

Effective Date: 6/05/91

## **POLICY**

Authority: RCW 28B.35.120

Approved by: Facilities & Services Council

### **POL U8000.01 -- USING THE UNIVERSITY BOOKSTORE**

*This policy applies to all students purchasing textbooks for classes at Western Washington University and others using the bookstore.*

#### **The Student Bookstore Has Exclusive Authority to Sell Textbooks**

The Associated Students Cooperative Bookstore is operated under authority delegated by the Board of Trustees to the Associated Students to have the exclusive right to sell on-campus the textbooks used at the University. The following policies and priorities have been adopted to enable the Bookstore to fulfill its role as an integral part of the University's educational program and provide various related services and conveniences.

#### **A. Clientele**

1. The following priority listing shall be adhered to in developing the services and managing the affairs of the bookstore:
  - a. Western Washington University students
  - b. Other members of the WWU academic community
  - c. Members of the Whatcom Community College academic community
  - d. Other members of the Bellingham community

#### **B. Sales Priorities- in order of importance**

1. Textbooks and required materials
2. Books and other supplies related to, but not required for, WWU classes
3. General reading books not directly related to WWU or WWU classes

4. WWU insignia goods and other items of specialized interest to the WWU academic community, alumni, and the Bellingham community
5. Basic sundries needed by WWU students (i.e., drugs, toothpaste, soap, etc.)
6. Other non-basic items in demand by WWU students (i.e., records, food, posters, gifts, etc.)

**C. Discount Rate**

1. The Bookstore shall maintain the textbook rate at the highest feasible level while meeting the most important sales priorities as incorporated in section B above.
  - a. A storewide discount of eleven (11) percent on all merchandise shall be given at the register (*as approved by the Associated Students Board of Directors on June 1, 1983, motion 83-S-203*).
  - b. The discount rate may be adjusted annually by the Associated Students Board of Directors as provided for in section 11.

**D. Mark-up Percentage - Above Cost**

1. School, art and engineering supplies: thirty-five (35) percent
2. Sporting goods: forty (40) percent
3. Gift items: forty (40) percent
4. Sundry items: seventeen (17) percent

**E. Refunds**

1. Textbooks - When accompanied by a cash register receipt, the Bookstore offers a full refund on textbooks, subject to the following conditions:
  - a. New books will be refunded at the full purchase price, if in new condition and unmarked in any way, during the first three weeks of the quarter for which they were purchased. After the initial three week period new textbooks may be returned up to twenty-four (24) hours after their purchase.
  - b. Used books purchased for the current quarter may only be returned during the first week of classes.

After that time all sales are final.

- c. Defective books will be replaced at no cost to the purchaser.
2. General Merchandise - When accompanied by a cash register receipt, all merchandise other than books may be returned for refund or exchange within three days from date of purchase. Defective merchandise will be replaced at no charge.
3. Calculators - All sales are final, with the exception of defective calculators which will be replaced within thirty days with proof of purchase.
4. Sale Items - All sales are final.
5. Reference or trade books - When accompanied by a cash register receipt, refund will be given on non-course books within three days of purchase. All special order book sales are final.

**F. Used Textbook Buy-Back**

1. Used book buy-backs are conducted during finals week of every quarter. Used books will be purchased as needed to fill instructor's requirements for the coming term. Books will be purchased at fifty (50) percent of the new selling price and re-sold at seventy-five (75) percent of the new selling price.

**G. Check Cashing**

1. Two pieces of identification are required on all checks. Checks may be written for up to \$5 over the amount of purchase, only if purchase is over \$1.

**H. Bad Checks**

1. Persons who have: (1) written two non-sufficient funds or account closed checks or (2) who have had to be contacted more than twice regarding payment or a bad check will remain on the bad check list until: (1) they have paid the bad check and all expenses incurred in its collection and (2) have obtained the approval of the Facilities and Services Council for the removal of their name from the bad check list.
2. All returned checks are subject to a \$5 service fee.

- I. **Employee Handbook** 1. Conditions of employment for Bookstore employees are contained in the Bookstore Employees Handbook, HEPB Rules, and Administrator's Association Handbook, which are available from the Bookstore Manager.
- J. Reserves 1. The Bookstore shall maintain reserves sufficient to provide for repair, replacement, and improvement of the Bookstore facilities and furnishings; to enable the store to deal with any unforeseen, catastrophic situations; and to provide interest-generating capital for the purpose of subsidizing the established discount.
- a. A Repair, Replacement, and Improvement Fund shall be maintained at an amount equal to ten (10) percent of the estimate replacement costs of the facility and its capital equipment furnishings. This fund shall be replenished on an annual basis from the Interest Income Account.
- b. An Operating Reserve of ten (10) percent of the budgeted gross sales for the current year shall be held for the purpose of offsetting operational losses which may result from unforeseen salary changes, decreased enrollment, unforeseen increases in operating costs, and similar situations. This reserve shall be replenished on an annual basis as necessary from the Interest Income Account.
- c. An Interest Income Account, consisting of the total accumulation of unencumbered net profits and other revenues, shall be maintained for the purpose of generating interest sufficient to subsidize the discount rate declared by the Associated Students Board of Directors. The amount of this account shall be established so that, together with the other reserve accounts, a sufficient interest revenue may be budgeted to support the declared discount rate, taking into account the following distribution of net Bookstore profits:
- 1) Fifty percent of the budgeted net profit shall be guaranteed to the Associated Students Board of Directors for use in funding ongoing Associated Students facilities and programs in the area of salaries, wages, benefits, and fixed operating costs.

- 2) Fifty percent of the budgeted net profit shall be retained by the Bookstore to offset annual losses and/or replenish reserve accounts.
- 3) At the end of the budget year, the Bookstore and the Associated Students Board shall each receive fifty percent of the profits above the budgeted amount. In the event that the budgeted amount is not attained, the Associated Students guarantee shall be funded through the Bookstore portion of the net profit and/or operating reserve.
- 4) In establishing the profit sharing arrangement described above, the Associated Students Board of Directors shall announce an annual discount rate and set the Interest Income Account at a level sufficient to fund that discount.

***Interpretation and Enforcement:*** *Bookstore Manager,  
Facilities and Services Council*