

Faculty Guide

ORDERING COURSE MATERIALS

the
HAWKSHOP

<https://hawkshop.wlu.ca>

LAURIER 
WILFRID LAURIER UNIVERSITY

Dear Faculty,

The Course Materials Department is here to assist you. Our mission is to provide you and your students with the correct course materials at the start of classes, at a competitive price and in sufficient quantities. This guide will provide you with essential information about ordering course materials to ensure your students will have the necessary resources available in order to succeed in their courses.

The business of purchasing course materials is constantly evolving. Course materials are available in many formats including, eBooks, access codes, print or the Digital Textbook Access program. We are here to help you sort through the numerous options while ensuring affordable prices and product availability.

Communication is key. It is important for us to be aware of your program requirements, teaching requirements and timelines so that we can meet your needs.

The Hawk Shop appreciates your partnership in meeting the academic mission of the University and welcomes your input. Together, we can partner to improve availability, affordability and perceived value of your teaching materials.

A handwritten signature in black ink that reads "Mary Andraza". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

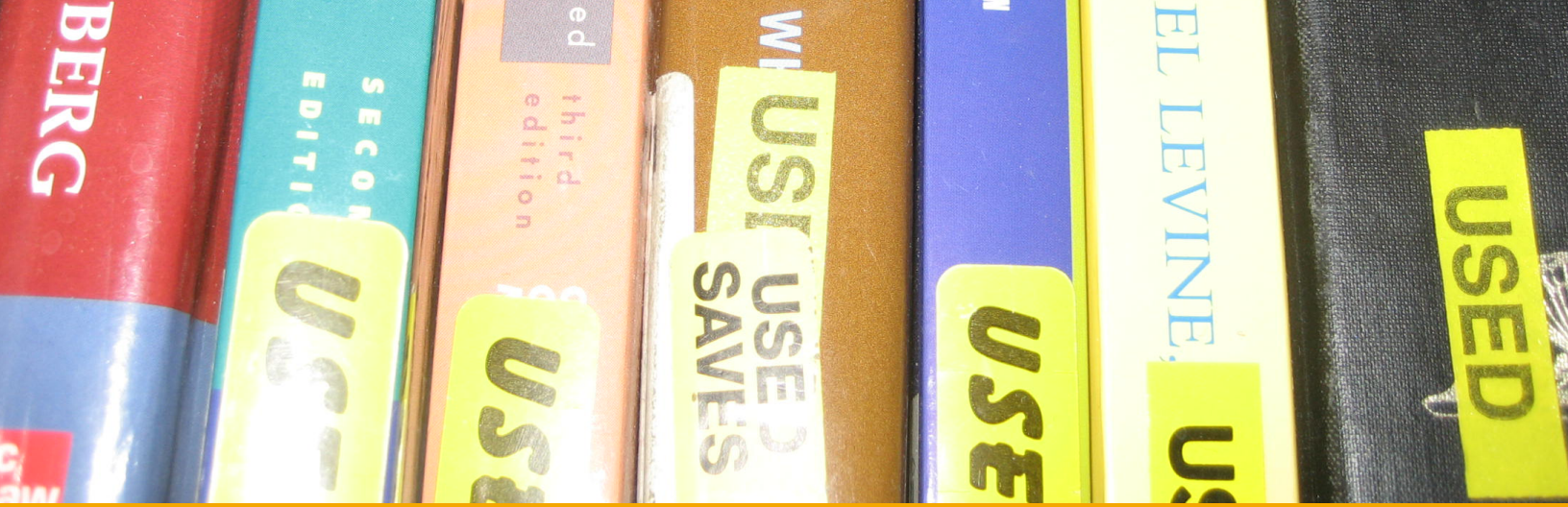
Mary Andraza
Manager, Retail Purchasing
The Hawk Shop



Faculty Information

Serving Laurier's faculty and staff is a key part of the Hawk Shop's mission. The Hawk Shop wants to be a partner in your success.

It is a reality that the price of course materials is increasing. According to a national survey, the number one factor that affects a students' perceived value of a book's cost is how extensively the book is used in class. There are many ways the Hawk Shop and faculty can work together to lower the cost for students. With technology becoming a major factor in academia, publishers are coming up with more ways to market this technology with their course books. Here are a few things we are currently doing at the Hawk Shop to keep prices low, and a few tips to faculty on how to avoid high priced orders.




Setting Adoption Deadlines

The procedure for course material ordering is one requiring literally hundreds of hours of data entry, research, follow-up, and physical processing.

Our adoption deadlines give our staff adequate time to ensure there are no problems with your course book adoption. The sooner the request is submitted, the better the chance we have to rectify any problems that arise before classes begin.

Another important reason for early adoption relates to buyback. Having course adoptions by our deadline helps the Hawk Shop secure the largest possible inventory of used books for students, saving them valuable dollars each term. We are also able to include your course book on our buyback list, allowing students to sell their books back, giving them the highest dollar value during buyback. Finally, it gives us enough time to obtain more used books through our network of universities nationwide.



Enter your email address in the form below and click "Get Started" to begin!

YOUR EMAIL

GET STARTED ▶

Digital Textbook Access

As part of an important initiative to improve access, affordability and academic achievement, the Hawk Shop offers you and your students Digital Textbook Access (DTA) to your selected course resources.

What is Digital Textbook Access?

Digital Textbook Access is a digital delivery model that provides your students with instant access to all publisher resources required for your course. Delivered through an e-reader platform and embedded into Laurier's MyLearningSpace, students will be able to easily access their material and get started on assigned readings on the first day of class!

What are the benefits to your students?

- Having access to all resources on the first day of class saves time and helps to improve the student experience.
- The DTA model lowers the cost of the resource for students on average by over 40% when compared to print textbooks.
- Students will be able to access their course materials on multiple devices.
- Students will spend less time at the start of term shopping for course materials.
- Students can be assured they aren't purchasing incorrect materials either online or peer-to-peer.

What are the benefits to the instructor?

- You can hit the ground running at the start of the semester, knowing that all of your students have required material from the first day of class.
- You can highlight and annotate sections of readings to assist with comprehension of the material in the digital format.
- You can consider active learning models with more confidence knowing all of your students have access to required course materials at a more affordable price.



Compare

Today's students expect options and they know how to find them. By offering comparison shopping through our **Compare** module, we will provide students with just what they are looking for. This tool provides students with a unique course materials shopping experience. It will allow students to run their booklists and see Hawk Shop pricing for all available formats of their textbooks (new, used, rental, digital) as well as provide comparison pricing with Amazon.ca.

Compare provides the Hawk Shop with the opportunity to show how competitive the store's pricing really is and win trust through transparency. We have done the work for students and enabled them to find the right book at the right price by utilizing the **Compare** price comparison tool.

Thorough Research and Investigation

Our staff proactively contact faculty to discuss alternate ordering options. Print books cost students more money than any other type of book order. We can save students the most money possible by partnering with our faculty to determine whether Digital Textbook Access, e-tools or access cards are available for their courses.



What if I change my mind about requiring a book?

Sometimes we are able to cancel book orders if we are advised it will not be needed after all. We remove the cancelled books from the book list so students do not end up buying them unnecessarily. Cancelling an order helps us determine sales history when making buying decisions for future courses. If we know a book has been cancelled, it will explain why it did not sell.



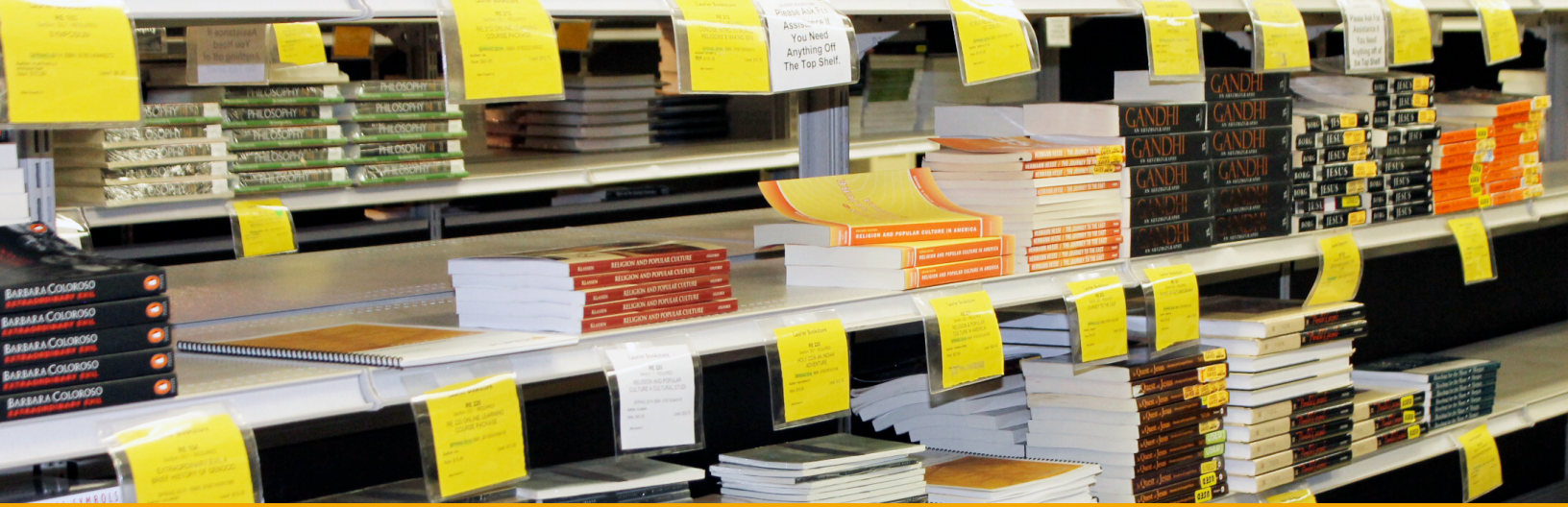
Why was my book ordered so much later than when I originally submitted it?

The order process takes a great deal of time. There are many steps to go through before a book is actually ordered from a publisher. It would be terribly inefficient, both time-wise and financially, to place separate orders for each faculty order as they are submitted. We batch orders and circulate the batches through the used book market, separating out the titles for which we know no used books will be available. This process takes two weeks for each batch since we re-work the lists multiple times to aggressively search for used copies.

Once the used book markets have been exhausted we then order from the publishers and distributors. These orders are placed both electronically and by phone. This is also when problems typically arise, requiring anywhere from several minutes to several weeks of research and follow-up to be resolved. Publishers buy, sell and change titles, go out of business, change location, and merge with one another all the time, and sometimes it is quite difficult to find the answers we need to expedite an order.

Another issue that creates a “window” between the submission of a faculty request and the actual placement of the order is that we try to get as many copies of a title as we can from buyback. This is very important to the students we serve and we try to recycle books back into the store as often as possible. When we don’t get as many back as we had hoped, we order top-up quantities to meet the enrolment.

Tip: To help speed up the process, you may submit requests a little at a time if, by the deadline, you are unsure of all the books you wish to use for your course.



Guidelines for Ensuring Accessible Purchase of Course Materials

Questions instructors can ask of customer reps:

- What are the accessibility features (of a particular title)?
- Has this been tested with text-to-speech software (e.g. VoiceOver, Jaws)?
- If dynamic study materials are used, can you allow Accessible Learning access to test the site?
- Can resources be downloaded for easy conversion to accessible materials?
- Can I identify accessible content and options when creating my assignments through accessibility icons or identifiers?
- Is there a specific technical contact for accessibility? How do we contact them?

Resources:

More information on particular materials (e.g. videos, web apps), is available on our [Accessible Procurement page](#) in Connect.

Contacts:

AODA regulations, responsibilities and guidelines: Accessible_Learning@wlu.ca.

Accessible Learning Centre: Acquiring or creating materials accessible for a student registered with

Accessible Learning: Accessible_Learning@wlu.ca



What do I do if I want to use a course package?

The Library is the location for the processing of materials for both print course packages and electronic reserves.

Requests for production of print course packs should be directed to the library via the print course pack request form at <https://library.wlu.ca/services/course-supports/course-readings-reserves/coursepack-request> and entered in your course section on the faculty online ordering site.

PLEASE NOTE: If the course package request form is not completed and submitted to the library by the deadline each term, no action will be taken on the part of the library or the Hawk Shop in relation to copyright clearance and print production of your course package. Subsequently, it will not be available at the start of term for your students.

The library ensures that all materials intended for inclusion in print course packs comply with the Canadian Copyright Act, terms of the University's Access Copyright agreement and other licenses. Printing Services will produce the course packs and these will continue to be distributed and sold online by the Hawk Shop. Course package submission deadlines will be outlined each term in the email you receive that outlines the submission process for ordering your course materials

There is no need to drop off hard copies of the materials requested. Upload or copy/paste the materials into the following link; <https://library.wlu.ca/services/course-supports/course-readings-reserves/coursepack-request>. The library will make every effort to obtain resources you have requested for course materials.



Library Course Reserves Service

The Laurier Library also provides faculty members with course readings for their students free of charge in both physical and electronic formats. Articles, book chapters, e-books, and physical books – including your own personal copies, if desired – are made available through this service, which is available through either their online system or direct contact with our team. There have recently been several significant upgrades to the service, which include the management of all copyright issues related to reserve course submissions and MyLearningSpace integration. For more information contact the Library's copyright team directly at libreserves@wlu.ca.

Course Reserves (print and electronic)

The integration of print course pack workflows into the library will not impact existing processes for course reserves (either print or electronic). All material for course reserves should be submitted using existing practices and applying the deadlines noted above.

For more information on processes for reserve material, please visit the library web site at: <http://library.wlu.ca/services/reserves/how-to>

For more information please contact:

Lauren Bourdages, Copyright & Reserves Supervisor - lbourdages@wlu.ca | 548-889-4972

Accessibility

For more information on ensuring the accessible purchase of course materials, please visit our [Accessible Procurement page](#) in Connect.



The Benefits of Using Laurier Printing Services

Our mission is to foster student success and enhance the Laurier experience by providing competitively-priced and relevant products, innovative services, and deliver them with genuine, customer-focused staff. Our vision is to be your first choice for products and services while giving back to the Laurier community

Support:

As an institutionally-owned operation, supporting the university's mission is first and foremost and we are dedicated to understanding your needs. We are the same team that produces your exams, syllabi, posters, lab manuals, and more.

- For further information regarding Printing Services visit www.wlu.ca/printing.
- For WebPrint orders visit wlups.webprint.com (print orders can be placed online from anywhere!)
- Printing Services is conveniently located at 202 Regina St., R137.

Bookstore

[Home](#)[Course Materials](#)[School and Office Supplies](#)[TechShop](#)[Clothing and Accessories](#)[Giftware](#)

Faculty Online Ordering Module

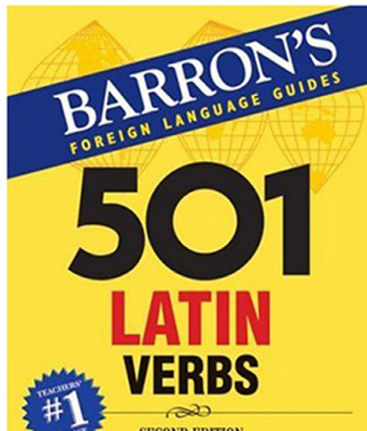
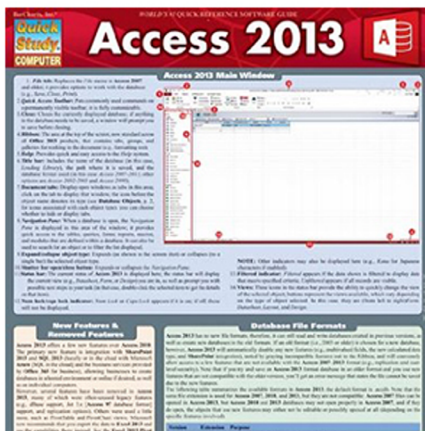
The Hawk Shop uses Verba Collect, an online adoption platform which will simplify your experience and provide an easy, functional and efficient means for you to provide us with all the required information for your course materials.

Be prepared to enjoy the features this system has to offer which include:

- Single sign-on – no new username and password
- Robust search engine for course materials
- Ability to modify (add/remove titles) orders
- Fully integrated communication tool
- Ability to access historical order information
- Ability to attach information regarding optional/supplementary materials for your course

VERBA COLLECT | COURSE MATERIAL ORDERING PROCEDURE

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Logging In Log into COLLECT using your Laurier Network User Name and Password	Selecting your Course Select your course from the listing & click the "Select & Submit Course Materials" button to go to the page for your first course. By selecting "See Sections & Statutes" you will see a listing of all sections for that course and the status of the order Submitted – <i>entered and submitted to Bookstore by faculty</i> Reviewed – <i>received by Bookstore Course Materials Coordinator</i> Approved – <i>researched and ready to order</i> Select the section you are teaching. You now have 3 options Mark as "No Text Required" Mark as "Duplicate/Not Offered" (course/section is not being offered this term) Or "Go To Next Step"	Ordering Course Materials for your Course/Section (from a previous term/section) Select "Section" for your course. Use "Select All" if you are adopting the same text for all sections When you're done, click "Go To Next Step" to move on. You will find a list of books that have been used in this course in past sections. Select a <i>past section</i> and click the "Add" button next to any book(s) you would like to adopt. If you'd like to re-use all books in a section, just click the "Re-Use All Past Books from This Section" button. When you're done, click "Go To Next Step" to move on.	Adding a Book Manually You can add a book by typing in the ISBN, Title, and Author and then clicking "Add" . You may also search for a book by clicking on "Search For Books" . Then type in the ISBN, Title, or Author and then click the "Search" button. Click "Add" next to any titles you would like adopted for the section. When you're done, click "Go To Next Step" to move on.	Adding Course Packages & Supplies If you have a Course Package click the "Add" button to let the bookstore know to expect it. Please note that you'll need to create your course package and provide originals to the bookstore. If you have Supplies for your course you can enter the Description, Supplier & Link if applicable and click the "Add" button	Set Requirements & Submit Your Course Materials Adoption Let us know whether the items you've selected are Required or Optional . From the listing select any other requirements which are applicable to your adoption When you're done, click "Go To Next Step" to move on. Estimated Enrolment Enter the estimated size of each section you selected (optional) Add a Note If you'd like, you can include a note including any pertinent information for Bookstore Staff You are about to submit your adoption. Please check below to make sure everything looks right When you're ready, click "SUBMIT ADOPTION"



How do I get a desk copy and/or teaching aids?

The publishers require that you contact them directly either through your departmental administrative assistant or by e-mail. Most publishers' websites contain information about ordering instructor materials. Please include the following information when requesting a desk copy:

Title, Author, Publisher, Edition, ISBN*

Your Name, University extension and Email address

The Course Name and estimated enrollment

The title of the text currently being used, if different from the one being requested.

PLEASE NOTE: The ISBN is extremely important! It identifies the various formats available including both hard and soft cover. It also identifies Canadian, American and international versions of the same text. There may also be a difference in the way the data in the text is presented, (metric vs. imperial). The ISBN will also be different for just the text alone, or for a package, which may include study guides, CDs, etc.

If you require contact information for a publisher, please visit our website at <https://hawkshop.wlu.ca/publisher-reps>. If you cannot find the information on our website, please contact Kimberley Pinkney or Paul Cosentino; their contact information can be found on the last page of this guide.



General Books

The Hawk Shop offers several services to faculty through the General Book department. These include:

Special Orders

We offer a special order service to both faculty and students. If you are looking for a title that we do not have in stock, we can order it in for you. We regularly place orders for books of special interest, material for individual research purposes, etc. No additional charge is associated with this service.

Faculty Publications

At the Hawk Shop, we make an effort to support the Laurier community. One of the ways in which we do this is by promoting faculty publications. We feature these titles in the Faculty Publications section in our General Books Department.

We are also available to attend author events and book launches where we can make these publications available for purchase. Do let us know if you have a recent publication you would like us to promote or an event you would like us to attend. Please contact Mary Andraza at mandraza@wlu.ca. | 548-889-4586



Course Material Ordering Dates

IMPORTANT DATES:

Term due dates for course material submissions

Fall Term | June 1

Winter Term | October 15

Spring Term | February 15

Good service makes the difference!



Course Material Ordering Cycle

SERVICE GUARANTEE:

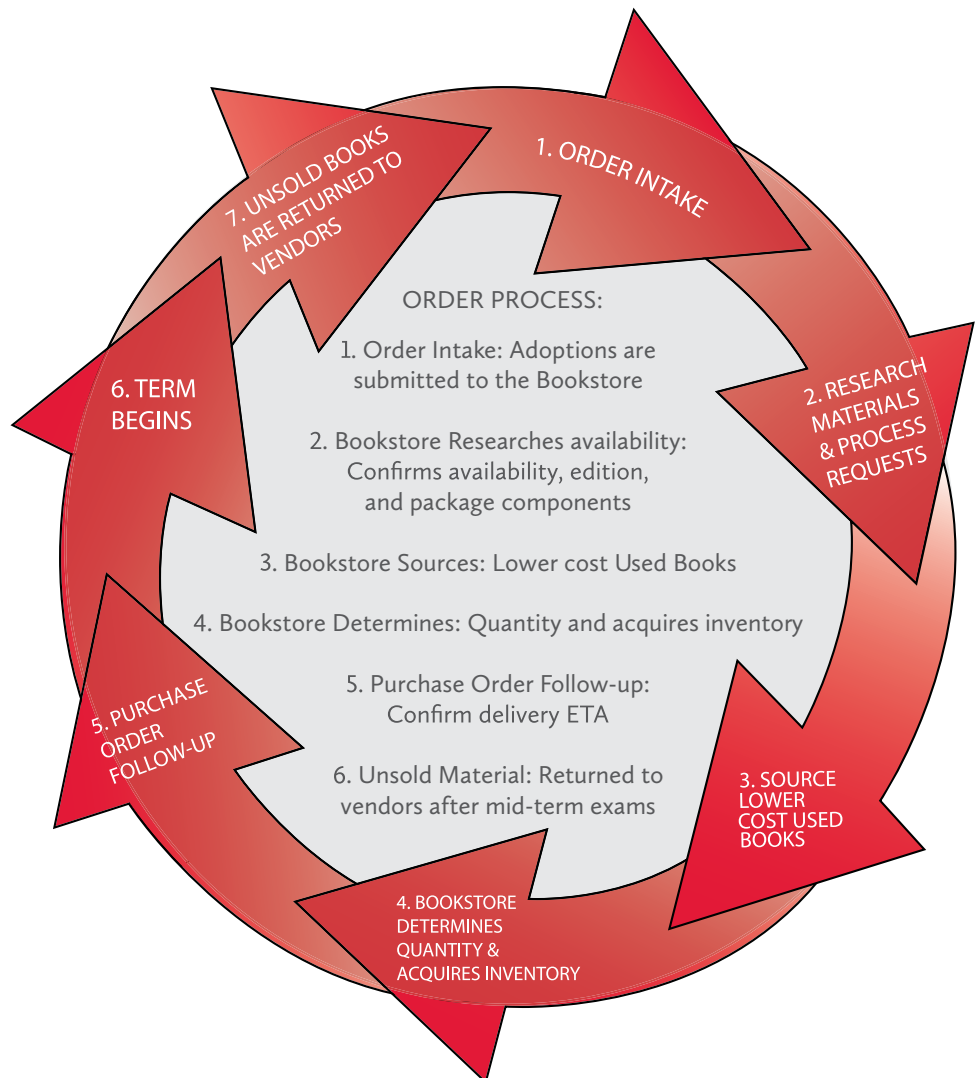
Our goal is simple: To have your books when you need them and have enough materials to cover demand.

1. Within one week of receiving your order request, we will confirm availability of material, any edition changes and/or package components.

2. We are committed to sourcing out the lowest cost materials.

3. Within two weeks of the beginning of each term, we will notify all departments of order status.

4. We will guarantee all materials ordered on or before our due dates will be in-stock on our shelves for the first day of class.





Course Materials Team

Please feel free to contact the course material staff if you have any questions or concerns related to your order.

Waterloo and Brantford Campuses

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