

ATTACHMENT 4.

14 November 1988

Report of the University Bookstore Committee:

Highlights and Update of Annual Report

The University Bookstore Committee met at least monthly during 1987-88.

After meeting with Bookstore management and Vice-President for Business Affairs Richard D. Wertz in January and February 1988 to discuss a number of faculty complaints about textbook shortages and ordering and pricing policies, the Committee offered the following motion in the April 6, 1988, meeting of the Faculty Senate:

MOTION. That the sentence on page 47 of the Faculty Manual which states, "Colleges or departments will provide the University Bookstore with all necessary textbook requirements 120 days prior to the opening of the specific semester or will provide the Health Science Store with all requirements 60 days prior to the rotation of courses or the opening of the specific semester"

Be changed to read:

"Colleges or departments ordering from the University Bookstore will provide the University Bookstore with all necessary textbook requirements no later than ten days after receipt of Textbook Order Forms or will provide the Health Science Store with all requirements 60 days prior to the rotation of courses or the opening of the specific semester." (New wording underlined)

The motion passed unanimously.

The Committee met on April 26, May 4, May 20, June 10, June 17, and August 5. Each of the six summer meetings lasted for a minimum of three hours. In these meetings Vice President Wertz joined the Committee ex officio and without a vote. At the first two of these meetings, President James B. Holderman assisted the Committee in drawing up a prioritized list of desired changes in Bookstore policies and procedures. As of August 5, 1988, the following recommendations from the Committee had been put into place:

- a) Revision of the Textbook Order Form (TOF) to exclude enrollment figure. [See item h. below]

- b) Advertisement of ombudsperson job; preparation of office space; hiring of ombudsperson whose official title became Director of University Relations at the University Bookstore. The new person hired is Peggy J. Lynch and she can be contacted at 777-8496.
- c) Beginning of legal negotiations for incorporation of the Bookstore [now completed].
- d) Approximately a 30% increase in number of textbooks ordered for all undergraduate and graduate level courses.
- e) Remodelling and rearranging for an expanded scholarly tradebook section. Over 1500 new titles, including many selections from the list "Outstanding Academic Books, 1988" prepared by Choice Magazine, have been placed on shelves in the store. [Grand Opening, November 30]
- f) The 50-cent charge for special orders has been eliminated. Faculty will continue to receive a 10% discount on trade books purchased in the store; special handling (rush) fees will remain in place.
- g) The gates to the textbook area have been taken down.
- h) Computer reports of course enrollments will be checked on a regular basis and textbook ordering will be adjusted as needed.
- i) On all books sold which are delivered with a price printed on the book or jacket, a freight charge shall not be added.
- j) A new buy-back policy tied to several semesters is under careful study. [To begin in December 1988 and to continue in subsequent semesters]

Because of the university administration's immediate and concerned response to the April 6 motion, and because of the good faith, speed, and generosity with which President Holderman and Vice President Wertz solicited and implemented the Committee's recommendations for change, the Committee judged it undesirable for the April 6 motion to be brought to the Board of Trustees until after December 1988.

The Committee has seen many improvements in the bookstore and is confident that the bookstore will continue to make progress. Therefore, we recommend the following motion: