

LIBRARY AND COMMUNITY SERVICES
SUGGESTION BOX
June 2022 – October 2022
menlopark.org/feedback

| Ref. # | Date | Comment | Response |
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| 1 | Jun. 2022 | I think that the music CD's could be organized a little better. There are only a few broad categories that all of the music is sorted under, and a lot of the music doesn't really belong in the category that it's in. I'd be willing to go in and sort the music myself if the library needs a hand with that sort of thing. Thanks! | <p>Thank you very much for taking the time to write us, and for your suggestions about the CD collection (and your offer to help organize!).</p> <p>I agree that not all of the music fits perfectly into the categories that we have. Because of the way they are used and because of staff time limitations, the CDs are challenging to shelve and nearly impossible to keep in order – that is why we have them in broad categories.</p> <p>The physical CDs are also beginning to wane as a format – the use of our streaming music collections keeps growing – and so we aren't likely to make a lot of changes to how we are handling them.</p> <p>I'm happy to chat further with you about this, or to connect you with the librarian who is responsible for maintaining our CD collection, just let me know.</p> <p>Thanks again for taking time to write us, and for your interest in the library.</p> <p>Kind regards – Nick Szegda</p> |
| 2 | Jun. 2022 | I haven't been to the Library in over a decade! (or @ least it seems that way.) A lot has changed and all for the good! Thanks for all (unreadable). | <p>Thank you for taking the time to write a compliment and place it in the Library suggestion box. It is always great for staff to hear positive feedback from the community. We were glad to read that you visited the library after a decade-long hiatus! We hope to welcome you again much sooner than that.</p> <p>Kindest regards – Nick Szegda</p> |
| 3 | Jun. 2022 | Thank you for changing the hours to 10AM during the week. My job starts at 12 and I get to swing by the Library now. | <p>Thank you for taking the time to write a compliment about the Library's hours. It is always great to hear that our service hours meet individual community members' needs. That's what we are here for! We look forward to many more pre-work visits from you in the future.</p> <p>Kindest regards – Ashley Walker</p> |

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| 4 | Jun. 2022 | [Library] D___ from the info desk helped me get tax forms printed. She was very helpful. Lovely human! | <p>Thank you for taking the time to write a compliment about your positive experience with D___ in the Library. Printer issues while trying to complete taxes sounds like the perfect formula for a frustrating day! We are glad D___ made it a little less stressful for you. It is always great for staff to hear that their work in the community was appreciated. We will be sure to pass along your compliment.</p> <p>Kindest regards – Ashley Walker</p> |
| 5 | Jun. 2022 | It would be nice if the library acquired Yellow and Pink by William Steig. Thank you for your consideration. | <p>Thanks for taking the time to write to us and for your purchase suggestion of William Steig’s “Yellow and Pink”.</p> <p>My apologies for how long it has taken for us to get back to you. I think we hadn’t checked our physical suggestion box in some time. I have handed your request off to our Collection Development team, and they will contact you if they need any more information. Would you like to reserve the item when it is available? If so, please let us know your library card number.</p> <p>Kind regards – Nick Szegda</p> |
| 6 | Jun. 2022 | Recommended for collection: The Sea We Swim In, by Frank Rose | <p>Thanks for taking the time to write to us and for your purchase suggestion of Frank Rose’s “The Sea We Swim In”.</p> <p>My apologies for how long it has taken for us to get back to you. I think we hadn’t checked our physical suggestion box in some time. I have handed your request off to our Collection Development team, and they will contact you if they need any more information. Would you like to reserve the item when it is available? If so, please let us know your library card number.</p> <p>Kind regards – Nick Szegda</p> |
| 7 | Jun. 2022 | Can you please have more Chinese books? | <p>[Followed up with suggester by phone and left message with questions: what kind of books in Chinese (categories or titles or reading level) and if they wanted to place a hold on any books purchased. Assigned to collection development team for follow up about developing the collection of books in other languages.]</p> <p>Nick Szegda</p> |

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| 8 | Jun. 2022 | Can Library card renewal have link to info on how to renew? | <p>My apologies for taking so long to get you an answer. Our physical suggestion box slipped through the cracks last month. Sounds like you were having some difficulty finding out how to renew your library card while on our Bibliocommons catalog. We've captured a lot of Q&A's on the FAQ link (see the screenshot pasted below), including one on renewing your library card. We can't do that through the catalog at present, unfortunately, but you can contact our staff at mplref@menlopark.org or 650-330-2520 and we can work with you to get your card renewed. Please contact me directly if you have any follow up questions.</p> <p>Kind Regards – Nick Szegda</p> |
| 9 | Jun. 2022 | [Library] The hold slips are sometimes hard to find because the books cover the key info! Change the print location? | <p>My apologies for taking so long to respond to your suggestion – I think the check on our physical suggestion box fell through the cracks last month. I like your suggestion for reformatting the way we print the hold slips – your suggested way does seem a lot easier for people to read. The hold slips are printed from within our integrated library system software (it's a system setting and not a local setting). I will work with our team to see if this is a setting we can modify and let you know!</p> <p>Kind regards – Nick Szegda</p> |
| 10 | Jun. 2022 | [Library] I would like there to be another puzzle table because people spend hours at the 1 and I never get a turn to try. | <p>Thanks very much for writing in with your suggestion. My apologies for taking so long to get back to you – I think the check on our physical suggestion box fell through the cracks. We are creating a program for lending out games for in-library use, and we can add puzzles to our roster. Sadly, we only have enough space to allow for one “always on” puzzle table, so if you were using a second puzzle it would have to go back in the box at the end of the day. I have observed groups of people working on our current puzzle-table arrangement, so don't be afraid to ask if you can join in if you feel like you want to puzzle and someone is already there working on it. I hope this answer helps – please reach out to me if you have any other questions or suggestions.</p> <p>Kind regards – Nick Szegda</p> |

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| 11 | Jun. 2022 | More Hannah Montana books. | <p>Thanks for taking the time to write to us, and for your purchase suggestion.</p> <p>My apologies for taking so long to reply to you – our physical suggestion box went unchecked for a while.</p> <p>We can absolutely buy more Hannah Montana books, and I will pass your request along to our collections team.</p> <p>Before I do, there's a couple of questions I have for you:</p> <p>Is there a particular book title you are interested in, or just more from the Hannah Montana series?</p> <p>Would you like to get notified or place a reserve on any books we order? If so, please reply back with your library card number.</p> <p>Best regards - Nick Szegda</p> |
| 12 | Jun. 2022 | Currently a Menlo Park patron is only allowed 5 check outs/month on Hoopla, regardless if one checks out a movie (~1 1/2 hours) or a TV show episode (~45-50 minutes). Can the library increase the number of checkouts to 10 or 15 a month? | [No contact information was provided. See response #48.] |
| 13 | Jun. 2022 | Hello, the walkway from Elm Street to the Willow Oaks park is in dire need of repairs/repaving. Our elderly parents were visiting and tripped due to the uneven surface and nearly required stitches from the fall. Our strollers hardly roll over the broken pavement. Also, how can the neighborhood petition the installation of bathrooms at the park? Many families frequent this park and not having restrooms seems like a large disservice to those who use the park. | <p>[Referred to Public Works for response]</p> <p>Thank you for taking the time to let us know about the cracked pavement at Willow Oaks Park. The last thing we want is people getting hurt! I hope your parents have recovered. I have contacted the head of our Public Works maintenance department directly to let him know about the issue. He may contact you in a separate email.</p> <p>As for the issue of adding restrooms at Willow Oaks Park, we completely agree! Fortunately, you won't need to begin a petition as the restrooms are currently part of the Parks and Recreation Facilities Master Plan. They are one of several improvements planned for that particular park. I attached a link below where you can learn more about the plans for the park if you are interested.</p> <p>https://beta.menlopark.org/Government/Open-government/Master-plans</p> <p>Kindest regards – Brian Henry</p> |
| 14 | Jun. 2022 | Please put labels on BOTH ends of the bookshelves. They are missing from the shelves containing graphic novels, etc. While waiting for "pretty signs", just write labels on a piece of paper and tape to end of shelf, | [No contact information was provided. Relayed to library staff for evaluation.] |
| 15 | Jun. 2022 | [Library] Drop the masks. They are utterly ineffective at anything except spreading needless fear. | [No contact information was provided.] |

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| 16 | Jun. 2022 | [Library] Choice of books is biased and PC | [No contact information was provided.] |
| 17 | Jun. 2022 | [Library] Get more pool tables | [No contact information was provided. See response #40.] |
| 18 | Jun. 2022 | Overall, the Library is going a good job but it would be nice to have more automotive magazines available. | [No contact information was provided. Book purchase suggestions are relayed to librarians for evaluation.] |
| 19 | Jul. 2022 | I'd like to receive the Fall catalog for Art classes and Physical Activity classes for Adults. How to make that happen? | Thank you for submitting a question to us regarding the Fall Activity Guide. The catalog is sent to all residents of Menlo Park. If you are a non-resident or are in an unincorporated area, hard copies are available at the Arrillaga Family Recreation Center at 700 Alma St, Menlo Park. We hope to see you attending one of our classes soon! Kindest regards – Ashley Walker |
| 20 | Jul. 2022 | The library looks really great and provided a perfect atmosphere for productivity. | [No contact information was provided.] |
| 21 | Jul. 2022 | In the past ten years... did you know that there has been theft of about three or four Menlo Park library cards. Why would some thieve a library card when they will give you one for free. They used to charge \$1 for library card replacement. When someone theives your library card multiple times, the probaby are trying to mask what you view on the internet. What if someone also thieves your Drivers License or photo ID; your California DL or ID card. I don't have anything to hide regarding my internet viewing habits, but someone else sure does. Why else would they thieve several library cards? I don't ever use fake IDs I use my real first and last name. | [No contact information was provided.] |
| 22 | Aug. 2022 | Due to not seeing a suggestion box at Burgess Pool, I am requesting (in Library) that pool be open till 6:00, rather than 5:00 on weekends, like the Library. Thank you! Please pass along to appropriate group is not Library group) (Also, please pass along that suggestion boxes at Pool AND City Hall would be nice or at least boxes for them at the library!) | [No contact information was provided. Additional suggestion boxes are being installed at public facilities.] |
| 23 | Aug. 2022 | I work in City Hall and was wondering about the possibility of putting in lines for pickleball courts. Pickleball is a paddle sport, similar to tennis, but with smaller courts. Perhaps on the outside tennis courts or basketball courts? Once these lines are place, I could set some community events playing pickleball! | Thanks for the submittal. We have two locations in the City with pickleball access. There is one at Nealon Park & one at Kelly Park (Belle Haven). Here is a link to our pickleball webpage. I've also added Tricia Mullan, LCS Supervisor, who can help with any other inquiries you may regarding our pickleball courts. Thanks, Rondell Howard |

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| 24 | Aug. 2022 | <p>Hi - I live near the downtown library and come there often to read and/or work. The other day and wanted to use the wifi. I was sitting inside where most of the tables are and someone was coughing so I went outside to the patio, however the wifi signal out there is really bad and basically doesn't work. I use a new macbook pro so I'm quite certain my computer is not the issue. Can the wifi signal be improved so that it works out on the patio? That would be much appreciated! Thanks,</p> | <p>Thanks for taking the time to write us, and my apologies for taking so long to answer.</p> <p>We ran some speed tests on the patio Wi-Fi – the numbers were generally between 80-100mbps download and 150-200mbps upload. Those are slow, but usable. They do tend to drop off as you move further away from the building.</p> <p>Our Wi-Fi speed fluctuates based on the number of users and how they are using it. It's shared by all users, so if someone is playing video games or streaming movies and using up a lot of bandwidth, the Wi-Fi will be slower for all.</p> <p>I will reach out to our IT team and see if there's anything we can do to either add routers or reposition them so that we can cover more of the patio. We also have hotspots available for checkout at the help desk.</p> <p>Kind regards – Nick Szegda</p> |
| 25 | Sep. 2022 | <p>My son was signed up for a dance class. He's really into dancing and getting more serious about it. He said he enjoyed the class and looking forward to the next session. But after the first session, the teacher approached me and said the class is not right for him, because it's more on the technique side, not learning dance moves. She suggests another class that might be suitable for him. Here's what I think: 1) I don't quite understand why she thinks that my son is not ready to learn any techniques. He was in the class's age range, and the class was for beginners anyway. 2) The class she suggested as an alternative was for kids who are younger than him. I think she assumed that he's small, he must be younger. 3) She mentioned that the alternative class has a dance show next year. The fact is we don't want a dance show. Even though I did not agree on many things she mentioned, I did not think it was a good idea for him to continue in that class when the teacher has already a fixed evaluation on him and made wrong assumptions.</p> | <p>[Staff attempted to follow up with the commenter but received no reply.]</p> |
| 26 | Sep. 2022 | <p>[Arrillaga Family Gymnasium] Make better WIFI</p> | <p>[No contact information was provided. Relayed to IT department for evaluation.]</p> |
| 27 | Sep. 2022 | <p>[Arrillaga Family Gymnasium] More comfy spots to sit [Suggestion card included hand-drawn images of beanbags, armchairs, lounge chair]</p> | <p>[No contact information was provided. Relayed to staff for evaluation.]</p> |
| 28 | Sep. 2022 | <p>[Arrillaga Family Gymnasium] More outlets</p> | <p>[No contact information was provided. Relayed to public works department for evaluation.]</p> |

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| 29 | Sep. 2022 | [Library] Get 2-5 of the fruit basket series | [No contact information was provided. Book purchase suggestions are relayed to librarians for evaluation.] |
| 30 | Sep. 2022 | [Library] More comics (Marvel/D.C.) | [No contact information was provided. Book purchase suggestions are relayed to librarians for evaluation.] |
| 31 | Sep. 2022 | Please open library ALL mornings, or at least at the beginning of the week when most people need to do work and may need a place to go. 9 am would be great! Thank you! | [No contact information was provided.] |
| 32 | Sep. 2022 | [Library] I tried to find a quiet corner today but ended up having to listen to someone play pool - very annoying. Please remove the pool table. thx. | [No contact information was provided. See response #40.] |
| 33 | Sep. 2022 | I love this library! thank you everyone here. | [No contact information was provided.] |
| 34 | Oct. 2022 | [Arrillaga Family Gymnasium] I never feel welcome when I get to this place. Although there are one or two people I feel that they are not here. I usually look at them distracted on the phone they never give a welcome. | [No contact information was provided. Assigned to gym supervisor for follow up with front counter staff.] |
| 35 | Oct. 2022 | We were disappointed to find the El Capitan Track Ride once again disabled this weekend. Why even keep it if it's not available on weekends, when playground use is high. I can't imagine the neighbors ever being satisfied. I will, however, attend the October 26 Parks and Recreation meeting to air my views and listen to those of others. The other mystery is why the Tri-Runner Carousel is disabled as well. Can you explain this, please? | Thank you for your comments about the El Capitan Track Ride. As you noted in your comments, the Parks and Recreation Commission will review the ride's operating hours at its regular meeting on October 26. The meeting is open to the public and public comments are welcomed. You have been added to our list of interested parties to receive a notification when the October 26 agenda packet is published. Regarding the carousel ride, the ride is closed pending repairs. Staff is working with the manufacturer to repair this and other equipment and expects the work to be completed over the next several weeks. Thanks again for your comments, please let me know if you have any questions or need more information. Best regards, Sean Reinhart |
| 36 | Oct. 2022 | Can you tell me how to send you videos of the Nealon Park Zip line being used during night time hours? This experiment has been a disaster. | Thank you for the submittal. As we navigate through the pilot program for the Nealon Park zip line please feel free to attached any pictures and send them my way. Also, Nealon Park zip line will be on the next Parks & Recreation commission's meeting agenda schedule for October 26th via zoom. Public comment on this item will be allowed. Here is the link to the City's website where you can find info regarding commission agendas Parks and Recreation Commission. Rondell Howard |
| 37 | Oct. 2022 | Hello, I support consistent enforcement of the zip line hours at Nealon Park via locking up the zip line in the evenings and opening them back up in the mornings. It is too loud for our neighbors at night. We walk our dog in the park after dark and | Here is the link to the City's website where you can find info regarding commission agendas Parks and Recreation Commission. Rondell Howard |

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| | | can hear how loud it is. Thank you for working on a solution that consistently enforces the curfew. | |
| 38 | Oct. 2022 | Got the notice of the zip line at Nealon Park. However there was no mention of age restrictions. And only having it open during daylight hours M-Th encourages truancy as most kids are in school during the majority of daylight hours. | [No contact information was provided. See response #37.] |
| 39 | Oct. 2022 | I would like to advocate for a Portapotty or bathroom facility to be installed at Willow Oaks Park. Currently many children and families frequent the park and do not have a bathroom available for them to use which results in accidents, unhappy families, and poor community hygiene. I understand that installing a complete restroom facility requires a significant budget, but I am hopeful that a Portapotty solution is far cheaper and just as effective for now. | Thank you for the feedback. There are renovation plans for Willow Oaks Park and the plans include public restrooms. Please refer to the attached staff report on the Willow Oaks Park project. Additional info can also be found on the City's website - Willow Oaks Park improvements (link) Best, Rondell Howard |
| 40 | Oct. 2022 | When I was in the Menlo Park Library (on Alma) recently, I saw a pool table with a group of men playing pool in the library. I was surprised and dismayed to see this, as my vision of the library is a QUIET place to read, study, and borrow books. I am wondering why the library now includes a pool table, which is not a quiet activity, and displaces the fiction section of books that used to be in that location. Sincerely, | Thanks for taking the time to write to us. Both of the libraries are hosting programs temporarily displaced by the construction impacts of the new Menlo Park Community Campus project in the Belle Haven neighborhood (link). The main library is currently hosting programs for seniors in the mornings and early afternoons, M-F, from 9am until 1pm. Some of those programs, like the pool table, craft programs, and Spanish language conversation classes, cause more ambient noise than is usual for that time of day at the library. We apologize for that. It is important for the community that there be gathering places for folks to learn, connect, and play. The library has an important part to play as the community's "living room", and we have been hosting story times for children, musical performances, and lectures in the main library's great hall for many years. This hosting of the senior programs is new and will last until the new facility is completed in 2023. I understand and support your desire for a quiet space for reading. We do not, unfortunately, have separate rooms for quiet reading and study – something we will have at the new facility in Belle Haven. For those times that overlap with the senior programs at the main library, may I offer the following suggestions? <ul style="list-style-type: none"> • The patio, when the weather is good, is a great spot for quiet reading. It has been replanted and refurbished. • There are smaller tables in the great hall near the fireplace that look out on the patio garden. These are usually occupied by those reading and doing quiet work. • The senior program participants usually thin out around 12-1. Interestingly, when the senior annex where the pool table lives is not |

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| | | | <p>in use (the pool table is not available to the general public, just to the seniors during their program hours) that space is one of the quieter spots in the library.</p> <p>We are always working to provide the kinds of services that the community want. You can always ask a staff member for assistance – they might be able to offer other suggestions than the ones I list above. Please reach out to me if you have any other questions.</p> <p>Kind regards – Nick Szegda</p> |
| 41 | Oct. 2022 | Get printer so that you can color print stuff for a low price | <p>Thanks for taking the time to write to us.</p> <p>Electronic reproduction services (scan to email) are available and free to the public. Staff are available to assist customers with scanning and emailing or saving documents.</p> <p>We do not offer paper reproduction services at the library. We will make exceptions in cases of need, and will print a legal, governmental, school or travel document required for official business, black and white, of up to five pages.</p> <p>If you need to print something in color, staff can assist you with saving a scanned image or in transmitting it to one of the nearby businesses that provide that service.</p> <p>Kind regards -</p> |
| 42 | Oct. 2022 | I would like to see a story time in Spanish. Please! | <p>Phone response message - because of limited staff capacity, our current story times are focusing on building early literacy skills in English. Our presenters do work other languages into their presentations (Spanish and Farsi, currently) but we don't have enough Spanish fluent staff members to offer an all-Spanish story time at present.</p> <p>Nick Szegda</p> |
| 43 | Oct. 2022 | I would like 156 Story Tree House by Andy Griffiths and Wings on Fire the graphic novel. Thank you! | [No contact information was provided. Book purchase suggestions are relayed to librarians for evaluation.] |
| 44 | Oct. 2022 | It'd be great if you guys could have an entire circle time in Spanish | [No contact information was provided. See response #42.] |
| 45 | Oct. 2022 | It would be nice if ALL people would be encouraged to speak quieter and maybe less. No audio devices without ear plugs. Some people use libraries to study - or for work and find it hard to concentrate in loud environments. The MP Library has been very helpful when I have had questions. | [No contact information was provided. Relayed to library staff for awareness.] |
| 46 | Oct. 2022 | Extra labels on DVDs: Green: Family films (parents are busy, help 'em) Red: Let the kids grow up, first Young People: Change to young adult | [No contact information was provided. Relayed to library staff for evaluation.] |

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| 47 | Oct. 2022 | I've seen libraries with cake pans, power tools and puzzle lending systems :) Love the seed library! You guys are awesome! | [No contact information was provided.] |
| 48 | Oct. 2022 | I am glad that the library offers Hoopla and find its selection of TV shows far superior to that offered on Kanopy. However, I find frustrating that I am limited to only 5 check outs per month. This becomes annoying when I try to watch a series with more than 5 episodes. Is there any possibility of increasing the number of checkouts/month? Perhaps to 10/month. | <p>Hoopla has recently added more TV and movie content to their offerings (previously they were offering only recorded books and eBooks). We'll take a look at adding more borrows per month – we have to balance demand for more access with our available budget (Hoopla is a pay-per-use model, so limiting the number of borrows per month means more people can get access).</p> <p>A possible work-around: other library systems also offer Hoopla access to card holders. You might try getting a card with one of those systems and seeing if that can get you some more Hoopla access (Palo Alto offers Hoopla with 3 borrows per month).</p> <p>Kind Regards – Nick Szegda</p> |