

Division: Administrative Services

Department: Bookstore

Director or Chair: Dr. Debra Fitzsimons

Program Description: The Grossmont College Bookstore operations are contracted through Barnes & Noble Bookstores, Inc., which is responsible for the management and operation of all bookstore services. The Bookstore handles the ordering, sale, and buyback of college textbooks. Other services include sale of general merchandise, commencement announcements, class rings, and cap and gown rentals. The Barnes & Noble contract began in June 1996 for a three-year term with a renewal option for two additional years. The District is responsible for negotiating the contract terms. The Barnes & Noble contract was renegotiated beginning July 1, 2001 for a ten-year period, with two renewal options of 5 additional years each. The Bookstore was remodeled by Barnes & Noble in 1996, and had 9 full and part-time contract employees. The manager of the bookstore operations is a Barnes & Noble employee, assisted since 1998 by a college employed supervisor.

Activities

Activity #1:

Hire a replacement Classified contract position of Purchasing Assistant.

Benefits:

To improve and maintain customer service, maintain productivity and adequate supplies for students and college community.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 4, 4.3

Activity #2:

Purchase (2) evacuation chairs for disabled persons. It will provide fast, safe, and reliable means of evacuation in an emergency situation for students.

Benefits:

Improve emergency preparedness within the bookstore.

Requirements:

Curriculum Development?	N
Equipment?	Y
Facilities?	N
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 5, 5.6

Activity #3:

Continue monthly bookstore employee meetings for purpose of improved communication and customer service.

Benefits:

Improving employee training by providing opportunities to discuss bookstore processes and ways to improve customer service. It allows the bookstore staff to identify areas of improvements, develop solutions and evaluate the effectiveness of the solutions.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 6, 6.5

Activity #4:

For purposes of campus communication and continual process improvement, the B&N manager and the bookstore supervisor, will attend the bi-semester Bookstore Advisory Committee to gather campus input regarding bookstore matters.

Benefits:

Improvements in bookstore services, communication to campus and service to students

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y
Staff Development?	N

Goals and Objectives: 6, 6.3

Activity #5:

Assist Faculty with timely completion of semester textbooks order requests. Present information on this process to Faculty at Professional Development Week.

Benefits:

Textbooks available to students before the first week of classes. This makes more used books available to students to purchase.

Requirements:

Curriculum Development? N

Equipment?	N
Facilities?	N
Marketing?	Y
Staffing – Classified?	Y
Staffing – Faculty?	Y
Staff Development?	N

Goals and Objectives: 1, 1.9

Additional Planning Activities

6. Make available online ordering of textbooks in the fall semester to better serve the students unable to commute to the bookstore.

7. Update store fixtures and equipment as needed.

8. Provide textbook scholarships to Grossmont College students each semester.

9. Provide book vouchers through collaboration with various on and off campus programs, such as, financial aid, scholarships, EOPS, Veterans, and the California Department of Rehabilitation.
10. Provide the Grossmont College Foundation with annual support of \$2,000.
11. Retain good business practices and quality control standards.
12. Continue to improve textbook ordering processes.
13. Work with the Dean of Administrative Services on space planning and facility planning for bookstore as well as preparing for new Student Services Building.

Accomplishments

Accomplishment #1:

Increased the number of used books sold to students by 25% over last years volume.

Goals and Objectives: 1, 1.1

Accomplishment #2:

Provided on campus employment for more than 50 students.

Goals and Objectives: 6, 6.1

Accomplishment #3:

During Commencement ceremonies, offered graduating students and families the opportunity to obtain Grossmont College memorabilia.

Goals and Objectives: 2, 2.3

Accomplishment #4:

Making more used books available to students by getting textbook requests from Instructors early and having the buyback information available to purchase books from students at a higher price.

Goals and Objectives: 1, 1.1

Accomplishment #5:

Received double the textbook orders from faculty via email than in the past. Ensuring textbooks are ready for students before the first week of class.

Goals and Objectives: 1, 1.1

Accomplishment #6:

Continued monthly staff meetings for the purpose of improving communication among staff, creating a team-oriented department, identifying problems and solutions and improving efficiency for student success.

Goals and Objectives: 1, 1.1

Accomplishment #7:

Achieved an outstanding grade of 100%(A+)by a secret phone shopper program, who anonymously shopped as a student during rush period.

Goals and Objectives: 1, 1.3

Accomplishment #8:

Barnes and Noble manager received recognition in a letter to B&N District Manager from Grossmont College Bookstore Advisory Committee and student government (ASGC).

Goals and Objectives: 1, 1.4

Accomplishment #9:

Bookstore Supervisor received the Chancellor/Classified Senate award for promotion and support of the District's vision, mission, and values. Was recognized at the Dec.2004 Governing Board meeting.

Goals and Objectives: 1, 1.4

Accomplishment 10:

Implemented cashier accountability to greatly improve cash handling and reduce over/shorts by establishing new and clear cashier procedures.

Goals and Objectives: 3, 3.6

Additional Accomplishments:

11. Implemented new backend reporting of cash and sales. Benefit: Increases timeliness of financial reporting.

12. Trained employee responsible for purchasing supplies in a new inventory management/replenishment system. (Intrepid) Benefit: Improve customer service by improving supply selection and inventory.