



## Patron FAQ – Book-A-Bike at Belmont Library

### 1. Why bicycles at the library?

We're excited to become one of just a handful of libraries nationally with bicycles available for free checkout. This service further expands upon our robust collection of non-traditional materials available to our patrons.

Bicycles will grant patrons access to transformative experiences outside of our library walls, which aligns with our strategic plan and vision. Additionally, it provides our patrons with a sustainable transportation option and equitable access to a free resource.

### 2. What is the minimum age to check out a bicycle?

Patrons 18 years and older are invited to check out a bicycle.

### 3. What is needed in order to check out a bicycle?

Patrons will need to live in San Mateo County and have a valid library card starting with "29041". A [signed electronic waiver](#) will need to be completed as well. Bicycles are reservable on our website. To get started click [here](#). You can also always get help from our Customer Care staff by calling 1-833-YES-SMCL. During your pick-up appointment you will be given a bike lock key and helmet. Then, you'll have your bike and begin your journey!

### 4. Why must I sign a waiver to borrow a bicycle?

Like any physical activity, risks are involved when bicycling. Among other things, signing the waiver acknowledges you understand these risks and agree to wear a helmet and use the bicycle responsibly. Due to safety reasons, patrons should not make modifications to our bicycles. Bicycles should be returned in the original condition it was checked-out in.

### 5. Which library can I check out a bike from, and do you plan on expanding?

Book-A-Bike is launching as a pilot program. Currently, bicycles are only available for checkout at [Belmont Library](#). If Book-A-Bike is successful, we hope to expand this service to more of our libraries.

**6. How many bicycles do you have and how did you choose them?**

With an eye for easy-to-ride, reliable bikes, we purchased a fleet of four low-maintenance, award-winning bicycles. Many of the bike's components, including a carbon drive belt, three-speed internal gear hub, and flat-free tires, should ensure a smooth ride for patrons and less maintenance for staff.

**7. What does it cost to check out a bicycle?**

Just like anything else in our collection, bicycles are free to check out.

**8. How long can I check out a bicycle for and how do I return it?**

Bicycles are loaned for one week (7 days). Bicycles will be borrowed and returned to Belmont Library. Bicycle service will take place near the amphitheater of the Belmont Library.

**9. What accessories come with the bicycle?**

Each bicycle includes a basket for cargo, a bike bell, a bike light (front and rear) and bike light charger, bike lock, mini first aid kit, and a helmet, some of which have a GoPro mount.

**10. Why should I wear a helmet?**

Helmets are critically important for rider safety and injury prevention. For your safety, we require you to wear a helmet while riding.

**11. What types of terrain can the bicycles handle?**

Our bicycles can handle city roads, dirt and grass paths, and gravel-type terrains. Our bicycle fleet is not suited for mountain biking.

**12. What should I do if I get stuck on my bike somewhere?**

From a safe place, call the Customer Care Staff at 1-833-YES-SMCL for help. They'll ask you for the location of the bicycle and coordinate its return with you. As a last resort, if you decide to leave the bicycle somewhere in the community, please call to inform staff, lock the bicycle, and take the accessories with you to return to the library.

**13. What should I do in the case of theft or vandalism?**

If you can safely operate the bike, return it to the library and discuss the issue with staff. If you cannot safely ride the bike, from a safe location, please call Customer Care Staff at 1-833-YES-SMCL for help.

**14. Is there a weight limit?**

Each bicycle can carry up to 275 lbs. safely. Please advise that each bicycle is for individual use only—they should not be ridden by more than one person.

**15. Are the bicycles regularly cleaned?**

Bicycles and helmets will be quarantined and cleaned after each use. Clorox disinfecting wipes will be used on the bicycle and helmet spray will be used on the bicycle helmets.

**16. What happens if I miss my pick-up appointment?**

Bicycles are held for 24 hours, after this period the bicycle will become available for others to borrow.