Welcome to the 2022 edition of the RIDES Wall of Shame.

The images you are about to see are real. The names have been removed to protect the innocent.
It is estimated that about **15,000** items are sent through RIDES each day.

**THANK YOU** for all of your efforts to safely get materials to their destinations without incident.

Unfortunately, sometimes things go wrong, so please be sure you are following the correct packaging procedures.
Amazon Prime Bubble Mailers

These are too busy and can get mixed up with other items the courier delivers. Turn them inside out before reusing them, but make sure they are not dirty!
Scrap Paper

It is great to use scrap paper, but do not print paging slips on paper with personal information!
Audio/Visual Materials

A/V materials must ALWAYS be packaged!

Here are some that were improperly sent in RIDES.
More Audio/Visual Problems

If you don’t have a box to send A/V, then package it in two bubble mailers. This helps to cushion the item while in delivery.

A single layer of plain bubble wrap is not a substitute.
Even More Audio/Visual Problems

Not only was this sent without a package, but it did not have a RIDES shipping label.

If it had been damaged in delivery, then the sending library would have been financially responsible since it was not properly packaged.
Cross Out Old Labels

The courier also delivers for USPS, among others.

Therefore, it is important to remove or cross off all old labels and barcodes to ensure RIDES materials do not get mixed in with their other customers.

Getting mixed up with other courier materials could ultimately delay delivery of the item.
Rubber Bands

The sender did not use enough rubber bands, or they used thin rubber bands that broke in delivery.

Clearly TOO MANY rubber bands!
Books Sent as No Pack

These books belong to PACK libraries, but they were sent in RIDES as NO PACK.

If they had been damaged in delivery, the sending library would have been financially responsible.
Package Properly!

The sending library had good intentions, but the item simply does not fit inside of the bubble mailer.

Again, the sending library would have been financially responsible if it had been damaged in delivery.
Tape/Sticky Stuff

Do not use tape/sticky stuff on items that do not belong to your library.

Poster putty was used to stick the paging slip to this book before it was sent back to the lending library.
Send Items with the Right Courier

This envelope was intended for inter-departmental mail, but unfortunately it spent some time in RIDES.
Tape is Great!
(But not too much)

Do not use a crazy amount of tape.

It is a waste of resources and time.

These pictures show the entire package was wrapped with packing tape!
DO NOT edit shipping labels. Some libraries receive their delivery through a central delivery site such as TLN.

All of these shipping labels were on one package! Please remove excess labels if possible.
Please have all staff review the RIDES Procedures
https://mcls.org/ridesprocedures

Questions?

Contact us using the RIDES Assistance Form
https://mcls.org/rideshelp