

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX AND RESPONSES
 January, 2023 – Mid-March, 2023
 menlopark.gov/feedback

Ref #	Date received	Suggestion	Response
1	2023-02-18	I am writing to urge you to reconsider the move to permanently repurpose the Nealon Park tennis courts as pickleball courts. There is a waiting list for tennis in the schools here and redoing the courts will adversely impact the ability of Menlo Park kids to participate in tennis. Please keep these courts available for kids who want to be on tennis teams.	[Comments added to suggestion box compilation.]
2	2023-02-28	I live at [REDACTED] where my backyard fence abuts Nealon Park about 25 feet from the North East part of the playground. Nealon Park has been my neighbor for the last 18 years, but only since the playground remodel has it become a loud and unruly neighbor. Let me be clear, the mowing of the lawns on Monday or Tuesday mornings, the leaf blowers at least once a week, Little League or adult softball on weekends or Wednesday nights until after 9 pm, tennis or pickleball being played until the lights go out at 10 pm every night, weekend soccer or flag football groups, birthday parties including bouncy houses and their generators, and numerous Pinatas being smashed, are all expected by those of us who are park neighbors. Even the 5 plus years of amplified Elsa from the movie Frozen singing at birthday parties was totally accepted. Cleaning up the trash blown into my fence and yard by those birthday parties, or the homeless people sleeping on the park benches, or the outdoor gym classes and the elementary school competitions, or even the barking dogs running loose or chasing balls on the main lawn and then peeing on my fence, are all part of the park package. But I attended every one of the playground design meetings with	[Comments added to suggestion box compilation.]

		<p>lots of other neighbors and we all stressed that whatever toys or rides were to be installed must be quiet. Those toys need to be quiet because even though the park closes at dusk as per city ordinance, many people don't follow that rule. This is especially true for teenagers on Friday and Saturday nights who come to hang out in the playground after 11pm. The loud rides being misused by teens and young adults during the night is not an acceptable condition to those of us who live close and try to sleep. Yes, we call the Police, but they are often taking care of more serious crime which means no one shows up. This has left many of us feeling frustrated and unheard about a situation that has become unbearable. The Zip Line is loud during the day, but we understand that noise. At night it cannot be allowed to operate. Recently, there has been a trial period with the Zip Line supposedly open during the week day hours. During that time period there were numerous occasions where the ride was not locked or the lock was broken and the Zip Line was loud all during the night. The spinning ride has also been closed because of abuse by teens late at night, and that has yet to reopen, but I am concerned for what will happen at night when it does. When this commission and city council wanted to make the Nealon Playground a destination, I wonder if they realized that this park is now a destination for lots of people who don't pay the taxes for its upkeep, and for many who don't respect the rules and ordinances or even consider those of us who live nearby. It is my request that the committee keep the Zip Line locked after dusk, make sure that they consider teens abusing the spinner when it is repaired, and request the city council to speak with the Chief of Police about responding to noise complaints in the park after hours. Thank you for your time.</p>	
3	2023-03-10	Thank you!	Thank you for leaving a suggestion box comment at the Menlo Park Library that said very simply, "Thank you." We appreciate your kind words and lovely manners! We

			hope you visit the Library again soon for some great reads. Kindest regards, Ashley
4	2023-03-10	Please add more craft and art supplies to the library. Add board games and toys to the library.	[No contact information.]
5	2023-03-10	Play music please!	[No contact information.]
6	2023-03-10	More Baby-sitters Club books please. This is a great library	[No contact information.]
7	2023-02-21	Please get a copy of 39 Story Treehouse, 65 Story Treehouse, 130 Story Treehouse	[No contact information.]
8	2023-01-23	I would like to have more tennis courts at Nealon Park.	[no contact information.]
9	2023-01-30	As a data scientist who conducts A/B tests, I am concerned about the survey methodology used to recommend expanding the scope of the Pickleball pilot in the Staff Report PRC-2022-027. Because tennis use is predicated on purchase of a tennis key (burden on finances and available time to go to the Rec Center to purchase the key), whereas Pickleball is not, observations of usage and expressions of interest are not a valid way to objectively assess comparative level of interest. A more fair survey would require Pickleball players to pay to play, as tennis players do. A less fair option would be to allow both Pickleball and tennis players to play for free. (Less fair, because tennis players have always expected to pay to play.). Both methods would require some period of notification prior to any survey observations, so that players understand that the burden is and will be the same for both Pickleball and tennis players. Thank you for including my input in the minutes of the next Parks & Rec meeting since it could not be included in the Jan 25, 2023 minutes.	[Comments added to suggestion box compilation.]
10	2023-02-24	Free candy or mints in a bowl	[No contact information.]
11	2023-02-02	I think there should be some computers in the teen room. So students can do their work here. :)	[No contact information.]

12	2023-02-02	more fun activitys	[no contact information.]
13	2023-02-02	Thank you for letting us use your gym	[no contact information.]
14	2023-01-23	I would like to keep the tennis courts at Nealon Park and not convert them into Pickleball courts please. At this time, it's hard to reserve courts due to lack of staffing, so this makes it even harder to find time to play. Many thanks!	<p>Thank you for your suggestion box comment (see below), and for your public comment at last night's Parks and Recreation Commission and Library Commission joint meeting. Your suggestion box comment didn't appear in the compilation that was reviewed at last night's meeting because your comment was received after the compilation was published. Your suggestion box comment will be included in the next compilation. Regarding your suggestion box comment, we appreciate your input, and here are a few updates on the topic that you may find of interest:</p> <p>On October 26, the Parks and Recreation Commission made several recommendations related to tennis and pickleball, including:</p> <ol style="list-style-type: none"> 1. Extend the pickleball pilot program at Nealon Park and Kelly Park through June 30 2. Conduct analysis of current and future community needs related to pickleball in alignment with the City's 2019 Parks and Recreation Facilities Master Plan (PRFMP) 3. Evaluate user fees related to pickleball and tennis 4. Add pickleball stripes and nets to Nealon Park tennis courts #1 and #2. <p>After the PRC made the above recommendations, City Council members through the City Manager requested additional analysis prior to implementing item #4 in the above list. For this reason, staff is proceeding with items #1 through #3 at this time, with a focus on item #2. Item #4 is pending the completion of further analysis noted in items #2 and #3. To put it more plainly, further conversions of tennis courts to pickleball have been placed on hold for now, until a more detailed citywide</p>

			<p>plan for new and/or converted pickleball courts can be completed.</p> <p>City staff is preparing a follow-up report to the City Council to outline the process for developing a focused addendum to the PRFMP to update and/or address community needs, interests, and projects that have emerged since the PRFMP was adopted in 2019, including pickleball and the Menlo Park Community Campus project, neither of which were incorporated in the PRFMP. The follow-up report is tentatively scheduled for City Council's February 14 meeting. The intent is to complete the PRFMP addendum by June 30 to include pickleball.</p> <p>I hope this information is helpful. Please let me know if you have any questions.</p> <p>Best regards, Sean</p>
15	2023-01-24	<p>Regarding Nealon park zip line and Nealon park in general in response to request for comments. We live near the park and our 4 y/o daughter absolutely loves Nealon Park; it's one of the reasons we moved here. We would appreciate reopening of the zip line as well as the carousel (adjacent to the zip line which no longer has the ropes installed). If there are big noise problems, we would accept reasonable restrictions. Also, if the closures happened due to accidents, warnings would be appreciated. Thank you very much for this awesome park.</p>	<p>Thank you for the comment on the Nealon Park all-abilities playground- El Capitan Track Ride (zip line), we appreciate your patience as we navigate through the due process for the park. Please find more info about the zip line in the October 26, 2022 staff report to the Parks and Recreation Commission, "Nealon Park all-abilities playground –El Capitan Track Ride (zip line) hours of operation." Link to agenda and report: https://menlopark.gov/Agendas-and-minutes#section-10. The PRC is tentatively scheduled to review the zip line again on February 22, 2023.</p> <p>Best, Rondell</p>
16	2023-01-26	<p>We are BIG fans of the summer concerts in the park. Why not expand the series with local bands on a weekly basis? It is extremely nice to know we can get out each week to enjoy live music at Fremont Park but the series is quite limited. Mountain View seems to have 'cracked the code' regarding local bands mixed with more expensive groups</p>	<p>We have received your suggestion about the weekly music events for the City of Menlo Park. We are currently in the process of planning the weekly concert series that will take place this upcoming summer and hope that you will join us. At this time, our resources only allow us to carry out a weekly music series for the summer months</p>

		<p>each week. A wonderful scenario is to enjoy live music three or four times per week in the 94xxx area during the summertime (12 weeks plus). Los Altos has a number of groups performing weekly at the Farmers Market as well as a dozen or more bands playing FREE on the First Friday of each month. Please consider expanding the Menlo Park music this year. Thank you. The cost of implementing a series of events is an issue but the families attending the shows</p>	<p>but this suggestion will continue to be explored as we look for other free opportunities to bring music to Menlo Park other than the summer concert series. Thank you again for sharing this suggestion with us. -Natalya</p>
17	2023-02-07	<p>I am a resident of San Mateo County. Even though my home address is in Menlo Park, I believe I am outside the city limits. Can I access the classes listed on MP's website?</p>	<p>Thank you for posing this question. Our classes are open to all that are interested. We would be happy if you would join us! There are a couple of differences for those living outside of Menlo Park: 1. The first date for registration is a little later for unincorporated residents and nonresidents. Typically, unincorporated can register three days later than residents and nonresidents can register a week later than residents 2. For classes/programs with a fee, there is specific nonresident fee I am happy to answer any further questions that you may have. Best, Tricia</p>
18	2023-02-02	<p>Do you use the Dewey Decimal System? Also, can you please get S.O.S by Gordan Korman?</p>	<p>Thank you so much for leaving your questions in the Menlo Park Library suggestion box! I'm happy to answer them. First off, yes, we do use the Dewey Decimal System. If you'd like to learn more about it, we'd be happy to chat with you. To your second question – can we please get S.O.S. by Gordon Korman – we actually have a copy of that book on our shelf right now, and I have placed a hold on it for you. That said, thank you for your purchase suggestion! You can submit any other things you'd like us to</p>

			<p>purchase for the Library via this purchase suggestion form: https://menlopark.gov/Services/Suggest-a-library-purchase</p> <p>Hope these answers help, and feel free to ask us questions any time!</p> <p>Best, Rose</p>
19	2023-02-02	<p>One cannot control when a bookhold comes into the library. Sometimes one at a time, sometimes 3 at a time. I know I cant read that many books at once, or even in 3 weeks, with a busy life, family, and books. With Libby, I hate the option of delaying/postponing reading the book till a later date. Why not program the MP Library app for that type of feature. It would allow anyone waiting for the book waiting for me at the M.P. Library to man it in a more timely fashion and allow me to pass the book on to another library patron and then get a chance to read it later.</p>	<p>We have received your comment card indicating that you were receiving holds faster than you were able to read them but cannot control when a hold comes into the library. I understand it can be frustrating to receive too many books at once and I hope that this email will help you to resolve this issue.</p> <p>As you mentioned, there is an option of delaying or postponing a hold on our e-book and audiobook platform Libby, by Overdrive. I am happy to tell you that this option is also available on our website when ordering a hold on a physical item! Below is a short description about how to pause items that are already placed on hold in your account!</p> <p>Please start by logging into your account on the Menlo Park Library catalog website (https://menlopark.bibliocommons.com/). Once you have logged in, please go to the top right hand corner where your user name is listed. Click on the arrow pointing down to open the menu bar. Once open, please select ON HOLD. This will take you to a page that lists all the items you have requested Holds on. Once on that page, scroll down to the item you are hoping to delay and click the Blue Pause Hold button which will be located on the right side of the screen above the grey Cancel Hold Button. This will keep your name on the holds list but fulfill holds below you until you are ready to receive your item. About 5 days to a week before you are ready to return whatever book you have with you at home, please go back to the same page on our website (Log in, open the</p>

			<p>menu bar at the top, and select ON HOLD) and scroll down to the book you would like to receive next. At this point, you can select Resume Hold (which, again, is the blue button next to the item above Cancel Hold). Here are some pictures with each step listed out in order to help walk you through the process.</p> <ol style="list-style-type: none"> 1. Log Into MPL catalog website (https://menlopark.bibliocommons.com/). 2. Click on the menu bar where your user name is listed up in the right hand corner <p>--Rose</p>
20	2023-02-02	You should have a kid's Pokemon Trading Club.	<p>Thank you for using our suggestion box to ask for a Pokemon trading club! I think it's a great idea. I can't promise anything right now, but we will give it serious consideration. We've got a couple of new librarians starting work with us soon, and I will suggest this idea to them.</p> <p>I'm so glad that you are using our library services, and adding your voice to share what you'd like to see!</p> <p>All my best, Rose</p>
21	2023-02-02	I suggest they purchase DVD players, so that patrons can watch films at the library. Thank you.	<p>[email bounced back, phone call wasn't answered and no voicemail box was available.]</p> <p>Staff is preparing to purchase external DVD drives that can be used with library laptops.</p> <p>--Rose</p>
22	2023-02-21	Have front desk clerk take donations at anytime. Not a big deal and your donation library would be as before Covid-great selections unlike now.	<p>[No contact info.]</p> <p>Book donations are handled by volunteer nonprofit group Friends of Menlo Park Library, not by city staff. Donation times for the Friends are limited to hours when they have volunteers available to process incoming donations.</p> <p>--Sean</p>
23	2023-02-21	Do you have any programs for school children to do volunteer work around the library? e.g. on weekends, or after school they can come to help sort books put on shelf,	<p>[No contact info.]</p> <p>The library is currently updating its volunteer policies, including for youth volunteers in consultation with human</p>

		they can learn about library systems, which could help them later doing their own research project also build sense of community.	resources. New volunteer opportunities are pending the policy update, which is expected to be completed by summer. --Sean
24	2023-02-24	Allow more than 50 books to be checked out per card, 100! or 500!	[No contact information.]
25	2023-02-24	Term Limits for Council members	[No contact information.]
26	2023-02-24	Dog Park	[No contact information.]
27	2023-02-24	Trophies for winners	[No contact information.]
28	2023-02-24	The library in Los Altos has a video game rental system & I think this library can benefit from that	Thank you so much for suggesting that we develop a video game collection here at Menlo Park Library -- we have a new teen librarian who is very excited about this idea, and we're going to do it! It may take a little while to get all set up, but video games are coming soon. Thanks for your positive impact on our community, Rose
29	2023-03-07	Question on the new Mandarin parent and child class - what is the age range for the class? Can't find it in the description	Thanks for the question regarding our Mandarin and parent class. This class (Mandarin and parent) is for age ranging from toddler to 4yrs old, first class starts March 24th. I hope you and your child are able to join the class. Best, Rondell