

To: David Jenks, Provost  
From: Lorraine Dubuisson, Senate Chair  
Date: September 9, 2022  
Subject: Report on Problems with the Bookstore

Faculty have been experiencing longstanding issues with the bookstore (dating back to consolidation), and Senate has unsuccessfully attempted to resolve them in the past. Senate requests administrative intervention to address these problems.

### Historical Context

At the March 1, 2019, Senate meeting, Lorraine Dubuisson introduced a proposal to collect data on faculty experiences with the bookstore and to task a committee with making recommendations for improving functionality. At the February 7, 2020, Senate meeting, the Teaching Resources and Budgetary Allocation Committee presented a draft of a bookstore survey that was accepted by Senate; this survey was never administered.

### Summary of Issues

- Faculty submit textbook requisitions months in advance, but textbooks are often not available for students to purchase on the first day of class.
- The bookstore grossly underorders textbooks; this is explained as necessary because

- This semester, some bookstore employees took weeks to deliver Session 1 materials to students who were also signed up for Session 2 courses because the Session 2 courses did not use textbooks, and the bookstore employees insisted that neither course required textbooks.
- When professors have had problems with Knights Day 1 Access, the bookstore fixed the problem quickly, but the lack of clarity in what the professor had done incorrectly in the set-up process is frustrating. Many professors prefer to learn from their mistakes so that they can set up the course correctly next time, but no information about what has gone wrong was communicated.
- Communication in general is lacking. Students and faculty do not receive responses to emails sent to bookstore staff. Bookstore phones are not answered. The bookstore does not communicate to faculty that books are not available for purchase so that we can make alternate arrangements.

### Impact on Pedagogy

The way we teach our courses has changed