

FISCAL YEAR 2006 ANNUAL REPORT

BookStore

JULY 2006

Key Personnel: Craig Roper and James Kellermann

Bookstore Advisory Committee

The Bookstore has formed an advisory committee. The committee which met for the first time in May 2006 is comprised with a number of different staff, faculty and students. The faculty selected are from various programs and disciplines. The selected staff are directly and indirectly involved with the store and no less than three or four students have been selected which two of the students will be representing the current student congress. This committee will help in many different areas. It will be a greater avenue for any ongoing or upcoming problems that students have with the store. It will provide a voice for any type of concerns that students have with the Bookstore. For instance, we can and will discuss issues concerning the high cost of textbooks. The committee will try and come up with new ideas and possible solutions to such problems. This committee will also delve into such topics as the Bookstore area and its current size. This committee will also see and report what is positive about the store and its continued advances, i.e. The new software and hardware updates from Nebraska Book Company.

Software/Hardware Upgrades

The Bookstore is in need of a major software upgrade. We are the last store remaining on Prism POS software. There are several problems that this creates and could develop at any time. One problem is the age of the software. It creates its own set of unique problems. Many of the technicians trained through Nebraska Book Company have little or no knowledge of the oldest software. Only two technicians now have a memory of working on our type of system. If our system does not break down on a regular basis, the two people who are remaining at NBC who have worked on our type of system do not receive the necessary practice to keep their skills at acceptable levels. In turn, when we do have a problem, the solution may be hours away instead of minutes because the technicians now have to return to archived books and read through material that is seven or eight years old.

Our plan is to acquire the necessary upgrades in software and possibly to purchase new hardware also. A new software system would enable the college store to move into a new facet of accountability and provide a foundation that would provide stability in point of sale and textbook management. The new point of sale software will aid in faster customer service, ease of maintenance, and better reporting. It will provide upgrades that will prove to be necessary when we purchase new hardware and registers. The new textbook management system will cut down on reentry of textbooks that have already been entered from the previous semester. The new textbook software will cut down on time spent with the present DOS type of system.

We have also recently signed annually renewable contract with Nebraska Book Company for their company to conduct textbook buyback. Signing this contract enables us to join their program that we will earn credits with their company. These credits can be spent with purchases through their company of

materials such as software upgrades like that we have previously spoken of and fixtures. If and when we decide to renovate or upgrade our software, these credits may help ease the sticker price.

2006 – 2007 Update

The store will have to have new software in place before January 1st 2007 when the new ISBN numbers officially change. Our present system will not be compatible and due to its age, our present system will not have any updates written for it. Our new goals for this system will be to further reach out to students and customers on all levels. Once the store installs the new POS system and textbook system and Datatel hooks into us, the store will have far reaching capabilities. We will have to look at the costs of everything but this system will enable us to reach out to the education centers and all online students in a better way. We will have the capability to sell textbooks online, thus eliminating the constant deliveries to and from education centers if we deem this the necessary and smart route.

Inventory Monitoring

Our goal is to have a minimal percentage of textbook returns each semester.

The Bookstore's inventory has decreased significantly since July 2004. We have taken steps to reduce inventory by ordering by historical methods. This procedure seems to be working well. There are periods during the beginning of each semester where we rush orders in from publishers but the publishers are very cooperative and the students do not seem to mind waiting a day or two to receive textbooks we have run short of from time to time.

Update: 2006-2007

We continue to monitor the textbooks in a more efficient manner. Normally, we order the same number of textbooks as the amount of students enrolled in a given class. We will also be including actual sales of textbooks moving through the store each semester once the new POS and Text system. This will give us more realistic data to research. This will also tell us if one book is more prone to be sold through the campus store or if a percentage of it is bought from other outlets.

Renovation

The Bookstore is slated for change soon. It will undergo a major renovation sometime in the next 24 months. The college store will probably become a self-serve type of store. We will enable the student to walk in to the Bookstore and select the textbooks of their choice and make their purchases. The renovation will also make it possible to provide for better comfort and accessibility to the students in comparison to the cramped area they now have to contend with. The major renovation will include repositioning check-out areas, shelving and fixtures, storage, offices, and new entrance and exits.

Update: 2005-2006

The Bookstore staff remains hopeful that renovations will proceed. Several architects were given a tour of the bookstore and our space limitations in late spring of 2005. We are hopeful that within the next twelve months we will hear of a definite date to start renovations.

Update: 2006 -2007

The Bookstore has recently been the recipient of a business class project that has been exploring the many different aspects of the store. This includes merchandise and store space available. The class project is supposed to try and come up with some innovative ideas.

Book Buyback

During the May textbook buyback, our store experimented with a new procedure of maintaining lines and creating a better atmosphere for students and staff. We rented out HB 158 and 157 and then ran computer lines to HB 158. We also prepared a long line of tables where two terminals were set up. We placed sectional dividers with signs for entrance and exit. This process flowed more smoothly than we had anticipated and the students and staff were both pleased. In addition, the staff did not have to sit out in the drafty hallway.

We will use this process whenever it is available. The only problem with this procedure is that other events are scheduled for these rooms during the same period. There were several days where we had to move out of the room and back into the hallway. We will probably have to do this during the summer buyback also, since we are using HB 158 for additional space and registers during July and August.

Update: 2005-2006

This procedure has proven to be hugely successful. We will continue this procedure as often as permitted by availability.

Update: 2006-2007

The above mentioned procedures are still successful. We have implemented some new procedures as far as warning students about theft and losing books. The instances of theft, although minimal, are greatest during buyback because of the cash returned to students when they sell their books back. We will be handing out fliers that state precautions to take when selling books back and things to do if one loses their books or if they are stolen.

New Dates for Purchasing Textbooks

The bookstore is in an exploratory stage of reviewing other colleges that offer textbooks sales to all individuals, including grant funded students, at an earlier date. I have been in close contact with a bookstore manager in Wisconsin who opens their Fall semester buying period on July 1st for the Fall semester and on November 15 for Spring semester. She has said that their lines and customer satisfaction rate have improved ten fold. With the longer period that sales are available, the student has more time to work through problems and ask important questions instead of feeling rushed through a procedure. She also went on to say that her employees feel less stressed due to the fact that they do not have to serve thousands in a couple weeks or several days period.

Update: 2006-2007

The Bookstore will begin selling textbooks to athletic students on designated times and hours starting in the Fall of 2006. We hope that this will alleviate the stress placed on the athletic student when he or she goes through the line at the beginning of the semester. This will also free up much needed time for the store associate because it takes several minutes with each athletic student to get all of their paperwork finished. If this experiment goes well, we may look into doing many other large programs the same.

Online Improvements/Advances

We have been working closely with our database manager/web team to try and create a textbook adoption system that could tie into ordering books and paying for them when a student is enrolling into classes with a counselor. We hope to have a system established to create online ordering in the next two years.

When in full operation, the system will enable an instructor to log into the site and see what he/she has in textbooks. During allocated times in the semester, the instructor will be enabled to adopt and or delete textbooks by filling in the appropriate information. This information will be gathered by the Bookstore in the last third of the semester to begin orders for the upcoming semester.

Once the Bookstore has placed the cutoff date and processed the new editions, etc. students could elect to order their books and or at least determine what books would be needed for the classes that they are enrolling in. This system, when implemented, will improve quality in nearly every conceivable area of the college store with student customer service, textbook management, and ordering. Ordering textbooks online will also be an option that students will be able to do.

Update: We are still hopeful for an online store but it will probably be at least another year before implementation. One of the things we wish to do this coming year is to bridge with the new Datatel system. Before we do this, it may not be feasible to move the store online due to many issues of financial aid, checking and credit cards.