

## **Bookstore FAQs (Updated February 2020):**

### **How do I place my textbook orders?**

Orders for course materials can be placed at [tbooks@lakeheadu.ca](mailto:tbooks@lakeheadu.ca), dropped off in the bookstore, or submitted through interoffice mail. Please be advised that interoffice mail is only delivered to the bookstore on Mondays, Wednesdays, and Fridays.

### **When do textbook orders need to be submitted?**

To ensure that textbooks and other course-related materials are on our shelves for the first day of classes, we ask that orders be submitted in a timely fashion. To that end, please see below for our recommended deadlines.

**Spring/Summer:** March 30<sup>th</sup>

**Fall:** July 1<sup>st</sup>

**Winter:** October 1<sup>st</sup>

### **Why do textbook orders need to be submitted so early?**

The bookstore is committed to ensuring your textbooks and other course-related materials are on our shelves for the first day of classes. To that end, there are a number of reasons why we are asking for book orders to be submitted to us by the above deadlines.

For one, early adoptions allow us to purchase used books from students during our scheduled buyback sessions, which run on Tuesdays (in Orillia) and on Wednesdays (in Thunder Bay) throughout the academic year. These textbooks can later be re-sold at significant cost savings to other students.

Additionally, early adoptions give us the time to source multiple vendors so that we can get the best possible pricing for your students. We run the majority of our orders through our used book wholesalers first, before attempting to source them from our regular publishing partners. This means an order for 50 copies of 1 title, for example, can come from three or more different suppliers. Re-working our lists with our wholesalers in this manner can take days, even weeks – but it does allow us to provide a larger selection of used books at a fraction of their original retail price.

Submitting your orders ahead of time benefits us in a variety of other ways. It gives us leeway in case your selected title is not available; allows the Course Materials Supervisor and her team to adequately research the multitude of options available (e-books, access codes,

used books, course packs); and it allows us to factor in shipping times, which can vary widely based upon a textbook's country of origin. Upcoming editions, out of print status, and print-on-demand titles can also significantly impact arrival times.

### **Which forms should I use?**

There is a fillable PDF Course Materials Order form for faculty to use, which is sent out every year as a link through the mass e-mail function by our Course Materials Supervisor. It is also available for download from the Faculty folder located on the [bookstore's website](#).

You will need to download it first and save it to your computer's hard drive before filling it in. Only orders completed on this form will be accepted by the Course Materials Supervisor.

Prior to submission, please check that the following is complete and correct on your order form, as this information is used to compile student book lists, and in-store shelf tags.

**Campus**

**Course type**

**Course name & number**

**Section**

**Term**

**Course Description**

**Instructor Name**

**Estimated enrolment** (if this changes after submission, please let us know)

**Contact information** (phone #, e-mail address)

**Title, Author, ISBN, Publisher, Edition**

**Status** (Required, Suggested)

**Access Code** (if required)

### **What is the difference between "required," and "suggested"?**

Indicating that your title is required lets the Course Materials Supervisor know that you consider it a mandatory purchase for your students. "Suggested" means you consider the title to be an optional purchase.

### **How many copies will you order?**

Sell-through on course materials is statistically low and is rarely ever equal to the number of students enrolled in a course. It is also an extremely costly and labour intensive process for us to return surplus inventory to a publisher. Our Course Materials Supervisor will work

closely with you to determine the optimal number of copies to carry, based on estimated enrollment, status (i.e., whether it is “required,” or “suggested,”), cost, geographical location of the publisher, return availability, and the previous sales history of that title.

### **From whom do you purchase your used books?**

We buy back books from students throughout the year. We also source used books from two American wholesalers, enabling us to significantly increase the number of used books we have on our shelves at the start of term for students.

Due to time constraints occasioned by the cross-border transportation of used books, the bookstore cannot commit to sourcing any secondhand material for textbook orders which arrive after our suggested submission dates.

More information on our internal buyback process, including dates, can be found on the bookstore website at the [Sell Your Books](#) back link.

### **How long will it take my textbooks to arrive?**

As a general rule of thumb, books that are warehoused in Canada, and which are in stock at the time they are ordered, generally take 1-2 weeks to arrive. Titles warehoused in the States, along with imported titles, however, can take upwards of 6-8 weeks. Used books also require a long lead-time when ordering.

### **What is the process for ordering course packs or professor-produced materials?**

As per the [Communication Bulletin of June 3<sup>rd</sup>, 2016](#), the university’s agreement with Access Copyright was not renewed at the end of August 2016. As part of this change, a new process for ordering course packs was put into place, providing students with the additional option of accessing their course packs and lab manuals online through D2L.

Questions regarding setting up an online course site should be sent to [mycourselink@lakeheadu.ca](mailto:mycourselink@lakeheadu.ca)

Faculty members wishing to order course packs should begin by filling out the [Course Reserve Request Form for Instructors](#) available from the library. The form will provide instructors with the option to have their course packs offered online or, if desired, for sale in the bookstore in the traditional printed format. However, please note that the bookstore will only produce a small amount of printed copies for sale in situations where the students now have the ability to access their course packs online.

Questions regarding the [Course Reserve Request Form for Instructors](#) should be addressed to [reserves@lakeheadu.ca](mailto:reserves@lakeheadu.ca)

Questions regarding the clearance process should be addressed to your [Liaison Librarians](#).

### **Do I need to track copyrighted materials intended for use in a course pack?**

The [Course Reserve Request Form for Instructors](#) now serves as the go-to document for logging all bibliographic information when requesting course packs. Faculty members wishing to place an order for a course pack – regardless of the manner of its dissemination – will be required to fill this form out in full (including citations), and to return it to the library for clearance.

### **What happens when my request for a printed course pack has been cleared?**

As soon as the course pack has been cleared, faculty members will receive an e-mail notification from the library's copyright clearance team. Once this has been issued, faculty members may bring their hard copies to the bookstore for processing. Again, please bear in mind that course packs being simultaneously offered online to students will affect the number of printed copies produced for sale in the bookstore.

Please also note that due to increasing workloads, the print shop may no longer be able to accommodate instructors' course pack requests in a timely manner. If the bookstore does not receive copyright clearance from the library at least two months before the start of classes, we cannot guarantee that the printed course packs will be ready for the start of the semester. This is especially true in December, when the print shop is busy with examinations, and has to contend with fewer production hours due to the annual university holiday shutdown.

It is imperative, therefore, that instructors begin the course pack clearance process as early as possible, to allow each of the university teams (library, bookstore, print shop) the time required to complete their piece of the operation.

### **How do I order a lab manual?**

Due to the specialized nature of some lab manuals, faculty may wish to offer them for sale through the bookstore. Questions regarding this should be addressed to our Course Materials Supervisor, Paula Torma, at extension 8335, or by e-mail at [tbooks@lakeheadu.ca](mailto:tbooks@lakeheadu.ca). Again, please note that due to increasing workloads, the print shop may not be able to accommodate lab manual requests in a timely manner. If the bookstore does not receive the hard copy of a lab manual at least two

months before the start of classes, we cannot guarantee that the print shop will have it ready for the start of the semester. We highly recommend that the instructor begin the lab manual process as early as possible, in order to avoid any seasonal delays.

### **How are reprints of course packs handled?**

To alleviate pressure on the print shop, reprints of course packs continue to be coordinated through the bookstore. Since students now have the ability to access their course packs online, reprints are no longer offered on a 24-hour turnaround basis. Instead, our Course Materials Supervisor monitors the level of demand by course pack, and places orders as required (usually once or twice a week).

### **Who is responsible for keeping hard copies of the documents used to make up my course pack?**

If you intend to reuse any course materials in a future semester, please ensure that you keep the hard copies, as you will be required to re-submit the [Course Reserve Request Form](#) in order to obtain clearance. The bookstore and the print shop will no longer be keeping copies of course packs in any format.

### **Who should I contact if I have questions about copyright?**

Questions regarding copyright should be directed to your [Liaison Librarians](#). They will ensure that the required licenses or permissions are acquired for any copyright-protected materials. For additional information regarding print and digital copying guidelines, please refer to the [Information for Faculty](#) page on the library's website.

### **How do I order a custom publication?**

Due to their specialized nature, and to the fact that they are usually non-returnable once the course is over, please speak to our Course Materials Supervisor before requesting any custom publications. The bookstore reserves the right to adjust the requested order numbers downward to ensure as complete a sell-through as possible. Departments or faculties requiring specific adoption numbers for a custom publication may be invoiced for 50% of the bookstore's cost of unsold copies, if the vendor has declared them ahead of time to be non-returnable.

### **Do my orders have to be signed by the Chair?**

As of 2015, it is no longer a bookstore requirement that the Chair co-sign orders for course material orders. However, please check with your Administrative Assistants or Chairs first before submitting your

order, as many departments have their own set of rules regarding the ordering of course materials. Please note that any changes made to an order after the book has been shipped may result in chargebacks to your department.

### **How do I order materials for courses offered under the Lakehead-Georgian partnership?**

Completed order forms for the Lakehead-Georgian partnership should be submitted to [tbooks@lakeheadu.ca](mailto:tbooks@lakeheadu.ca) as per the ordering guidelines listed at the start of this document. Please ensure you are selecting the Lakehead-Georgian campus option when filling out the Course Materials Order form. All books will be ordered by Paula Torma, Course Materials Supervisor at the Thunder Bay campus, but will be delivered to our Orillia campus bookstore, care of Rachel Giardino. Students not wishing to drive to the Orillia campus may order their books online through the bookstore's website, and have them shipped (free of charge) for collection at the Barrie campus, or to their homes for an additional fee.

### **What is the process for ordering digital learning materials?**

Digital learning materials should be ordered using the fillable PDF Course Materials Order form. Please note that when it comes to the charging of fees for digital learning materials, the bookstore adheres to the [guidelines set out in 2018](#) by the university. This means that the total cost of digital materials for assessment purposes for a half-credit course should not exceed \$60. Additionally, students should have the option to purchase the assessment portions separately from the textbook, if so desired. Further questions on this should be addressed to the bookstore's Course Materials Supervisor, Paula Torma, at [tbooks@lakeheadu.ca](mailto:tbooks@lakeheadu.ca)

### **How can I check that my textbooks are in?**

We review all our orders before the start of the academic season and will do our best to advise you well in advance if there are any issues with your selected titles. However, we strongly advise that you check in person or through our website to see if your books have arrived. You can also check whether your books are on hand by using the Books link available through the course timetables. Booklists (and the link) are available approximately 60 days in advance of the start of the semester.

### **How long will my books stay on the shelf?**

In order to free up shelf space for upcoming semesters, we need to

return unsold books to publishers. The returns process takes approximately four weeks to complete and usually begins mid-November (for the fall term) and mid-February for the winter term. Spring and summer books will be returned by the end of August. If you want us to keep a book on a shelf because it will continue to be used in the following semester, please let us know as soon as possible.

### **What if I have just been hired and the deadlines have passed for submission?**

We understand that there are always exceptions to every situation. Please let us know as soon as you can and we will work with you to get your books on our shelves as quickly as possible.

### **What do I do if I want to order a desk or examination copy?**

Unfortunately, most publishers do not allow bookstores to order desk or exam copies for faculty. Please refer to your department's administrative assistant for further information on how to get desk and examination copies, or see the [Publisher Contacts List](#) in the Faculty folder of our website.

### **How do I order non-textbook related material?**

As a matter of course, we stock lab coats and other non-textbook course-related materials, such as safety goggles and calculators. If, however, you wish us to carry materials not normally stocked in-store, or to assemble items as part of a kit, please contact our Supplies Buyer, Terri Clouthier, at [tclouthi@lakeheadu.ca](mailto:tclouthi@lakeheadu.ca) or drop by to discuss the matter in person.