

**UNBF/STU Bookstore Advisory Committee
Midyear Report to Senate
January 2007**

The UNBF/STU Bookstore Advisory Committee continues to deal with several Bookstore issues that are of importance to the academic success of our students and the working and learning environment of everyone at UNBF and STU. This report is being brought forward to UNBF Senate at this time to inform senators of concerns, actions, and recommendations that may facilitate improvements for the Winter 2007 term. We would welcome having the recommendations endorsed by Senate.

Coursepack Update:

- For the Fall 2006 term the Bookstore and Imaging Services worked closely with the Committee to develop a process to maximize the timely availability of Coursepacks for students while minimizing the chargeback to academic departments for unsold Coursepacks. Some hiccups remain, but we believe the new process is on the right track. The process is being refined and will be monitored closely in the Winter 2007 term.

To summarize the procedure:

- The Coursepacks are being digitized, so that future copy runs can be done faster and changes to past Coursepacks will only require the changes to be incorporated in a new file rather than redoing everything.
 - If a Coursepack is being created **for the first time**, it should be submitted to Imaging Services as early as possible, preferably at least 6 weeks before the term it is needed.
 - It is best to provide the original material (book chapters, articles, etc.), but if that is not possible, provide as clean a copy as possible, with ISBN and all other references (author, date, page numbers, etc.). When in doubt as to what information is needed, contact Imaging Services ahead of time.
 - **Professors will submit Coursepack orders and accompanying books and materials directly to Imaging Services in Marshall D'Avray Hall instead of going through the Bookstore.** Students will buy from the Bookstore and prepay for reorders at the Bookstore.
 - In an attempt to minimize departmental chargebacks for unsold Coursepacks, for most undergraduate courses, **50% of the expected enrolment will be created on a first run, with the exception of graduate courses and courses with order forms signed by the appropriate Chair or Dean.** (STU requires that *all* Coursepack order forms be signed by the appropriate Chair or Dean.) Signage in the Bookstore will alert students to the fact that a Coursepack is out of stock and that they should place a prepaid order at the front desk. They will be told the deadline for the second order and when it will be available for pick-up. Students will be able to place a one-off order if they miss a deadline.
- The Bookstore and Imaging Services held 2 Coursepack workshops during the summer, one at UNB and one at STU, but for both universities each time. Participants felt the session were worthwhile. One important lesson that emerged was that **instructors should not incorporate articles in Coursepacks when their copyright is already**

covered by our Library e-license agreement. Printing this material in a Coursepack causes the copyright to be charged all over again, which is very costly, and unnecessary, for students and for departments when some Coursepacks remain unsold. Instructors should provide their students with the links to this material instead.

- The Access Copyright charge on Coursepacks is a large part of the cost to students (and possible chargeback to departments). The Committee has learned that current copyright regulations require the copyright fee to be charged *whenever a copy is made*, as opposed to whenever a copy is sold. We are considering contacting other universities and government officials to work together to get this regulation changed.

Textbook update.

The business of running a bookstore in the current market is very difficult. The Bookstore increasingly struggles with ordering the right quantity of textbooks for courses. Both UNBF and STU have fewer students this year, but for the Fall term the Bookstore relies on the data from the previous year. Some books cannot be returned to the publisher. The Fall 2006 term saw \$200,000 fewer textbook sales than in 2005.

Students increasingly do not buy the textbooks; there is no way to predict the uptake. There seems to be a disconnect between the use students are making of textbooks and the expectations of professors. There is a balancing act between ensuring the Bookstore is responsive to the needs of students and professors and ensuring that the Bookstore can be economically viable.

Professors need to check pricing of the books they order to make sure they are as affordable as possible; they need to use the textbooks as an integral part of the course if they expect students to buy them. If a book is optional, the Bookstore needs to know.

The Bookstore Committee continues to work with the Bookstore to identify ways to minimize over-ordering while ensuring students can acquire the books they need.

The Bookstore Committee endorses the requirement that all textbook orders must include the ISBN for the book being ordered. Because more than one edition may have the same title, and books may have very similar titles, it is not possible for the Bookstore staff to determine with complete confidence which textbook is really intended without the ISBN.

The Bookstore Committee has initiated a departmental form to encourage faculty members to let the Bookstore know if they do *not* intend to order a textbook for a given course in a given term. This information is useful to the textbook manager in assessing how many outstanding orders remain.

The Bookstore will generate Open Order reports on a regular basis so that professors can know whether their books have been received or not.

Trade books.

Some people will be aware that trade books are now ordered centrally through Follett's head office in Ottawa. This has advantages and disadvantages. Some professors have commented on improved offerings in the trade (non-textbook) section. Others who have had a close relationship

with a resident buyer have expressed concerns. The current Bookstore management, under Follett, will continue to do the buying centrally. However, both our on-campus store and Follett head office are happy to work with individuals to ensure that the desired books are identified and ordered in a timely and effective way. Our own trade book department head can work with people to facilitate this.

Faculty book authors on display.

The Bookstore is excited about the initiative to enlarge the in-store display of UNB and STU authored books. The new display will be bigger and will have separate sections for UNB and STU. **UNB authors are strongly encouraged to report their book publications of the past 5-10 years to Jane Fritz as soon as possible.** STU has an impressive list already submitted to the Bookstore.

Follett Computer System update.

Many Bookstore customers will be aware that the Bookstore has been going through teething pains with a new computer system for the past year. This has been a trial for some customers and even more so for the Bookstore employees, who work hard to provide good service. The good news is that the system now produces detailed receipts for most items in stock. Staff at the front desk can accommodate any items that do not automatically generate their item descriptions.

Full HST no longer applied to textbooks with CDs or websites.

As of September 1, the federal government has rescinded its application of GST on books that contained a CD or a password for an associated website. This came about as the result of prolonged lobbying on the part of many bookstore managers and interested educators and students. One of the members of the UNB Bookstore Committee, Senator Lyle Skinner, was heavily involved in lobbying with New Brunswick's Federal Minister, Hon. Greg Thompson. This means that as of Sept 1 students paid only 6% GST as opposed to the 14% HST on all books with CDs or even Websites included in the "package".

Bookstore manager.

This Spring Sharon Fillmore, manager of the Bookstore, will be retiring after 26 years of service. The Bookstore management company, Follett, will be hiring a new manager. Follett has agreed that they will seek UNB input into the hiring process.

Submitted by: Jane Fritz, Chair of Bookstore Advisory Committee