

**UNBF Bookstore Advisory Committee  
Annual Report to Senate – 2009-10  
May 2010**

**Overview**

The Terms of Reference call for the Bookstore Advisory Committee to advise the Bookstore service provider (Follett) and the University generally on the goals and operations of bookstore services on the Fredericton campus.

The main purpose of the committee is to provide a vehicle for ongoing and effective consultation and communication between Bookstore management and representatives of the broad University constituencies most directly affected by Bookstore operations. Part of the mandate of this Committee is to prepare an annual report on its activities and topics of general interest and concern. This report will be presented to both the Senate and Board of Governors of the University of New Brunswick and to St. Thomas University.

**The 2009 – 10 Membership consists of:**

Shirley Cleave, Associate Vice President Academic, Learning Environment (Chair)  
Leanne Wells, Harriett Irving Library  
Christa Canitz, Department of English  
Michael Boudreau, Dept. of Criminology & Criminal Justice, St. Thomas University  
Daniel Hambrook, UNB Student representative  
Melissa Wah, St. Thomas University Student representative  
Tim Walker, Resource Planning and Budgeting  
James Brown, Residential Life, Campus and Conference Services  
Shelley Nowlan, Bookstore Manager  
Ernie Caissie, UNBEA Bookstore representative

**Activities and Accomplishments**

The Committee met 3 times during 2009 -10 and welcomed two new student representatives: Daniel Hambrook, and Melissa Wah. As well, we welcomed Leanne Wells from the Harriett Irving Library and Donna Young from the Bookstore.

The contract with Follett, the Bookstore services provider, expired in August 2009. James Brown, Executive Director of Residential Life, Campus and Conferences Services, manages the contract on behalf of the University and guided the process to secure a new contract. A Request for Proposals was prepared and circulated. Follett was the only respondent to the RFP and their bid was reviewed with representatives of the Bookstore Advisory Committee. Following some additional negotiations, a five-year contract was signed with Follett effective August 15, 2009 on substantially the same terms as the earlier contract. Used textbooks are a significant cost saving for students and the textbook buyback policy has been maintained. As part of the contract, Follett has with some exceptions, exclusive rights to the UNB logo for clothing, etc. The University has renovated the exterior of the building that houses the Bookstore and the Bank and Follett is now engaged in renovating the inside entry area under the guidance of UNB Facilities Management.

The work that was done by the Committee and the Manager of the Bookstore in 2008-09 to redevelop the web pages and related ordering forms and to increase communication has proven to be very worthwhile. More textbook requests are being submitted on time and more instructors are using the on line order forms. These changes facilitate the ordering process for the Bookstore and help ensure that textbooks are available for the start of term. Students also benefit financially when instructors place their orders early because this enables the Bookstore to buy back more used textbooks from students and to source more used textbooks, resulting in a savings of approximately \$319,000 for students for the fall and winter terms in 2009-10. Revised procedures for course packs have resulted in many fewer course packs remaining at the end of the term while still making it possible for students to obtain course packs in a timely fashion. Any remaining course packs are ultimately a cost to the Faculty or Department so controlling course pack production is important to everyone. Improved communication with instructors and students has increased understanding of Bookstore operations and undoubtedly contributed to the reduction in complaints received by the Bookstore.

There have been some requests to extend the hours of operation of the Bookstore. Over the summer, consideration will be given to addressing these requests which might include developing a general satisfaction survey or pilot projects to test the feasibility of adjusting hours of operation. Faculty/Student Author weeks continue to be appreciated by participants, but attendance has been low at some sessions. Plans are underway to revise the scheduling and to increase promotion of these events for the coming year. The Bookstore will have an important role to play in our hosting of the Congress of the Humanities in 2011. The Manager of the Bookstore has been in communication with the Bookstore at Carleton University, the host for 2009 and will travel to Montreal to observe the operations of the 2010 Congress.

The Bookstore continues to be actively involved in the life of the University community, participating in 30 campus related reading events, book launches and conferences, holding an Authors' Week in the fall and hosting Student Appreciation events in the fall and spring.

The Bookstore Advisory Committee would welcome feedback, both positive and negative, from students, faculty and staff at any time. Comments should be directed to the chair of the committee, Shirley Cleave, [scleave@unb.ca](mailto:scleave@unb.ca).