

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

Ref #	Date received	Location received	Full text of suggestion	Response
1	2025-07-12	Arrillaga Family Recreation Center	First aid supplies should include ice packs	Thank you for your request for ice packs in the first aid kit at the recreation center. We will look into this and reach out to our vendor to include this request or restock the kit. Please feel free to let me know if you have further questions or comments. Best, Tricia
2	2025-08-15	Arrillaga Family Recreation Center	[Class redacted], the teacher explains it well and goes through the steps. Recommend it if you are a beginner or shy [redacted].	Thank you for the feedback you provided in our suggestion box at the Arrillaga Family Recreation Center. We will let the vendor know that you are happy with the class. Please let me know if you have any further questions or comments. Best, Tricia
3	2025-08-16	Arrillaga Family Recreation Center	We love [class name redacted]! Please bring more classes. [They are] such a great teacher!	[no contact info] Thank you for your feedback! Best, Tricia
4	2025-09-02	Arrillaga Family Recreation Center	Can there be signage to inform people about soup kitchens/clothing centers?	Thank you for the feedback, we will look into this as an option for our signage. Best, Tricia
5	2025-07-11	Belle Haven Pool	Will you build a hot tub in the Belle Haven swimming pool? You know get very cold after swimming so that's why I think we should have a hot tub.	[No contact info.] Thank you for the suggestion to get a hot tub at the Belle Haven Pool. We will communicate this interest with the aquatics operator. Best, Tricia
6	2025-07-19	Belle Haven Pool	Staff exceptionally friendly, decent attendance. Plants are growing fast-looks gorgeous! Suggestions-Shade where the pergolas are already set up, more umbrellas, longer area for open swim in main pool (kids seem weirded out to open swim in one lane) more large signs for [name redacted] and swim programs, which I believe is [illegible] progress.	Thank you for your comments/suggestions placed in the suggestion box. The positive feedback is appreciated! In reference to the shade, we are looking into options at this time. In regards to swim space for open swim and signage regarding swim programs, I will provide this feedback to the aquatics operator. Please feel free to let me know if you have further questions or comments. Best, Tricia
7	2025-08-28	Belle Haven Pool	Pay the lifeguards more	Thank you for your comment, I will let the operator know that this was shared through the suggestion box. Tricia
8	2025-08-28	Belle Haven Pool	Install a baby changing table in all restrooms!	Thank you for the feedback. We'll take this request into consideration for future improvements. Best, Tricia
9	2025-09-02	Belle Haven Pool	New pool is great, staff, locker room cleanliness 5 stars.	Thank you for the positive word and the 5 star rating of the Belle Haven Pool! Please let me know if you have any further questions or comments. Best, Tricia
10	2025-09-08	Belle Haven Pool	Bring back the diving boards please.	Thank you for the suggestion. I will talk to the operator about this. Best, Tricia
11	2025-09-12	Belle Haven Pool	1.) Ask adults if they can swim before giving them green wristbands. 2.) More benches in women's locker room-on other side of glass partition	Thank you, I will provide the operator feedback on the wristbands. The benches are in the process of being purchased. Thank you for your feedback. Best, Tricia
12	2025-09-12	Belle Haven Pool	I suggest you get a diving board please.	Thank you for the suggestion. I will talk to the operator about this. Best, Tricia
13	2025-09-12	Belle Haven Pool	More hooks for wet suits in female room	Thank you for the suggestion. We will get hooks for the locker rooms. Best, Tricia

LCS SUGGESTION BOX – COMPILED OCTOBER 2025

14	2025-09-12	Belle Haven Pool	Open Burgess again please, our local pool is full of entitled, rude, other side of the freeway folks-prioritize hyperlocal please!	Thank you for the feedback regarding the Burgess Pool hours. The City Council reviewed concepts that the Aquatics Operator proposed on September 9. The link to the meeting is below: https://menlopark.gov/Agendas-and-minutes#section-2 Please let me know if you have further questions/feedback. Best, Tricia
15	2025-07-03	Belle Haven Community Campus	Can we put grip tape on each step for senior safety? It would be appreciated!	Thanks for the suggestion. I'll look into it. -Rondell
16	2025-07-18	Belle Haven Community Campus	Belle Haven Community Campus: Please consider adding the black no-trip strips to all the steps on the staircase leading to the second floor. With bifocals in the bottom of my glasses, I'm finding it very easy to miss a step when walking downstairs because there is no black strip on the steps alerting me there is a step.	Thank you for bringing this to our attention—we'll review this request to improve safety on the staircase. -Rondell
17	2025-07-21	Belle Haven Community Campus	Today I visited the all-ages library and was sad to see there is no automatic/handicapped entrance. I am a wheel chair user and could not open the door to get in and out of the library without help. I had to call out for help to leave. This was my first time at the new center because I had heard from friends that is is not always accessible and I wasn't sure I would be able to get around. I am disappointed to see they were right and I do not have equal access to the library. Please add a button I can push to both enter or exit the library, Thank you.	[no contact info] Thank you very much for this feedback. I am sorry to hear that the Belle Haven Library is presenting accessibility problems. The City has been made aware of this issue, and the necessary changes are underway as we speak. While these changes are being made, please feel free to reach out to library staff for assistance with anything you might need to access. I sincerely hope that you will frequent our library in the future. Sincerely, Rose
18	2025-07-29	Belle Haven Community Campus	The Tuesday women's basketball group has 15-20 or more players consistently. We would love to play another evening if the gym is not well utilized another day. Would it be possible to have another day? I would be happy to discuss options if/you call or text me! Thank you!	Thank you for your submission. We'll review gym availability for additional days. -Rondell
19	2025-08-04	Belle Haven Community Campus	I want to go in the gym, but I'm 13 so I can't go. Can you change the rule so I can get a nice body. Please and thank you.	Called but no answer. Was unable to leave a message. -Rondell
20	2025-08-04	Belle Haven Community Campus	Let us in the gym	Thanks for the suggestion! -Rondell
21	2025-08-04	Belle Haven Community Campus	I want to go to the gym, but I'm not 18+.	Thanks for the suggestion. Staff will look into your request. -Rondell
22	2025-08-09	Belle Haven Community Campus	Suggestions for pool: My first time: beautiful facility, but functionality not quite there. 3pm-performance pool was boiling (87 degrees) When it should be 80-81. If you want to attract more lap swimmers, temp is important! Lifeguard said heater and sun caused overheating. Pool dressing room: Again-gorgeous and spacious, but missing functionality, specifically - No hooks for hanging wet towels while changing. Those "hooks" on the lockers don't seem great. Also would be nice to have a suit spinner-I know they are a pain to maintain.	Thank you for providing feedback in the suggestion box at Belle Haven Pool. Also, thanks for the positive comments regarding the facility. I'm glad that you are enjoying it. In reference to the performance pool, I will check in with the operator to see what the temperature range is at and see if there are adjustments that can be made. Good news, we are in the process of procuring suit spinners. I anticipate that they will be installed by November sometime. I appreciate the comments on the hooks, we will look into this item. Please feel free to reach back out to me with any further feedback or questions. Best, Tricia

23	2025-08-19	Belle Haven Community Campus	Can you put soap in the showers like at Burgess? Also, are the fuzzy mats that are compensating for the lack of drains in the locker room ever sanitized? Thank you	Thank you for your feedback regarding the soap dispensers and mats at Belle Haven Pool. We will look into the option for soap dispensers and I will reach out to our public works regarding the mats in the locker rooms. Please let me know if there are any further questions or comments that you may have. Best, Tricia
24	2025-08-28	Belle Haven Community Campus	Book making time	[no contact info] What a great suggestion! We'll add it to the list of programs we would like to host in our makerspace. -Rose
25	2025-08-28	Belle Haven Community Campus	Event ideas: read to your stuffy and have pjs!	[no contact info] What a great idea! You should keep an eye out for our next Stuffed Animal Sleepover! -Rose
26	2025-08-28	Belle Haven Community Campus	Spanish conversation club for adults. Wanting to practice Spanish	[no contact info] We're actually looking into starting a Spanish Language Book Group. If you'd be interested in joining, we'd love to have your contact information! - Rose
27	2025-08-28	Belle Haven Community Campus	More story times for 4 year old's, my sister	[no contact info] Thank you for suggesting that we have more storytimes for 4-year-olds, like your sister. What a thoughtful sibling you are! Right now we offer as many storytimes as we possibly can, for as wide an age range as we can. -Rose
28	2025-08-28	Belle Haven Community Campus	The floor in the movement room has big black skid marks on it x 3wks. Can it be cleaned?	Thank you for your submission. I will ensure that the staff cleans the spot on the floor. -Rondell
29	2025-08-28	Belle Haven Community Campus	Senior Center, A lot of names are missing from the printed out attendance sheet. Check the back of sheet.	Thanks for pointing that out. We'll make sure to double-check the back of the sheet moving forward. -Rondell
30	2025-08-28	Belle Haven Community Campus	I'm 10 and I want to go to the gym because I think that I would be careful.	Thanks, staff will look into this request. -Rondell
31	2025-09-02	Belle Haven Community Campus	More story time	[no contact info] I am so glad that you enjoy our storytime! We offer as many as we can right now, but we would like to offer more in the future. We would love to know what days and times you would like us to host storytimes we don't already do. - Rose
32	2025-09-02	Belle Haven Community Campus	Great Lib. Thx!!	[no contact info] Thank YOU for coming and enjoying our library! -Rose
33	2025-09-03	Belle Haven Community Campus	We enjoyed the wonderful trip one made to Wunderlich Park for the very first time. Thank you to the MPSC staff. We appreciate all the park rangers for giving the seniors all the love and special treatment we needed.	Thank you for the kind feedback! We'll definitely look into planning another trip. -Rondell
34	2025-09-12	Belle Haven Community Campus	You should put bleachers in your gym. Hooks in the bathroom please.	Thank you for your suggestion. We do have bleachers in the gym and will look into adding hooks in the bathroom. -Rondell
35	2025-06-20	Menlo Park Library	No adult supervision for teen zone is a serious concern of no protection for minors and liability on the persons and adults utilizing and managing community public library.	Thank you for your concerns about supervision of the library teen zone. The library does not act in loco parentis – if a teen is allowed by their responsible adult to enter the library on their own, the library allows those teens to be in the library on their own and not directly supervised by staff. Staff do monitor all public spaces in the library for compliance with the Library Use

				Guidelines, but we do not post a staff member in every room at all times. Sincerely, Rose
36	2025-06-22	Menlo Park Library	Bigger kid space	Thank you for suggesting that Menlo Park Library have a bigger space for kids. That would be great! We love our library kids, and want you to have lots of space for reading, homework, storytime, and play. It would be great to be able to make the room bigger, but right now we aren't able to do that. Maybe some day! For now, we are going to put in some more rolling shelves so that we can transform the space more easily to host library events that accommodate more people. Please don't hesitate to give us more feedback, and thank you for being an involved member of our community! Sincerely, Rose
37	2025-06-25	Menlo Park Library	Can you put cookies and milk in the library please?	[no contact info] Thank you for your suggestion that we have cookies and milk in the library. As cozy and delightful as it is to curl up with some cookies, milk, and a great book, in order to keep the library space safe, sanitary, and usable for its intended purpose, we do not allow food or drink in the library. -Rose
38	2025-06-25	Menlo Park Library	First of all, Thank you for a beautiful peaceful space. I'm a PHD student passionate about education. I'd love to conduct a free workshop for high school students at your library. (Theme: Why confusion is important for learning, affective study strategies). Please guide me further as to how I can make it happen. I'm visiting the bay area for the summer.	I'm afraid that we set up our library events up to two or three months in advance, so June is a bit too late to plan something just for the summer. If you're interested in collaborating in the future, please do not hesitate to reach out to me directly with a proposal, and we will see if it's a good fit for our library. Sincerely, Rose
39	2025-06-27	Menlo Park Library	Dear Staff: I would like to suggest that you purchase the following book: My Story (Gillard book) by Julia Gillard	Thank you for suggesting that our library obtain My Story by Julia Gillard. I have passed your suggestion on to our librarians. You can always suggest books for us to purchase with our Suggest a Library Purchase form here: https://menlopark.gov/Services/Suggest-a-library-purchase Sincerely, Rose
40	2025-06-28	Menlo Park Library	Can you guys put like a tag on books in a series? It would help a lot and you would not have to put books in order.	Thank you for suggesting that we find some way to indicate when books are part of a series when the book is sitting on the shelf. It's a really good idea. I don't know if we'll be able to implement something like that, but I definitely understand what you're asking for. I think the best solution is probably to look in our library catalog at menlopark.bibliocommons.com – the bibliographic record (the listing of the item in the catalog) will tell you if the book is part of a series, and, if so, where in that series it falls. You can also always ask our library staff to help you figure this out – and please let us know if you'd like us to show you some more tips and tricks for using the catalog to find new books! We so appreciate when our community gets involved with the library – thank you for reaching out with your suggestion. Sincerely, Rose
41	2025-07-09	Menlo Park Library	Maybe put more computers to search on.	[no contact info] Thank you for this suggestion! We want to make sure you are able to search our library catalog. You can always ask the Library staff member at the service desk if both of the Children's catalog terminals are occupied. - Rose
42	2025-07-11	Menlo Park Library	Still too hot, I guess I can go somewhere else. Please!!	[no contact info] thank you for your feedback. We are endeavoring to moderate the temperature with the resources that are at our disposal. -Rose

43	2025-07-11	Menlo Park Library	Please turn off the heat!! It is summer	[no contact info] thank you for your feedback. We are endeavoring to moderate the temperature with the resources that are at our disposal. There is no heat on at this time.
44	2025-07-11	Menlo Park Library	Bring back the "Big" book sales when you had them outside!	[no contact info] Thank you for this feedback. We have communicated this request to the Friends of the Menlo Park Library. If you would like to contact them directly, you can find their website and information at friendsmpl.org
45	2025-07-11	Menlo Park Library	The metal surrounding the bottom of the water pipe lending to the flush handle is the men's restroom in the main library is severely corroded and needs to be replaced. It's appearance is disgusting.	[no contact info] Thank you for your feedback.
46	2025-07-11	Menlo Park Library	Is it possible to get the Bill Johnston translation of Stanislaw Lem's Solaris?	[no contact info] Thank you for suggesting that our library obtain Solaris. I have passed your suggestion on to our librarians. You can always suggest books for us to purchase with our Suggest a Library Purchase form here: https://menlopark.gov/Services/Suggest-a-library-purchase
47	2025-07-19	Menlo Park Library	1.) You have a great selection 2.) Almost every dvd/bluray I've checked out has and incorrect lending period labeled on it. (Ex. 7-day, 21 day) and this (lending period) impacts my choices, overall, thank you!	[no contact info] Thank you for the complement and the constructive criticism. Sometimes, as loan rules change, it is difficult to catch the labeling on each item. We will direct our attention toward this issue.
48	2025-08-18	Menlo Park Library	Please have lolly pops at book check out.	[no contact info] Thank you so much for this suggestion. Alas, we are concerned that should we locate lollipops by the checkout machines, they might be used as bookmarks -- sticky!!
49	2025-09-02	Menlo Park Library	Recycle bins at front next to trash	[no contact info] Thank you for this suggestion!
50	2025-09-02	Menlo Park Library	I visited the the book sale this weekend. We had to leave early it was so hot and humid	[no contact info] Thank you for this feedback. The Library is aware of the problems that our HVAC system has experienced this summer, and steps are being taken to resolve the issue.
51	2025-09-02	Menlo Park Library	A suggestion is um add more 8-10 activities	[no contact info] What a great suggestion! Thank you for writing in to us.
52	2025-09-02	Menlo Park Library	When you do the library book sales it would be great to add a jigsaw puzzle swap table so we could trade puzzles with others. The Foster City Library did this recently and it was a big hit.	Thank you so much for the feedback that you provided to us via our suggestion box (see enclosed photo). The volunteer-run Friends of the Menlo Park Library is the organization that puts on our excellent quarterly book sales. Therefore, via this email I am passing your suggestion along to our Friends of the Library. Sincerely, Rose
53	2025-09-02	Menlo Park Library	I love the small bookstore and the quotes	[no contact info] Thank you for the compliment! We will pass it along to the Friends of the Menlo Park Library, whose dedicated volunteers run our little book store.
54	2025-09-02	Menlo Park Library	There could be as computer section	[no contact info] We do have books about computers (we'd love to hear what you'd like us to have that you aren't seeing on our shelves!), and we have laptops available to help with homework.
55	2025-09-02	Menlo Park Library	It would be very useful to have classes for adults to teach them use ChatGPT or other AI's for their day to day life needs such as writing letters, resumes, looking for best health or car insurance, etc. other applications. Thanks.	[left voicemail] Thank you so much for your suggestion of programs to increase tech/AI literacy. This is a great idea, and we are looking into just such presentations in future.
56	2025-09-07	Menlo Park Library	You should put fines back for not returning the books in on time because my mom came with a list of titles ~30 of them, but all	Thank you for reaching out to us with feedback about how you would like us to reinstate late fines at our library. There has

			of them were checked out. This is because people are holding on to the books for way too long. Therefore, other people cannot read them. I think you should put fines back for people who don't return the books on time.	actually been a lot of research about this, and the bottom line is - library fines don't really work! While they do motivate some people to return their items on time, as often as not, they do not effectively incentivize on-time returns, and there isn't much impact other than (a) making people avoid the library entirely and (b) disproportionate negative impact upon those for whom paying library fines is a hardship. You can find out more about the choice to go fine-free via these resources: Here is the report that San Francisco Public Library and the San Francisco Treasurer's Office ran that motivated the decision to make SFPL fine free: https://sfpl.org/sites/default/files/2020-02/Fine-Free-Report011719.pdf And here's an article from the director of the Financial Justice Project at the San Francisco Treasurer's Office about that study: https://calmatters.org/education/2019/02/library-fines/ Here's an article on the American Library Association's Office for Intellectual Freedom's blog about fine-free libraries: https://www.oif.ala.org/why-have-libraries-gone-fine-free-the-past-few-years/ Here is an article from NPR about libraries going fine-free: https://www.npr.org/2019/11/30/781374759/we-wanted-our-patrons-back-public-libraries-scrap-late-fines-to-alleviate-inequ Here's a nation-wide map of fine-free libraries: https://www.urbanlibraries.org/initiatives/democracy/fine-free-map Sincerely, Rose
57	2025-09-12	Menlo Park Library	No woke books during storytime	[no contact info] Thank you for your feedback. The goal of our storytimes is to increase early literacy and to ensure that all children see themselves and their families represented in literature. -Rose
58	2025-09-12	Menlo Park Library	I would like to offer donation base yoga class.	Thank you for the comment and offer that you put in the suggestion box at the Arrillaga Family Recreation Center. If you would like to submit a Contract Instructor interest form located here: https://menlopark.gov/Government/Departments/Library-and-Community-Services/Recreation-and-sports/Contract-instructor-interest-form Feel free to let me know if you have any questions. Best, Tricia
59	2025-09-03	Menlo Park Senior Center	Great Wunderlich Park Trip! Great staff and rangers and scenery. Was good to get out. Plan another one for us. Please.	Thank you for the kind feedback! We'll definitely look into planning another trip. -Rondell
60	2025-09-09	Menlo Park Senior Center	We would love a ping pong table :)	Thank you for the suggestion. Staff will look into this request. -Rondell
61	2025-09-12	Menlo Park Senior Center	Fabulous concert, [redacted]! I bought a CD \$20+!. It was not like we heard. Perhaps an old one of the girl, no violin. They were getting rid of them! False advertising! Can you notify and request my money back	Thank you for your feedback. We'll follow up with the event organizers regarding your concern. -Rondell
62	2025-09-12	Menlo Park Senior Center	[English] Thank you very much for taking us to that beautiful park, we enjoyed it very much [Spanish] Muchas gracias por llevarnos a ese parque tan bello, lo disfrutamos mucho.	We are glad to hear that the field trip went well! -Rondell
63	2025-08-18	Online	Thank you for supporting the Public Works department in having an open house. Tax payers need to know what city employees do -- how many services they provide that go	Thank for you taking the time to write in to compliment the Public Works Open House. Your message is much appreciated! We

			unnoticed until something goes wrong. We also need a chance to thank our public employees.	have passed it along to the Public Works team. Best regards, Sean
64	2025-08-18	Online	Sharon hills park is great and I go there often, for exercise and for fun. However, the calisthenics equipment at the park could use some improvement. Currently, there is a balance beam, dip bars, and pull up bars. I think that the addition of a Swiss ladder would be extremely useful. A Swiss ladder (a ladder with pull up bars as rungs) would allow for a greater variety of exercises to be done. An addition of this piece of equipment would get more people walking outside and working out, leading to the residents of Menlo Park becoming healthier. I hope you consider my request!	Thank you for taking the time to write in with your suggestion about the outdoor exercise stations at Sharon Hills Park. It's great to hear suggestions from regular park users such as yourself! I've passed along your suggestion to our Public Works team for their consideration. Best regards, Sean
65	2025-08-20	Online	Dear Menlo Park Public Library Staff, I regularly visit the Menlo Park Main public library and have always had an extremely pleasant and welcoming experience there. Today, Wednesday August 20, 2025 between 12-1pm, I paused for a few moments just inside the sliding doors to take in the community calendar and book group offerings so colorfully displayed. I was then very surprised to see the sign in the vestibule requesting ALL patrons to wear a mask. => Why is there a sign just inside the entrance to the Menlo Park Main Public Library requesting ALL patrons to wear a mask ? I did not have a mask (haven't worn one in several years) and wouldn't have put one on anyway unless it is a requirement. Is there another COVID-like health epidemic of which I am unaware ? Is this masking a City or County policy applicable to all municipal buildings ? If so the sign should state WHY it is asking ALL patrons to mask. I would have asked the young librarian working the desk, but she was fully masked and I didn't want to start the conversation with her, as my suspicion is that the sign was put in place not out of health or municipal requirement, but was placed there to placate the worry dreams of similarly masked staffers (I also noticed other library staff/volunteers who were not masked). => IF this is NOT a City or County mandate, WHY is there a sign at the entrance asking ALL patrons to mask ? This makes no sense. I have nothing against those who wish to (continue to) mask years after the pandemic has ended, but for heaven's sake, let's remove a sign asking patrons to mask if it is not required ! It is time for some common sense and to gently encourage/welcome those worried staffers out from behind their masks and back into our beautiful, healthy, smiling community. A Menlo Park resident and regular library lover	[no contact info] Thank you for this feedback. Masks are not required in the library. Library staff and visitors are welcome to wear masks in the library if they choose to do so. -Rose
66	2025-08-25	Online	How about cancelling the crackpot surveillance camera scheme and, instead, keep the pool open so it is available to the community, especially people with kids in school? Thanks	We received your feedback regarding the pool hours in feedback submittal form. We appreciate that you provided this request. I will share this feedback with the operator for consideration. Also, the swim centers will be discussed at the upcoming City Council meeting on September 9. More information can be found here: https://menlopark.gov/News-articles/City-news/20250830-City-

				Council-to-discuss-swim-centers-Sept.-9 Please let me know if you have further comments or questions. Best, Tricia
67	2025-09-02	Online	Hi, Burgess Park tennis court lights need new light bulbs. About 5 of them do not function anymore, making it very difficult to see at night. What's the point of lighted courts if they don't light the courts well enough to play?	Thank you for the information on the lights at the Burgess Tennis Courts. I will connect with our Public Works department and look into repairing the issue and will reach back out with an update soon. If there is anything else we can help you with please let us know. Cheers, Harrison
68	2025-09-08	Online	I'm writing to register my support for Team Sheeper and the current Menlo Park pool Operator. This is where my daughters learned to swim and where I still keep my swimming sharp. I have never noticed any issues with their management and I appreciate the support that they have given to me and my family in the past. I urge you to support their renewal.	Thank you for providing the compliments to Team Sheeper/Menlo Swim and Sport for their operations of the Menlo Park pools. I will be happy to share this feedback with them. Please feel free to reach out to with further comments or questions. Best, Tricia
69	2025-09-08	Online	I'm very happy with the current management at Burgess pool. The Sheeper team does a great job balancing individual swim lanes vs family play areas over the day and over the year. I hope we continue to work with them in the future!	Thank you for providing the compliments to Team Sheeper/Menlo Swim and Sport for their operations of the Menlo Park pools. I will be happy to share this feedback with them. Please feel free to reach out to with further comments or questions. Best, Tricia