



POLICY AND PROCEDURES

BOOKSTORE SERVICES

Code: 6.13

Category: Administrative

Effective Date: November 23, 1998

SUBJECT: BOOKSTORE SERVICES

POLICY: Lethbridge College Board of Governors authorizes the establishment of a retail bookstore operation to provide the Lethbridge College community, students and staff accessibility to reasonably priced textbooks, stationery, technical supplies, clothing and miscellaneous items.

PREAMBLE:

The mission of the Lethbridge College Bookstore is to support the academic and administrative goals of the Lethbridge College. To accomplish this, the Bookstore will strive to provide:

1. materials and services that directly or indirectly support college course work or campus life,
2. goods and services at reasonable and competitive prices,
3. generate income to augment college funding,
4. serve as a public focal point for the college.

DEFINITIONS

Textbooks: Ordered for Lethbridge College courses in accordance with requests from respective Deans, or their designate(s), and / or Faculty.

Supplies and Technical Items: Stationery items as well as items ordered that are required for courses.

Campus Wear / Crested Items: Articles of clothing in demand by the students and staff are ordered with or without the Lethbridge College imprint, to promote the Lethbridge College image and spirit. Jewelry, mugs, stationery, personal and desired items bearing the Lethbridge College name, logo, or crest; other items that might have a promotional or advertisement value to Lethbridge College.

General Books: Selection of books of interest to the Lethbridge College community including titles recommended by faculty, reference books, study aid, general reading and nursing/medical books.

Canteen: Edibles and snacks as well as personal hygiene items.

Software / Hardware: Software and hardware sold at educational price to qualified individuals only. Qualified individuals refer to faculty and staff at educational institutions, and full time students. Software and hardware is sold at regular retail price to other classification of customers.

GUIDELINES:

General

1. Bookstore Services shall be responsible for the purchase and subsequent resale of products to all members of Lethbridge College.
2. The Bookstore shall operate on a cost recovery basis, at the minimum. Cost recovery shall mean a pricing structure to cover all direct costs of acquiring goods to make them available for resale, direct costs of staffing and operating the Bookstore, and a reasonable percentage to cover any indirect overhead costs not applied through full absorption methods.

Pricing

1. The pricing of items for resale within the Bookstore, will be determined through the annual budgeting process as recommended by the Bookstore Manager. The pricing/margin structure used will allow the Bookstore to remain competitive with outside vendors, but also to supply an adequate rate of return.
2. Items are sold on a cash basis.

Refunds

1. Refunds will be available on all textbook purchases based on the following conditions:
 - a. Items are returned **no later than the final day of the course / program add / drop period as established by Lethbridge College.**
 - b. The item must be completely unmarked and not defaced in any way.
2. For non-text items, exchanges will be made wherever possible. When exchanges cannot be made, full or partial cash refunds may be given depending upon the condition of the goods being returned.
3. Computer software exchanges and refunds will only be allowed when the inside disk package remains intact.
4. Refunds will not be available on Special Order items.
5. A College Bookstore Cash Register Receipt is required for all refunds or exchanges.

Buy Back Items

The Bookstore will offer the service of Buy Back to allow students to sell previously used books.

Textbook Adoptions

The Dean, or their designate, is responsible for ordering textbooks for each course. A Textbook Requisition must be completed for each numbered course being offered, listing all texts required for that course.

Internal Printing

1. Orders for in-house printing to be sold through the Bookstore will be routed through the Book Buyer for textbook list and inventory input.
2. The Bookstore will only accept internal printing manuals that meet the requirements of the Copyright Policy / Guidelines.
3. Bookstore stock of internal printing manuals or custom published materials, which subsequently become obsolete, will be charged back to the originating department.

Sponsored Students

Bookstore Services must receive a copy of the sponsoring agencies authorization, prior to charges being allowed, indicating amount (if limited) and if it includes textbook, textbook and supplies, or supplies only.

PROCEDURES:

Pricing

1. Special orders pricing will be determined by the Bookstore Manager under the Pricing guidelines within the sales classification which the special order item would be defined.
2. Credit will not be extended for purchases in the Bookstore unless accompanied by a valid Purchase Order or other similar legitimate negotiable instrument. Lethbridge College Centres / Departments, wishing to charge items to their respective budgets, can do so by supplying a valid budget code & authorized signature.

Buy Back Items

1. Textbooks will be purchased through buy-backs from the student for two (2) weeks in April and two (2) weeks in December; said weeks to be set by the Bookstore Manager.

Textbooks will be purchased at 50% of the present list price based on following conditions:

- a. The textbook will be used during the ensuing term.
- b. The Bookstore is not over-inventoried on the particular text.
- c. The textbook is still current and not an older or out-of-print edition.

- d. The textbooks are to be in a useable condition.
- 2. The Bookstore will provide the services of a Used Book Wholesaler on campus during buy-back time periods in order to purchase books not acceptable by the Bookstore.
- 3. The Bookstore and Used Book Wholesaler will not buy back any textbooks that have been provided to faculty, staff or students on a complimentary basis. Such texts are usually marked with "Complimentary Copy" stamp or similar type of identification.

Textbook Adoptions

- 1. Textbook requisitions are due at the Bookstore for processing by:
 - April 15th.....Fall Semester
 - October 15th.....Winter Semester
 - March 15th.....Summer Session
- 2. Faculty will be bound by textbook adoptions once the order has been processed by the Bookstore. Changes to the textbook adoption after order has been processed, may result in penalties equal to at least the freight charges.
- 3. Adoption of course texts will require at least a one year commitment by faculty in order to facilitate returns, book buy-backs, notice to off-campus centres, etc.
- 4. Centres on non-semester schedules will use this ordering schedule as a guideline only.
- 5. It shall be the responsibility of the Dean, or their designate, to inform the Bookstore Manager in writing, whenever a class has been expanded, when sections have been added, dropped, or cancelled. This will serve to facilitate the re-order of additional text or attempt to stop shipment from publishers.
- 6. It will be the responsibility of the Dean, or their designate, to order texts for classes taught by sessional or part-time instructors. These instructors must be discouraged from changing texts required for the course, due to the time required for processing text orders at the beginning of each semester.
- 7. The Bookstore will be expediting textbook orders to ensure timely arrival for each term. However, Dean, or their designate(s), will be responsible for checking Bookstore shelves, at least 10 days prior to start of classes, to confirm their texts are available. Any problems should be conveyed to the Bookstore Manager for corrective action.
- 8. Departments that place orders late, requiring special handling to arrive here with utmost speed will, after consultation with the Dean, or their designate, be charged for that special service (eg. Air Express).

Out of Print / Old Editions

- 1. It will be assumed by the Bookstore that faculty will use the latest edition of a textbook.

2. Upon receipt of out of print/old edition recall notices from publishers, the Bookstore will return all overstock of old edition/out of print books for credit within the publishers deadline.
3. Faculty members wishing to keep old editions or out-of- print titles do so with the understanding that any over-stock of these books will be non-returnable to the publisher and will be charged to the originating department.

This also applies to any special print runs arranged between faculty and publishers where the normal returns policies would not apply, as well as internal printing manuals.

Internal Printing

The onus will be on Dean, or their designate(s), to see that the Printing Department has the proper originals and that copyright forms are completed. As with the Textbook policy, accuracy in ordering is urgent, with no more than one (1) year's supply ordered at any one time.

Desk Copies

1. Publishers do not send desk copies and other ancillary materials to the Bookstore. Therefore, complimentary desk copies of textbooks may be obtained by faculty writing directly to the publisher.
2. Faculty members should be aware, however, that while this material is sent at no charge from the publishers, Duty, GST, and Brokerage costs will be incurred on the declared value where the book originates from a U.S. publisher. Faculty and their respective Centres will be responsible for these costs.

Sponsored Students

Charge slips will be sent to Financial Services for invoicing to respective Sponsor.

REFERENCE:

College Management:	1993 06 29 1995 06 20 (amended)
Academic Council:	n/a
Board of Governors:	1993 09 15 1995 08 29 (amended effective 1995 07 01) 1998 11 23 (amended)