



Book-A-Bike: FAQ for Patrons

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?

Adult 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 reserved 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 same condition as they were in at check-out.

5. Which library can I check out a bike from?

Book-A-Bike is now operating at several of our libraries:

- Belmont
- Brisbane
- Half Moon Bay
- Millbrae
- San Carlos
- Woodside

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

With easy-to-ride, reliable bikes in mind, we purchased a fleet of 18 low-maintenance, award-winning bicycles. Many of the bike's components, including an internal gear hub, quick release seats, 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 the same library where the check-out occurred.

9. What accessories come with the bicycle?

Each bicycle includes a basket for cargo, a bike bell, bike lights (front and rear) and bike light charger, bike lock and key, mini first aid kit, zippered pouch for safely securing items, and a helmet.

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 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 bicycle helmets regularly cleaned?

Helmets will be cleaned after each use.

16. What happens if I miss my Book-A-Bike pick-up appointment?

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

17. Charge your bike lights prior to riding the bike.

The bicycle's front and rear lights ensure rider visibility and safety while riding in low light conditions, be sure to charge your bike lights prior to each bike ride with the charging cable accessory that was loaned to you.