

Bookstore Operation

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

Associated Procedures: [Bookstore Operation Procedures](#)

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 u

- (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.

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 u

8.00 The Committee

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.