Textbook Services
Textbook Guide

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Welcome to UW-River Falls!

The staff at Textbook Services would like to congratulate you on your admission to UW-River Falls. We know you have many options when choosing a school for higher education and thank you for choosing us.

Textbook Services has been around for over 100 years. We are proud of the service we provide for the staff and students at River Falls. We look forward to serving you.

We know you have many questions about how our service works. This guide will assist you in learning our system. We hope you find it helpful. If you still have questions, please do not hesitate to contact us!
Important Dates & Info:

Normal Hours: 8 a.m. to 4 p.m. Monday - Friday

Textbook issue begins:

- **Fall 2013**: August 26, 2013
- **J-Term 2014**: December 16, 2013
- **Spring 2014**: January 21, 2014

Last day to return textbooks:

- **Fall 2013**: December 20, 2013
- **J-Term 2014**: January 27, 2014
- **Spring 2014**: May 16, 2014

*Remember, you are renting your books, not buying them. All books must be returned at the end of each semester, even if you need the same book the following semester.*

If you need to keep your books for ANY reason, please see the manager to make arrangements.

You may find that we are less busy during off-peak hours to pick up or return books. In general, off-peak hours are either immediately in the morning at 8 a.m. or after 4:30 p.m. Our extended hours for issue and return will be published on our website.
How to Get Your Books

1. Slide your ID card through one of the designated computers at Textbook Services
   a. If you do not have your ID card, you may enter your ID number WITHOUT the W
   b. A photo ID will be required to check books out
2. When the screen displays your name, click “Print Booklist”. Books will not appear on the screen.
3. Gather up your books. The book number is our **BLUE** number. They are all arranged in numerical order.
4. Give the employee at the terminal your books, your ID, and your printout.
5. If you wish to have your textbooks mailed, please e-mail (textbookservices@uwrf.edu) the request.
   a. Be sure to include ID# and shipping address.
   b. We will reply with the cost of shipping.
   c. Once payment is received, we will ship your books.
Textbook Shortages

Occasionally, we will run a shortage on a textbook. The manager is usually aware of these situations and, often times, has already ordered additional copies. If one of your books is not in the stacks...

1. Let the employee checking out your books know you are missing a book
   a. Sometimes the employee is able to track down another copy of the book or the manager can process a book while you wait

2. Get on our shortages list!
   a. Submit your information on our web form to get on the list. There is a computer set up at Textbook Services to do this, or you may use the link on our website: http://www.uwrf.edu/TextbookServices/Shortage.cfm

3. Once the book is available, you will receive either an e-mail or phone call to let you know the book is available.

4. Books are held until closing time the day after contact was made.
Purchasing Books

Dates to purchase current books at 20% off

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<th>October 1 through November 30</th>
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<td>February 1 through May 30</td>
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<td>June 1 through July 31</td>
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You must be enrolled as an undergraduate student during the term in which you wish to purchase the textbook.

If textbooks are no longer used either because they are replaced by a different book or just not used anymore, we often offer them to students as discontinued books. These books are available year-round at deeply discounted prices ranging from $.25 to several dollars. A full listing is available on our website (www.uwrf.edu/TextbookServices/Discontinued.cfm) or at Textbook Services.

We are constantly adding to our discontinued selection. Be sure to check back often.
Fines and Other Charges

There is a two (2) week period at the beginning of each semester to report damages to your books. After this period, you may be held responsible for any damages.

Things to look for:
1. Water Damage (ripples on pages, spots)
2. Torn covers or pages
3. Missing CDs/Inserts (look for the bright label on the barcode indicating there should be something inside)
4. Broken bindings (book breaks open along spine)

If you notice any of the above, first look for our damage stamp. It is a red stamp with a description of the damage near the property stamp in the front of the book. We mark known damages this way.

If there is not a damage stamp, bring the book to us so we may either fix the book or mark the damages.

If pages fall out of your book after the 2 week period, please still bring it in. Fines may not be assessed.
Fines and Other Charges (cont.)

Dropped Classes
You have four (4) calendar days, which does include weekends, to return books from dropped classes. Book drops may be used during closed hours. If books are not returned within this timeframe, you may be charged a late fee of $5 per book with a maximum of $10 per class.

Late Returns
Books returned after the due date are subject to late fees. The fee varies from a few dollars up to the cost of the book, depending on the date books are returned.

Lost/Stolen Books
Students are responsible for all items on their account. If a book is lost or stolen, the student must pay for the text before another will be issued.

You can view the textbooks on your record in eSIS! Simply click on the UWRF-Textbook Services link on the left side of the screen and follow the links.
Final Thoughts

We are always looking for student feedback. If you have thoughts/ideas on how we can improve our service, please let us know.

There is a Textbook Services Advisory Committee that meets several times each year. Consider joining to provide input on the fees charged each year and what policies to add/change. See the manager for details.

We are here to assist you. Please contact us if there is anything we can do to help.

Note that this is NOT a complete listing of our policies. For a complete listing, see our website.

Good luck and best wishes as you begin your journey at UW-River Falls!