

### Notes from 10/24/23 Instructional Leadership Team Meeting with Follett (Brett Hastings)

understanding of roles and structure in the bookstore      Roles have changed at Follett. Patrick is still with Follett and works remotely. He does all course materials (books, course packets). At the store, Josh is the campus store leader (manager). Bret oversees De Anza, Foothill, SJCC, Evergreen. Bret is working one day at our campus. This doesn't have a set day yet- wants to be available when someone on the campus needs to meet with him. Bret will start coming to our campus on Thursdays and will host office hours then.

timeline for ordering materials      Adoptions is where it all starts at. If the bookstore gets adoption in early, they can source used materials. Some from international publishers have a long lead time to order. For ordering winter materials, 11/6 is deadline for adoptions to get in. The database to input course material goes to the instructor email in the system FHDA email. He sends a message to faculty and deans and then subsequent ones go to everyone who is missing adoptions. (We have a question on how/ when the bookstore gets the information on the classes and faculty. We will look into how this step occurs and if we can lengthen the window on our side.) Maybe it would be help for faculty to have a calendar and to understand why it is so tight. There is a communication challenge on getting word out to every faculty and getting a strong response. A pain point is that books get requested by the faculty and don't get ordered, the website doesn't get updated. Sometimes they are submitting this to an old bookstore email. Need to get the word out that they are sending it to Patrick. This was Patrick's first time in the role and is still coming up to speed on the process. Brett feels Patrick is coming up to speed but will meet with Patrick and make sure there is a manageable workload. The best option is to enter things into the portal not an email. (Is there a training thing for how to enter portal online?) The correct way to do this is to use the Discovery portal not send emails for textbook orders. Using this tool gives a confirmation that the text was entered. Using this would reduce email volume. We need more training on this. The original training video was an hour. We need a brief, couple minute training video. Rolling out is "auto adopt" that will use same book until the faculty tells them differently. (Brett will let us know when that is rolling out.) Maybe an idea is for drop-in office hours to help them walk through the process, timed close to submit adoptions. Patrick and Brett could have some Zoom office hours. Idea is having a series of short videos- OER, class packs, etc on ordering on the portal and then have drop-in office hours for faculty having troubles.

process for ordering course readers/ course pack

Setting up a course pack takes longer, it takes at least two weeks to figure out all the copyrights. Once it is set up, it takes only a couple of days. The first time it is done, this isn't in the Discovery portal. The faculty needs to email a .pdf or physical copy to Patrick. There is also a form to fill out (3 hole punch, spiral wrap, color, etc). Maybe the form can be simplified to a default that doesn't require the form (such as black and white, 3 hole punch shrink wrap). Maybe a portal or Microsoft form where the faculty get a confirmation. This would reduce the emails that Patrick get. This would require an electronic version of the course reader. Patrick then sends a message to publisher. We can take on making the form so we can control the experience of the faculty. (We are suggesting Patrick copies faculty member on email to publisher so there is transparency and faculty knows it is going along.) (We are also suggesting a different system that doesn't involve email. ) Publisher sends a quote. If it has been done before, it has an ISBN and you can just enter that ISBN into the Discovery portal. Right now, faculty aren't getting confirmation of the submission and don't know how long it will take or how much it will cost.

inventory: timeliness of availability of books and number of books ordered

If a faculty orders a book, the bookstore looks at what was sold in the past. Amazon and publishers are both selling this too. Bookstore does not buy to class capacity. For course readers, they do buy to class capacity. For textbook bundles, they don't buy to class capacity. They buy to historical sales. They do run out sometimes. They can get from the other 1200 Follett stores quickly. They do look at stock around the country and in local area when they decide how many to order. There are signs and tags, they can scan the QR code for that book. That is the fastest way to get the book. Maybe expanding the number of those signs. We can make a Canvas page for student facing on how to work with the bookstore. If a faculty is bringing a class to the bookstore, the bookstore should know about that ahead of time. They will order more for those cases. Bookstore also needs to know if the book is for a program where the student has a voucher or we buy the books for them. They will order more, to class capacity, in these cases but they need to know ahead of time.

messaging to students about books in route, clarity of websites

Some faculty saw that the website showed there were no books there but when they walked over and talked to Josh, there were books there. This may be a lag of the system getting updated on things being transferred. Their goal is to have a 24 hour to get website update. This is harder during the rush of the first week of the quarter.

for digital access codes: messaging to student and process with an automatic email

When students order a digital access code, can this be an automated system not a manual person responding and sending the code. Also, the message to the student is confusing. It sounds like a book will be delivered versus that they are waiting to get mailed an access code. Our question on if there is a way to automate the process. They are automated for 80%. In about 20% of this, the publisher is providing physical pieces of paper with the codes.

organization of textbooks in the bookstore

It is organized by alphabetical by author. They don't want to organize by course because it is not efficient if the same book is used in multiple courses. For a student walking in the store, they scan the QR codes by course.

responsiveness of communications/ better process to reduce number of emails to bookstore

Working with Patrick coming up to speed as explained above. Using the Discovery portal is best way to enter books. Reach out via email when you have issues with the tool or questions. Have well advertised office hours of both Patrick and Brett to answer questions and get issues resolved.