

October 4, 2013

VIA EMAIL

College of Lake County  
19351 West Washington Street  
Grayslake, Illinois 60030

Re: Master Plan Projects  
Architect's Project Number: 213XXX.XX  
**Bookstore Programming Meeting Minutes**

Summary of the **Bookstore Programming Meeting** held at 9:00 am on October 3<sup>rd</sup>, 2013 at College of Lake County-Grayslake Campus Room A107E. These notes record our understanding of items discussed and decisions made at this meeting. Please notify us within seven (5) calendar days of any necessary additions or corrections.

## PERSONS IN ATTENDANCE

Dave Agazzi, Vice President for Administrative Affairs, College of Lake County  
Ted Johnson, Construction Manager, College of Lake County  
Drew Miller, Project Manager, College of Lake County  
Lakeisha Lindsey, Project Manager, Cotter Consulting  
Pat Argoudelis, Bookstore Manager, College of Lake County  
Christine Klippert, Operations, College of Lake County  
Diane Polich, Public Relations, College of Lake County  
Tracey Campbell, Events/Facilities, Facilities College of Lake County  
Cynthia Bland-Bell, General Merchandise Buyer, College of Lake County  
Phyllis Soybel, Professor/Chair, College of Lake County  
Michael Lundeen, Project Manager, Legat Architects  
Jaclyn Rutter, Intern Architect, Legat Architects

## ITEMS DISCUSSED

1. Introductions
2. David explained the big picture rolls of programming committee and responsibilities.
3. David gave overview of master plan and where new location of bookstore is and the reasoning for new location.
  - a. Pat questioned if elevator will be same size as current one and if it will fit pallets. David confirmed that an elevator to fit these needs has been planned.
    - i. The new elevator may need to be a commercial grade Class C elevator to handle pallets of books.
  - b. The group discussed the SF requirements of the Bookstore. The programming meetings will fully develop the SF. The Master plan original programming assisted with placing the Bookstore and potential size and budgeting.
4. Michael explained process of programming.
  - a. He explained the goals and requirements of programming, how they will convert to diagrams, and further steps in the design process. Future meetings will talk about schedule and when decisions will be made in the design process.
  - b. Programming meeting is not time when we draw, instead we think about future and where we are going to be. This design should be for future and not just to fit is currently there.

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5. The group discussed existing conditions and operations. Listed below are CLC staff comments:
  - a. Pat discussed how biggest problem with space is how it is not a convertible space.
    - i. Currently it has very specific seasonal peaks in business. Currently the space has static display fixtures, which are time consuming and difficult to move around when they need to disassemble them to make more room for lines in the store. During peak seasons staff has to move additional services out into hallway such as web pick up, shelving, tables, back pack storage, and buyback. The space needs a section for the buyback of books. In slower times of year the store will shrink book section and convert to general merchandise. General merchandise is where they make a majority of their profit but much of it goes into storage during peak times. It could improve sales if this general merchandise could be out during peak times.
  - b. Security
    - i. Back packs not allowed in store. There are cubbies for backpack storage.
    - ii. They have security cameras but not an electronic security system.
    - iii. The current system works but is not customer service friendly. It is not preferred because it upsets customers and feels accusatory.
  - c. Phyllis discussed how the store does not have a good flow.
    - i. She would like to see space be easy to convert and have good flow to registers.
  - d. Phyllis would like the store to look appealing and general merchandise needs to be set up so it is visually appealing.
  - e. Tracey explained that currently during peak seasons books are stored temporarily in room C002 for approximately two months. It is labor intensive to transform this room and provide protection on the floor from the storage of pallets.
    - i. David noted they want to move nursing to the Lakeshore and culinary to the Grayslake campus so the use of room C002 might go to the culinary program.
      1. Pat explained the new receiving space would have to be large enough to accommodate the loss of room C002.
  - f. The group discussed current the numbers for receiving. In one day as many as 7 pallets of books can be delivered and there are usually still books sitting there from day before.
  - g. Pat would like all of her staff to have feedback on this committee. David suggested Pat has separate in depth meeting with various staff groups and she reports their feedback to larger programming committee.
  - h. The group discussed the bookstore cycle. Books are ordered, delivered, sold, books that have not been sold or ones that have been returned are sent back, and then whole process starts again. Spaces needs to accommodate cycle and constant movement of large numbers of books.
  - i. Group explained the need for a space to meet with vendors or reps.
    - i. Currently they meet in Pat's office and then she is displaced from her office. In her office there is no space to pull up chair for vendor or other staff.
    - ii. The space needs to be quiet.
    - iii. A small conference room would be preferred over extended office.
    - iv. Clothing vendors often bring racks of clothes to show their line, which takes up a lot of space.
    - v. These are mostly scheduled meetings, sometimes meetings with reps are spur of moment.

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- vi. It would be nice if this space was close to the inventory system and close to floor so they can review what is currently on floor. It should also be close to student workers because they like to ask the student workers' opinions on new merchandise.
- j. David asked if there are any issues with online orders or pick-ups.
  - i. Christine manages website and online orders. Students love that all they have to do is pick up books and not wait in lines. She sees hundreds orders a day that have to get packed away and needs space for this so they orders can be ready and students can pick up books and leave. There has been an increase in online orders of 150-200 over the last year and the staff is hoping that is a trend. Students can pick up online orders at all three campuses. Books for online classes can only be picked up at the Grayslake or Southlake campus. Parents really like online ordering because they can prepay for books and students can pick up.
- k. David noted at JJC Pell purchases (financial aid) used to have separate cashiers because it took more time to process and wondered if that was the case at CLC.
  - i. Pat said that financial aid processes are actually easier and quick at CLC. 40% sales are financial aid.
- l. David would like to see a new and fresh look in new bookstore that incorporates clear signage. It should be attractive place where students want to wander into. Efficient signage inside could minimize questions to staff.
- m. Pat mentioned that the current bookstore is not easy to find, but most likely will improve with new location.
- n. Group discussed security.
  - i. They have a few security measures in line but still not enough.
  - ii. More cameras have been installed to help with a past security problems a few years ago.
  - iii. Security is important in both front and back of store because store can have a lot money inside at peak time.
  - iv. Cubbies used to store backpacks.
  - v. In non-peak seasons temp staff is no longer working so text book department is closed and a staff will retrieve book for customers.
  - vi. The bookstore has been stocking more electronics lately.
    - 1. They have locks on peg hooks for electronics and this security system is successful.
    - 2. Expensive software, voice recorders, and hard drives should be kept in locking cabinet behind counter. Currently they are kept in Pat's office.
  - vii. They currently do not have an electronic security system or Electronic Inventory Solutions (EIS) but it would be nice
- 6. The group discussed the future of the bookstore. Listed below are CLC staff comments:
  - a. The bookstore has been stocking more electronics lately and the electronics department is expected to grow. Staff is preparing for a decrease in book sales in the future due to shift of digital books, online access, etc. Lots of computers and tablets are sold at beginning of semester.
  - b. The group discussed the sales of general merchandise.
    - i. Cynthia stated that a goal is to frequently change the displays and make it look fresh.
    - ii. The goal is to attract customer's attention and cause them buy something else. For example if they are coming in for book and they might buy shirt also. Students often added items onto their original purchase.

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- iii. The store sells high percentage of back pack messenger backs and accessory pieces.
  - iv. David noted how future display windows and the exterior bookstore appearance is important. There is a group consensus that the front of store needs to be glass for displays.
    - 1. Pat also mentioned there still needs to be wall space to hang up and display backpacks and clothing on walls.
  - v. Christine mentioned she sees students come into store to kill time and look around.
  - vi. Need a space meet with vendors to review products/merchandise. They bring in racks of clothing and samples.
7. The group discussed how to reduce the wait times in lines at the beginning of the semester.
- a. There are long lines because students wait until the first day to buy their books.
  - b. For security reasons a limited number of students are let into the store at the same time, so sometimes student have to wait outside the store to get in.
  - c. Customer service can slow down lines because when customers get to the cashier station they ask a lot of questions and like their order to be checked. The cashier station provides more services that just paying, but also provides customer service.
    - i. David suggests having price check in middle of store where students could check to see if they have the correct books.
  - d. Currently there are 5 cash registers and there are 2 auxiliary cash stations brought out for peak seasons.
    - i. Additional cashier stations would not necessarily decrease lines because the lines are due to customer service.
    - ii. The group discussed how pre-scanning books could potentially help with lines but it might be hard to pre-scan all items in line.
    - iii. Signage could help show which cashiers are available and this signage might need to be visual because students often have headphones in.
8. Pat mentioned she sent out email to her Grayslake staff for their opinions on the current bookstore and she plans to share their feedback with the programming committee.
9. **Homework for all programming Bookstore Programming Team Members:**
- a. Bring in pictures and ideas of good bookstore/retail spaces and flexible bookstore/retail spaces.
  - b. Come with ideas of good spaces to go visit and tour.
  - c. Develop goals and objective for bookstore project:
    - i. Flexibility of space
    - ii. Security
    - iii. Traffic flow.
10. Meeting minutes are scheduled to be sent out the Friday following the meeting. Any necessary additions or corrections to the meeting minutes need to be addressed within five (5) calendar days of the meeting minutes being sent out.
11. Send all ideas or questions to Drew Miller or [masterplan@clcollinois.edu](mailto:masterplan@clcollinois.edu), Drew, Ted and David will see emails sent to this address.
12. Next meeting Thursday, October 24<sup>th</sup> at 8:30 am. Location to be confirmed

Thank you.

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Sincerely,  
Legat Architects, Inc.

Jackie Rutter  
Michael Lundeen, AIA

JR/ML

ATTACHMENTS	Attendance Record (1 Page) Agenda (1 Page) Preliminary Programming sheet outline (1 Page)
CC	File: 213XXX.XX CLC Cafe Bookstore St Act AB core: B3 Steven Brubaker Jeffrey Sronkoski
FILENAME	CLCGrayslake MIN 20131004-PDBookstore.docx

# Attendance Record

ORGANIZATION	College of Lake County	RE	Bookstore Programming Meeting
PROJECT TITLE	Master Plan Projects	PROJECT NO.	213XXX.XX
LOCATION	CLC-Grayslake Campus, A107E	DATE, TIME	October 3 <sup>rd</sup> , 2013, 9:00 am

NAME	TITLE	ORGANIZATION	PHONE NUMBER	EMAIL ADDRESS
Phyllis Soybel	Prof/Chmn	History/Soc	847-543-2543	psoybel@clcollinois.edu
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CYNTHIA BLAND-BELL	GENERAL MERCH BUYER	CLC	847543.2803	cblandbell@clcollinois.edu
JACKIE RUTTER		LEGAT ARCH	847-607-0261	

# Meeting Agenda

ORGANIZATION	College of Lake County	RE	Bookstore Programming Meeting
PROJECT TITLE	Master Plan Projects	PROJECT NO.	213XXX.XX
LOCATION	CLC-Grayslake Campus	DATE, TIME	October 3 <sup>rd</sup> , 2013, 9:00 am

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1. Introductions
2. Programming Process Overview
3. Existing Conditions Discussion
4. Goals and Objectives
5. Space Needs Discussion
6. Adjournment

CC File: 213XXX.XX CLC Cafe Bookstore St Act AB core: B3

FILENAME CLCGrayslake AGN 20131004-PDBookstore.docx

# Bookstore

Bookstore	Notes
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Front End	Full-Time Staff	Part-Time Staff	Student Worker	Other	Area (ASF)
Display					
Cashiers					
Service Desk					
<b>Front End Subtotal</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Support Services	Full-Time Staff	Part-Time Staff	Student Worker	Other	Area (ASF)
Staging Area					
Work Room					
Access Door					
Manager Office					
Pallet Storage					
<b>Support Services Subtotal</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Bookstore Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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Adjacencies: