

## **MJC BOOKSTORE ADVISORY COMMITTEE MEETING**

**Monday, November 13, 2006**

**Noon – 2:00 p.m.**

**MJC Morris Building, Conference Room A**

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Present: Michael Adams (*stayed for about 30 minutes*), Josh Boyd (ASMJC), Wendy Byrd, Rhonda Green, Susan Kerr, Curtis Martin, Will McCombs (ASMJC), Teresa Scott (Chair), Arbella Solhkhah, Mike Torok, Gary Whitfield, Carrie Sampson (recorder)

Absent: George Railey, Doug Smith

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Teresa asked if there were any edits/corrections to the meeting summary of October 28, 2005. There were none. She then asked for any additional agenda items. Teresa added Scheduling as a discussion item.

### **Scheduling**

Teresa asked for input on how to schedule these meetings. In the past, meetings were held on Fridays in order to avoid conflicts with faculty teaching schedules. Curtis said that Friday meetings have become so widespread that it is getting harder even for faculty to find available Fridays during the semester. The consensus was to try to schedule weekdays, preferably Monday, and to hold the meetings on East Campus. It was also recommended to hold the meetings closer to the beginning of the semester, if possible.

### **Online Bookstore Requisition Demonstration**

Arbella gave a demonstration of the online textbook requisition process for faculty. Rhonda said about 85% of instructors turn in their requisitions on time, compared to 55% before the online requisition was instituted. Rhonda also stated that they hold presentations on how to complete the online requisitions at the new faculty orientations. The process begins with an email to instructors giving them a deadline and the link to the online requisition. After successfully completing the requisition, the instructor receives an email confirmation. Arbella also demonstrated the online bookstore and how students can go online to purchase their books, check buyback prices, and purchase gift cards that can be used online or in the bookstore.

### **Improving the Online Requisition System**

Some suggestions for improving the online requisition included providing more text information when you select a book from the list to add to a requisition, redesigning the “Finish Requisition Later” button, improving prior year look ups, etc. Arbella said the software company, Sequoia, will do customizations; however, the cost can be quite high. The Bookstore chose this company because it provided more book source flexibility than the other book purchasing software available.

### **Communication Between Faculty and Text Department**

Susan said it is important to keep the communication between faculty and the Bookstore text ordering department flowing both ways. She said problems need to be addressed as quickly as possible in order to avoid empty shelves on the first day of class. There continues to be problems getting the right edition of textbooks. Rhonda addressed the importance of having the correct ISBN. Publishers can have multiple ISBNs for the same text depending on how it is packaged. There was also discussion regarding not ordering enough books. Excessive inventory presents cash flow problems for the Bookstore if the books cannot be returned or sold. Curtis had a stack of emails from about 50 faculty members expressing problems they experienced this

semester with textbook ordering. Teresa asked Rhonda to analyze the issues and identify possible solutions. Curtis did note that most faculty truly appreciate the fine work of Bookstore staff and that the complaints are about the process not the staff. Rhonda said a recommendation at the Board presentation last week was to have Bookstore staff attend division and/or department meetings in order to address faculty concerns and show faculty how to better work with the Bookstore. Mike said that Science, Mathematics, and Engineering solved a lot of its ordering problems by having the Division's Administrative Secretary Sandy Vanwey coordinate the textbook ordering process. Gary noted that the first two weeks of classes is very hectic, and this is the worst time to work out problems. Rhonda noted that all textbooks should be on the shelves three weeks before semester starts. If faculty visited the Bookstore and discovered a problem with their text during this time, then it can be corrected quickly and efficiently prior to start of classes.

The following actions were identified to help improve the process:

- Provide more Customer Service staffing in the Bookstore during the first two weeks of semester. (Possibly hire retirees.)
- Have a resource person available in the Bookstore to help faculty with their requisitions.
- Make the online book requisition handbook available online.
- Notify faculty via email when textbooks arrive.
- Send faculty an email regarding the deadline for having their text added to the buyback list.
- Look into software changes to the textbook requisition screen to make it more user friendly.
- Mike agreed to present to IAC how coordinating textbook ordering through the division office works.
- Provide textbook requisition training for the division Administrative Secretaries.
- Have Bookstore staff make presentations of the online textbook requisitioning procedure at faculty/division meetings.
- Provide a status report to the division deans on who has completed their requisitions, what has been ordered, and who has not yet ordered textbooks.

### **Next Meeting/Future Agenda Items**

The next meeting was tentatively scheduled in Spring semester for Friday, March 9, 2007, 10 a.m. – Noon. However, it was the consensus to try to reschedule it for a Monday in February. Teresa encouraged members to submit any agenda items to Carrie Sampson. The next agenda should include discussion on keeping down textbook costs.