Book Bot Pilot Project Frequently Asked Questions

What is Book Bot?

Book Bot is a Library book pick-up device that will allow residents in a test area to return books and other Library materials to the Mountain View Public Library from their home once a week.

Book Bot is one of several applications of Personal Delivery Devices developed as part of a project within Google's Area 120 workshop for experimental ideas. This project is part of the City of Mountain View's pilot program to allow the use of Personal Delivery Devices which was approved by the City of Mountain View City Council on February 27, 2018.

Who is involved in Book Bot?

Book Bot is developed by Google's Area 120 in partnership with the City of Mountain View You can find more information about Area 120 at https://area120.google.com/

For reporters: Please reach out to Shonda Ranson, Communications Coordinator, City of Mountain View Office (650) 903-6302; cellular (408) 874-6632; sranson@mountainview.gov.

What is the design of Book Bot?

Google's Area 120 staff are continuously refining the design of Book Bot and experimenting with different concepts. Below are the two types of robots they are currently working on:

What are the technical specifications of Book Bot?

- Dimensions: Length 28" x Width 18" x Height 32" (without antennas, flag for visibility, or arm for operating crosswalk buttons). Dimensions may be subject to minor changes
- Weight: 100 lbs. unloaded, maximum 150 lbs. loaded
- Maximum operating speed: 4.5 mph

Where is Book Bot available?

The service area for Book Bot is currently the Old Mountain View neighborhood, bounded by West Evelyn Avenue to the north, Calderon Avenue to the west, El Camino Real to the south and Shoreline Boulevard to the east.

Are there plans to expand service?

At this time, they are focused on piloting the Book Bot in the Old Mountain View neighborhood.

What is the address of the Book Bot website?

https://bookbot.area120.com/

How do I request a Library material pickup?

A Book Bot pick-up can be scheduled at: https://bookbot.area120.com/. More information about the process is available at the Book Bot website.

When can I schedule Book Bot to pick up my Library books and materials?

Book Bot currently operates every Thursday between 11:00 a.m. and 8:00 p.m. The device will be equipped with headlights to operate after sunset. Book Bot will not operate during rain, hail or similar conditions.

How do I load Library books and materials in Book Bot?

You can drop Library books and materials into the chute on the rear side of Book Bot. The capacity is 5-10 books, depending on size. See the image below.
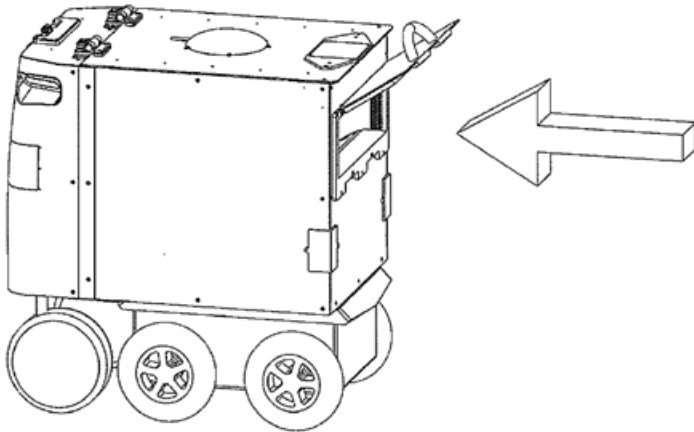
Is there a limit on how many items can be returned by the Book Bot?

Book Bot has a capacity of 5-10 Library items depending on the size of the items.

Can I return DVDs, Music CDs, and audiobooks in the Book Bot?

Yes.

How will I know when Book Bot has arrived at my location?

You will receive a notification via text message when Book Bot has arrived at your location. You will also be able to see the estimated time of arrival of Book Bot from a link you'll receive via text message.

Can I also get Library books and materials delivered?

At this time, only Library return service is available.

Does the service cost money?

No, the service is provided free of charge.

Is the Book Bot robot safe?

Safety is a priority. The device is under constant supervision by remote operators. A human handler is always present during the initial phase of the pilot.

What guarantee do I have that my Library items will be returned to the Library?

Book Bot is under constant supervision by remote operators to keep the items inside safe. When Book Bot arrives at the Library, each book will be scanned and marked as returned on your Library account.

If you do not see items returned on your account after a few hours of returning them via Book Bot, please contact Library Customer Service at (650) 903-6336.

If you scheduled a pick-up and the Book Bot did not arrive, please contact Library Administration at (650) 903-6335.

How does the Library know I returned an item?

Each book will be scanned at the Library and marked as returned on your Library account.

What if books get lost or stolen from Book Bot?

Book Bot is constantly monitored by remote operators to ensure that items arrive at the Library safely.

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