

# MEETING MINUTES

## Bookstore Advisory Committee

12/12/18 11:00 AM – 12:00 PM

1. Introductions
  - a. Advisory Committee members present
    - i. Anjana Adhikari, Mary Hensel, Nancy Ferguson, Matt Sirinek, Tim Sternke, Mary Meier-Ramstack, Tyler Ratkowski, Pam Watters
2. Presentation
3. Partnership Overview
  - a. Different style than previous partner
  - b. Focus on service
  - c. Campus Integration
    - i. Working to get systems running
  - d. Faculty adoption convenience
    - i. Assist with issues
    - ii. Adoptions currently at over 80%
    - iii. Recognize needs and evolving over time
  - e. Student Textbook affordability
    - i. Keep prices down as much as possible
  - f. Convenience of website orders
    - i. User-friendly
    - ii. Offers full scale of products
  - g. Support system for students and staff
    - i. Here to provide service
    - ii. Busy with rental returns
  - h. Monthly revenue to University
    - i. Return portion of proceeds goes back to CU
4. Online Textbooks
  - a. New Virtual Bookstore
    - i. Carrollu.bncollege.com
    - ii. Order all books online
    - iii. Sign in with student accounts
    - iv. Partnership with Missouri distributor
  - b. No textbooks in store starting 2<sup>nd</sup> Semester
    - i. Working on communication to students
    - ii. More communication needed via social media
    - iii. Ensure financial aid sources are notified
    - iv. Consistent language in all communications about physical bookstore going away
    - v. Working on additional messaging

- vi. List serves for academic programs
  - vii. Concerns about getting books at the start of classes
    - 1. Delivery timeframes may be up to 1 week
    - 2. Issues for students who don't order books ahead of time
    - 3. Expect a learning curve
5. Social Hub
    - a. Instagram account for B&N
    - b. Get word out
  6. Bartleby
    - a. New rollout for 2018
    - b. Online study solutions
      - i. Resources for students to help with homework and textbook questions
      - ii. Monthly subscription
        - 1. First month free
        - 2. \$9.99 per month after first month
    - c. Integration with textbook request?
    - d. How is this different?
      - i. Individualized study guide
      - ii. Live assistance
  7. Cengage Unlimited
    - a. Instant access
    - b. Subscription service of entire catalog
      - i. Three options for 1 semester, 1 or 2 years
      - ii. Keep up to 6 ebooks up to one year after subscription expires
  8. Designs
    - a. Ideas for gear
      - i. International flags with CU logo
      - ii. State of WI image with PioPete
    - b. Open to other suggestions and ideas
  9. Attend Senate Meeting
    - a. Look at first week in January for Tim to attend