

Bronco Bookstore UPDATES

Spring & Summer
2014



FALL QTR.
REQUISITIONS
NEEDED BY
May 9, 2014

Spring Textbook Rental
Return Deadline
June 13, 2014

Textbook Inventory Day
May 2, 2014
**Textbook Department
Closed - The rest of the
bookstore areas will
remain open.**

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Reminder

FACULTY DESK/ REVIEW COPIES

Spring and summer is usually when our faculty start working on updating the course materials they'll assign next academic year, either transitioning to the latest edition of their current textbook, or searching for completely new books. So now is a good time to remind faculty and academic support staff about the process for requesting desk and review copies from publishers.

Bronco Bookstore does not place desk/review copy requests directly, because instructor copies of assigned texts are considered to be the property of the university. Also, most publishers prefer that these requests come directly from faculty or the academic department rather than the bookstore out of concern that faculty copies may end up in the hands of students. That said, our textbook staff is happy to help you find the correct publisher contact information. Just call or email our faculty requisitions coordinator Stacie Shellner at 909-869-3751, sashellner@csupomona.edu, or use our textbook dept. email textbooks@csupomona.edu.

Most publishers have a page on their website to for submitting desk/review copy requests, and we have links to those resources for the biggest textbook companies on the Faculty Resources page of our website. Contacting the local sales representative for a given publisher is also a quick and easy way to request your book and other instructor materials. For smaller companies, you may need to either call or send a printed request.

Regardless of contact method, almost all publishers will ask for the following information before fulfilling a desk copy request:

1. Institution and academic department
2. Faculty name and contact information
3. The academic term, name and number of the course the request applies to
4. Expected enrollment of the course
5. Shipping address (some publishers will only ship to the department or institution, but most will ship to a professor's home address).



www.BroncoBookstore.com

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FACULTY DESK/REVIEW COPIES - reminder

If you are comfortable using e-books, we recommend checking www.CourseSmart.com for a digital desk copy. Once you establish your faculty account and the publisher verifies the request, you'll have instant access to your book, no waiting for a physical shipment. CourseSmart handles titles from all the major publishers, and their e-reader platform works on both Mac and PC computers, as well as most tablets and mobile devices. You can have as many virtual desk copies on your 'bookshelf' as you need.

Of course, some requests can't be submitted until close to the start of the term, for example if you get a class assignment late or take over another person's course. If you've requested a desk copy from the publisher but still haven't received it in time to prep your classes, we allow faculty to borrow a copy from our stock (if available) until that book arrives from the publisher. You'll need to come to the Book Information desk to fill out a form, and we just ask that you return the borrowed copy as soon as possible.



www.CourseSmart.com

Cal Poly Pomona Publisher Contacts

Publisher	Contact Name	Phone number	E-Mail	Discipline
Bedford, Freeman & Worth/St. Martin's Publishing	Janet Griebel	(949)231-0793	jgriebel@bfwpub.com	
Broadview Press	Bryanne Miller	(403)232-6863	bmiller@broadviewpress.com	
Cengage Learning	Kristi Bibbey	(909)238-5020	kristi.bibbey@cengage.com	Business
Cengage Learning	Beverly Sims	(626) 524-4263	Beverly.sims@cengage.com	Humanities
Cengage Learning	Greg Sabo	(562)666-5251	greg.sabo@cengage.com	Temp for Math, SCI,
CRC Press Taylor & Francis Group	Susie Carlisle	(561)998-2538	susie.carlisle@taylorandfrancis.com	
Hayden McNeil	Wendy Hurst	(734)664-3928	whurst@hmpublishing.com	
Human Kinetics	Kari Testory	(217)403-7609	karit@hkusa.com	
>Clicker	Shannon Frame	(604)803.8771	shannon.frame@macmillan.com	
Kendall Hunt Publishing Company	Erika Hermsen	(563)581-4597	ehersmen@kendallhunt.com	
McGraw Hill Education	Bo Cross	(424)666-9077	bo.cross@mheducation.com	Math, Science
McGraw Hill Education	Rebecca Sommers	(626)430-1035	rebecca.sommers@mheducation.com	Business
McGraw Hill Education	Courtney Johnson	(520)440-2932	courtney.johnson@mheducation.com	Custom
Morton Publishing	Karen Liguornik	(303)761-4805	karenl@morton-pub.com	
Oxford University Press	Patrick Thompson	(949)275-8082	patrick.thompson@oup.com	
Pearson	Amy Amaya	(951)442-1352	amy.amaya@pearson.com	Humanities (PSY, SOC, HST)
Pearson	Katherine Chong	(714)255-1378	katherine.chong@pearson.com	Math, Science
Pearson	Arthur Garcia	(626)755-9134	arthur.garcia@pearson.com	Custom Solutions
Pearson	Quynh Nguyen	909-224-6789	quynh.nguyen@pearson.com	Econ,Engineering,AG, CIS/CS
Rittenhouse	Adam Barrett	404-963-1254	adam.barrett@rittenhouse.com	
Sage	Julie Meinecke	(805)490-5963	julie.meinecke@sagepub.com	
Virdocs	Shannon Godfrey	(312)878-8586 x106	shannon@virdocs.com	Digital Course packs
W.W. Norton Inc.	Elizabeth Pieslor	(310)560-2342	epieslor@wwnorton.com	
Wiley	Jenny Geiler	(909)921-1339	jgeiler@wiley.com	
XanEdu	Paul Grillos	(480)584-9743	pgrillos@xanedu.com	Digital CoursePacks

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WHAT YOU SPEND ON CAMPUS...STAYS ON CAMPUS

Presidential Order Reminder & Special Order Tips

In 2009 President Ortiz issued a campus presidential order requiring Cal Poly Pomona faculty and staff to use Cal Poly Pomona Foundation services rather than using off-campus vendors. The order reads: "Cal Poly Pomona faculty and staff will be required to use Foundation services (including the bookstore, food service, catering or campus lodging) for all state or foundation business. The Cal Poly Pomona Foundation will have the sole right to waive this agreement on a case-by-case basis, depending on the circumstances of the event.... Any deviation from these practices may result in the denial of reimbursement or funding."

The intent of this directive as it applies to the bookstore is that campus purchases of the types of merchandise we carry should go through our store. This means books, DVD's, computers hardware and software, technical and academic supplies (*ordering office supplies through the CSU Office Max agreement is allowed), and all Cal Poly Pomona imprinted apparel and merchandise. This requirement applies regardless of whether we have a specific item in stock as long as it is a product we can order, and regardless of price quotes from other vendors. The order does not require faculty and staff to order items that are clearly outside of our normal merchandise assortment from us – for example purchases of farm equipment, animal feed, wheelchairs or generators don't require a waiver from us.

To request a waiver, contact either the store director Clint Aase (craase@csupomona.edu) for merchandise requests or associate director Suzanne Donnelly (smdonnelly@csupomona.edu) for course materials and book/media requests. Let us know the specifics of the product/s you are requesting the waiver for, and your reason for requesting the waiver. Pricing is not grounds for a waiver, but production/delivery timelines or restrictive vendor policies (i.e academic/professional associations that only allow members to order) may be. You should contact us first before assuming a waiver will be granted. Please note, department manager/buyers are not authorized to grant waivers, and will forward requests to Clint or Suzanne for approval.

We know this directive may sometimes frustrate some campus customers, but please remember that Bronco Bookstore exists to support the educational mission of Cal Poly Pomona. As part of the Foundation, any surplus funds we generate in excess of our expenses go back into supporting the university through various Foundation programs, not to stockholders or private interests.



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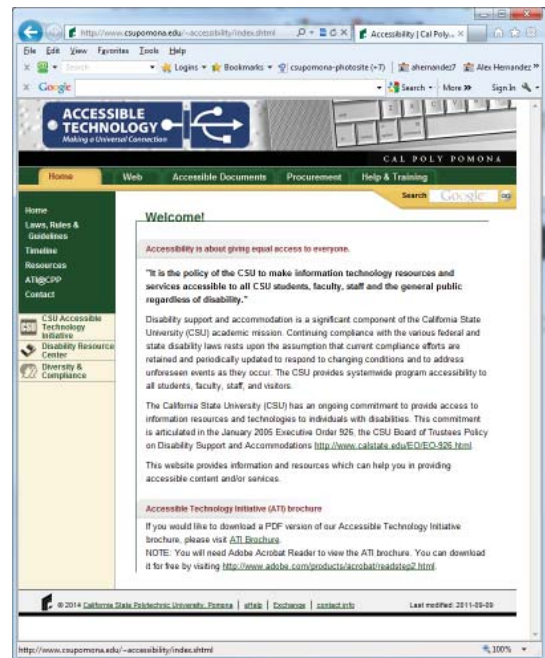


Special Order Tips

Filling merchandise requests from our campus community is part of our mission here at the bookstore, and we want to make sure we respond to your orders efficiently and quickly. To make it easier for us to help you, please make sure to:

1. Contact us by email.
Email contact points for bookstore departments:
General bookstore contact: bookstore@csupomona.edu
Computer/Technology/Supplies: computerstore@csupomona.edu or bdfetterman@csupomona.edu
Books/Course Materials/Media: textbooks@csupomona.edu or sashellner@csupomona.edu
Clothing/Gifts: lucero@csupomona.edu
2. Contact us for a quote as soon as you decide to purchase a product that may need to be special ordered. This will help avoid rush charges and give us more time to secure the best pricing possible.
3. Include as much information about the product you need as possible, and the quantity needed. For books please make sure to include author, title, ISBN, publisher and copyright year if possible.
4. If you are ordering media for classroom use, keep accessibility for students with disabilities in mind when selecting your materials (ie. Captioning for videos). For more information on accessibility and campus purchases, please visit the campus ATI page: <http://www.csupomona.edu/~accessibility/index.shtml>
5. Let us know the date the product is needed and if it is for a specific event.
6. Let us know the payment method for the order (state account, campus purchase order, Foundation account, or p-card) and if there is a closing date on the funds to be used (i.e. at the end of the fiscal year) or other limits (i.e. more than \$1000 needs a Dean's signature). Account charges can be "precharged" if need be, but all p-card sales need to be signed for by the purchaser when the sale is rung up.
7. Let us know who we should contact when the product arrives, who will be responsible for picking it up* and who is responsible for signing for the charge.

(*For large orders, we can arrange delivery, let us know if that will be necessary.)



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Textbooks Refunds

Summer 2014

SESSION A: 10-WEEK SESSION, 6/23– 9/5/14

May 19 - JUNE 26 Last day to return is June 26. Register Receipt dated between May 19 and June 26 required.

SESSION B: 1st 5-WEEK SESSION, 6/23 – 7/29/14

May 19 – JUNE 26 Last day to return is June 26. Register Receipt dated between May 19 and June 26 required.

*** SESSION C: 2nd 5-WEEK SESSION, 7/30 – 9/5/14**

* All Session C Returns Last day to return is August 5. Register Receipt dated between May 19 and August 5 AND copy of student's class Schedule reflecting enrollment in Session C required. Sorry, No Exceptions

RENTAL REFUNDS:

6/26 is the last day to return a rented textbook for a refund or convert the rental to a sale for the difference between the purchase and rental price. After 6/26/14 all rentals are 'final' and returned books will not be due a refund. Students who decide they want to keep a rented book after that date must pay the full used retail price.

RENTAL DUE DATES:

Session A & C: September 5 2014

Session B: July 29 2014

Students are responsible for rental non-return charges after those dates

Fall 2014

REGULAR REFUNDS

8/25-10/1/14: Register receipt and photo I.D. required for refunds on textbook purchases or rentals.

DROPPED CLASS REFUND PERIOD

10/2-10/8/14 Register receipt, proof of dropped class and photo I.D. required for refunds of textbook purchases or rentals.

RENTALS:

10/8/14 is the last day to convert a textbook rental to a sale for the difference between the rental and the purchase price. After 10/8 all rentals are 'final' and returned books will not be due a refund. Students who decide they want to keep a rented book after that date must return the rental and then re-purchase at the full used retail price.

RENTAL DUE DATES:

Fall rentals due back to store by the close of business 12/12/14, no exceptions. Students are responsible for non-return charges after that date.

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Dates to Remember: Spring-Summer-Fall 2014

Date	
4/7/14-6/13/14	Regular Spring hours M-Th: 7:45am-6:30pm Fridays: 9am-4:30pm
4/15/2014	Summer Requisitions due
5/2/2014	Textbook Dept. closed for quarterly inventory.
5/5/2014	Bookstore begins shipping back unsold Spring texts not adopted for Summer or Fall
5/2/2014	Summer books available on bronco bookstore.com for preorder
4/30/2014	Last day to order rental commencement regalia without rush charge
5/9/2014	Fall requisitions due- registration opens May 14
5/19/2014	Summer textbooks start to arrive
5/23/2014	Last day for requisition incentive program
6/5/14-6/13/14	Spring quarter finals buyback
6/13/2014	Rental return due date for Spring textbook rentals
6/16/2014	4/10 summer schedule begins, bookstore closed Fridays thru the summer
6/23/2014	Summer 10-week and 1 st 5 week classes begin
6/26/2014	Last day for textbook refunds for Summer 10-week and 1 st 5-week sessions
7/14/2014	Fall shipments start to arrive
7/28-7/31/14	Summer mid-term buyback
8/5/2014	Last day for textbook refunds for Summer 2 nd 5-week session (proof of registration in that session required).
8/11/2014	Last day for faculty to submit requests for customized or bundled materials with sure arrival by Welcome Week
8/18/2014	Bookstore begins shipping back unsold Summer texts not adopted for Fall
9/1/2014	Closed for Labor Day
9/2-9/5/14	Summer closing buyback
9/5/2014	Final rental return due date for Summer textbook rentals
9/8/2014	Last day for faculty to submit requests for regular course materials with sure arrival by Welcome Week
9/25/2014	Fall classes begin
10/1/2014	Last day for regular refunds for Fall textbooks
10/8/2014	Last day for dropped class refunds
10/17/2014	Winter 2015 requisitions due
10/25/2013	Textbook Dept. closed for inventory
11/3/2014	Bookstore begins shipping back unsold books not requested again for Winter 2015
12/4-12/12/14	Fall finals buyback
12/12/2014	Last day to return Fall rental textbooks.