



UNIVERSITY OF ALASKA
FAIRBANKS

Auxiliary and Business Services

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UAF Bookstore Virtual Textbook Program
www.UAFtext2U.com

Summary

In an effort to deal with negative fund balances, industry challenges and future bookstore viability, UAF Auxiliary & Business Services presented a Bookstore

Chronology

Road to outsourcing

- **2001** Outsourcing Committee Review of Bookstore
- **2002** Internal audit
 - 27 essential recommendations
- **2002** Auxiliary Review Committee
 - Committee finds Bookstore should be under parent

department already operating like enterprises. A recommendation to absorb UAF Bookstore under operations of ADM. Scvs, Procurement and Business Services which was already operating UATC Printing

Scvs & PolarExpress

2002 Review Transition / Hand over from Student Services

- **2007 Restructure Plan introducing multi- sourcing**

Statewide Spring Management Review

- Address chronic operation issues
— Scope (CLMP horizon)
 - Floor load
 - Will create one floor access to core trademark with new C-store downstairs
 - Off site warehouse cost/logistics/operations
- Access (parking, split floor operation)
- Competition
 - Publisher Monopoly (pricing and packaging)

- Student Text Purchases Live December 1, 2008

10/14 no contract signed but selected vendor (Follett) and UAF start implementation talks.

textbooks.

- **October 26-November 1**
 - Frequently Asked Questions Posted on the Bookstore's website. (10/27)
 - Question regarding online textbooks submitted to the "Grapevine"(10/27 & 10/31)
- **November 2- 8**
 - Article in the Cornerstone (11/3)
 - E-mail to all Staff, Faculty and Students. (11/7)

Roadmap and Timeline

Recovery Plan and Business Model Modernization

The roadmap establishes the chronological phases of implementation, key quarterly

- Finalize Online Text Sales RFP .
- Continue negotiations with MBS Direct.
- Expand Web services. Include Athletic Department's concerns.
- Work with Statewide to bring in auditors to address our concerns regarding inventory valuation.

1st Quarter FY09

- Select Vendor from RFP for online text sales.
 - Coordinate between Vendor and OIT for UAOnline referral.
- Select Vendor for new POS with improved e-commerce.
- Assess space utilization at warehouse and Constitution Hall for future

reassignment or remodeling.

- Design main floor and basement floor layouts in preparation for campus services realignment (Fall 2009 or Spring 2010)

Two C-stores in Basement (to include sundry supplies)

- Apparel, souvenirs, tech sales, art supply, trade books, etc. on main floor.
- Public information and stakeholder campaign regarding online book sales.
 - Stake holders to include but not limited to:
 - ASUAF
 - Business Office/ Financial Services
 - Faculty Senate
 - Procurement
 - Rural Campuses, TVC
 - Student Services (Enrollment, Financial Aid.Etc)
 - Summers Sessions
 - SW, MyUA online

- UAF Facilities Services
- Prepare for online delivery implementation in Spring 2009
 - Develop plan for computer terminal / Kiosks at TVC, UAF Bookstore and other (to be determined) sites
 - Information Campaign for TVC students (with help from TVC, MBS Direct, and other stakeholders)
 - Catalogs, orientations and packet deadlines
- UATC
 - Review financial impact of Apple products program change.
 - Operations cost savings: Staff restructure

◦ Establish online IT product sales relationship i.e. CDW and Lenova.

- Prepare help center to assist students with online text purchases.
- Implement online text sales.

3rd Quarter FY09

- Grand Re-opening