



Textbook Service

Rental Survey

Spring 2005

Conducted by Textbook Service Staff

UNIVERSITY	PURCHASE/REFUND POLICY	LOCATION OF RENTAL SYSTEM	GRADUATE STUDENTS
Allen County Community College Iola, Ks	We observe the same refund policy as our business office does for tuition refunds.	Inside of bookstore, full service	Two-year college
Appalachian State University Boone, NC	Full refund within one week with receipt. If rental is bought and still used as rental we buy back at any time for half of what was paid.	Separate floor in the bookstore; Clerk service	Grads buy books outside of the rental system, but if an u/g and grad class have the same book and if the rental system has enough books to cover the grads needs they will sell the book to grads at 25% off the new retail price.
University of Central Missouri Warrenburg, MO	Refunds given through 10th day of semester.	Rental is integrated into bookstore. Employees for rental & retail are included above.	n/a
Eastern Illinois University Charleston, IL	Observe same tuition & fee refund process in place. In addition, offer the Graduate Student Purchase Option which allows for a refund of all or a % of rental fees	Separate from bookstore	Undergrad & grad participate in program
Lincoln College Lincoln, IL	Has not been addressed but will take back if in good condition.	With book store and mail room	n/a
Missouri Southern State University Joplin, MO	1st week of class refund rental; after that retail price and the books are not returnable.	Self serve; next to bookstore	Grads enrolled in u/g classes rent books. For purchase they pay retail price. For grads enrolled in grad classes and rental has the book they pay retail price.
Norquest College Edmonton, Alberta	Do not sell at all	With bookstore	n/a
Oklahoma Panhandle State University Goodwell, OK	We do buy back with Budget Text, and texts that the professor will reuse we will buy for a little more then the used book companies.	Located within bookstore	n/a
Rend Lake College Ina, IL	Full refund during the 3 weeks after classes start	Created in house to accommodate rental option on texts.	two-year college
Southeast Missouri State University Cape Girardeau, MO	No refund - sales are final. Rental refunds follow university refund schedule.	n/a	Grads receiving u/g credit can rent. For classes with both u/g and grad grads can buy from rental if enrollment is small enough. Books are sold to grads same as u/g--retail, new or used price
Southeastern Louisiana University Hammond, LA	If purchased from SLU rental within first three weeks of classes, rental fee is refunded.	Self service; Book pick up clerk check out	Will rent to grads if academic dept requests a rental. All students have the option to purchase. If purchased within 3 weeks rental fee is refunded. All books sold at retail price of original cost paid.

UNIVERSITY	PURCHASE/REFUND POLICY	LOCATION OF RENTAL SYSTEM	GRADUATE STUDENTS
Southern Illinois University Edwardsville Edwardsville, IL		Self service; separate building	Grads enrolled in u/g classes may purchase at textbook rental. Otherwise grad books are at campus bookstore.
Taft College Taft, CA	3 week refund policy which includes rental fees. The week prior to start of semester, first week of semester, and the week after the semester starts.	Consolidated bookstore and rental into one unit within the store	n/a
University of North Alabama Florence, AL	Must have drop class and have receipt	off campus	n/a
University of WI-Barron County Rice Lake, WI	None	Through library circulation	n/a
University of WI-Eau Claire Eau Claire, WI	One a rental is purchased they are stamped sold and are non refundable. They can be sold back during buyback at the end of the semester.	All one location for purchase material, general merchandise, and rental books	Grads purchase through bookstore.
University of WI-LaCrosses LaCrosse, WI	30 days with receipt	Separated from bookstore, but works together	n/a
University of WI-Platteville Plattevill, WI	All sales are final	Textbook rental is located in the basement of one of the classroom buildings	Grad students may rent through rental system.
University of WI-River Falls River Falls, WI	All but \$6 on each text	Separate from bookstore; self serve	Grad students may rent through rental system.
University of WI-Steven Point Steven Point, WI	No refund on purchased rental books	One side Book store/ other side Text Book Services	Grads may purchase or rent books that u/g have access to. If they purchase book is sold at net cost
University of WI-Stout Menomonie, WI	Can't refund with cash because we do not take enough in. We will suggest selecting another title of same or higher cost.	As a separate unit of the University Library; self service	n/a
University of WI-Whitewater Whitewater, WI	30 days	Self serve; Currently separate from book store but intend to combine after remodeling project	Grad students in u/g class paying u/g fees can rent. Grad student paying grad fees purchase from rental at 15% discount.
Western Carolina University Cullowhee, NC	Refund within 7 days with receipt	Separate area in book store building, not self- service	Grads cannot rent. Grads taking u/g class can purchase text in rental system. Charged net cost plus \$2.00 for used books, net plus 25% for new books.

UNIVERSITY	OWNER OF RENTAL SYSTEM	RENTAL TERMS	RENTAL FEES	DISCONTINUED/DISCARDED TITLES
Allen County Community College Iola, Ks 66749	University	Pays \$9 per credit hour regardless of the number of textbooks required for class, 95% of inventory is rented. Construction of book (i.e. soft back or spiral) can determine whether the book is rented or sold.	\$9 per credit hour	Used market if available. Bridge over Asia disposal; sell to students with a discount at start of semester.
Appalachian State University Boone, NC 28608	University	One book per course, either paper back or hard back. No consumable materials, and no books accepted for selected topic classes.	Fee for 12 hours or more is \$76.00 per semester.	Sell to wholesalers, books with no wholesale value given to students and recycled. Sell students their books with a discount of 25% at the end of semester.
University of Central Missouri Warrenburg, MO 64093	University	Primary text; one book; hardback	\$30 per text undergrads only.	Generally discontinued titles will be sold at rental fee last semester of use. We also advertise to wholesale. Book sale "all you can carry for \$10.00". Recycle and ship over seas.
Eastern Illinois University Charleston, IL 61920	University	Current course maximum is \$100.00. Multiple sections can select different textbooks as well as honors courses..	\$7.95 per credit hour per course; no cap	(Txtbks go down 10% every time they are checked in. The price of the book stops at 50% off discount price.) <b>This info refers to current txtbks.</b>
Lincoln College Lincoln, IL 62656	University	Limit of 3 rental books per class.	\$7.00 per credit hour	Sell to wholesaler and donate to third world countries. Discount to students- retail price minus the rental fee.
Missouri Southern State University Joplin, MO 64801	University	One rental book per course unless approved by academic affairs. No cap on price of book. We do allow paperbacks if the course is only offered 3 times or less in the same year.	\$6 per credit hour	Sell to students, used book companies, on half commission, and on Amazon.com.
Norquest College Edmonton, Alberta	University	None at this time	\$75.00 per course	Surplus them-have a book fair once a year; sells to students at book fair; will give away if damaged; do not bid out the books.
Oklahoma Panhandle State University Goodwell, OK 73939	University		\$6.00 per credit hour	Sell to students; used book companies; offer a discount to students; usually just give away; sometimes sell for half or less.
Rend Lake College Ina, IL, 62846	University	Reasonable highlighting is allowed but no writing in rental textbooks. Rental textbooks not returned or damaged are billed to student accounts. Hardback and soft back books.	\$27.00 rental fee plus \$20.00 deposit per book. Deposit refunded when book is returned.	Bid to used book companies or donate to community.

UNIVERSITY	OWNER OF RENTAL SYSTEM	RENTAL TERMS	RENTAL FEES	DISCONTINUED/DISCARDED TITLES
Southeast Missouri State University Cape Girardeau, MO 63701	University	Faculty rule: one book per course (exceptions) all courses/sections use same book 2 calendar years. Student rule: all textbooks must be returned by 4:00pm the Monday after finals.	\$17.75 for Undergrads only plus tax per course	Bid to used book companies, then dollar book sale.
Southeastern Louisiana University Hammond, LA 70402	University	Hardbacks only; paperbacks and bound books are at university store.	\$ 25.00 per course; no cap	Used books companies, student sales, donations, or discard. Students may purchase books anytime during the semester.
Southern Illinois University at Edwardsville Edwardsville, IL 62025	University	No limit on rental books; pay fees according to hours; no cap on price for book; Computer books used 2 years; all others for 9 semesters.	\$6.80 per credit hour, will increase 12% in FY '07.	Bid to used book companies; dollar book sale to student and others; donate to local schools; third world countries; recycle.
Taft College Taft, CA 93268	University	Must be core textbook- the exception is any and all workbooks.	Rental fee is based at 20% cost of title. Each title has an individual fee.	Discard them; Students who purchase an optional Associated Student Body card receive a 50% discount on rental fees and 10% of purchase.
University of North Alabama Florence, AL 35630	University	Used books only	Per day	Trash them if they are old editions; sell to students but not at a discount.
University of WI-Barron County Rice Lake, WI 54868	University	Number of books vary, all types (hardback, etc...) pay retail, no caps, no trade books	Per credit hour, all students	Discarded titles are sold to students and used book companies.
University of WI-Eau Claire Eau Claire, WI 54702	Barnes & Noble	1 rental book per course; No graduate courses	Undergraduate only; students pay fees every semester at \$76.00.	Sell them to students and bid to companies; then departments have the chance to request copies and then a limited number are sold for \$1 on the floor. After second week of class until the three weeks before finals the students can purchase texts at 25% discount.
University of WI-LaCrosse LaCrosse, WI 54601	University	None at this time - encourages 1 or 2 basic books and supplementals.	\$ 75.00 full time students; \$8.25 for graduate students that qualify.	Give to students free of charge.
University of WI-Platteville Platteville, WI 53818	University	Prefer 1 book; however, can have more if authorized by department chair and college dean. Each college dean is assigned monies for new books by the Provost from the Textbook Center's textbook budget. Out of the overall total textbook budget, the Textbook Center encumbers monies for ordering additional titles already on the shelves.	\$5.83 per credit hour, max of \$70 (12 - 18 hrs); Undergrad & Grad students	Bid to wholesaler; sell to student in booksale; sell books to vendors according to copyright year; donate to Better World Books.

UNIVERSITY	OWNER OF RENTAL SYSTEM	RENTAL TERMS	RENTAL FEES	DISCONTINUED/DISCARDED TITLES
University of WI-River Falls River Falls, WI 54022	University	No cap on primary text (within reason). Case by case on supplementary texts.	Full time undergrad - \$ 59.00 per semester	Sell on used book market or to our students for minimal prices. Used 2 years or less 20% off retail. Over 2 years 40% off retail.
University of WI-Steven Point Steven Point, WI 54481	University	One book per course. Although in many situations some courses have two books if warranted and price of both books equals "average price".	\$5.45 per credit hour up to 12 credit hours - \$65.40 per semester	Sell to students, bid to used book companies, and recycle.
University of WI-Stout Menomonie, WI 54751	University	No restrictions, department decides based on available funds.	\$4.45 per credit hour; no cap	Used books companies; dollar book sale; then given away free. Given to departments; send some to the Books for Africa program. Sell to anyone on or off campus. Students do receive a discount if purchasing their books at 10%.
University of WI-Whitewater Whitewater, WI 53190	University	No cap on primary text. \$80 dollars list maximum for multiple text.	\$63.84 per course for 12 hrs for full time undergrad students	Sell to student; bid companies; donate books; students receive a 10, 20, or 30% discount depending on adoption date.
Western Carolina University Cullowhee, NC 28723	University	1 book per course	\$88.00 for full time undergraduate	Sell to students; recycle old books, donate to the departments.

UNIVERSITY	CHANGES DURING ADOPTION	FEEDBACK	PROS/CONS
Allen County Community College Iola, Ks 66749	Computer/Information Networking textbooks have the option to change at end of semester if we still have return permission with the publisher. Otherwise, the change is made at the end of the academic year.	Both parents and students think the rental system is good. Rental system is used as a marketing tool. We approach it as an overall savings to attend College at ACCC	Con: The "new edition" turn around time, as it increases the time needed to recoup your investment shortens. This affects the profit margin, or completely eliminates the ability to make a profit.
Appalachian State University Boone, NC 28608	Adoption is for 3 years regardless of edition change. We do make exceptions and review these case by case.	Good. Students and parents love it.	Can be challenging to administer, especially with faculty who don't like it. But overall, it is no more of a challenge than operating a tight purchase program.
University of Central Missouri Warrenburg,MI 64093	Exceptions by approval of dean.	Yes, it is used to promot enrollment. Parents are postive and thankful for the savings.	Pros: Cost saving to students; reduces number of adoption changes; cost containment; fewer price changes. Cons: Labor intensive; significant start up cost with slower returns on investment; requires full faculty adoption of single text for multi-section courses; preparation challenges from one semester to the next; slower to get from receiving to selling floor because of processes to place in rental program.
Eastern Illinois University Charleston, IL 61920	Exceptions to the adoption cucle by approval of dean, department chairperson, deputy director, and Textbook Service.	Yes, parents and student support the system. Used as a recruiting tool for perspective students.	Pros: Textbook rental is most cost effective for students; system promotes accountability for expenditures of student monies.
Highland Community College Highland, KS 66035	Exceptions by approval of the academic dean.	Helps people continue their education without the burden of buying textbooks.	Pros: Cost effective for students. Cons: Publishers change editions often and before our book cycle is over. Sometimes it's difficult to purchase additional copies.
Lincoln College Lincoln, IL 62656	Approved by academic office.	Yes, parents like it.	Cons: Getting faculty on board and looking through books for damage.
Missouri Southern State University Joplin, MO 64801	Buy old editions through dealers or Amazon and half commission.	Feedback from students and parents is positive, unless the books are not returned. Our rental system has not influenced our enrollment	Pro: A great saving to students. In times of higher tuition, it does help in lowering cost to students. Con: It's restrictive to faculty.
Norquest College Edmonton, Albera, Canada	When an instuctor puts a book on the list, they do so knowing it will be used for 8 semesters. However, special exceptions can be made.	Good students are prepared when they go to their first class.	Cons: Students complain about no refund from rental fees.
Oklahoma Panhandle State University Goodwell, OK 73939	Exceptions by approval of dean.	Students and parents both appreciate the cost savings; has influenced the enrollment; advertised as a saving of \$100 to \$300.	Con: Because we are required to keep the text so long, and books are changing so rapidly we are having problems keeping up.

UNIVERSITY	CHANGES DURING ADOPTION	FEEDBACK	PROS/CONS
Rend Lake College Ina, IL 62846	Exceptions by approval.	A positive recruitment tool for the college.	Pro: Savings on textbook costs and shipping costs. Makes grant monies go farther. Reduces competition from outside textbook vendors for educational money. Keeps educational money on campus. Con: Need a system and administrative support.
Southeast Missouri State University Cape Girardeau, MO 63701	Exceptions are allowed.	Yes, university uses it as a recruiting tool: "Scholarship for Every Student". Parents and student love it.	Pro: Great savings for students. 99% of all students have the books and are better prepared in class. Con: Faculty (a select few) feel academic freedom is restricted.
Southeastern Louisiana University Hammond, LA 70402	Department must submit adoption changes by deadline.	Yes, it is used as recruiting tool. Parents think it's great.	Pros: Profitable for student and school. Cons: Small amount of books are late due to drop/add during 2nd week of classes.
Southern Illinois University Edwardsville Edwardsville, IL 62025	Exceptions by deans approval	Used as a recruiting tool; feedback is positive.	Pros: Students have the books they need; fees are included in tuition; postive feedback from administration. Cons: Some faculty find it restricting, older editions.
Taft Community College Taft, CA 93268	Exceptions by approval.		Restocking inventory which includes outstanding old editions. New editions are released every 1.5 to 2 years which causes difficulty with a 3 year adoption term. Also many students do not return books on time.
Three Rivers Community College Poplar Bluff, MO 63901		Positive feedback	Pros: Lower the cost for students; Cons: A lot more record keeping, tracking, and assessing fines.
University of North Alabama Florence, AL 35630	New editions	Students usually like this to study for test and final exams.	
University of WI - Barron Co Rice Lake, WI 54868	Per dean approval each spring.	Influences enrollment.	Con: Unreturned books (issue fees, notices, blocks grades)
University of WI - Eau Claire Eau Claire, WI 54702	All new request are coded according to time usage requirements. Second texts are not approved. First come first serve basis according to code and budget availability	Students love it; does not know how the rental program influences enrollment	Pros: Students appreciate cost break. Cons: Academic staff limited on which books they can use due to the time use requirement of texts.
University of WI - LaCrosse LaCrosse, WI 54601	Deans are asked to police the adoptions of a new title, watch money spent/budgeted.	Both parents and students love it.	Pro: Money saving. Con: Instructors who use the books for 4 to 6 semesters, some want their students to write or highlight in books.

UNIVERSITY	CHANGES DURING ADOPTION	FEEDBACK	PROS/CONS
University of WI - Platteville Platteville, WI 53818	If money for new books is available in the textbook budget of the college dean, the orders are processed regardless of when they were submitted (before, during, or after the adoption period).	Has a good influence on our enrollment; many parents and guidance counselors seem to be really excited about the rental program.	Pros: Every student has a book; students can build their professional libraries at a cheaper price; makes it easier for students to pay a reasonable price for their books; don't have to deal with buyback. Cons: Dealing with students with damaged books; students failing to return books (neither of these are major problems).
University of WI - River Falls River Falls, WI 54022	Exceptions approved of Textbook Services Manager, may be appealed to department dean and then appealed to Vice Chancellor.	Unknown, but parents like it.	Pros: Popular with students; students like the control of the fees; students have a voice in setting rental fees every year; new students are attracted to the university every year because of the savings.
University of WI - Steven Point Steven Point, WI 54481	Justification and approval from department chair.	National publicity making students more aware of rental schools (no formal survey)	Pro: Admissions uses "rental" as a recruiting tool. Con: Faculty must choose a book wisely.
University of WI - Stout Menomonie, WI 54751	Does not apply as there are no adoption periods.	Like a scholarship saving over \$1,000 per year, depending on the program.	Best of both worlds-- rent, buy books you really want, and check out books for reference or leisure.
University of WI - Whitewater Whitewater, WI 53190	Can change prior to three years if book goes into new edition; other exceptions on individual basis.	Influences enrollment; it's used as a recruiting tool; parents and students love it.	Pros: Saving to students; purchase only books they want; recruiting tool; less staffing time; less adoption not an issue Cons: Faculty thinks it's restrictive; need more physical space.
Western Carolina University Cullowhee, NC 28723	Exceptions by approval.	We have a student survey each year to rate customer service, and it has influenced enrollment.	Pro: Very helpful financially to students. Con: Rental fees must keep pace with rising cost of textbooks.

SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE

UNIVERSITY	ENROLLMENT	PROGRAM	ADOPTION PERIOD	NUMBER OF EMPLOYEES	FUNDING	COST EFFECTIVE	FLOOR SPACE
Allen County Community College Iola, Ks 66749	N/A	2 years	3 to 4 years	F/t - 1; P/t - 0; T/w 1; S/w - 2.	University money, income from rental and sales goes into general auxiliary fund.	Yes	N/A
Appalachian State University Boone, NC 28608	14,652	4 years	3 years; 9 semesters	F/t - 19; P/t - 3; T/w -up to 50; St/w - 6	Rental fees support the rental system. We are a receipt generated bookstore.	Yes	3,500 sq ft
University of Central Missouri Warrenburg,MI 64093	10,051	4 years	2 years; 9 semesters	F/t-13; P/t-6; T/w-15; S/w-50	Sales and rentals	Yes	17,000 sq ft
Eastern Illinois University Charleston, Il 61920	11,500	4 years	Longer of 2yrs or 3 semesters	25; S/w-16 and up to 70 additional	Rental fees, late fines, textbook sales	Yes	12,000 sq. ft. on three floors
Highland Community College Highland, KS 66035	600 on campus 2400 offsite	2 years	3 years; 6 semesters	F/w-2; S/w-2	Auxiliary account (college funds)	Yes	1,700 sq ft
Lincoln College Lincoln, IL 62656	650	2 years	2 years; 6 semesters	F/t-3;T/w-2-6	Through Business Office	Yes	3,000 sq ft
Missouri Southern State University Joplin, MO 64801	5,256	4 years	2 years	F/t - 1; P/t - 8; T/w - 3; St/w - 4	Rental fees and university monies	Yes	1,200 sq ft
Norquest College Edmonton, Albera, Canada	10,000	2 years	8 semesters	F/t-6; T/w-1	Rental fees	Yes	N/A
Oklahoma Panhandle State University Goodwell, OK 73939	1,200	4 years	3 to 4 years	N/A	State Monies	No	N/A

SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE

UNIVERSITY	ENROLLMENT	PROGRAM	ADOPTION PERIOD	NUMBER OF EMPLOYEES	FUNDING	COST EFFECTIVE	FLOOR SPACE
Rend Lake College Ina, IL 62846	5,000	2 years	3 years	F/t - 1; P/t - 1; T/w - 1; S /w -	Textbook sales and rental fees.	Yes	1,700 sq ft
Southeast Missouri State University Cape Girardeau, MO 63701	10,000+	4 years with Grad degrees	2 calendar years	F/t - 2; P/t - 0; T/w -10-12; S/w - 5	No state funding, we operate on what we make.	Yes	5,000 sq ft
Southeastern Louisiana University Hammond, LA 70402	14,000	4 years	2 years	F/t-6; T/w- 15; S/w-2	Rentals fees	Yes	7,5000 sq ft
Southern Illinois Edwardsville Edwardsville, IL 62025	12,500	4 years	9 semesters	Ft- 3; T/w -up to 30; S/w - 6 to 8	Self sustaining from fees.	Yes	7,000 sq ft
Taft Community College Taft, CA 93268	2,500	2 years	9 semesters	F/t-3; T/w-4; S/w-2 to 6	By community monies	No	1,000 sq ft
Three Rivers Community College Poplar Bluff, MO 63901	3,000	2 years	3 years	F/w-2; P/w- 5; S/w-4	Rental Book Budget & revenue account	Yes	1,200 sq ft
University of North Alabama Florence,AL 35630	5,000	2 years	9 semesters	T/w-4; S/w-2	Rental fees	Yes	3,000sq ft
University of WI - Barron Co Rice Lake, WI 54868	400 to 600	2 years	Per professor, up for renewal each year	F/t - 2; P/t - 1; T/w - 0; St/w - up to 7	Rental fees	Yes	26x4x1 sq ft

SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE

UNIVERSITY	ENROLLMENT	PROGRAM	ADOPTION PERIOD	NUMBER OF EMPLOYEES	FUNDING	COST EFFECTIVE	FLOOR SPACE
University of WI - Eau Claire Eau Claire, WI 54702	N/A	4 years	Paperback 2-4 terms; Hardback 3-6 terms	Ft-8; Pt-9; T/w-2; S/w- Up to 40	Rental fees	No	16,000 sq ft
University of WI - LaCrosses LaCrosse, WI 54601	8,000	4 years	2 calendar years	F/t - 1; P/t - 1; T/w - 0 to 12; S/w - 7	Rentals fees, fines, sale of books	Yes	N/A
University of WI - Platteville Platteville, WI 53818	6, 200	4 years	None - at the discretion of instructors with the approval of the dept chair & college dead	F/t-1; Pt- 1; T/w- 7 -10; S/w- 5-15	Self-sustaining; the segregated fee portion of student tution. No tax monies are received for rental.	Yes	N/A
University of WI - River Falls River Falls, WI 54022	6,000	4 years	2 years; 9 semesters	F/w-1; P/w-1; T/w-1 to3; S/w-10	Rental fees	Yes	6,000 sq ft
University of WI - Steven Point Steven Point, WI 54481	8,700	4 years	Fr/Soph-6 sem.; Jr/Sr-4 sem.	F/t - 1.5; P/t 0; T/w - 12; S /w - 5	Tuition fees	Yes	4,000 sq ft
University of WI - Stout Menomonie, WI 54751	7,500	4 years	department decides	F/t - 3; P/t - 0; T/w - 1 S/w -7	N/A	Yes	6,000 sq ft
University of WI - Whitewater Whitewater, WI 53190	10,847	4 years	3 years	Ft- 1.25; Pt- 0; T/w- 4; S/w - 8-10	Fees	Yes	6,550 sq ft
Western Carolina University Cullowhee, NC 28723	8,200	4 years	2 years	F/t - 1; S/w - 2	Rental fees	Yes	3,000 sq ft

SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE

<b>Legend:</b>	<b>F/t-Full time</b>	<b>P/t-Part time</b>	<b>T/w- Temporary Worker</b>	<b>S/w-Student Worker</b>
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Allen County Community College  
1801 N Cottonwood  
Iola, KS 66749  
Contact: Donna Cason  
Phone: 620-365-5116 ext. 252  
Fax: 620-365-7406  
[cason@allenc.edu](mailto:cason@allenc.edu)

Appalachian State University  
Box 32028  
Boone, NC 28608-2028  
Contact: Cathy Marks, Director  
Phone: 828-262-3070  
Fax: 828-262-2614  
[Marksc@appstate.edu](mailto:Marksc@appstate.edu)

University of Central Missouri  
University Union 128  
Warrensburg, MO 64093  
Contact: Charlie Rutt  
Phone: 660-543-4475  
Fax: 660-543-4688  
[rutt@cmsu.edu](mailto:rutt@cmsu.edu)

Eastern Illinois University  
600 Lincoln Ave  
Charleston, IL 61920  
Contact: Carol Miller  
Phone: 217-581-3626  
Fax: 217-581-3590  
[camiller2@eiu.edu](mailto:camiller2@eiu.edu)

Elizabeth City State University  
Elizabeth City, NC 27906  
Contact: Pedro Holley, Manager  
Phone: 252-335-3402  
Fax: 252-335-3662  
[pholley@mail.ecsu.edu](mailto:pholley@mail.ecsu.edu)

Highland Community College  
Highland, KS 66035  
Contact: Sarah Albers  
Phone: 785-442-6008  
Fax: 785-442-6101  
[salbers@highlandcc.edu](mailto:salbers@highlandcc.edu)

Lake Land College  
5001 Lakeland Blvd  
Mattoon, IL 61938  
Contact: Chris Ward, Director  
Phone: 217-234-5420  
Fax: 217-234-5535  
[cward@lakeland.cc.il.us](mailto:cward@lakeland.cc.il.us)

Lincoln College  
300 Keokuk St  
Lincoln College, IL 62656  
Contact: Donna Hutchison, Bkstr Mgr  
Phone: 217-732-3155 ext. 320  
Fax: 217-732-7923  
[dhutchison@lincolncollege.edu](mailto:dhutchison@lincolncollege.edu)

Mississippi Gulf Coast Community  
College #  
Perkinston, MS 39573  
Contact: Frances Rawls, Manager  
Phone: 601-403-1369  
Fax: 601-403-1366  
[frawls@prcc.edu](mailto:frawls@prcc.edu)

Missouri Southern State University  
3950 Newman Rd  
Joplin, MO 64801  
Contact: Craig Needham  
Phone: 417-625-9508  
Fax: 417-659-4383  
[needham-g@mssu.edu](mailto:needham-g@mssu.edu)

Norquest College  
10215 108th St  
Edmonton, Alberta T5J16  
Contact: Susan McNemara  
Phone: 780-644-6203  
Fax: 780-427-6210  
[susan.mcnemara@norquest.ca](mailto:susan.mcnemara@norquest.ca)

Panhandle State University  
PO BOX 218  
Goodwell, OK 73939  
Contact: Mandy Batenhorst  
Phone: 580-349-1399  
Fax: 580-349-1397  
[mandyb@opsu.edu](mailto:mandyb@opsu.edu)

Rend Lake College  
468 N Ken Gray Pkwy  
Ina, IL 62846  
Contact: Dorothy Feira  
Phone: 618-437-5321 ext 1320  
Fax: 618-437-5677  
[feira@rlc.edu](mailto:feira@rlc.edu)

Southeast Missouri State University  
1 University Plz  
Cape Girardeau, MO 63701  
Contact: Jan Chisman  
Phone: 573-651-2465  
Fax: 573-651-5020  
[jchisman@semo.edu](mailto:jchisman@semo.edu)

Southeastern Louisiana University  
SCV 10816  
Hammond, LA 70401  
Contact: Judy Easley  
Phone: 985-549-3780  
Fax: 985-549-2198  
[jeasley@selu.edu](mailto:jeasley@selu.edu)

U of W--LaCrosse  
1725 State St  
LaCrosse, WI 54601  
Contact: Cory Miller  
Phone: 608-785-8855  
Fax: 608-785-8856  
[miller.clar@uwlax.edu](mailto:miller.clar@uwlax.edu)

U of W--Platteville  
1 University Plaza  
Platteville, WI 53818  
Contact: Mary Larson  
Phone: 608-342-1265  
Fax: 608-342-1189  
[larson@uwplatt.edu](mailto:larson@uwplatt.edu)

U of W--Stevens POINT \*\*  
1015 Reserve Street  
Stevens Point, WI 54481  
Contact: Sally Reese  
Phone: 715-346-3431  
Fax: 715-346-4649  
[sreese@uwsp.edu](mailto:sreese@uwsp.edu)

U of W--River Falls  
410 S 3rd St  
River Falls, WI 54022-5001  
Contact: Virgil Monroe  
Phone: 715-425-3106  
Fax: 715-425-0678  
[virgil.w.monroe@uwrf.edu](mailto:virgil.w.monroe@uwrf.edu)

U of W--Stout  
315 10th Ave, 201 LLC  
Menomonie, WI 54751  
Contact: Brenda Swannack  
Phone: 715-232-2492  
Fax: 715-232-2462  
[swwanab@uwstout.edu](mailto:swwanab@uwstout.edu)

Taft College  
29 Emmons Park Dr  
Taft, CA 93268  
Contact: Kelly Swanson  
Phone: 661-763-7818  
Fax: 661-763-7819  
[kswanson@taft.org](mailto:kswanson@taft.org)

Three Rivers Community College  
2080 Three Rivers Blvd  
Poplar Bluff, MO 63901  
Contact: Janene Correll, Manager  
Phone: 573-840-9610  
Fax: 573-840-9435  
[jcorrell@trcc.edu](mailto:jcorrell@trcc.edu)

University of North Alabama  
472 N Court St  
Florence, AL 35630  
Contact: Brad Nichols, Manager  
Phone: 256-764-0454  
Fax: 256-764-0454  
[offcampusbooks@aol.com](mailto:offcampusbooks@aol.com)

Univ of Wisconsin--Barron County  
1800 College Lake Dr  
Rice Lake, WI 54868  
Contact: Zora Sampson  
Phone: 715-234-8369  
No Fax  
No Email

U of W--Eau Claire  
105 Garfield Ave--Box 4004  
Eau Claire, WI 54701  
Contact: Heather Lee  
Phone: 715-836-2171  
Fax: 715-836-5030  
[bookstore@uwec.edu](mailto:bookstore@uwec.edu)

U of W--Whitewater  
Moraine Hall-Starin Road  
Whitewater, WI 53190  
Contact: Terri Mienel  
Phone: 262-472-1302  
Fax: 262-472-5335  
[meinelt@uww.edu](mailto:meinelt@uww.edu)

Western Carolina University  
Cullowhee, NC 28723  
Contact: Christien Fisher  
Phone: 828-227-7346  
Fax: 828-227-7125  
[ctfisher@wcu.edu](mailto:ctfisher@wcu.edu)

Southern Illinois University Edwardsville  
Edwardsville, IL 62026  
Contact: Bonnie Elmore  
Phone: 618-650-2437  
Fax: 618-650-5757  
[belmore@siue.edu](mailto:belmore@siue.edu)

\*\*U of Wis - Stevens Point is undergoing a renovation, currently located in a temporary facility.

Will move back to the Center in appx one year

# - Bkstore made the decision this Fall to change to all purchase, with a book buy back program.