

**BOOKSTORE COMMITTEE
ANNUAL REPORT
2006-2007**

Richard Clodfelter, Retailing, Chair

For the Committee:

Laurel Baker (Library)

Chin-Tser Huang (Engineering)

Elizabeth West (Library)

Stephanie Nace (Art)

Dwight Underhill (Public Health)

Tommy Preston (Undergraduate student)

On February 15, 2007 the full Committee met with Bookstore manager, Andy Shaffer, and Helen Zeigler, Director, Office of Business Affairs and other staff members from the bookstore. Shaffer presented a report on store operations. He reported that projected sales for FY07 would be \$10,542,000, a 22 percent increase from the previous year. Information was also provided about the success of the new coffee shop addition that in one year has become one of the top producers in the southeast. Moreover, the bookstore expects to award nearly \$1.3 million dollars in student scholarship money to USC. Shaffer reported that during Fall semester, 2006, 704 titles were received from faculty members after December 15—approximately 25% of total orders. Activities used by the Bookstore to encourage timely book ordering during Fall, 2006 were also presented. Committee members discussed strategies for getting faculty members to place orders early.

During the year, only two concerns were presented to the Committee from faculty members. Both faculty members were contacted by the Bookstore manager with followup contacts by the Committee Chair. Issues were addressed to the satisfaction of the faculty members involved. Aggressive and timely efforts by the Bookstore in handling complaints and concerns have diminished the number of complaints coming before the Committee.

In February 2007, the Chair represented the Committee at a luncheon/reception at Capstone which was attended by staff members from departments and colleges across campus who are involved in the book order process. The importance of having faculty members submit book orders were stressed to participants by Andy Shaffer, Barnes and Noble Bookstore manager. Award recognitions were also made to outstanding USC staff members who helped generate large percentages of their departments submitting orders on or before the deadline date.

A suggestion from the Committee is that, when possible, there needs to be a faculty representative from the English Department on the Committee due to that department

having such a large number of book orders every semester. A representative from that department could provide more effective liaisons with faculty members there.

Two members Richard Clodfelter (Retailing) and Elizabeth West (Library) rotate off the Committee at the end of summer, 2007. New members elected to the committee for a three-year term include Kimberly Glenn (Nursing) and Karen McMullen (Library).

The 2007-2008 Bookstore Committee Chair will be Laurel Baker (laurelb@gwm.sc.edu).

Respectfully submitted on the 20th day of August, 2007,

Richard Clodfelter
Chair, Bookstore Committee