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## BOOKSTORE OPERATIONS

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**PURPOSE:** Boise State University maintains a bookstore that provides textbooks, general books, supplies, gifts, computers, hardware and software and services for the university community. The Bookstore is the exclusive authorized supplier of all academic books, software, supplies and computers for resale purposes on the Boise State University Campus.

### **I. Textbook and Academic Supplies Requisitions**

The Bookstore provides a special textbook requisition form for faculty use in ordering textbooks and a different requisition for the ordering of required supplies and optional reading materials. These forms are available from each departmental secretary or at the Bookstore. An average of eight weeks is required for delivery of texts and supplies and to prepare them for sale. Textbook requisition information is available to requesting entities at a reasonable charge.

### **II. Requisition Approval**

Approval of all requisitions must be provided by the department chairperson or unit head of the concerned department or unit. Approval of any change of title or new adoptions should be secured well in advance of the actual need.

### **III. Textbook Changes**

The University policy in using texts has been a minimum of a two-year period before changing another title. The Bookstore will change titles upon sufficient advance notice providing existing inventory of currently used text is returnable. Arrangements for disposal of existing inventory should be made at little or no financial loss to the Bookstore. Therefore, the faculty member anticipating changing a text or required supply items should consult with the Textbook Manager.

### **IV. Textbook Inventory**

Faculty members are urged to requisition the same number of texts as the anticipated course enrollment. The Bookstore will subsequently obtain both used and new texts equaling the number of students registered for the course in previous semesters, and possibly additional stock for increased enrollments. The quantity of books ordered will be determined by the Bookstore.

### **V. Desk Copy**

Most publishing companies will provide desk copies if a text has been adopted for class use. Faculty members should send the desk copy request directly to the publisher concerned, at least six weeks before anticipated use. If a temporary desk copy is required, it may be obtained from the Bookstore under the following conditions:

- A. Faculty members may pay for their books at the time of pick up or charge with a requisition number.
- B. A dated receipt will be issued by the cashier at the time of purchase.
- C. If the book is returned within 90 days with the receipt, a full refund will be given. Books must be unmarked and in new condition.
- D. No refund will be given after 90 days.

## **VI. Accounts Receivable Sales**

- A. Merchandise will be sold on an accounts receivable basis to all approved service and business organizations.
- B. Merchandise can be sold at wholesale for the purpose of resale to businesses who derive their income primarily from students and other educationally related sources.
- C. The Bookstore will charge merchandise to departmental accounts only upon presentation of a requisition or purchase order number from the department. Individual charge accounts are not available.

## **VII. Returns and Refunds**

The Bookstore will, when possible, accept books for cash refund. To receive 100% refund the following conditions must be observed:

- A. Textbooks must be returned within the first month of classes. The cash receipt must be presented. There is a two day refund on purchases after this period. Refund period for summer session is two weeks.
- B. Books must be absolutely free of all markings and be in salable condition for refunds.
- C. Defective books will be replaced at no charge and should be returned at once.

## **VIII. Services**

The Bookstore will provide services to the University community that are consistent with and complementary to the mission of Boise State University.

- A. Special orders may be placed with the Bookstore. A reasonable deposit may be required.
- B. A 10% discount on supply items and a 10% discount volume discount on imprinted gift and clothing purchases through the Bronco Shop will be given to recognized University departments and Boise State University student organizations.

The office and school supply department offer a 10% discount on all supplies and computer accessories; larger volume discounts are also available. Any recognized university department or Boise State University student organization qualifies.

- C. All general books are discounted 10% every day. Books on the New York Times Bestseller List are discounted 30% (hardbacks) and 25 % (paperbacks).
- D. American Express, Master Charge, Visa and Discover credit cards are accepted.
- E. Check Cashing Policy:
  - 1. Checks for the amount of purchase require one form of picture identification (preferably a BSU ID). If a picture ID is not available then two forms of identification are required. Preferable forms of identification are driver's license, student ID card, bank card or guarantee card.
  - 2. Checks for cash or over the amount of purchase require one form of picture ID (preferably a BSU ID). There is a \$50.00 limit on cash given out over the amount of purchase.
  - 3. BSU student payroll checks may be cashed for up to \$250.00 with one form of picture ID (preferably a BSU ID).
  - 4. Counter checks and deposit slips are acceptable under special conditions at the discretion of the Bookstore management.
  - 5. Two party checks are not acceptable.

6. If there are any outstanding bad checks or outstanding service charges for a customer and the customer brings books to the buy-back counter, the Bookstore will proceed in one of two ways:
  - a) The refund will be applied to the amount of the outstanding bad check(s) with the balance, if any, given to the customer at the charge desk.
  - b) If the customer says they have paid Checkrite, the Bookstore will verify via the telephone, then proceed to refund as usual if payment has been made.
- F. The Bookstore will handle the printing contracts and sale of manuscripts duly authorized by faculty department heads.
- G. The Bookstore has a buy-back counter and buys books every business day which will be used in the various courses on campus, or books which the wholesale book dealers will purchase from the Bookstore.
- H. The Bookstore Computer Shop offers Apple and DOS based computer systems, software and a full line of support peripherals to the students, staff and faculty at educational prices.
- I. The Bookstore offers free delivery to any department on campus for any merchandise purchased from the Bookstore.