes please	Thank you for your submission to the suggestion box. I will share your request with the team to explore the possibility of implementing this class in the future. Best, Rondell
30	2025-02-28	Belle Haven Community Campus	Can we get more cable attachments for the cable machine please. Thanks.	Thanks for your suggestion. We will be sure to look into it. Best, Rondell
31	2025-02-28	Belle Haven Community Campus	Water pressure in the family restroom is really weak.	Thanks for the suggestion. We will inform our public works team about the water pressure. Best, Rondell
32	2025-02-28	Belle Haven Community Campus	Would you consider instituting a reservation system for the BB gym? My women's group would like to use the gym (just half court for 3X3) and we are flexible about when we come and would like a way to avoid the hoards of guys. We are looking for Saturday hours	Thank you for your suggestion! We understand the importance of providing access to the gym and appreciate your interest in a reservation system. To see what weekend dates are available, contact our recreation coordinator, Da'Shawn Williams, or our program assistant, Avery Drake. They are both cc'd on this email. Thanks again for your submission! Best, Rondell

33	2025-02-28	Belle Haven Community Campus	More cable attachment for the cable machine	Thanks for the suggestion. We will be sure to look into this request. Best, Rondell
34	2025-02-28	Belle Haven Community Campus	The family restroom water pressure is incredibly low.	Thanks for the submission. I will be sure to get the public works team to take a look at it. Best, Rondell
35	2025-02-28	Belle Haven Community Campus	Yall need to add a hot tub or sauna	Thank you for the suggestion. Best, Rondell
36	2025-03-03	Belle Haven Community Campus	Hello, I enjoyed the Black History event on 2/8/2025. Can you please have plant based options for those of us who do not eat animals? Can you please also add a guitar class for adults.	Thank you for submitting a comment to our suggestion box about vegetarian options. Your comment was passed along to me for a response. Our Senior Center lunch program offers vegetarian dishes daily, as well as other dietary accommodations on a daily basis. Our daily vegetarian dishes include assorted salads with beans and corn; other dishes include veggie sandwiches, veggie pastas, and tofu and vegetable stir-fry (with 24 hours advance notice). When you come in to participate in our Senior Center lunch program, feel free to stop by before and let the staff or myself know that you are requesting a vegetarian option for lunch. If I'm not available you also can let one of our kitchen team members know and we will make sure we do our best to accommodate. Your comment is helpful. We will add some more information about requesting vegetarian options to our printed and online menu. Thank you again for taking the time to contact us. Sincerely, Chef Tony
37	2025-03-13	Belle Haven Community Campus	Put the net down and basketball	called and left a message. --Rondell
38	2025-03-13	Belle Haven Community Campus	Let children build early habits in working out in the gym. Maybe only use treadmill?!	Thank you for your comment. I will speak with staff and look into this. Best, Rondell
39	2025-03-13	Belle Haven Community Campus	Get air fresheners for the building	Thank you for the submission. We'll look into this. Best, Rondell
40	2025-03-14	Belle Haven Community Campus	Thank you for being so thoughtful celebrating birthdays at lunch time. The birthday senior had ____ when people singing Happy Birthday. All staff from BHCC. Keep _____	Thank you for taking the time to share this. We are glad the seniors enjoyed celebrating. Best, Rondell
41	2025-03-17	Belle Haven Community Campus	Can we please have another pilates class with Diamond? One per week isn't enough!	Thank you so much for your feedback! We will certainly take your request for an additional class into consideration as we review our upcoming schedule. Best, Rondell
42	2025-03-18	Belle Haven Community Campus	When calling phone number directory please have direct call to front desk at BHYC.	Thank you so much for the feedback. We will certainly look into this. Best, Rondell
43	2025-03-24	Belle Haven Community Campus	To whom it may concern, I would like to invite a person from the community to make a presentation to the seniors about transportation programs they have. Please let me know.	Thank you for your submission—this is a great idea! We will look into providing our seniors with more information about available transportation options. We appreciate your input and your commitment. Thanks, Rondell

44	2025-03-25	Belle Haven Community Campus	I think it would be great if the movement studio had drop times as well. There could be a small fee like with the gym and the fitness center and dancers could use it as a safe space to practice for a bit.	Thank you for sharing your idea. We'll consider this as we continue to evaluate our facility use and program offerings. Best, Rondell
45	2025-03-31	Belle Haven Community Campus	I love the classes I am taking. Chair exercise, folklore, drawing, painting, sewing, crafts, and English writing workshop. All teachers are the best, please give them a big kudos!!	[No contact info]:
46	2025-04-04	Belle Haven Community Campus	I would like to request that the movies you bring for us to watch have subtitles: if the movie is in English Spanish subtitles, if the movie is in Spanish, English subtitles. The _____, a good movie for us to watch. It will be good to have a list of the movies in subtitles so we can choose. Thank you much.	[No contact info.]
47	2025-04-05	Belle Haven Community Campus	Gym Service would be absolutely grateful on Sundays-Thank you.	[No contact info.]
48	2025-04-05	Belle Haven Community Campus	I enjoyed much this concert with the award winning Skyline College Jazz Ensemble. Dr. Luis Zuniga was great providing and _____ this ensemble with _____. I would like to hear them again.	[No contact info.]
49	2025-04-09	Belle Haven Community Campus	Let the youth use the pool table.	[No contact info.]
50	2024-12-06	Burgess Pool	Dear Menlo Swim, I would really appreciate the performance pool being heated. As a mother of two, I am always hearing complaints from my son about not having a more heated pool. I would really appreciate it.	Thank you for your feedback, I spoke with the pool operator and the heat is maintained between 78 and 81 degrees with the desired temperature of 80 degrees. This temperature is the average that best supports the activities scheduled for the Performance Pool. Best, Tricia
51	2025-01-11	Burgess Pool	There is a loose tile in the entryway just off the parking lot. I nearly tripped on it the other day, so I grabbed a nearby cone to mark it, and later added a note about the hazard. Now the cone is gone. Can you please fix this before someone trips and injures themselves?	I reached out to the pool operator to get additional information. Thank you for your feedback. Best, Tricia
52	2025-01-13	Burgess Pool	In theory both Riconada and Burgess are 80 degrees but Burgess is- or feels- significantly hotter- too warm for a long workout. Would it be possible to monitor so that it doesn't climb.	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
53	2025-01-13	Burgess Pool	There is a problem with the sewage I think in the private bathroom. The water drains really slow.	Thank you for the feedback, we will look into this. Best, Tricia
54	2025-01-17	Burgess Pool	Dear People at Menlo, I'm a 67 yr old resident who would really appreciate more heating in your second pool. I enjoy your services.	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
55	2025-01-20	Burgess Pool	If you could heat up the second pool more that would be really slay!	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
56	2025-01-31	Burgess Pool	Hi, I had requested the 2nd pool to be made warmer. What's the status.	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being

				maintained at the desired level. Please let us know if you have further comments. Best, Tricia
57	2025-02-07	Burgess Pool	We were wondering if the pool at night get to be heat more.	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
58	2025-02-07	Burgess Pool	Bruh, heat up the second pool more	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
59	2025-02-07	Burgess Pool	Can you please heat up the pool where the coaches Tom and Robert teach more?	Thank you for your feedback, we had some technical issues with the heater which is now repaired. The water temperature is being maintained at the desired level. Please let us know if you have further comments. Best, Tricia
60	2025-03-02	Burgess Pool	PLEASE put tread mats in the beginning of the women's locker room. I almost fell backwards twice. This is unsafe. Thanks,	Your feedback was received from the suggestion box at the Burgess Pool regarding mats at the entry of the women's locker room. I will work the operator's staff to get the desired mats in the space as requested. I appreciate the your willingness to provide this input. Please let me know if there is anything further that I can do. Best, Tricia
61	2025-03-24	Burgess Pool	The Solo team is great, please do not increase the fees! Boo!	[No contact info.]
62	2025-03-24	Burgess Pool	Dear Menlo Swim, I apologize for the inconsistent handwriting I have never been good with that, but I want the other pool to be heated more. (The other pool is the one where coaches Tom and Robert teach. I am an old man and wish to spend my last x years in comfort and warmth.	Thank you for your feedback, I spoke with the pool operator and the heat is maintained between 78 and 81 degrees with the desired temperature of 80 degrees. This temperature is the average that best supports the activities scheduled for the Performance Pool. Best, Tricia
63	2025-03-24	Burgess Pool	Dear Menlo Swim, This sis is the FOURTH time I have asked for a more heated second pool or performance pool to be heated. I understand you have other things to do. My sincere apologies if I sound rude.	Thank you for your feedback, I spoke with the pool operator and the heat is maintained between 78 and 81 degrees with the desired temperature of 80 degrees. This temperature is the average that best supports the activities scheduled for the Performance Pool. Best, Tricia
64	2025-03-24	Burgess Pool	Warmth	Thank you for your feedback, I spoke with the pool operator and the heat is maintained between 78 and 81 degrees with the desired temperature of 80 degrees. This temperature is the average that best supports the activities scheduled for the Performance Pool. Best, Tricia
65	2025-03-24	Burgess Pool	Warmth	Thank you for your feedback, I spoke with the pool operator and the heat is maintained between 78 and 81 degrees with the desired temperature of 80 degrees. This temperature is the average that best supports the activities scheduled for the Performance Pool. Best, Tricia
66	2025-04-09	Burgess Pool	You have nice staff members!	[No contact info.]
67	2025-01-03	Menlo Park Library	I have a child struggling with reading which is painful since the library was my favorite place growing up. I've found that he is able to enjoy reading books with DYSLEXIE for vision issues. Can we please add font to filters.	Thank you for getting in touch with us about this. It was lovely to meet you at the library the other week. As we discussed, our librarian responsible for our Children's collection, is doing some research on what books in the Dyslexie font are available, and we will be in touch regarding this. Most sincerely, Rose

68	2025-01-04	Menlo Park Library	Suggestion to have DVD players available for checkout. My 2010 HP Windows no longer will play any DVDs that I have recently checked out. Thank you! (have monitor)	Thank you for suggesting that we add VHS/DVD players to our Library of Things! I will confer with staff about the possibility of moving forward with this. Sincerely, Rose
69	2025-01-11	Menlo Park Library	Please bring more books from Colleen Hoover. I'll already read 4 books from her. She is very good.	Thank you for your feedback requesting more Colleen Hoover books. I have passed your request on to our selectors. There may be other Colleen Hoover books available through other libraries in the Peninsula Library System. Would you like some assistance in placing those books on hold? Sincerely, Rose
70	2025-01-11	Menlo Park Library	Printed lists of Caldecott and Newbury medals -Same events at Main as are BHCC-Compliment/thank you for ordering book for her	[NO CONTACT INFO] Thank you for your suggestions!
71	2025-02-04	Menlo Park Library	More outlets for laptops-otherwise, cute library. Very homey.	[NO CONTACT INFO] Thank you for the feedback that you would like for there to be more outlets to plug into, and that you enjoy our library! Sincerely, Rose
72	2025-02-07	Menlo Park Library	Thank you for the books	You are most welcome for the books, Mia! Thank you for being a library kid! Sincerely, Rose
73	2025-02-07	Menlo Park Library	Why not put Link + in the PLS app. It would save a trip to the library when one is looking for an item now owned by Peninsula libraries	While we are unable to add the LINK+ catalog to the PLS app, I'm happy to tell you that you can use the LINK+ catalog from a home computer or on your phone. You can access it via: https://linkencore.iii.com/iii/encore/?lang=eng Or navigate to it in an internet browser by starting at menlopark.bibliocommons.com ; if you search for something and don't find what you're looking for there should be an option to "try your search in LINK+." Please feel free to come in any time and we can show you how to access LINK+ on your phone or personal computer, and then you won't need to come in every time you need to place a LINK+ hold! Best, Rose
74	2025-02-08	Menlo Park Library	I see in your feature section "Love is in the Air" on both sides, there are no lesbian, gay or trans romance books. It would be nice to see more representation.	Thank you for your feedback about our book display! Our book displays turn over very quickly - as people grab books to check out we fill them in with other items. We have many romance books that celebrate the many ways that people can love each other, and I would like to assure you that if you had observed the display on another day it may well have included a better representation of the diversity in our community. Please let me know if you'd like us to select some LGBT+ romance books for you to read. We're always happy to help. Most sincerely, Rose
75	2025-02-11	Menlo Park Library	When I approach tonight it was before 6pm bit dark out. The library doors were not open (I _____) Even though the walk was lit, the window with the Open sign hours open list was unlit so it appeared like the library was closed. I hesitated walking up to the doors that did open. How can you highlight the open sign and hours? Make a lit kiosk closer to the parking and walking.	[No contact info.] Patron asked for better indication (from a distance) that the library was open, beyond the interior lights and the door signage. Suggestion for a lit kiosk in addition to the existing kiosk. Staff will discuss and investigate options if warranted. --Rose
76	2025-02-24	Menlo Park Library	Currently I can not pay my water bill unless I bring a water bill showing the current bill. Bad. I should be able to give the library worker my water bill account and he/she can look up the amount owed. Fix the system please.	I have communicated your concerns about the online water portal to our Public Works department, which is in charge of water payments. Sincerely, Rose

77	2025-02-24	Menlo Park Library	The website to pay for our water bill is the worse. Please make it user friendly. I pay all my bills online quickly. The water bill website needs to change. Thank you...	I have communicated your concerns about the online water portal to our Public Works department, which is in charge of water payments. Sincerely, Rose
78	2025-02-25	Menlo Park Library	Can you provide newer crayons for kids' coloring? Thx!	Yes! Thank you for asking! Sincerely, Rose
79	2025-02-26	Menlo Park Library	Form for MP employees for library card	[no contact info]
80	2025-02-28	Menlo Park Library	Gundam, Minecraft, Transformer, Power Rangers: Video games: Switch	Hi! Thank you for suggesting video games that you would like to see at the library. I have passed your suggestions on to our selectors. Sincerely, Rose
81	2025-02-28	Menlo Park Library	In the same way that you can check out multiple books at the same time, can you find a way to check in multiple books at the same time?	[no contact info] What a great question! We do want to be quite careful when returning items to make sure that each item is processed one by one, because each item needs to go to a different place, while when those items are being checked out they are all going home with you. Sincerely, Rose
82	2025-03-04	Menlo Park Library	This library is well stocked-is up to date with publications, comfortable seats and helpful staff!	Thank you for this feedback! Sincerely, Rose
83	2025-03-09	Menlo Park Library	Have more varieties of seeds.	This is Nick from the Menlo Park Library. The seed library seeds are selected by two master gardeners who are choosing varieties that are appropriate for planting according to the season. The variety of seeds will change over time. If you have suggestions for different types of seeds you would like to see, you can put them in the same box on top of the seed library where you put the sign out sheets. I hope that helps - if you have any other questions or suggestions please let me know. Kind regards - Nick
84	2025-03-13	Menlo Park Library	Amplify storytime? NO of course not. Please don't amplify story time. You can hear it all over the library. Why be so noisy? It's supposed to be quiet.	Thank you for your feedback with regard to amplifying our storytimes. Storytime is a fundamental aspect of library programming, and our storytimes are very popular. We use amplification so that our storytimers can be heard over the crowds of 60-70 community members who gather to celebrate reading together. Due to the space limitations in our library, we do use all of our library spaces for programming as needed. Fortunately, we have study space in the back of the library where you are welcome sit and work or study during the half hour when storytime is occurring. We also have complementary earplugs at our Help Desk, which we will be happy to provide. Thank you for your understanding as we share the library space and encourage kids to find the fun in literacy and libraries. Sincerely, Rose
85	2025-03-13	Menlo Park Library	Hi, As you know Muslim are celebrating the month of Ramadan, a lot of libraries has decorated a desk just show Muslim community they belong to us. We also want to see something here.	Thank you so much for your thoughtful request that we put up a Ramadan book display. Book displays are intended to highlight materials in the library collection. As you rightly point out, these displays are often educational, and raise awareness of holidays, celebrations, and observances that focus on minority or historically marginalized groups. Because it is not possible to create a display for every holiday, celebration, and observance throughout the year, there are times when some observances are not highlighted in a particular year. Decisions on what to feature are based on a combination of factors, including but not limited to promoting library events, shedding light on areas of our library

				collection that are less visible than our new materials, and sharing information about current events, some of which are federally recognized national and international holidays. Sincerely, Rose
86	2025-03-16	Menlo Park Library	Please start an arts commission for local artists	Thanks for taking the time to write to us. Your suggestion for an arts commission is appreciated. Commissions in Menlo Park are created by the City Council. The City last had an Arts Commission in 2004/05 that helped program an on-campus theater and managed a fund that was supported by a developer fee on new construction in the City. When that source of funding was lost, the Arts Commission struggled to obtain a steady source of funding to support arts projects. The Arts Commission's mission was folded into the Parks and Recreation Commission and it became inactive. Kind regards - Nick
87	2025-03-16	Menlo Park Library	One of the eight non-ADA parking spots is taken at all times by a teal SUV that never moves. Can that car be removed?	[no contact info] The Burgess Park parking lot is subject to enforcement by the Menlo Park Police Department. Please feel free to reach out to them with regard to this request. Kind regards - Nick
88	2025-03-24	Menlo Park Library	Bring back Sci Fi the low shelves are a disgrace. Leaving new sci fi out of the new section is also a shame, restock the classics.	[no contact info] Thank you for your feedback about the science fiction and fantasy collection. We moved the collection onto the mobile shelving units in order to be able to take up more space and continue to develop the collection. Though the shelves are waist-height, there is considerably more space on them than on the shelves the collection was previously inhabiting. We will look into methods for getting the collection lifted higher up. We are always developing the collection and are now able to add more items. Please feel free to tell us what you would like us to add here: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose
89	2025-03-24	Menlo Park Library	I would love to join the knitting club again.	[left voicemail saying thank you for suggestion, and that her suggestion prompted us to start a serious conversation about a knitting/crocheting club that we will be starting in the near future!] --Rose
90	2025-03-31	Menlo Park Library	Make photocopying available. Half Moon Bay Library has unlimited free printing and copies, and I'm sure Menlo Park's budget is bigger than HMB.	[No contact info.] Thank you for your comment. The library offers up to 5 free print outs per person per day of select documents, and offers unlimited free scanning. --Sean
91	2025-04-05	Menlo Park Library	More Dog Man books	[No contact info.] Thank you for your comment.
92	2025-04-09	Menlo Park Library	It would be nice to have "quiet zones" in the library since people tend to talk in here and it makes it difficult to focus/study when others are talking. Thanks!	[No contact info.] Thank you for your comment.
93	2025-04-09	Menlo Park Library	Would you please fix the stall door in the men's room so it stays out of the way of people using the actual door!?!?	[No contact info.] Thank you for your comment.
94	2025-04-09	Menlo Park Library	Please fix the stall door in the men's room so it doesn't block entry.	[No contact info.] Thank you for your comment.
95	2025-05-03	Menlo Park Library	Gaming computer	[No contact info.] Thank you for your comment.
96	2025-03-08	Menlo Park Senior Center	More infant classes for babies. We don't have anything for them! They matter :)	Hi Josh, Thank you so much for your feedback! We'll definitely take your input into consideration as we plan future programs,

				and we'll explore the possibility of adding more infant classes. Thanks again, Rondell
97	2025-03-14	Menlo Park Senior Center	Open the basketball court 24/7 and gym should be for_____	Hi Thank you for taking the time to share your feedback with us. - Rondell
98	2025-01-21	Online	As a community service, it would be wonderful if the City had a collection day for styrofoam. Many of us are not able to drive it up to San Carlos. Thank you for all the services that you offer!	[Suggestion referred to the Public Works Department] The next document shredding event is scheduled on Saturday, Aug 2 from 9am to 12pm at the City of Menlo Park Corporation Yard. https://menlopark.gov/Citywide-calendar/Sustainability-events/20250802-Document-Shredding-Event --Nick
99	2025-01-21	Online	Hello, I would just like to report that 8 globes are out in the lights at Burgess Tennis courts. Thank you for your attention and service.	Hello, I am the supervisor supporting the sports programs and the Burgess tennis courts. The city received your comment regarding the 8 globe lights being out, thank you so much for your comment. We are aware of the issue, our maintenance team discovered that more extensive electric work is needed than just changing out the light bulbs, thus the delay that is occurring. The team is working on rectifying the issue. We would like to invite you to provide comments through our ACT Menlo Park to report maintenance and other issues. You can receive status updates through that system also. Please let me know if you have further comments or questions. Best, Tricia
100	2025-01-27	Online	How do I withdraw my daughter from a summer camp that I registered her for?	Good morning, I hope this email finds you well. In order to withdraw from a summer camp that you have already registered for, you must reach out to a staff member here at the Arrillaga Family Recreation Center to have that done. I have gone ahead and withdrawn --- from camp. You should have received a withdrawal conformation email and a refund receipt equal to the cost of registration. That refund should be available on your bank account within the next 3-5 business days. Please don't hesitate to reach out with any questions or concerns. Best, Kahdijah
101	2025-02-18	Online	I'm taking the 6-week ballroom dance fitness class series at the Arrillaga Family Recreation Center and it is fantastic! It is a free class hosted by Banyan Tree Women's Collective. Not only do I get a fun workout, but I also get to meet women living nearby and build community. I hope there will be more free and/or low-cost dance fitness classes at this location going forward! In particular, I would love to see this ballroom dance fitness class series continue beyond March.	We received your comment regarding the ballroom dance class from Banyan Tree Women's Collective. The city has an agreement with Banyan to offer these classes. We will continue to partner with Banyan on these classes as the need and opportunity exists. Thanks! Tricia
102	2025-03-10	Online	My family and I love the newsletter. It is so full of information and always a pleasure to read. I also admire how many different types of activities there are, and even though only some of them really applied to me and my family in terms of our interest It's wonderful to see just how many opportunities there are for all different people of all different ages. Thank you for the effort I know it goes into the activities and the newsletter itself. I am voice dictating this so please excuse typos related to dictation.	Thank you so much for taking the time to give us feedback on the Library and Community Services newsletter. It is lovely to know that your family enjoys reading the newsletter together and that the information is valuable to you! I hope we continue to earn your readership. Kindest regards, Ashley
103	2025-03-10	Online	Huge thank you to the Menlo Park Library staff for creating/sharing so many community events! The trivia night in early March was so fun, and it was great to see people from the	Thank you so much for submitting that lovely feedback about our trivia night (and our seeds)! It's always wonderful to hear that we

			area gather together. :) Please schedule more of those! I love the seeds program too! So helpful!	are having a positive impact on our community. Most sincerely, Rose
104	2025-03-10	Online	Would appreciate if the gym and center opened earlier in the morning. As a working parent, the 8AM opening time is inconvenient.	Thank you for taking the time to share your feedback with us. Your suggestion to open earlier in the morning has been noted and will be shared with our team. Your input is truly valued. Best, Rondell
105	2025-03-22	Online	At the risk of sounding like an old GenXer parent, and firstly want to say I oppose censorship of books, lyrics etc. I must say I did find the lyrics of "White Rabbit", with all the drug references a bit disconcerting - the library newsletter is a family one. This isn't the 60s anymore with fentanyl tampered into pills and psychedelics, while agree re the importance of studying plant medicines, I have a younger cousin who died in Bolivia in the pandemic likely due to this. I realize it is a popular song and I like Grace Slick singing it - I just thought the blatant drug reference lyrics at the front of a family library newsletter (I think the Easter Egg hunt was about the next or so item) was a bit pushing the envelope and "off" (clarifying again I am not into censorship and in fact my mother was a librarian and was interviewed back in the day in Australia for telling a shocked reporter that they were carrying "Catcher In The Rye" which I would then study as required book in high school) - it is more about a time and a place thing of expecting drug references in my newsletter skim - I guess if a "shock" factor was what was hoping for succeeded - anyway my 2 cents.	Thank you for submitting your thoughts to our online suggestion box. Sorry to hear about the death of your cousin in Bolivia. Your comments about opposing censorship are appreciated. Thank you for taking the time to share your perspective about the Grace Slick quote. Feedback from community members is welcomed and helps us to improve. Best regards, Sean
106	2025-04-07	Online	Can we have more 40 up classes in the afternoon after 4:00 pm. with having a job its hard to go to classes in the middle of the day	Thank you for taking the time to share your feedback. More 40+ classes in the afternoon, especially after 4:00 PM, is a great suggestion, and we'll consider it as we plan future schedules. Best, Rondell