# Faculty Guide for Using Textbook Service

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# I. General Information

## Location

Textbook Service is located in the Southeast corner of campus at 200 University Park, Room 1121 Lower Level. Our building is attached with the Pharmacy, adjacent to their main office. Non-Textbook Service staff must enter through the front doors. This location is also the proper mailing address for returning books:

SIUE Textbook Service
200 University Park Drive, Campus Box 1053, Room 1121
Edwardsville, Illinois 62026

When visiting Textbook Service, park in Lot P-4. There is no student parking at the Textbook Service Building. Vehicles that park at 200 University Park are subject to ticketing. From Lot P-4, walk South crossing the street to the sidewalk leading to the lower entrance of 200 University Park and follow signs to the proper entrance of Textbook Service.

## Contact Information

Students may contact Textbook Service via phone using number (618)-650-3020, which serves as the main customer service line. All mailing requests must be sent via email, textbook@lists.siue.edu

Instructors and faculty with questions regarding textbooks or other materials pertaining to their department or course can contact (618)-650-3022.

Employee Contact Information:

Scott Kane
Textbook Service Manager
(618) 650-2437
skane@siue.edu

Colin Robinson
Textbook Service Retail Supervisor
(618) 650-3022
colirob@siue.edu

## Business Hours

Textbook Service is open for students and faculty 8:30 AM – 4:30 PM Monday through Friday regularly, and is closed on weekends and holidays. During the beginning and end of semester "rush" weeks, hours extend to the later evening and into the weekend before the first week of courses begins. Information regarding extended hours and holiday closures will be posted on the Textbook Service Website on the home screen.

## Webpage

The Textbook Service webpage is home to all information regarding basic operation. Late return appeal forms, mailing forms, business hours, contacts, and Textbook Service Rental Policy can be found there.

Textbook Service Website URL: https://www.siue.edu/textbook/index.shtml

# II. How Students Use Textbook Service

### How do students rent textbooks?

Students can begin renting their required textbooks two weeks before the semester begins, and can rent or return books anytime during the semester. Students can only rent books that have been requested and required by the department for the courses they are in, and any special circumstances must be approved by the department and textbook service prior to arrival.

**Textbook Service provides two options to receive rental textbooks:**

1. Students must visit Textbook Service during business hours with their university issued identification card. Upon arrival, they will be able to scan their ID to be provided a personal list of required books. They then will be able to get what they need, and check out at the front registers.
2. Students who do not wish to visit campus, or cannot, may request to have their books mailed to them. This process normally takes 4-5 business days, and incurs a charge of $10, plus $2 for each additional textbook or item. Information on request books to be mailed can be found on the Textbook Service website and selecting "Off Campus Request Form".

### How long are textbooks rented to students?

Textbooks are rented to students **only** for the length of the semester and must be returned in the same general condition that they were issued at the end of the semester, or end of finals week. Even if the student is taking the course again, the book still must be returned and reissued unless approved prior by Textbook Service. Students may not write, highlight, or damage books beyond what is considered normal wear and tear.

### What happens if books are not returned?

In the event that the textbooks are not returned by the due date or they are damaged to the extent that they cannot be reissued the student will be charged the full replacement cost of the book(s) as per the Textbook Rental Policy. The student is responsible for the proper handling and care of the books that are rented to them. This rule also applies to faculty whom do not return books they have rented from Textbook Service (see page 9) Appeal forms for late textbook returns are located on our website, and are handled at the discretion of Textbook Service Management.

### How are textbooks returned to Textbook Service?

All students are required to return all rented items to Textbook Service during business hours, no later than 5pm on the Saturday of finals week. Students are also responsible for knowing what items they need to return. Although students are allowed to return books for others, the renter is ultimately responsible if the book is not correctly returned. It is not mandatory for students to have their ID card to return books. Students may also return books by mail at their own expense.

Rented items that **must** be returned to Textbook Service includes all of the following items: Textbooks, CDs, DVDs, Blueprints

Rented items that **do not** have to be returned includes: junior achievement kits, physical access codes, electronically provided courseware, and electronically provided textbooks

### Who is eligible to use Textbook Service?

Textbook rental fees are included in General Student Fees, and students are not charged for the books they rent unless they do not return them. If the student is paying the General Student Fees, they are eligible to use Textbook Service. This applies to both traditional Undergraduate and Graduate students. Corporate students are not permitted to rent textbooks, but may purchase their book from the Cougar Store.

## III. Ordering Polices & Procedures

### Requesting Books for Courses

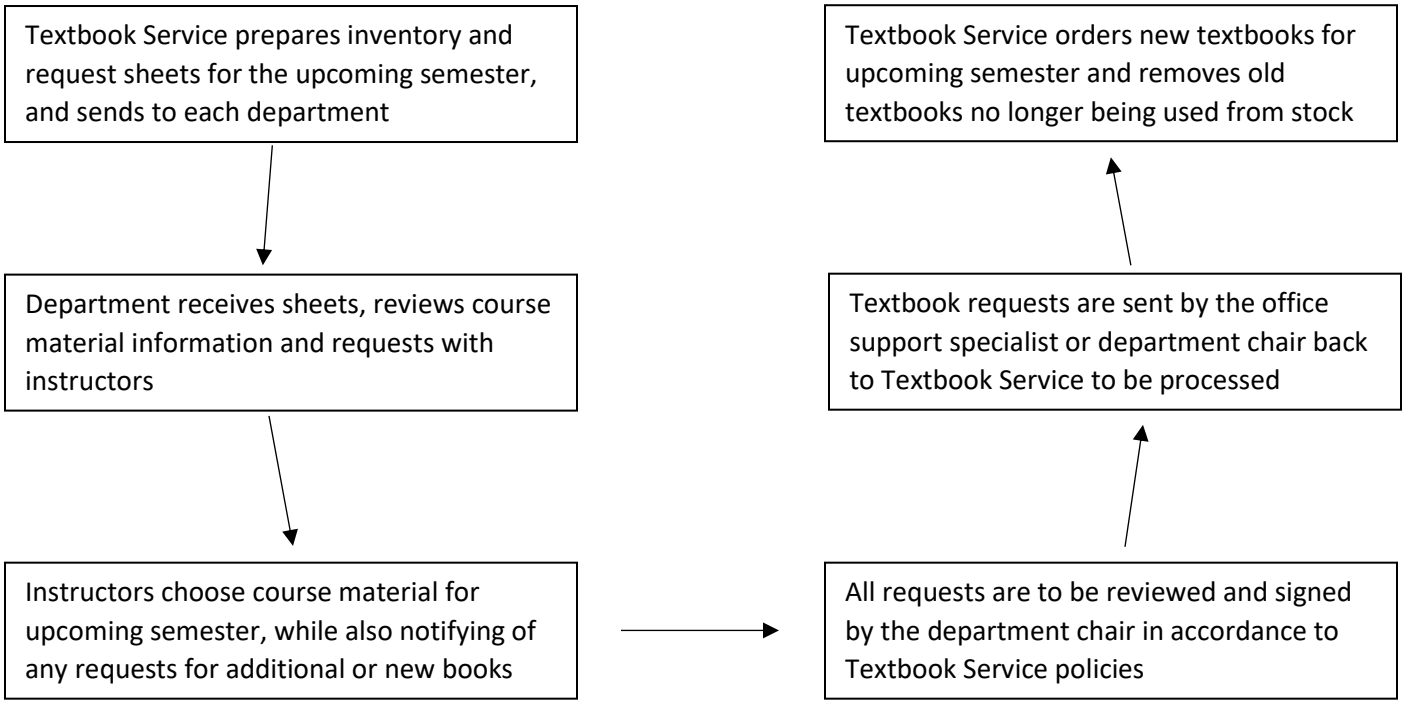
a. Textbook Service is responsible for supplying all courses with the requested course materials each semester. Textbook request forms for the upcoming semester are sent out to every department one month after the current semester begins, and are expected to be due back by a deadline that is set every new semester by Textbook Service management.

b. These packets are sent to each department's office support specialist and will contain existing textbook inventory for that specific department. From there, the department will be responsible for notifying each instructor to choose what course materials they will need for their respectable courses/sections.

c. Textbook request templates are organized by course, and all course materials that have been used for that course previously are listed under the course. Once the instructor has chosen the course materials needed, the office support specialist is typically responsible for making these notations on the textbook request templates. Textbook requests can also be permitted to be organized by spreadsheet, at the department's discretion.

d. Once all courses have chosen their materials, the department chair is then responsible for looking over all textbook requests for both existing and new books. It must then be signed, and sent back to textbook service electronically or campus mail.

e. All communication with publishers regarding new adoptions for textbooks or digital content must be passed on to Textbook Service before the request deadline.




**Removing Old Textbooks**

a. Every semester, Textbook Service removes textbooks and other course materials from inventory that are no longer in use. During every textbook request cycle, departments can notate what textbooks they are no longer going to use. This process requires strong communication between department faculty, as some textbooks are used every semester, while others are used less frequently.

b. As per Textbook Service policy, any textbook that has not been used in three years is subject for removal, unless notified by the department. Once a book is removed from inventory, it cannot be ordered again unless it is a newer edition. Due to limited space at Textbook Service, it is encouraged that all departments help do their part by notifying Textbook Service to remove textbooks no longer in use.

**Adopting New Textbooks/Editions**

a. For each course offered by each department, a maximum of either two new texts or multiple texts equal to or less than the national average retail price per course according to the National Association of College Stores (NACS) may be adopted through Textbook Service. Exceptions require a justification by instructor and review, approval and signature of the dean. Each book will be in adoption for a minimum of three years or nine terms. Additional exceptions may be made with approval of Assistant Director for Textbook Service.

b. When a new adoption is submitted, previous adoptions will be removed from inventory. Only currently adopted textbooks will be ordered.

c. Any special communication or agreement between the instructor and a publisher representative regarding the department placing of a textbook order, including but not limited to pricing, custom publishing, bundling or digital materials, will need to be submitted to Textbook Service for approval

d. All faculty members are requested to research their new book order request to avoid adopting a textbook that is out of print, available in a new edition or a text that is difficult to obtain. Textbook Service will not source from any individual third party sellers (i.e. Amazon, eBay, etc.).

e. Textbook Service does not supply solution manuals, lab manuals, guide manuals, practice books/work books, or any consumable materials that cannot be reused. These items must be ordered through the Cougar Store through a similar process explained above.

It is encouraged all faculty thoroughly examine the Textbook Service Rental Policy before requesting to order course material through. Additional info about Textbook Service policy can be found here:

**https://www.siue.edu/policies/1p1.shtml**

**Adopting Digital Content**

a. Digital courseware such as an e-text, or inclusive access such as MyLab, Mastering, Connect, etc. will be considered on a case-by-case basis for adoption as one of the two course materials provided by Textbook Service as long as it follows policy guidelines. All digital courseware must be requested in the same fashion as the process stated above and approved by the department chair. Digital courseware must also be requested by the deadline, and the specific product must be noted on the textbook requests sent to Textbook Service.

b. In most cases, digital courseware is provided by Redshelf and is integrated into Blackboard, meaning that students will not need to receive any access codes from Textbook Service. E-texts and inclusive access provide instructors with their own copy to use during the course duration, and is also equipped with a student view option.

c. Instructors will need to make Redshelf-provided digital content integrated into Blackboard visible for students before the course begins. Once the instructions are followed, the courseware becomes accessible for the duration of the course:

- For **instructor** e-text/inclusive access on blackboard, follow the instructions on this link: https://kb.siue.edu/page.php?id=90907

- To make available and visible to **students** to access, follow the instructions on this link: https://kb.siue.edu/page.php?id=84201

Once these steps are completed, students will be able to view their online course material, which will be located under the "Redshelf" tab on the course homepage. Textbook Service is not able to manually do this for courses, and instructors will need to do this themselves before courses begin.

d. Any digital content that cannot be provided by Redshelf will result in Textbook Service notifying the instructor that access codes will need to be distributed to the students, which the department will be responsible for distributing.

e. Any troubleshooting or errors with Redshelf must be reported to Redshelf first by using the help tool located on the course shell. All inquiries that fail to report the issue to Redshelf before contacting Textbook Service will be redirected to Redshelf customer service.

For more info pertaining using Redshelf, please visit this link:

**https://solve.redshelf.com/hc/en-us/articles/360012931814-How-To-Redeem-A-RedShelf-Access-Code**

For more info pertaining to Textbook Service policy pertaining to digital content, please visit this link:

**https://www.siue.edu/policies/1p1.shtml**

## IV. Faculty Resources

### Requesting Instructor Copies

a. It is the faculty member's or department's responsibility to obtain desk copies. Textbook publishers normally will provide desk copies at no charge to departments when requested. Textbook Service or The Cougar Store can provide publisher contact information if requested.

b. When sufficient quantities are on hand, Textbook Service will provide a temporary loan of a textbook copy for up to six weeks. The academic department must submit an AP Invoice Distribution form with the correct account information along with the request to borrow the textbook. Any textbook not returned within the six weeks will be charged to the academic department's account.

c. If a determination is made that there are not enough copies of a textbook to loan to the academic department due to student enrollment, a textbook will not be loaned. Students are entitled to a text before a textbook is loaned to an academic department. Should the enrollment increase, the academic department may be requested to return a loaned textbook for a student who is enrolled.

### Requesting Inventory Reports/Adoption Information

While it is an expectation that the department keeps records of their textbook inventory and adoption periods, specific reports can be requested from Textbook Service. This request should be made to the retail supervisor, and will be provided to the department chair once the report is generated. These reports contain specific information pertaining to textbook stock and adoption date, and can make requesting and removing textbooks an overall easier process for departments.

### New Courses, Section Changes, Changing Course Materials

Anytime a department adds, drops, or changes the number to a course or section after the textbook request deadline, it is **crucial** that Textbook Service is informed. Without this information, Textbook Service may not be able to supply the required number of textbooks for courses, or digital content may not be successfully integrated into Blackboard. Failure to communicate course or section changes may result in not being provided requested courseware for the duration of the semester.

While it is not recommended that instructors change course material once the request deadline has passed, exceptions can be made in emergency situations at the full discretion of Textbook Service. In the case of a course not having assigned a professor yet, the department is recommended to pre-assign course material so that Textbook Service is able to accommodate the students in the course.

## Conclusion

Textbook Service is strongly committed to serving the students of our University by accommodating them with the required course materials they need. We recognize that our unique rental system is not entirely perfect, and are always open to respectfully-made suggestions and recommendations from students and faculty. At the conclusion of this manual, we hope that instructors and other faculty have a better understanding of how Textbook Service operates, what is expected of us, and what we expect from the faculty who use our service. Additionally, we are always happy to answer any additional questions or concerns that are not listed in this manual.

* This form is to filled out by the department for adopting **new** textbooks only *

## TEXTBOOK SERVICE

## NEW TEXTBOOK ORDER FORM

(Single textbook only, no bundles or custom order)

| Semester & Year: | Dept: | Course: | Section(s): | Date: |
|---|---|---|---|---|
| | | | | |

| Estimated Enrollment: |
|---|
| |

| Edition | Year | Publisher |
|---|---|---|
| | | |

| Author | Title | 13-ISBN Number | Net Price |
|---|---|---|---|
| | | | |

This adoption:

___ Replaces: _____ _____ _____

(Book Title) (Adoption Year) (ISBN)

*(All replaced titles will be eliminated from TBS inventory)*

___ Early Adoption (Justification Letter Attached)

___ *New* Class

___ **Additional Book for a *new* class** (Dean's signature required)

___ **Additional Book for *existing* class** (Dean's signature required)

___ Current textbook unavailable, out of print, unable to order adopted textbook

___ Class has not had a previous rental textbook

***Special Notations: _____

++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++

_____ _____

Professor Signature and Date Dean Signature and Date

_____ _____

Department Chair Signature and Date Provost Signature and Date

_____Bk Orders _____CR _____Bk Main

| FY-PO# | DATE | QTY | COST | PUB | SHIP | TITLE # |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |

* This form is to filled out by the department for adopting **new** digital courseware only *

Textbook Service

# Digital/Textbook Package/Bundle Adoption

Southern Illinois University Edwardsville

| Semester & Year: | Dept: | Course: | Section(s): | Date: |
|---|---|---|---|---|
| | | | | |

| Estimated Enrollment: |
|---|
| |

| Edition | Year | Publisher |
|---|---|---|
| | | |

| Author | Title | 13-ISBN Number | Net Price |
|---|---|---|---|
| | | | |

This adoption:

___ Replaces: _____ _____ _____
(Book Title) (Adoption Year) (ISBN)

___ Early Adoption (Justification Letter Attached)
___ *New* Class
___ **Additional Book for a *new* class** (Dean's signature required)
___ **Additional Book for *existing* class** (Dean's signature required)
___ Current textbook unavailable, out of print, unable to order adopted textbook
___ Class has not had a previous rental textbook
***Special Notations:

_____

_____

| Publisher Representative | | |
|---|---|---|
| Name | | |
| E-mail | | |
| Phone | | |
| Will each of these items in this package be available for at least 36 months from the first day of usage? | YES NO | |
| Textbook Service expects that a package created for us will remain at the same price for at least 3 years from the first date of classroom use. Will publisher guarantee this price for that time? | YES NO | |
| Package/Bundle Price<br>Can component be ordered individually? (Please provide info above)* | Net price<br>$<br>YES NO | |
| Is this package 100% returnable to the publisher if not opened? | YES NO | |
| Sign Here | Date | |

| Instructor | | |
|---|---|---|
| Name | | |
| E-mail | | |
| Phone | | |
| Will each of the items in this package be required of each student in each section of this course? | YES NO | |
| _____ Instructor Signature | _____ Date | |
| _____ Dept Chair Signature | _____ Date | |
| _____ Dean Signature | _____ Date | |
| _____ Provost Signature | _____ Date | |

| FY-PO# | DATE | QTY | COST | PUB | SHIP | TITLE # |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |

# RedShelf Support **Pathways**

**Requests submitted through RedShelf Solve can be resolved up to 75% faster than through email.**

### When a student calls the bookstore or visits the bookstore in person:

- Direct the student to visit RedShelf Solve (solve.redshelf.com) for answers to FAQs or to submit a support request.

### When a student emails the bookstore:

- For general support requests and FAQs, send them to solve.redshelf.com.
- For platform or account issues, help them open a ticket by cc'ing help@redshelf.com.*
- For Inclusive Access issues, help them open a ticket by cc'ing iahelp@redshelf.com.*
- For issues with bookstore purchases, help them open a ticket by cc'ing bookstorehelp@redshelf.com.*

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### When an Inclusive Access instructor contacts the bookstore:

- For course setup or materials support, email your RedShelf Account Manager.
- For individual student support, help them open a ticket by cc'ing iahelp@redshelf.com.*

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### When you need point-of-sale (POS) order or system support:

- POS support is a responsibility shared by RedShelf and your POS provider.
- For assistance transacting a single RedShelf product for a student order, submit a request on solve.redshelf.com or email bookstorehelp@redshelf.com.
- For POS software issues, eBook adoption issues, or trouble transacting multiple RedShelf products, contact your POS provider's support team.

***When cc'ing help@redshelf.com, iahelp@redshelf.com, or bookstorehelp@redshelf.com on a communication with a student or professor, hand off those interactions to RedShelf's Customer Experience team with the following message:**

*"I've looped in RedShelf's Customer Experience team so they can look into this further. Going forward, you can check out FAQs and submit support requests through their online support hub, RedShelf Solve (solve.redshelf.com). Team, can you help __(student)__ with __(issue)__?"*

RedShelf

solve.redshelf.com