

**University Policy No.:** AD2500  
**Classification:** Administration  
**Approving Authority:** Vice-President Academic  
and Provost  
**Effective Date:** December 2018  
**Supersedes:** May, 1999  
**Last Editorial Change:**  
**Mandated Review:** December 2025

## **Bookstore Operation**

Associated Procedures: [Bookstore Operation Procedures](#)

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### **Purpose**

- 1.00 This policy governs the operation of the University Bookstore and the services it provides.

### **Policy**

- 2.00 The Bookstore is the authorized retailer on campus.
- 2.01 The university reserves the right to all retailing activities on campus and has delegated them to the Bookstore (with the exception of certain student retail operations in the Student Union Building and the Graduate Student Centre).
- 2.02 Faculty organizing events on campus can make alternate retailing arrangements. However, the Bookstore has first refusal to do the retailing as long as the Bookstore is able to provide the desired service. Faculty are encouraged to use the services of the Bookstore.
- 2.03 Anyone else wishing to sell books or other merchandise on campus must make arrangements with the Bookstore prior to hosting an event.
- 3.00 The function of the Bookstore is to:
- (a) provide prescribed course materials (textbooks, digital materials) for academic courses at the lowest possible price;
  - (b) make available to the members of the academic community a variety of general reading material including titles complementing academic programs at the undergraduate and graduate level;
  - (c) provide a special ordering service for academic departments, faculty, students, staff, and the general public;
  - (d) act as the authorized sales outlet for university printed material for class use – such material is not to be sold directly by departments, faculty, or students (for exception, see the [Bookstore Operation Procedures](#), section 13.00);
  - (e) act as the sales outlet for material published on campus for commercial use off campus;

- (f) provide, for the convenience of the university community, a variety of non-course related merchandise services; and
  - (g) administer the commercial application of the university licensing program.
- 4.00 The Bookstore is operated as an ancillary enterprise under the direction of the Bookstore Manager. The Bookstore Manager shall be responsible to the Director of Campus Services for all aspects of the operation of the Bookstore.
- 5.00 A Bookstore Policy Advisory Committee (see [Appendix A](#)) is established to advise the Director of Campus Services on the operation of the Bookstore.

#### Course Materials

- 6.00 One of the major functions of the Bookstore is to order course materials selected by the faculty for courses offered at the University of Victoria and to sell all lab manuals, coursepacks, and custom digital materials.

#### General Books

- 7.00 The Bookstore offers a selection of general reading material both in paperback and in hardcover editions.
- 8.00 The selection of books offered for sale is made from current publishers' catalogues, reviews, customers' suggestions, and the Bookstore's own experience of demands.

#### General Merchandise

- 9.00 The Bookstore offers the following types of general merchandise: school supplies, stationery, art supplies, lab supplies, electronics, sporting goods, crested goods, official UVic clothing, greeting cards, magazines, and gift items.
- 10.00 The Bookstore operates a convenience store/coffee shop.

#### Pricing

- 11.00 It is the Bookstore's aim to provide textbooks course materials at the lowest possible prices while remaining self-sufficient.

#### Terms of Sales

- 12.00 All sales to individuals must be paid for in cash, debit, or most major credit cards and departmental requisitions.
- 13.00 Course materials, general books, or merchandise may be returned for refund within the terms clearly outlined on return policies. Such merchandise must be in mint condition, unless marked as "Used" when purchased. Students who have dropped courses may be granted a return extension. Copies of the return policy are available and are offered to customers upon the purchase of any items.

#### Security

- 14.00 The Bookstore is monitored by an exit alarm system. Where and when required, electronic surveillance may be used to monitor sections of the selling floor. The

Bookstore will contact a manager and Campus Security immediately if a theft has been witnessed or is suspected.

**Authorities and Officers**

15.00 The following are the authorities and officers for this policy:

- (a) Approving Authority: Vice-President Academic and Provost
- (b) Designated Executive Officer: Vice-President Academic and Provost
- (c) Procedural Authority: Vice-President Academic and Provost
- (d) Procedural Officer: Associate Vice-President Student Affairs

**Relevant Legislation**

[Copyright Act, RSC 1985, c. C-42](#)

**Related Policies and Documents**

[Copyright Compliance and Administration Policy](#)

[Licensing Program Policy](#)

[Protection of Privacy Policy](#)

[Purchasing Policy](#)

[Regalia Services Policy](#)



## Appendix A

### Bookstore Advisory Committee

#### Name & Status

- 1.00 The Committee shall be known as the Bookstore Advisory Committee (BAC).
- 2.00 The Committee shall be a university advisory standing committee, responsible to the Director of Campus Services.

#### Terms of Reference

- 3.00 The Committee shall act as the formal liaison between the university administration, the student body, and the Faculties, on Bookstore policy and services.
- 4.00 The Committee shall provide advice, upon request of the Director of Campus Services, on any matter relating to the operation of the Bookstore.

#### Membership

- 5.00 The composition of the Committee shall be as follows:
  1. Director of Campus Services (*ex officio*)
  2. Bookstore Manager (*ex officio*)
  3. Course Materials representative (*ex officio*)
  4. Merchandise representative (*ex officio*)
  5. One or two members of the Board of Directors of the University of Victoria Students' Society (UVSS) or designates
  6. One member of the Board of Directors of the University of Victoria Graduate Students' Society (GSS) or designate
  7. Director of the Learning and Teaching Centre or designate
  8. One member each from the Faculties of Business, Education, Engineering, Fine Arts, Graduate Studies, Human and Social Development, Humanities, Law, Science, and Social Sciences, nominated by the respective Deans
  9. Representative from UVic Libraries and/or the Copyright Office
  10. Representative from Indigenous Affairs or IGOV
  11. Representative from the Centre for Accessible Learning

#### Terms of Office

- 6.00 The *ex officio* members shall be members of the Committee for the period of their term of office.
- 7.00 All non-Bookstore representatives shall serve a one-year term and may be reappointed for a second or subsequent terms.

8.00 The Committee will be chaired by the Director of Campus Services (or representative).

Meetings

9.00 The Committee shall meet a minimum of three times during the academic year as determined by the Director of Campus Services or the Bookstore Manager.

10.00 Additional meetings may be held at the call of the Chair.

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## Bookstore Operation Procedures

**Procedural Authority:** Vice-President Academic  
and Provost  
**Procedural Officer:** Associate Vice-President,  
Student Affairs

**Effective Date:** December 2018  
**Supersedes:** New  
**Last Editorial Change:**

**Parent Policy:** [Bookstore Operation Policy \(AD2500\)](#)

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### **Course Materials**

- 1.00 Chairs of Departments are responsible for:
  - (a) providing the Bookstore with the names of required or recommended textbooks for all courses – this information should be made available by April 1 for Fall term texts, October 1 for Spring term, February 1 for Intersession, and March 1 for Summer Session;
  - (b) providing the Bookstore with the estimates of enrolments for each course; and
  - (c) providing the Bookstore with information on course cancellations and changes in teaching appointments where textbook adoptions are affected.
- 2.00 The Bookstore is responsible for:
  - (a) ordering course materials specified by the faculty in a quantity which, in the judgment of the Bookstore, will be sufficient to bring the inventory up to a level which will meet forecasted needs;
  - (b) ensuring that course materials are ordered in sufficient time to be available when required (provided that adequate lead time has been allowed by the department and that no unavoidable delays occur on the publisher's side);
  - (c) notifying academic departments of delays in course material shipments;
  - (d) establishing a list of used materials which the Bookstore will repurchase from students; and
  - (e) providing digital materials (etexts, ebooks, online access codes, digital lab manuals, and coursepacks) when possible.
- 3.00 In liaison with the department administrative assistants, the Textbook Department ensures proper operation and training for the online textbook adoption platform. Departments will be responsible for submitting completed adoptions of all course materials required for their programs.

- 4.00 Deadlines for arrival of course material adoptions at the Bookstore are April 1 for Winter Session (Fall and all year), October 1 for Winter Session (Spring term), February 1 for Intersession, and March 1 for Summer Session. Upon receipt of adoptions, eligible titles will be added to the buyback list and the Bookstore will begin repurchasing used materials from students during the buyback period.
- 5.00 The Bookstore will advise all departments by August 25 of shipping or supply delays. Updates on problem titles will continue until the issue is resolved.
- 6.00 On or about February 15 of each year, the Bookstore will prepare a list of all course materials currently in stock and forward it to all departments. The departments will be requested to review the list, and indicate no later than April 1 which materials will be required for courses in the coming academic year. Course materials not required will be considered surplus and will be returned to the publishers, or otherwise disposed of.
- 7.00 Heads and Chairs of Departments must ensure that the Bookstore is notified in writing as soon as possible of any cancellations of course materials.
- 8.00 The Bookstore will make available the titles of all course materials required by faculty for university courses, and this information will be available in the Bookstore and online for the convenience of students who are selecting materials for courses in which they are enrolled.
- 9.00 Departments will order distance learning texts and materials, within regular order deadlines, as required by faculty.

#### **Purchase of Used Course Materials**

- 10.00 Beginning no later than the first day of exams in April and December, the Bookstore will repurchase used materials from students. The Bookstore will assess which materials are eligible for buyback.
- 11.00 Whenever possible, used materials will generally be resold at three-quarters of the current selling price.

#### **Sale of Laboratory Manuals**

- 12.00 Academic departments are responsible for the complete preparation of laboratory manuals. The Bookstore is the designated distributor.
- 13.00 Lab manuals and coursepacks must **NOT** be sold directly by departments, faculty, or students. An exception is made for the Faculty of Law because of the large number of required expensive case study manuals.
- 14.00 Laboratory manuals will be sold on consignment at the price established by the department, plus a mark-up of 25% which the Bookstore will retain to cover the cost of distribution.
- 15.00 Departments must insure that laboratory manuals are supplied to the Bookstore no later than one week before the start of classes. Departments will contact the Bookstore as soon as possible should delays occur, especially regarding any delays that might occur due to the December closure.

16.00 Departments must ensure copyright permission is obtained and ensuring that citations are included for all copied materials contained within lab manuals or departmentally-produced course handbooks sold on consignment. Lab manuals that include copyright protected material may be subject to the Canadian *Copyright Act* and the university's [Fair Dealing Guidelines](#).

**Coursepacks (Customized collections of printed materials)**

17.00 The Bookstore is responsible for the complete preparation of coursepacks.

18.00 Chairs of departments are responsible for:

- (a) providing the Bookstore with a print-ready copy of the materials to be included in the coursepack, and all pertinent copyright information as specified on the copyright reference sheet; and
- (b) ensuring that materials for inclusion in coursepacks comply with Canadian copyright law and the university's [Fair Dealing Guidelines](#).

19.00 The Bookstore is responsible for:

- (a) coordinating with the Copyright Office for clearing all copyright permissions;
- (b) consulting with and following the direction of the Copyright Office to ensure that submitted materials abide by the university's [Fair Dealing Guidelines](#) and Canadian copyright law;
- (c) ensuring that citations are included for all copyrighted materials used in the coursepacks; and
- (d) remitting payment when applicable to the copyright holders.

20.00 Coursepacks are not returnable.

**Faculty Desk Copies of Course Materials**

21.00 The Bookstore will provide contact information for publisher sales representatives when faculty or departments require complimentary desk copies.

22.00 The Bookstore will allow an extension of the return limit on the purchase of textbooks of up to six weeks to faculty members who have not yet received free desk copies from the publishers.

23.00 At the time of purchase, the cashier will mark the receipt "desk copy" if payment is made personally. Alternatively, the purchase of a desk copy may be made with a purchase requisition acquired from the department.

24.00 Returned materials must be unmarked, accompanied by the receipt marked "desk copy" or a copy of the purchase requisition (stamped with the charged cash register information).

25.00 Review copies and desk copies are ordered directly from the publishers and not through the Bookstore.



### **Pricing**

- 26.00 General books are sold at suppliers' suggested list prices.
- 27.00 Except for specially designated items, discounts of 20% off merchandise sales and 20% off general books are granted to university departments.
- 28.00 With the exception of sales to other bookstores, where a 10% courtesy discount is the industry norm, there is no discount on course materials.

### **Returns**

- 29.00 A receipt must accompany each refund request.
- 30.00 A comprehensive list of items that are non-refundable or non-exchangeable are clearly outlined on return policies.
- 31.00 In each term return privileges will be suspended as follows:
  - (a) October 31 - Fall/full year courses;
  - (b) February 28 - Spring courses;
  - (c) special dates will be posted for Summer courses and Intersession courses.