



ADMINISTRATIVE POLICY

TITLE: BOOKSTORE POLICY

APPROVED: May 23, 1989

REVIEWED: October 23, 1997
January 25, 2001
April 15, 2004
May 5, 2008

NEXT REVIEW: 2011-2012

RESPONSIBILITY: Director, Financial Services
Manager, Bookstore

APPENDICES: Bookstore Policy Appendix 1

CROSS-REFERENCE:

POLICY STATEMENT :

The Grande Prairie Regional College Bookstore operates as a service to College students, faculty, staff and the public. The Bookstore provides its customers with required and related materials needed to succeed to the best of their ability. In addition, the Bookstore carries a selection of clothing, giftware, and other sundries which complement College life, or promote the College.

PURPOSE :

This policy exists to provide any Bookstore user a guideline as to the policies and procedures followed on a daily basis to best meet the expectations of the College.

SCOPE :

This policy applies to all staff and all users of the Bookstore. The policy and its appendix covers all facets of the operation of the Bookstore and the guidelines that should be followed.

PROCEDURES

1. The operations of the Bookstore will be managed by the Bookstore Manager who reports to the Director, Financial Services. Operations will be directed by guidelines established by the Director Financial Services and the Bookstore Manager.

2. **Hours of Operation**

Normal hours – 8:30 a.m. - 4:00 p.m. (Monday to Friday)

Extended hours will be posted during the first two weeks of the Fall and Winter semesters.

Other hours will be considered if requested with at least two days notice.

3. **Refunds for Textbooks Sold**

Textbooks may be returned for refund of the full selling price if:

- accompanied with the original sales receipt
- returned within 15 calendar days of the purchase
- the book is in new condition as determined by the Bookstore staff
- the shrink wrap has not been removed for shrink wrapped items

Refunds over \$25, will be refunded by a cheque if goods paid by cheque issued by Financial Services. If payment was made by cheque, there will be a ten-day waiting period before a refund will be issued. Refunds may be applied to other amounts due to the College.

Refunds will not be provided for:

- diskettes
- textbooks with computer software included
- textbooks that were recalled at the time of purchase
- textbooks purchased in the last 6 weeks of class (fall and winter semester)
- textbooks purchased for courses for spring and summer semesters

4. **Purchasing Authority**

The Bookstore Manager will be responsible for purchasing of materials for resale, with limits as established by the College Financial Signing Authority Policy.

5. **Pricing**

The Bookstore Manager and staff will price items for re-sale using mark-ups as determined by the College budget process. The mark-ups will be applied to the landed cost of the materials. Sale prices may be set with the concurrence of the Director, Financial Services.

6. **Book Orders**

Book Orders will be requested from academic departments and instructors before each semester to allow time for ordering, receiving, pricing and displaying the books for resale.

- 6.1. Textbooks required for fall semester - Book orders required by May 1.

- 6.2. Textbooks required for winter semester - Book orders required by October 1.
- 6.3. Textbooks required for spring or summer semester - Book orders required by April 1.
- 6.4. Textbooks that are to be held in stock for use in the spring, summer or winter or fall semester

Advice is required by April 1. Textbooks not requested to be carried over by the above deadline will be returned to publishers. If this returned textbook is subsequently re-ordered, the shipping costs of the return will be charged back to the departments.

6.5 Textbook orders for new faculty for fall semester

The department will choose a textbook by May 15th and the Chair or departing faculty will place the order with the Bookstore.

For textbook orders received later than the required book order dates, the direct shipping costs incurred to arrange faster delivery will be charged back to the department that placed the order. If textbooks are received late, then any additional costs for freight or other charges incurred in arranging faster delivery will be charged to the department that placed the late book order.

If the prescribed textbook for a course is changed after the textbooks have been ordered and shipped by the publisher, then freight and restocking charges will be charged to the department.

6.6 Charge-backs

Actual freight and restocking charges incurred are charged back to the department if 20% or more of an order is unsold.

OR

When there is ongoing, significant, unreasonable return of textbooks, in consultation with the department, there will be re-stocking charge of 20% of the book costs charged back to the department.

7. Returns to Publishers

The Bookstore Manager and staff will return all unsold textbooks after the Winter semester. This is done to avoid losses from holding textbooks, which are not prescribed for courses or that are replaced by a newer edition.

Departments are advised when textbooks are returned. If the department indicates that the book will be a prescribed textbook, or a resource book, in the following year, that textbook may be kept in inventory. Books may be returned throughout the year, especially if recalled by the publisher.

8. Instructors' Desk Copies

Instructors may be entitled to a free desk copy of a textbook. The free copy is obtained by

requesting the copy from the publisher. The Bookstore will lend a book to an instructor, if there is enough stock for the students registered, to be replaced by the desk copy when it arrives. The replacement copy must be in the same condition as when signed out. Items with shrink-wrap must be returned with shrink wrap in place.

Book loans not replaced within 30 days will be charged to the academic department.

Book loans returned after publisher new editions or recalls will be charged to the academic department.

9. Method of Payment for Bookstore Sales

Bookstore material will be sold for cash, VISA, MASTERCARD, and AMERICAN EXPRESS, debit card or cheque.

Books and materials may be sold on credit to institutional and corporate customers if a purchase order is received. Books and supplies may be sold on credit to sponsored students. Documentation detailing the terms of the sponsorship must be received by the Bookstore in advance.

College departments may purchase on an internal charge out. Office supplies will be sold to College departments at list price, less 23% discount. Books are sold at retail to departments, clothing, giftware, etc. will be sold to College departments at list price, unless promotional material.

10. Pricing and Discounts allowed to College Departments

All other items, clothing, giftware etc. if used for promotional reasons receive 10% off retail. Discounts will be allowed to College departments as follows:

- textbooks – no discount
- clothing and giftware – no discount, unless used for promotional
- sale items – no discount

- consignment items – no discount
- College logo items – 10% off
- standard office supplies – 23% off

11. Promotional Material

Promotional material or material with College logos or cresting will be carried, subject to space limitations. Quantities ordered will normally be limited to estimated sales for one semester.

12. Consignment Sales

Other College departments or members of the public may request that the College Bookstore carry items for sale on consignment. The Bookstore Manager and staff will review such requests and if a request meets their approval, the merchandise will be carried on a consignment basis using a mark-up determined by the College budget. The mark-up will be

retained by the Bookstore and the consignment cost will be reimbursed to the party who consigned the items. Promotional items from Advancement, athletic teams and other College groups will be handled in this manner.

13. Customer Orders (Not for Resale)

College departments would normally purchase goods through the Purchasing Office. The Bookstore may assist other departments locating or writing specifications if time permits.

14. Special Orders - For Books

The Bookstore will place special orders for books for College departments or individuals. A deposit of 50% will be required for special orders placed by individuals. The deposit will be forfeited if the individual does not purchase the book when it is received. The usual mark-ups will be used in arriving at the selling price of a special order book.