



DSLCC Bookstore Policy

I. STATEMENT OF PURPOSE

Provide support to Dabney S. Lancaster Community College by creating an excellent campus bookstore. Contribute to education and to support the goals of Dabney S. Lancaster Community College based on its mission statement, as well as the mission of the VCCS. Be an integral part of Dabney S. Lancaster Community College by developing partnerships with students, faculty, staff, and administration. Excel and continue to be innovative in customer service, store design, merchandise selection, and store operations. Conduct business in accordance with high ethical standards.

II. ADMINISTRATION

All employees of the bookstore are employed by Dabney S. Lancaster Community College. The Manager of DSLCC Bookstore works directly with the Business Manager and Accounts Receivable in the Business Office under the supervision of the Vice President for Financial and Administrative Services.

Any suggestions for improvements for the Bookstore are always welcomed and should be directed to the Business Manager or the VP for Financial and Admin. Services.

III. POLICIES

A. Selling Policy

All merchandise is sold on a cash basis (including personal check, VISA, Master Card) or is charged as an accounts receivable. Accounts receivable accounts are setup for student financial aid, third party sponsors, and DSLCC departmental charges. Departmental charges are billed to departmental accounts by the Business Office as charges are incurred. Each department receives a record of charges made to its account. Faculty and staff members receive a 10% discount except for computer software, clearance merchandise, and some special orders.

B. Returns Policy

All returns must be accompanied by a sales receipt and must be within 2 weeks of purchase date. Books that were in shrink wrap when purchased must have the shrink wrap still intact at the time of return. Returns are processed in the form of an exchange, credit towards a credit card, or a check from the business office. The Bookstore does not give cash returns. Financial aid returns are posted to the student's account and must be done during the first 3 weeks of class. Software is non returnable unless it has a factory defect.

C. Pricing

1. The pricing of textbooks is established using the net price charged by each publisher plus a percentage mark-up not to exceed 25%. Freight charges are not added to the price of a textbook.
2. The pricing of non-textbook merchandise is set on industry standard margins.

D. Desk Copies

Departments are responsible for ordering their own desk copies from the publisher. In cases where publishers do not furnish desk copies, faculty members may purchase these desk copies by charging them to the appropriate department with approval of the Department Head. If the desk copies are returned within two weeks of the start of a new semester in new condition, free of all markings, full refund credit will be given.

E. Textbook Requisitions

All textbook requisitions are submitted to the DSLCC Bookstore Manager via inner office mail, in person, or electronic mail and must be on the Textbook Order Form. This form is available as a PDF on the Bookstore Webpage, or an Excel Workbook can be supplied upon request. **A Textbook order form must be submitted for every class, even if a textbook is not used, and even if the textbook is the same one used for previous semesters. It is imperative that all textbook information sent to the Bookstore be up to date and accurate.** It is the department head/instructor's responsibility to check for new editions. However, due to early submittal requirements as discussed below, a new addition may become available after the textbook order form has been submitted. In these cases, the Bookstore Manager will notify either the department head and/or the instructor with the information on the new edition.

Textbook quantities stocked for classes are based on estimated enrollments, prior sales history, and registration figures from the Registrar. In order to be compliant with the new Higher Education Opportunity Act regarding textbook disclosure¹, textbook requisitions must be received by the bookstore by October 1 for the Spring semester, and March 1 for the Summer and Fall semesters. If these deadlines should fall on a weekend, textbook requisitions will still be accepted the following business day. The goal of the DSLCC Bookstore is to ensure all educational materials required by faculty are stocked in sufficient quantity on the first class day to satisfy the need of each student.

F. Bookstore Email Notifications/Announcements

The bookstore will occasionally need to contact instructors regarding student material, or send out reminders. Instructors and Faculty will receive emails from the Bookstore on their DSLCC email account only.

G. Check Cashing

The Bookstore does not provide a check-cashing service. Checks written in payment for merchandise may only be written for the amount of purchase.

H. Special Orders

The Bookstore will place Special Orders for books and supply items. Any specialty items that the Bookstore does not stock, but are available from vendors used by the Bookstore, may be special ordered. The Campus Community is encouraged to make suggestions to Bookstore employees regarding the items or services they would like to have stocked or performed by the Bookstore.

I. Rockbridge Regional Center

The Rockbridge Regional Center (RRC) stocks books for the upcoming semester for courses offered at the Center. Students may purchase books beginning the week prior to the start of classes. Students requiring books for classes offered only on campus may request that the books be sent to the RRC. Students can usually expect a 24-48 hour turnaround time for books requested from the main campus.

J. Bookstore Hours

The Bookstore is open Monday through Friday, 9:00 a.m. to 2:30 p.m. The DSLCC Bookstore has extended hours at the beginning of each semester. The DSLCC Bookstore will be open on Saturdays if the College is open. This is usually the Saturday immediately preceding the start of a new semester.

K. Faculty/Staff Authors

The Bookstore is honored to stock for sale publications authored by Dabney S. Lancaster Community College faculty and staff members. The Bookstore Manager should be contacted to make arrangements to have these publications stocked in the Bookstore.

L. Bookstore Services

- * Special Orders for Books, Supplies, and any item available from Bookstore Vendors
- * Departmental charge accounts
- * Textbook Buy Back (December & May)
- * Graduation announcements
- * UPS Service for Bookstore purchases
- * Master Card and Visa charge card acceptance

¹ <http://content.efollett.com/HEOA/library/HEOATextbookProvision.pdf>