

LIBRARY AND COMMUNITY SERVICES
 SUGGESTION BOX COMMENTS AND RESPONSES
 March 8, 2023 –August 7, 2023
 menlopark.gov/feedback

Ref #	Date received	Comment	Response
1	2023-03-08	For your baby Mandarin class, would you be able to offer a weekend class? Thank you	[Suggestion info given to supervisor.]
2	2023-03-17	I like it here. I like teacher. This is very convenient place. This is very good class.	[No answer.]
3	2023-03-17	I look forward to the Monday watercolor class. I have learned a great deal from the instructor and the other students. Art is best stucked in a group setting for sharing, inspiring, and receiving feedback.	Hi, thank you for your comment. We are glad to hear the class is going well. Thank you for being a part of the senior program! Best, Rondell
4	2023-03-17	Great teacher in a cozy and friendly classroom. We love this class and want to stay here forever.	Thank you for your comment. We appreciate you attending the senior program! Best, Rondell
5	2023-03-17	Please keep adult painting and adult sewing class at the library area. I truly enjoy- I am 89 years of age and would be difficult to go to new area.	Hi, we appreciate your comments about the senior painting and sewing classes. Best, Rondell
6	2023-03-17	I like this city and I have a question, how many good police are in Menlo Park? Menlo Park looks pretty.	Hello, thank you for writing us a question and compliment in our suggestion box. We agree that Menlo Park is a beautiful place. We're so glad you like it. To answer your question about how many police we have, we currently have 38 police officers, many of whom are funny, friendly, and happy to meet with children who are interested in the police. If you'd like to learn more about the police, the Library has books about police officers available. Or you can plan a visit to the Police Department to chat with an officer in person. -Ashley
7	2023-03-17	I really enjoy the class with all my classmates. Appreciate my teacher "DO" us so much!	[This email was kicked back] Hi, thank you for your comment. We are glad you are enjoying the class and will archive and send your message. Thank you, Rondell
8	2023-03-17	I like my teacher very much! Also, it's the first time I come here. But I'm really happy in the Library.	[Contact info unreadable.]
9	2023-03-17	Please keep Adult Painting and also sewing at the Library.	[No contact info.]

10	2023-03-17	I enjoy the art class a lot, teacher is great. I learn a lot. Please keep the class in the library area.	[No contact info.]
11	2023-03-17	Stop graffiti removal at the skate park. It's a waste of money.	[No contact info.]
12	2023-03-17	Rock collecting books for adult, not for kids	[No contact information, but we will review our current holdings and add books on rock collecting for adults if we are lacking titles.]
13	2023-03-17	Love the senior class at the Library. It's very convenient and easy to attend. I enjoy the other student and making art together.	[No contact info.]
14	2023-03-17	Airel Tinajero is extremely understaffed and doing an amazing job under the circumstances. We really need to reimburse our teachers financially to encourage them to continue teaching and offering classes, especially for seniors.	[No contact info.]
15	2023-03-17	I like the drawing class with Jorel, where we get all the material and can create our own art. Thank you.	[No contact info.]
16	2023-03-20	In order to be clear, the new Community Center Naming form page needs modification. 1. Why is the Naming Form closed until summer or at all? It's an online form! Why is feedback not wanted or accepted in Winter and Spring? This does not seem to make sense. 2. The fact that the naming form is closed needs to be at the top of the naming section. As a first-time Naming Form site visitor, I went around and around in online circles trying to figure out where to find the naming form. One link led to the naming form page (not the actual Naming Form! 🤔👉👈) and the naming form page led back to the original link I had just left. QUESTIONS 1. Why is the naming form not available without interruption? 2. Will you please put the naming form back now rather than losing valuable community feedback waiting until summer?	[Received and filed]
17	2023-03-27	Please continue to use Onetta Harris as the name of this facility. Mrs, Harris and her memory are an inspiration to this community and to the neighboring communities. Our History is so very important as the powers that be wipe out the old landscape. For communities like ours, we need the power and strength of those on whose shoulders we stand, especially since the social conditions in our city have not changed as much as the landscape has. Be respectful.	[Received and filed]

18	2023-04-10	<p>Why is the web info for summer activities not available yet? Where are the dates for summer registration? Where is the catalog? When should we expect to see our physical copy? I keep getting different information from every activity or rec person I speak with. It is very frustrating for parents trying to plan summer activities to not know what will be available yet and when registration will be. Please at least update the website to show when we can expect to see the catalog and when registration is. I was also told there is a new website to register but cannot find any information on that on help Menlo Park website. Why are we being left in the dark?</p>	<p>Hi, thank you for you using our suggestion box system. The web info for summer activities is now visible on our new web platform, perfect mind. Here is the website link https://cityofmenlopark.perfectmind.com/ and you can register and find the summer courses. Registration for summer 2023 opens to Menlo Park residents on April 24th. All classes will be online, and physical catalogs will not be mailed out during this session. Information mailers about the new registration system should be arriving in mailboxes soon. Thanks again for your email, and I hope this info is helpful.</p> <p>Best, Rondell</p> <p>The NEW ONLINE REGISTRATION SYSTEM</p> <ul style="list-style-type: none"> • Easy account sign up • Improved user experience • Searchable catalog of programs • Simplified registration process • Real-time confirmations • Paperless - good for the environment • All users must create a new account on first sign up
19	2023-04-24	<p>I am having trouble registering for a summer class today, although i am a resident. Can you please assist me ASAP so I can register now? Thanks.</p>	<p>[Staff has reached out to follow up. This resident is signed up now.]</p>
20	2023-04-24	<p>I have a question regarding the money on my e-Government account (technically under my husband's account). It seems the city is upgrading to a new online registration platform and no longer uses eGovernment nor connect the account between them. I am wondering if there is any way to transfer my money from my e-Government account to a new one or get my money back. I really appreciate your help. Best regards,</p>	<p>Thanks for the reminder--I created an account + transferred credits for this customer on 4/25. Customer received log-in information and has since created accounts for other family members. Let me know if you'd like me to do an additional follow-up with them or take any further action. -Khalid</p>
21	2023-04-24	<p>1. I have feedback about the pickleball classes. I am taking one this spring, plus I have done other classes/clinics elsewhere, so I have opinions about what works. 2. You list the summer Intermediate Pickleball class, session 1 as being free - is that correct?? 3. I miss the info that was included in the listings before, like who the instructor is.</p>	<p>We received your comment below from our Library and Community Services comment form. We are happy to hear from you and want to respond to your comments. Please see response in red:</p> <p>1. I have feedback about the pickleball classes. I am taking one this spring, plus I have done other classes/clinics elsewhere, so I have opinions about what works. We look forward to hearing your comments. I copied Keifer on this email. He manages the pickleball classes. He also looks forward to hearing your</p>

			<p>comments.</p> <p>2. You list the summer Intermediate Pickleball class, session 1, as being free - is that correct?? Thank you for catching this. There is a fee to the program. The Intermediate Pickleball class is \$180 for residents and \$243 for non-residents.</p> <p>3. I miss the info that was included in the listings before, like who the instructor is. Are you referring to the Activity Guide? We are now digitizing the information and process flow for our website with our new registration system. The information looks different and I see that the instructor information is not included on what the community sees. There is a way for us to add this information on the back end, I will check to see if when we enter it it is visible on the website. Thank you for this. David is the instructor for our classes.</p> <p>We are happy to answer any further questions you may have and value your input.</p> <p>Please let me know if there is anything further I can do to assist.</p> <p>Best, Tricia</p>
22	2023-04-25	A very bad idea-not having an Activity Guide(except online) is ridiculous. For one thing, how are people supposed to ever know that this information is online? This is not appropriate marketing and will seriously undermine the # of people who can sign up for classes.	<p>Hi, thanks for taking the time to give us feedback about our summer activity guide.</p> <p>Our new registration software offers a simpler registration process with an improved user experience. It works well on mobile devices like phones and tablets, in addition to computers. The class listings online are searchable, but your point about having a PDF version of the activity guide is a good one: we now have a PDF version linked on our Activity Guide and registration page, and available on request at our public service desks. We mailed a postcard to all Menlo Park residents, letting them know about our new registration software. It contained information about how to contact staff and learn more about summer activities. We are always happy to assist customers in person or on the phone if they need any assistance. I hope my response has been useful – if you have further questions, please reach out.</p> <p>Kind regards, Tricia</p>

23	2023-04-25	Why no published activity guide? I received the postcard at my home b/c I live in Menlo Park but hard for others to learn about classes.	Hi, Thanks for taking the time to give us feedback about our summer activity guide. Our new registration software offers a simpler registration process with an improved user experience. It works well on mobile devices like phones and tablets, in addition to computers. The class listings online are searchable, but your point about having a PDF version of the activity guide is a good one: we now have a PDF version linked on our Activity Guide and registration page, and available on request at our public service desks. We mailed a postcard to all Menlo Park residents letting them know about our new registration software. It contained information about how to contact staff and learn more about summer activities. The previous paper guide was mailed only to Menlo Park residents. We also let all of the subscribers to our weekly e-newsletter know about events like summer class registration. We are always happy to assist customers in person or on the phone if they need any assistance. I hope my response has been useful – if you have further questions, please reach out. Kind regards, Tricia
24	2023-04-26	Open more hours: Monday-Friday 9am to 10pm, Saturday-Sunday 9am-10pm. Also MedL/snacks M-F 3:00-4:30pm, thank you.	Thank you so much for your comment and for your support for more library hours. We strive to provide as much access to the Library as possible with the resources available, which are limited. Currently, we are only able to staff our two library locations eight hours per day, seven days a week. Most sincerely, Rose
25	2023-04-26	Please keep a "stay strong for life" class at Burgess after Belle Haven reopens. So much closer and easier for most in our class. Thanks!	Hi, thank you both for submitting your comment through our suggestion box. It is great that everyone is enjoying our Strong by Life class at our Arrillaga Recreation Center. We will consider your request when temporary services for our senior program are relocated back to Belle Haven. Thanks again for your suggestion. Best, Rondell
26	2023-04-26	Thanks for all of the hard work Arianna. Most appreciated	[No contact info.]
27	2023-04-26	Thank you for all you do!	[No contact info.]
28	2023-04-26	Chairs/benches in the foyer	[No contact info.]
29	2023-04-28	Comment: I just used the website to register for a course, and it worked well, because I was re-enrolling for a fitness class I've been taking. I understand that the Activity Guide is no longer being printed and mailed. That poses a problem for people who	Hi, thanks for taking the time to give us feedback about our summer activity guide. Our new registration software offers a simpler registration process with an improved user experience. It works well on mobile devices like phones and tablets, in

		<p>may not know what classes they want to take. It was very easy to page through the Activity Guide to learn about what courses will be available. It is NOT easy to click on every link on the page. I would like to request that an Activity Guide in PDF form be available on the website. Thanks</p>	<p>addition to computers. The class listings online are searchable, but your point about having a PDF version of the activity guide is a good one: we now have a PDF version linked on our Activity Guide and registration page, and available on request at our public service desks. We mailed a postcard to all Menlo Park residents letting them know about our new registration software. It contained information about how to contact staff and learn more about summer activities. We are always happy to assist customers in person or on the phone if they need any assistance. I hope my response has been useful – if you have further questions, please reach out. Kind regards, Tricia</p>
30	2023-05-03	<p>I would like the Library to acquire the book, The Secret Gate: a true story of courage and sacrifice during the collapse of Afghanistan. Authored by Mitchell Zuckov. Published April 25, 2023. Please let me know when it arrives because I would like to check it out. Thank you</p>	<p>Hi, thank you so much for suggesting an addition to our Library's collection. I have passed on your suggestion to the selecting librarians, and if the book is added to the collection it will be placed on hold for you. If you would like to suggest more purchases, you are more than welcome to use the purchase suggestion form on our website at https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose</p>
31	2023-05-11	<p>Can you get? Newest book about saxophonist- Sonny Rollins</p>	<p>Hi, thank you for suggesting an addition to Menlo Park Library's collection. Because you are a resident of Redwood City, I'm going to direct you to the Redwood City Library's Suggest a Purchase form, instead of ours : https://www.redwoodcity.org/departments/library/books-movies-more/suggest-a-purchase I hope this helps! Sincerely, Rose</p>
32	2023-05-11	<p>Suit spinner has been broken for months. Is it getting fixed or replaced?</p>	<p>[No contact info.]</p>
33	2023-05-11	<p>Low hanging branch in front of entrance to pool.</p>	<p>[No contact info.]</p>
34	2023-05-11	<p>More anti slip mats in the women's bathroom, changing room and showers.</p>	<p>[No contact info.]</p>
35	2023-05-11	<p>The doors to the lobby are quite heavy. As an elderly person I have trouble opening the doors to get inside. Once I am through, the door closes with such force that you have to enter even faster.</p>	<p>[No contact info.]</p>

36	2023-05-11	The furthest shower in the womens is always leaking. Such a waste of water!	[No contact info.]
37	2023-05-11	The doors to the women's bathroom and the private bathroom are very sticky. Had to call the front desk to be let out of bathroom.	[No contact info.]
38	2023-05-15	Menlo Park is not doing enough to create more pickleball courts or make the current courts more usable. It has been almost 2 years with little to no progress after 4 courts were added to a Nealon park. The only item completed was improving the Nets. we need more courts, better access to the back end of the court (additional gate), and trash plus recycling bins near the court entrance.	Thank you for sharing your concerns regarding pickleball courts in Menlo Park. We understand the importance of adequate facilities for racquetball sports enthusiasts. We apologize for the delay in progress, Your input is valuable to us, and we will work towards addressing the issues. We appreciate your patience as we strive to make the best resolution for all residents of Menlo Park. -Rondell
39	2023-05-19	Hi there! My child and I regularly attend the children's storytime which we love - thank you for hosting these and to allow children to mingle and learn together. We used to go regularly and storytime was the full 30 minutes, but recently, storytime has been cut short to about 10 minutes. We loved it when it was a full 30 minutes with many different songs and books. Recently, it's only been 2 books and 3 songs and it ends in about 10-12 minutes. Would it be possible to bring the full 30 minutes back? That would make the trip to storytime much more worthwhile. Thank you so much!	Thank you for reaching out to Menlo Park Library. I'm so glad that you have enjoyed our storytimes. Our goal IS to provide 20-30 minute storytimes, which is typically accomplished with three songs and two books (though some of us might throw a couple extra songs in there for good measure). That said, our "post pandemic" audience tends to be very young, and sometimes we do adjust the length of our storytimes to the needs of our audience. Thank you, sincerely. Your feedback helps us to take stock of how we're doing, and I will bring it to our storytimers. We'll work on returning to a 20-30 minute average, with a shorter storytime being the exception, rather than the rule. All my best, Rose
40	2023-05-22	Hillview tennis team just ended, and we are so grateful that our kids were able to participate in a team sport that they enjoy!! Thanks so much for making this possible!	Hello, we received your comment below from our Library and Community Services Feedback form. We are happy that the season went well and that Hillview was able to enjoy the use of the Nealon tennis courts for a successful season. Please let us know if there is anything further that we can assist with. "Hillview tennis team just ended, and we are so grateful that our kids were able to participate in a team sport that they enjoy!! Thanks so much for making this possible!" Best, Tricia
41	2023-05-23	I just saw the signs for the refurbishment of Kelly Park and would like to make a suggestion or two. I use the park twice a week, religiously, to run as it has a soft track and infield that are better for my surgically repaired left knee. First, I would like to suggest that when the new track is laid down that the first set of lane	Hi, thank you for reaching out and sharing your suggestions with us. We appreciate your interest in this project. We got your comment and want to assure you that we take community suggestions seriously. To ensure a thorough assessment, I've forwarded your suggestions to our project team for review. We

		<p>numbers be placed coincident with the "starting line" at the bollards near the restrooms and then at quarter-track intervals. The current number placement doesn't match any sort of "obvious" starting or end point on the track, making it difficult to track split times for people that care about such things. Second, as the track will be closed during the time of the renovation, I'm wondering whether individual, temporary, use permits can be issued for the use of the track at Menlo-Atherton High School. I, for one, would like to be able to continue my exercise routine while the track is closed and am loath to subject my knees to pavement running during that time. Thank you,</p>	<p>understand the importance of considering community input and will carefully evaluate the feasibility of implementing these suggestions within our project. Best, Rondell</p>
42	2023-05-25	<p>Hi, Please provide ear plugs for event venues with very loud music < 87 decibels. Thnaks</p>	<p>Hi, thank you for bringing the loud noise level to our attention. We will try to make sure that our event sound levels at community events are appropriate. We can also provide you with upcoming event dates so that you are aware of when there may be additional sounds coming from parks that may be located near you.</p>
43	2023-05-25	<p>Please do not convert tennis courts into pickle ball courts at Neal on park. My daughter has enjoyed playing with Hillview tennis team in 7th grade this year and would like to continue playing tennis. Please find another location for pickle ball courts. We need the tennis courts! Thanks,</p>	<p>Hi, thank you for taking the time to reach out and share your input with us. We hold community suggestions in the highest regard. Your input is vital, and we are committed to incorporating community feedback. Best, Rondell</p>
44	2023-05-25	<p>I'd like a PDF activity guide please - the online system is not user friendly. I couldn't do it.</p>	<p>[Spoke with her and sent her the catalog. She believes that we are losing revenue by not having an Activity Guide.]</p>
45	2023-05-25	<p>Order 'Warriors: Power of Three: Eclipse' please</p>	<p>Hi, thank you so much for adding your voice and helping to build our collection of books. I have passed on your purchase suggestion of "Warriors: Power of Three: Eclipse" to our selection librarians. If you'd like to suggest more purchases, you are more than welcome to use the purchase suggestion form on our website at https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose</p>
46	2023-05-25	<p>I love the Menlo Park Library, the returning service and check out service is great, and the staff are very nice.</p>	<p>Hi Soraya, Thank you so much for writing your positive feedback about our Library on a comment card! All of our staff strive to provide excellent service to our community, and we are so happy to hear that you are enjoying our space, staff, and services. Here's to many happy future library visits! Sincerely, Rose</p>

47	2023-05-25	More comfortable lounge-type chairs close to the new books section in the adult part of the Library	[No contact info.] We can take a look at moving some of the lounge furniture closer to the new books section. Will pass along to the library team.
48	2023-05-25	Open the Pro Shop!	[No contact info.]
49	2023-05-25	Open the shop! Please!	[No contact info.]
50	2023-05-26	White Lotus, Season 2, Homeland-last season you carry all but the last season!	Thank you for suggesting an addition to the Menlo Park Library collection! Because your "home library" in the Peninsula Library System is Woodside Library, you can direct purchase suggestions to San Mateo County Libraries via their website: Suggest a Purchase San Mateo County Libraries (smcl.org) I hope this helps! Sincerely, Rose
51	2023-05-29	more books on planes, airline, aviation comercial airline stuff	[No contact info.] Will pass this suggestion along to the library team/selectors
52	2023-05-30	1. Your website has no clear information of seasons. When does a season of classes for kids begin and end. When we register if we miss roting the dates, we are screwed with planning. 2. The phone number for 'swim' never is picked up. What's the point of your phone number when no body picks up. 3. Booking your classes a hassle on your system. I had to talk to your receptionist for 30 mins to figure out a better timings for us. Your online website is slightly better than in person booking. 4. When a season ends, the drop in and booking each class in between season sucks. Your season is super short, which means every 2 months we are booking your seasons, individual classes in between, and plan for next season. I wish there is a better way. 5. Your seasons are hardly 8 classes. Can you make at least 2.5 months?	[Forwarded to Team Sheeper for review.]
53	2023-06-05	Comment: Thank you for running the summer concert series. On the summer concerts page, please list the type/genre of music for each group. For two of them, zero information is available online. Thank you. https://menlopark.gov/Government/Departments/Library-and-Community-Services/Programs-and-events/Community-events/Summer-Concert-Series For example, you could put: July 12. Luv Bomb. Soul, rhythm and blues July 19 Night owls. Top 40 current hits. July 26. Fog City Swampers. High-energy rock and boogie. All-woman band. August 2. Curley Taylor.	Hello, I'm writing in response to your suggestion/request for more information on the music genres of the two bands that will be performing during our summer concert series. First, allow me to quickly provide you with the requested information for those two bands. ARENA is a tribute to the epic songs of the '70s and '80s, recreating the songs you love by your favorite classic rock bands. Frank "Tebo" Thibeaux of Tebo Muzik is a Belle Haven neighborhood native who has been playing the guitar since he was 12 years old. He brings

		Zydeco and Blues August 9. ARENA. I couldn't find more information. August 11. Tebo Musik. I couldn't find more information. August 16. Sun Kings. Beatles tribute band. August 18 Busta Groove! Hits from the 1970s, 1980s and 1990s	<p>his signature blend of funky blues with a zydeco twist. His band style is described as fun and funky. We highly recommend them both and hope you can attend!</p> <p>I did visit the concert page to correct our omission(s); however, the descriptions were already there. From the main concert series page, click the name of the band that you are interested in, and a few lines of additional information pop up, including the music genre. Unfortunately, the preview windows can only list the first few lines of the larger band information page, possibly making it look like there is no genre information. Regardless, thank you for taking the time to let us know if there is an error on our web pages. It helps us keep things sharp, which is important to us. You even took the time to write some suggestions on the descriptions. Very kind!</p> <p>Soon we will also be updating all the concert dates to include band photos, so be sure to check back if you are interested in those.</p> <p>Wishing you the happiest of summers, Ashley</p>
54	2023-06-06	Duct tape over the 'No Life guard on Duty' sign	Left a voicemail. No call back at time of compiling.
55	2023-06-12	For the automated reminder books due emails, could "RENEWED" be in green instead of red text?	Hi, thanks for taking the time to write to us. The automated overdue reminders are not generated locally – they are managed and generated by our library system team (the Peninsula Library System). I will pass your suggestion about changing the "renewed" text color along to them. Kind Regards - Nick
56	2023-06-12	My name is [redacted] and my family recently moved to Menlo Park. I was at the Menlo Park Library the other day and was looking for some language therapist/training service provided by the city. My daughter is 4.5 years old and might have some difficulties with her spoken English. the staff at the Library gave me your card and told me you might have the information. I would appreciate it if you could point me in the right direction. Thanks.	<p>The child's pediatrician would be a good place to start, many people find speech therapists through referrals from their doctors. Insurance companies also often have therapists in their network that they can recommend. These institutions have divisions of speech therapy: Stanford Children's Health Specialty Services is on 321 Middlefield Road and their number is (650)736-2000. There's also Lucile Packard Children's Hospital Stanford, 725 Welch Road, and their number is (650)497-8218.</p> <p>Many schools also provide speech therapists and can connect you with help. If your child is enrolled with the Menlo Park school district, the person to contact would be List Walton, MPCSD Preschool Coordinator at lwalton@mpcsd.org You can send her an email requesting an assessment and Lisa will work with you through the whole process.</p>

			I hope this information helps, please feel free to contact us with any more questions.
57	2023-06-12	Not a question, just a comment I just wanted to praise and thank those who selects books for the Menlo Park Library. I always find excellent selections in among the new books. Most recently, "How to Read a Rock", (although not such an inspiring title) turned out to be a fascinating and delightful story of earth's geology and other planets' geology. Thanks!	[No contact info.]
58	2023-06-13	Be more transparent about hours of openings	[No contact info.] Unclear what this commenter is referring to here - library hours are consistent across locations, are publicly posted onsite and online, and have been the same since reopening after the pandemic.
59	2023-06-13	Please add more to the graphic novels section! (in kids area)	[No contact info.] Will pass this suggestion along to the library team/selectors
60	2023-06-13	Please bring back Soul Line Dancing	[No contact info.]
61	2023-06-15	I would like this Library to check out Kindles. (ereaders)	Hi, thank you for suggesting that we make Kindles available for checkout. Due to privacy concerns, Kindles may not be the best shared electronic device for our community, but we are looking into other tablet options, thanks to your request! So, thank you for lending your voice to our community, and making a suggestion that our team is looking into. Hope to see you at the Library soon, Rose
62	2023-06-22	Can you please add computers at the MPK library ?	Hello, Thanks for your message, which was relayed to me for a response. The Menlo Park Main Library has 17 laptops available for public use, and there usually are at least a few laptops available at any given time. The Belle Haven branch has four desktop public computers, and there usually are one or more of these computers available at any time. I hope this information is helpful. Please let the library staff know if you need help accessing a library computer, or if you experience technical issues or some other difficulty using the technology. Regards, Sean
63	2023-07-03	Airel the Senior Center coordinator is great! Very friendly and professional	[No contact info.]

64	2023-07-03	Was recently in Edmunds, WA. Friend of mine who lives there was saying their Library tells them how much their saving by borrowing books vs buying. I LOVE that idea for MP, must be a software program. They also can print 100 copies at Library for free. Love that idea too.	Hi, we love to see our community members visiting other libraries and sharing what they learned. It sounds like Edmunds has a great library! Thank you so much for your feedback, and I hope you're enjoying our services. Sincerely, Rose
65	2023-07-03	I'd like to receive the Activity Guide in the mail. :)	Hi, we received your suggestion box comment, "I'd like to receive the activity guide in the mail." Thank you for providing this feedback. Our new registration software offers a simpler registration process with an improved use experience. It works well on mobile devices like phones and tablets, in addition to computers. The class listings online are searchable, but your point about having a PDF version of the activity is a good one: we now have a PDF version linked on our Activity Guide and registration page(menlopark.gov/activityguide), and printed copies are available on request at our public services desks. We mailed a post card to all Menlo Park residents letting them know about our new registration software. It contained information about how to contact staff and learn more about classes and activities. We are always happy to assist customers in person or on the phone if they need any assistance. I hope my response has been useful-if you have further questions, please reach out. Kind Regards, Tricia
66	2023-07-03	Please get the book "Shadow Crosser" by J. C. Cervantes at this location! Thank you!	[No contact info.] Passed on to selectors.
67	2023-07-03	You should open Proshop with ice-cream	[No contact info.]
68	2023-07-03	More shade to the skate park	[No contact info. Forwarded to Coordinator.]
69	2023-07-03	add more shade to the skate park	[No contact info. Forwarded to Coordinator.]
70	2023-07-03	I wish to commend Airel, Isabel, and all the staff and volunteers who work on the senior center recreation program. It is beautiful to see people pulling together as in rowing or sculling on the water. Sometimes leaders can be "mouth only" leaders, but I notice in these senior programs it is here. Leadership by example, performing necessary actions with mind, body, and	Given to supervisor.

		spirit. Thank you for working so hard to help the community of seniors!	
71	2023-07-03	I love Menlo. I have lived in SF my whole life until this year. I love the lack of trash and homeless people. Sometimes I forget why I like it here, then I remember. Thank you for being a safe and welcome home.	[Received and filed]
72	2023-07-03	Need to have designated Quiet Zones for patrons who need to work without distractions. I am leaving to find another library as I had to move twice to different Library areas-a woman was cursing audibly in a phone conversation near reference desk, so I moved to corner of senior area- then a patron sat next to me to speak with and English. Learner- they could have chosen a different spot-or just label which areas are QUIET ZONES so we know where they are. Thank you.	[No contact info. Staff is considering options for implementing this.]
73	2023-07-10	Tony in children's was very helpful and professional	[No contact info. Passed feedback on to employee.] - RW
74	2023-07-10	Please consider buying Investigators: Ants in our Pants	[No contact info.] passed on to purchasing team - RW
75	2023-07-10	We need the tech volunteers program back!! Also, some tech group/lessons would be very helpful	Responded by phone: Tech literacy classes are a great suggestion. We periodically hold tech "open house" events at the Library where community members can bring in their devices and receive individual assistance on hardware and software issues. For customers looking for something like the one-on-one tech tutoring program (which the Library ran from the mid 2000s - 2010) we refer them to the Boys and Girls Club of the Peninsula (for youth tutoring) or Little House (for seniors)
76	2023-07-10	My compliments to Erin at the Ref. desk. Very pleasant while professional, extremely intelligent, helpful, patient, creative, understanding, kind, talented, cool, comprehensive.	Hi, I'm delighted to hear that our staff are providing excellent service. Thank you so much for taking the time to provide feedback about them. Sincerely, Rose
77	2023-07-11	Is really delicious, Airel is very nice person to be close to. Good Host. God bless you guys.	[Given to supervisor.]
78	2023-07-11	How blessed we are to have the senior program! Not only is the food excellent and affordable, but the staff is wonderful! Airel, the cooks, the servers, everybody is so happy to do their best for us. Thank you. Thank you so much!	Given to supervisor.

79	2023-07-11	As a parent and resident, I am really disappointed not to see a display of books celebrating and educating about July 4th, a national holiday. What a missed opportunity. Why doesn't the holiday get more respect?	<p>Thank you for your feedback regarding our lack of a Fourth of July display.</p> <p>I am happy to report that the lack of such a display was due to an oversight, rather than a lack of spirit. We do usually put up a display for the 4th, but, due to human error, this year the 4th passed and the display had not yet gone up.</p> <p>We recognized this mistake, and put up an American History display – so our community members can celebrate our country all month long!</p> <p>Thank you again for your feedback, and for your understanding.</p> <p>Sincerely, Rose</p>
80	2023-07-11	Comment: For library purchase: "White Nights" Blu-ray edition Sony Pictures Media Format NTSC, Widescreen Actors Mikhail Baryshnikov, Gregory Hines, Geraldine Page, Helen Mirren, Isabella Rossellini Studio Sony Release date March 26, 2019 ASIN B07NBF3YWY If my suggestion is approved, please put this item on hold for me.	<p>Hi, thank you for suggesting an addition to the Menlo Park Library collection.</p> <p>I have passed on your purchase suggestion of the blu-ray of "White Nights" to our selectors.</p> <p>Because you are a resident of Palo Alto, you should be able to get this item through LINK+, an interlibrary loan system that both Palo Alto and Menlo Park use. However, you will need to use a Palo Alto Library card, and pick up the item at one of the City of Palo Alto libraries. They should be able to assist with that.</p> <p>Sincerely, Rose</p>
81	2023-07-11	The front desk and coordinator were so much help, thank you	[No contact info.]
82	2023-07-16	I have found that the family restrooms are in need of better ventilation. I also think that one of the family restrooms could be converted into an all gender restroom. This is not mutually exclusive with being a family restroom.	I spoke with suggestor and shared that we appreciated the comment and that I spoke with CIP to see if this may be something we that is feasible to include in the lobby project.
83	2023-07-26	Instead of of writing me when it is too late to pick up the book I put on hold, send me an email the day before, so we have a chance to pick up. Thanks.	[No contact info.] Hold notices are sent by text and email when a hold arrives. Customers have ten days from the notice date to pick up a hold item. - NS
84	2023-07-26	There is a gentleman every Wednesday am w/open wounds on his legs, with sheet paper on them. CalBears hat 5 Wednesdays in a row at 9am. I think he needs a welfare check. He sits by door across from receptionist	I left a VM for suggestor letting her know that if she would like to have a welfare check done for this individual, the PD non-emergency number is what she we use. I offered a follow-up conversation if she was interested.
85	2023-07-27	Lately, it taken a very long time to get a reserved book. My suggestion is to charge late fees again. They worked very well.	[No contact info.] I will reach out to this customer. If wait times for particular titles are long we can buy more copies (or customers can look for Quick Pick items which are not hold-

			able). We do run "high demand hold" lists monthly and buy additional titles based on the length of the hold list. NJS
86	2023-07-27	Please enforce a no cell phone policy. We have come to the children's section and witnessed people on phone and Facetime.	[No contact info.] We don't enforce a policy around device use, but there is a provision in the Library Use Guidelines as follows: "Disturbing others by talking loudly or with other noisy activity—including any loud sound originating from any electronic device. Please do use headphones when listening to audio on any electronic devices." -- RW
87	2023-07-27	You guys should put a soda machine :)	[No contact info.]
88	2023-07-27	The locker room floor for the girl's bathroom is really dirty. I hope you make it cleaner.	[No contact info.]
89	2023-07-28	Please a suggestion: we are thankful for the everything that you guys do for us seniors. Brocoly and cauliflowers are very hard for the intestines. But mix veggie and green beans are good for us.Thank you , may the Lord bless you.	[No contact info.]
90	2023-07-31	Hi. My husband and I went to Fremont Park last Wednesday for the concert. Sadly, the speakers were WAY too loud for us to stay. I recommend you turn the volume down, as there are kids and babies there who can't just leave when it is too loud like we can. We had a picnic packed and chairs and a great spot on the lawn, but left after 10 min. The music doesn't need be that loud to be heard.	Hi, thank you for your feedback regarding the volume at the concert on July 26th. I am present at each concert and will be sure to monitor the volume levels going forward. Should the volume be so loud, I can speak with the sound technician to adjust the speaker volume. We appreciate you coming out each week to support the concert series and hope you will join us again on Wednesday.
91	2023-08-07	Hi! Who do I contact with regards to unregistering from a children's gymnastics class for this coming fall? Thank you!	Hello, I hope this email finds you well. We received this email from the Library and Community Services feedback submittal: Hi! Who do I contact with regard to unregistering from a children's gymnastics class for this coming fall? Harrison or I can assist you with withdrawing your child from gymnastics for the fall. Can you please provide me your child's name and the class that you registered your child for? We can process it once we have this information. Please let us know if there is anything further that we can assist you with. Best, Tricia
92	2023-08-07	The online catalog, for the classes is difficult to view, because of the size of the font, and the faintness of the text and links. I am not particularly visually impaired, but find it difficult to read. I tried pressing the accessibility button to change the contrast and the	Aug 7, Good morning, I'm Ashley, a Management Analyst with Library and Community Services. We received your suggestion to change the font size in Xplor to make it easier to view. Thank

		<p>other options offered there, but that does not really help because the text is so faint. The rest of the website is easy to read. For reference, I am 66 years old. Please make it easier for everyone to read the classes catalog. Thank you.</p>	<p>you for bringing this problem to our attention. I'm interested in fixing this for you and am considering some short-term and long-term options. First, I'd like to troubleshoot the issue with you so that we can get you the ability to view the Xplor page right away. Once you are set, I'll contact Xplor and talk to them about our options for making permanent changes to the font on their software.</p> <p>Before we get started, would you be so good as to confirm if the page shown below is the page you were having trouble with?</p> <p>I understood that the accessibility options (in a blue box on the bottom right) did not have a significant effect on making the Xplor widget readable.</p> <p>One way we can work around that in the meantime is to use your web browser's accessibility functions instead. The easiest way I can think of is to increase the zoom. I found that an increase from 100% up to 150% kept the screen from becoming too large while still making the font much easier to read. Would you like for me to help walk you through that process? If you would, please let me know what browser you use, and I will provide step-by-step instructions.</p> <p>I plan to contact Xplor shortly to ask how we can make black font the default and to ask them if the links can be somewhat bolder as opposed to thinner than the titles. If Xplor can work with us to make those changes, it may take some time. [Update - Xplor contacted their developers to change our font from blue to black. In progress as of 8/14/2023.]</p>
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