



TEXTBOOKS F.A.Q. FOR FACULTY – Part 1

Deadlines, Requisition Forms & the Bookstore Process

A. Deadlines

1. We know it doesn't take months for textbooks to arrive from a publisher these days - why do we have to turn in our book requisitions so early?

- **Data entry:** Verifying and entering into our textbook management database all the information for more than 1500 courses and 2500 titles per major term takes a lot of time, and this step must be completed before buyback or publisher orders can take place.
- **Research:** Calling about new editions, potential stock problems, etc. also takes time. If a book has gone out of print and must be replaced, it may take several weeks for you to find and review desk copies from which to choose your replacement. Custom publications and duplicated works take time to arrange and obtain permissions.
- **Used books.** Our best source for used books is students, and in order to buy books from them we have to know which books we'll need. Our next best source, wholesale used book companies, operate in a very competitive market in which the first stores to begin ordering are more likely to get the used books.

For all these reasons, we have established the following requisition due dates for each quarter (give or take a few days). Your cooperation in complying with these deadlines will make it much easier for us to provide the best service to students.:

Fall @ May 21 Winter @ October 15 Spring @ January 20 Summer @ April 15

2. I was just assigned a class at the last minute, and it's after the deadline already. Does this mean you won't order my books?

Of course not! What it does mean is that the chances of finding used books are greatly reduced, and the likelihood of stock problems, shipping errors or other unforeseen problems delaying the arrival of your books is increased, but if we only have a few late orders per quarter we can usually solve such problems. We understand that some late orders are just inevitable and we'll do everything we can to deal with them swiftly.

3. How do I get a desk copy or instructor manual?

Publishers usually prefer that your department contact them directly, via a mailed or faxed form, online, or through the local sales representative. However, we'll be happy to help you get the right contact information. We also have a **link on our store website to the Faculty Center**, a site where instructors can research possible textbook options and request desk copies. If need be, we can sell instructors books to use until their desk copies arrives from the publisher, at which point they can get a full refund.

B. Textbook Requisition Forms.

1. How are the requisition forms distributed?

We print out requisition forms reflecting what each department used the previous year (or previous quarter depending on what the secretary requests) about four weeks before the requisition deadline. We give these forms along with instruction brochures to the department secretary or the textbook coordinator for the department to distribute to faculty.

2. Am I filling them out right?

- “Estimated Enrollment” refers to how many students you actually expect to take the course.
- Make sure book information includes the author, title, ISBN and publisher. Remember that the correct ISBN to order books for students is usually NOT the same as the instructor copy’s ISBN.
- If there is a package or custom edition or anything at all unusual about the title, make sure you include that information.
- Please make it clear if a given title is consumable (fill-in) - we can’t always tell from the title and if so, if it is alright for us to sell used copies.
- If you will be using the same materials -same author, title, edition, everything, circle “Y.” If you will NOT be using the same book cross it out.
- Circle “REQ”for required and “REC” for optional.
- If you will be using additional items write them out below.
- New editions, bundles, custom versions of textbooks all count as new requisitions - please include all pertinent information.

3. I don’t require books for my classes - do I still need to turn in a form?

We like to have that information as well, because it helps us better answer students’ questions. If you don’t require books per se, but there are specific supplies - i.e. art supplies, computer disks, a particular type of notebook, etc.- that you do require, list them on the requisition form. That lets us know to be sure to have those items in stock, and also helps us serve students’ needs.

4. Do I turn my requisition in directly to the Bookstore when I’m done?

That is up to each department. Some prefer to have all requisitions go through the chair before we get them back, others departments leave it up to each instructor. Check with your department secretary or chair first!

5. Can I order my books online?

Yes! Go to www.broncobookstore.com and click on “Textbook Requisition Form”. There is a simple online form to fill out that will be emailed to the Book Division Director and to the faculty requisitions clerk. You can also email sashellner@csupomona.edu or smdonnelly@csupomona.edu.

C. What does the bookstore do with requisitions once they’re turned in?

1. Research & Data entry.

When we receive faculty requisitions, we verify the book information, check current inventory (if any) and look up sales and enrollment history for that book. Once we’ve made our decision about quantities to provide and made our best guess about how many we’ll be able to buy back from students we enter the information into our store system.

2. Order Quantity Decisions.

PLEASE NOTE: Bronco Bookstore does edit order quantities from what was entered as the “requested” amount. We base our stock quantities on past sales and course history and do our best to accurately forecast sales. If we run out of a book we will automatically rush re-order it during the first two weeks of the quarter.

3. Search for Used Books.

As soon as requisitions are entered into the system and edited we begin sending “want lists” to various used book companies that list the books and the quantities we need. We ask these wholesalers to “hold” any books they do have for us until a certain date and keep adding to that “bin” until the ship date arrives. We keep this process up several times a day from the day we get our first requisition for a term until after orders to publishers are cut. So, if you make any changes in your texts or if a class is canceled, we need to know right away in order to cancel any used book “bins” we might have for those titles.

4. Buyback.

We buy books from students year round, and what students are offered for those books depends on whether we’ve received requisitions for the next quarter yet or not. The best time for buyback, for students and for us, is finals week each quarter.

Buyback depends on requisitions. If we don’t know for sure that we need a book, we can only offer the student the national used book companies’ wholesale price (usually 10-20% of the retail price) and then we sell it to a wholesale company. Only those books that we know for sure will be used the next quarter are bought at 50% of the original price and kept for the store.

5. Publisher orders.

About 5-6 weeks before the start of the quarter, we order new books from publishers for all the copies we weren’t the wholesalers and don’t think we’ll get from buyback. As soon as we get confirmations from publishers, we notify departments and instructors of any problems or delayed books and the potential solution options.

These orders begin arriving within a week to two weeks after that, and it takes us a while to get everything unpacked, priced, and shelved. Occasionally during this period problems that weren’t listed on the confirmations crop up - shortages, wrong books, etc. - that go undetected at first until the initial receiving crush has been cleared, but once we are aware of a problem we contact the publisher immediately. We will let the instructor know as well, and tell him/her the steps we (and/or the publisher) are taking to correct the problem.

6. Setting the textbook sales floor and shelf tags:

At the same time we order from publishers, we print shelf tags and place them on the sales floor where the books are supposed to go. The information on shelf tags comes directly from requisitions we entered. It’s always a good idea for instructors to visit the store before classes begin and make sure that the information on the shelf tags accurately reflects what students will be expected to buy.

7. Bookstore Follow-up reports.

After the deadline, we run regular reports listing the books each department has adopted. We send these reports to the department secretary to review for accuracy. We encourage all faculty to check these lists and make sure that what we entered from the requisition forms is what they intend to use. Our hope is that regular review of these lists will catch any errors or omissions long before the books are on the shelf (or in students’ hands). After the quarter is under way, we will also send reports about textbook sell-through and send notices about books that have not sold, or are about to be returned to the vendor.

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BRONCO BOOKSTORE'S mission is to provide a complete range of goods and services to support the University learning community in meeting their academic and individual needs, at the lowest possible prices consistent with sound business policy, with a commitment to service excellence. Its diverse selection of books, collegiate clothing and supplies reflects the wide variety of backgrounds and interests that make Cal Poly Pomona a world-class institution.

The Book Department of BRONCO BOOKSTORE is here to serve Cal Poly's learning community of students and faculty by ensuring that all course materials necessary for student success are available and correct. We believe the best way to accomplish this is for instructors and bookstore staff to work together and communicate.

Please feel free to contact us anytime with your questions or concerns regarding textbooks or stop by the store and visit.

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