BOOKSTORE MANUAL

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(To download this policy in Word format, click here)
For any comments, feedback, or query, please contact: policies@aub.edu.lb.
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Section 1 - Introduction

The Bookstore services are available to AUB students, faculty, staff, and alumni to facilitate their procurement of local and foreign books, teaching materials, and paraphernalia.

The responsibility for implementing this policy and procedures is entrusted to the director of auxiliary services. The Bookstore is considered a section of the Auxiliary Services Department.

Section 2 - Location and Extension

The Bookstore is located at the Daniel Bliss Hall; the entry is from the west side, opposite to Penrose Hall. The Bookstore can be reached at extensions 2390/1.

Section 3 - Procedures

1. **Book Ordering**
2. **Purchasing Items from the Bookstore**
3. **Photocopying**
4. **Stationery, Magazines, and Other Materials**

1. Book Ordering

The Bookstore will, on request, order books either locally or from foreign publishers. In order to facilitate the book ordering process and ensure book availability, the following procedure has to be followed.

   a. **Filling-in a Book Order**

   Book orders should be put online by accessing the following URL:


   Each book order has to be completely filled in by the assigned coordinator and should include the following:

   i. Course name and number; do not include titles with quantities if they are not going to be used for a course. If they are for faculty use, kindly indicate it on the form.

   ii. The requester’s full name, e-mail, department, and extension number.

   If the requester leaves the University or gets replaced by another faculty member, the concerned department should promptly inform the Bookstore to try to stop or change the order if need be. Otherwise, the faculty member taking over may be advised to use the same book.

iv. The expected number of students:

This should be quoted conservatively taking into account past course registration numbers, class capacity, etc. Whenever a revised number of students becomes available (class size increase, opening/closing of a new section, etc.), please e-mail it to the Bookstore as soon as possible so that the orders can be increased and books received at least one month prior to the start of classes.

The Bookstore will also look into previous sales figures and will attempt, assisted by the class registration figures from the Registrar’s Office, to estimate book demand based on historical sales data. Accordingly, the Bookstore might reduce the number of copies requested.

If the quantity of books received is less than the number of copies requested by students, the Bookstore, at its own expenses, will make available to students any additional copies.

v. Please mention if you require any desk copies or auxiliary material like solution manuals, instructor’s manuals, test banks, transparencies, CD ROMs, power points, etc. However, if the supplements were previously sent to you, publishers might not offer them for free and you might be charged for them.

vi. If it is a reference book and not an assigned required one, please mention “not required/only recommended” on your order.

Any additional requirement or changes to the above information on the original order (for example a change in the adoption of the textbook) should be communicated to the Bookstore as soon as possible and not later than ten days from the date on which the original order was made.

Don’t assume that the book is available because it was ordered and/or used in the previous semester. To ensure that the book will be available for the upcoming semester, always fill out a book request form and send it to the AUB Bookstore.

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b. Schedule of Ordering

The Registrar’s Office sends emails to faculty deans (or designees) asking to confirm/update the list of textbook coordinators 110 days before the beginning of the summer and spring terms and 160 days before the beginning of the fall term. After ten days, another email is sent to faculty deans (or designees) regarding the overall deadline after which access is granted to the book adoption application.

Access to the book ordering system can be granted to assigned coordinators only through the IT department (ext. 2260).

After filling-in the book order, forward it to the bookstore before the dates specified by the Registrar’s Office. Abiding to the schedule reduces potential problems such as shipping delays, errors, and out-of-stock situations.
After receiving the order, it is usually processed within a few days. The requester may change the order within a week from putting in the request.

Delays in putting in the orders might incur delays in receiving the textbooks or additional charges; even rush orders need at least 3-4 weeks to arrive.

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c. Publishers’ Feedback

All feedback received by the Bookstore from the publisher is communicated via e-mail to the person who placed the order. The ordering person/department will be notified in case of the following:

i. When the book is out-of-print.

ii. When a new edition is expected to be published soon.

iii. When the book is too expensive. The Bookstore tries to get special prices on expensive books in order to reduce the cost to students. But sometimes the publisher refuses to drop the price of an expensive book.

iv. If the book is still in print, but is out-of-stock.

v. Any delays in shipping.

Textbooks usually arrive at the Bookstore warehouse a few weeks before the semester begins, and the requester will be informed of their arrival. Kindly inform students that the books are available at the Bookstore, and, most importantly, mention it in the course syllabus.

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c. Desk Copies, Auxiliary Material, and Supplements

The publisher might send desk copies, auxiliary material, and supplements directly to the requester. Some manuals may even be available online and the publisher will email you the password. However, if the manuals or desk copies are sent to the Bookstore, they will be delivered to the respective requester who will be charged for only the cost of shipping.

Publishers might offer free desk copies or auxiliary material against the Bookstore’s orders, but they need the exact name and e-mail of each professor requesting them. If more than one copy is requested, they ask for more than one name. If they have previously sent these to the professor, they will not send them again for free; they will charge for the additional copies.

Furthermore, publishers supply these desk copies and manuals against not just book requests, but against the actual orders. Whenever the orders are minimal, some publishers might not accept to send them.
d. Canceling an Order

Orders are prepared and sent to publishers within a week from the date the Bookstore receives them. Canceling or changing an order can occur in writing and within only one or a maximum of two weeks after receiving the order. Otherwise, once an order is made and the publisher ships the books, canceling the order will cost the department or requester the charges of returning the books.

2. Purchasing Items from the Bookstore

Ordered books are sold at the bookstore primarily to:

a. Students

i. AUB students have the priority in purchasing any title. The Bookstore staff, and due to the nominal quantities available, might ask for an AUB ID in order to ensure that all quantities are made available first to AUB students.

ii. When books become out-of-stock, and there is a high demand for some titles, the Bookstore, upon the student’s request, will order more copies and may require a $10 deposit to confirm their order.

iii. Returning books to the Bookstore can only occur within the first two weeks of the semester (the period of drop/add) and in the following cases:

   - If the course is cancelled
   - If the student withdrew from the course

   In both cases, please keep the receipts since returns will occur only against receipts.

b. AUB Departments

AUB departments can order books by filling-in an I-Procurement “Express Buy Request” before sending it to the Bookstore which will deliver the order.

After the beginning of the semester and after securing books to all requesting AUB students, any other customer can purchase from the remaining stock at the Bookstore.
3. **Photocopying**

Photocopy machines are available at the Bookstore as a service to students and other customers.

Photocopying on campus is subject to copyright laws, and any infringement to these laws will be severely accounted for.

4. **Stationary, Magazines, and Other Materials**

These materials are available to all customers.

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**Section 4 - Suggestions and Feedbacks**

For any suggestion or complaint, Auxiliary Services can be contacted at extensions 3510/1, or e-mail at auxserv@aub.edu.lb

A complaint box is also installed at the Bookstore.