ACC Bookstore Taskforce Meeting
March 30, 2007

Attending: Carol Barrett, Duane Crowley, Richard Espinosa, Karoline Gebert, Jeanette Lien (and 3 staff members), Mark McCaffery, Marieline McGhee, Stephanie Miller, Doug Mitchell, Sara Petty, Pam Ryan, Anne-Marie Schlender, Richard Smith, Vic Smith

1) Introductions

2) Minutes approved from the November 17, 2006 meeting

3) Membership – Do we have the appropriate representative or number of members?
   a) Email any suggestions to Richard Smith (rlsmith@austincc.edu)

4) Task Force Functions
   a) The committee was asked to review the functions and offer any suggestions for changes or additions.

5) Website
   a) Update website (new web link)
   b) New site will be created with a one-stop concept for everything dealing with textbooks for faculty and staff. The site will include information on:
      i) Task Force Functions
      ii) Procedures
      iii) Policies
      iv) Course packs and copyright issues and fair use act
      v) Production of course materials

6) ACC Bookstore Video
   a) Approved to continue with subcommittee to meet in the next 3-4 weeks.
   b) Content of the video will include
      i) Placing orders
      ii) Buybacks
   c) Show to TF/Department members
   d) Stream on the website

7) ACC Bookstore Survey
   a) Sent to all faculty, classified and professional technical employees
      i) Only 43 people responded, 9 started but not completed
      ii) Bookstore staff will try to make a PDF copy of the survey and send to Karoline
      iii) Plans to have the results of all Survey’s listed on website
   b) Dr. Smith’s office to produce other survey (given at meeting today)

8) Bookstore Report
   a) Online sales are growing each year
      i) Up 13% from last Spring
      ii) Student survey suggests students wouldn’t use this bookstore if online ordering wasn’t an option
   b) New Book Sales
      i) Up 18% from Spring 2006 to Spring 2007
   c) Used Book Sales
      i) Up 34% from Spring 2006 to Spring 2007
      ii) Buyback payout was up $141,000 over last year Over $1 million dollars in buyback last year
d) Buyback Bookmarks and other signage
   i) Bookmarks have been developed and will be utilized starting this summer
   ii) Other signage has been adopted and the managers are working with the campuses to get information out at all campuses

e) Streamline Registration Integration
   i) New process that would allow students after they register for class online to order books and then go to the bookstore website and have the information already filled in for them

9) Buyback information on web
   a) Karoline reported that there were several e-mails received about the buyback process after it was posted on the website for the end of fall semester. Most comments dealt with the timeline for buybacks.

10) Book ordering concerns and issues
    a) Informing bookstore of textbook changes
    b) Last minute book changes from the department
    c) Textbooks not ordered and bookstore finds out about it from student syllabus
    d) Wrong book ordered
    e) Change of faculty who then order different books
    f) Timely communication on book orders from faculty to department to bookstore
    g) Instructor Prepared Materials
       i) Wrong materials copied
       ii) Bundles are created without it being accurately reflected in datatel

11) Materials Ordering Policies and Procedures for Faculty
    a) Development of Administrative Rule – we will be developing this soon and get the approval by ACAC.

12) Spring Semester
    a) Bookstore staff goes on site each semester to verify that the correct book and number are on shelf
    b) Secret shoppers visit every store each semester.
       i) Want to achieve 95% satisfaction rating
          (1) Highest RGC 95%
          (2) Lowest PIN 80%

13) IT Changes to Textbook System
    a) Changes that were suggested by the sub-committee and approved by the committee at the last meeting will be placed on the IT schedule for FY08.