

October 24th, 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 #2 Minutes

Summary of the **Bookstore Programming #2 Meeting** held at 8:30 am on October 24th, 2013 at College of Lake County-Grayslake Campus, Room A261. 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

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 (portion of meeting)
Michael Lundeen, Project Manager, Legat Architects
Jaclyn Rutter, Intern Architect, Legat Architects

ITEMS DISCUSSED

1. Michael confirmed that the group received last week's meeting minutes.
2. Pat handed out summary of responses from an email she sent out to her staff. She asked them what they would like to see in the new bookstore and asked the challenges they see in the current space. The group discussed the issues on the handout and other space needs that the group believes are important.
 - a. Currently the space has a lot of wasted space and storage needs to be efficient.
 - i. The group believes storage space could be better utilized if there was storage underneath individual display units. Storage on the sales floor would avoid having to pull a worker off the floor to go to the backroom to restock.
 - b. The cash register should have a clear view out onto the floor for security reasons.
3. The group discussed 4 different models of storing textbooks. Closed stacks/Textbooks on different floor from general merchandise/Open stacks but then closed off after peak times (current model)/Open all the time but in an enclosed space and that only has one entrance and exit.
 - a. Pat visited Illinois Central College's bookstore and explained their method for storing textbooks. They have a closed off book area. A student schedule is printed out and someone pulls the entire student order and delivers the student's books at separate pick up window. The group discussed the positive and negative aspects of the textbook storage model.
 - i. Positive aspects:
 1. Prevents thefts.

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2. Pat noted Illinois Central College saw less returns because of less purchasing errors by students.
 3. Less space would be needed for this area because the aisle would not have to be the same width if students were shopping in them.
 - a. Shelves could also be higher since it would be more like a storage room.
 - b. Ted noted this model could maximize space for general merchandising display, which generates more revenue.
 4. Could use BIN numbers to organize books.
 5. While students waiting for their books to be pulled they might shop around the store.
- ii. Negative aspects:
1. Much of the group thought that if this model was used, students would be disappointed that they could not touch and pick out their new or used book.
 - a. This model might create a less enjoyable shopping experience.
 2. If the new space was designed to fit this model and it ended up not working, it would be hard to convert the bookstore back.
 3. If high density storage was situated in the lower level of the campus, there would have to be a way to transport people and books up and down.
 4. The group discussed if the decision to use this model should be made by the bookstore staff or by the customers. The group was unsure if the campus community would be accepting of this new way of textbook ordering.
 - a. It was concluded that new computer programs, advertising, and education would potentially be needed to help the campus adjust to a new way of ordering books.
 - i. A service desk might be needed or a place to print out student schedules.
 - ii. More students might pre-order books online.
 - iii. Students could be given a time slot to come pick up their books to avoid long lines waiting for their orders to be filled.
 - iv. Advantages could potentially be given to students who pre-order their books for pick up.
 - b. The group discussed other bookstore models where the textbook area was mixed in with the general merchandise v. the two areas in separate spaces or on different floors.
 - i. Other colleges use both models.
 1. UT/UIC textbooks are stored downstairs and customers must travel through general merchandise to get to the textbooks.
 2. William's College the books are mixed in with the general merchandise.
 - ii. Pat noted that having textbooks on another floor would require more staff. Christine suggested this model would allow for the area to be closed off in the slow times and just send one staff member down to pick up the book. This would help security issues.
 - iii. It was noted that a majority of the profit made on general merchandise takes place when textbooks are being sold at beginning of semester.
4. The group discussed the idea of a customer service desk, similar to the one Pat saw at Illinois Central College.

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- a. The group thought this would be a great place for students to ask general questions, which are hard for cashiers to answer during peak service times.
 - b. It should be located in the front of the store.
 - c. During non-peak times, returns and buy backs could take place here also.
- 5. Pat and Ross Courtemanche, Food Service Manager, College of Lake County are visiting Waubonsie Valley bookstore Friday, October 25, 2013, which has a nice pick and pack web order area and Pat will report back on the space.
 - a. Pat noted in the future CLC would like to be able to sell books online to students other than CLC students.
- 6. Pat is attending a conference in Anaheim with lots of furniture reps and will report back on furniture she thinks could be good for the new bookstore.
- 7. The group discussed their space needs for the new bookstore.
 - a. Electronics
 - i. Designated space to display electronics would be nice.
 - ii. Also need lock and key spaces.
 - iii. Currently have 16-20 linear feet plus end cap. This is currently too tight. In the future would like at least 40 linear feet of display shelves.
 - iv. Storage under or above display shelves would be useful.
 - v. In the past they have had a computer knowledgeable person on the floor to help answer questions during peak times.
 - b. Window Display
 - i. Spaces should be multi-purpose units that are flexible and on casters. Should be able to adapt to a variety of display layouts.
 - ii. If the display units are near natural light they will need UV protected windows so the merchandise does not fade.
 - c. Registers
 - i. There are currently 5 plus 2 additional stations and one more for returns (8 total) during rush periods. New space should accommodate the same number. Return register needs to be up front so they do not get confused when students bring books into store to return.
 - d. Queue Line
 - i. Model of having queue lines organized by general merchandise is a good model, such as T.J. Max.
 - ii. No queue line is needed for online pick up area. Generally only 3-4 people waiting.
 - e. Roll up window outside the store
 - i. Would be used during peak times for online pick-ups.
 - f. Backpack storage
 - i. During peak times they currently have 30 linear feet of shelving and a staff member monitors the storage and hands out lanyards with numbers associated to the bags like a coat check. 10 lanyards are lost a semester and it creates confusion.
 - 1. The new bookstore could use 3x the current storage. (Future space needs 90 linear feet of shelving.
 - ii. University of Nebraska had lockers with keys.
 - 1. Lockers with keys could potentially be used for non-peak times.
 - 2. Keys could get lost though and create maintenance problems.
 - g. Offices

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- i. 1 Manager's Office-not a workstation
 - ii. Buyer's office
 1. They are currently at workstation.
 2. Need space to meet with sellers. Maybe office should be next to conference room.
 3. Should be near sales floor or have window into sales floor to supervise.
 - a. Cashiers should be able to see into the space so they could get their supervisor's attention in the office if they needed assistance at the registers.
 4. 5 total workstations needed (Textbook buyer/general merchandise buyer/Operations/Associate buyer/Accounts Payable)
 - a. Accounts payable works in evening and supervises the store and should be near front of the store.
 - i. Currently the safe is in this office but would be better if it was in a separate room.
 - iii. Cashier's work room
 1. Space and counter top for cashiers to securely count drawers.
 2. The currently have 2 separate vaults that will need to be accommodated in the future store.
 - iv. Workstation at cashier desk for cashier supervisor.
 1. Needs to face cashiers.
8. Next steps:
- a. The group agreed the next meeting will be Thursday November 14th at 8:30 am. Location to be confirmed. The group will then meet every other Thursday until the end of the year.
 - b. Homework for next meeting.
 - i. Legat Architects will bring the available square footage allotted for the new bookstore.
 - ii. The group will try to quantify shelf space, square footage, or linear footage that they have now and what will be needed in the future.
 - iii. The group will bring in photos of display windows that they would like to see applied to the new space.
9. Meeting adjourned.

Thank you.

Sincerely,
Legat Architects, Inc.

Jackie Rutter
Michael Lundeen, AIA

JR/ML

ATTACHMENTS Attendance Record (1 Page)
 Agenda (1 Page)

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Handout from Pat (4 Pages)

cc

File: 213XXX.XX CLC Cafe Bookstore St Act AB core: B3
Dave Agazzi, College of Lake County
Steven Brubaker, Brubaker
Jeffrey Sronkoski, Legat Architects
Ryan Horsman, Legat Architects

FILENAME

CLCGrayslake MIN 20131024-PDBookstore -MTG2.docx

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 24th, 2013, 8:30 am |

1. Distribution of Minutes from October 3, 2013 meeting
2. Discussion of Tasks from Last Meeting
 - 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.
3. Space Needs Discussion
 - a) Store
 - General Merchandise
 - Books
 - Electronics
 - Display
 - b) Cashier
 - Cashier
 - Waiting area
 - Returns / Online Pick-up
 - Backpacks/purses
 - Customer Service
 - c) Offices
 - Manager
 - Buyers
 - Workstations
 - Buyer/Reps meeting space
 - Vault
 - d) Storage
 - Pick-ups
 - Pallets
 - General merchandise
 - Web Order/Processing>Returns
 - Storage/Receiving/Overstock

4. Adjournment / Next Step

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

FILENAME CLCGrayslake AGN 20131024-PDBookstore-MTG2.docx

SUGGESTIONS/WISH LIST FOR NEW BOOKSTORE

▲ **STORAGE SPACE**

Problem: In our current space, there is a lot of wasted storage area. For example, the entire top shelf perimeter above the textbook sales floor could definitely be better utilized. If the new bookstore location is smaller than the current one, we will have to more efficiently use every inch of space we get.

Possible Solutions:

1. Wall-mounted, locking, overhead storage cabinets (with adjustable shelves) around at least one-third of the sales floor. Another of these units with adjustable, pigeon-hole shelving on a back wall behind cashier area for more compact, secure storage of access codes, etc.
2. Locking cabinets below textbook and general merchandise shelving units. Another cabinet below back counter of cashier area to store extra bags, printer paper, register tape, financial aid forms, etc.
3. A couple of strategically-placed, tall, vertical cabinets with adjustable shelves for miscellaneous office supplies, tools, hooks, etc.

These 3 storage solutions combined would almost eliminate the need for a backroom storage area because, depending on dimensions and configuration, all of the overstock general merchandise could feasibly be securely stored on the sales floor. I say "almost eliminate" because we would still need an area to store fixtures, displays, mannequins, etc., when not in use. For example, a couple of moveable shelving racks that could be used for web orders, buybacks, and rental returns when necessary and then used for other purposes during slow times.

Drawer space at the bottom of the counter fixtures with locks to store overstock merchandise right on the sales floor.

▲ **ALL-IN-ONE FAX/COPIER/COLOR PRINTER** (Front Desk/Cashier Area)

The current fax machine/copier is pretty outdated. The copier in the hallway is weak at best—copies are too light even on the darkest setting, frequent paper jams, and other issues. It would be great to be able to print sales flyers, signs, etc. in **COLOR!!!**

▲ **BOOKSTORE TELEPHONE**

The problem with our current phone is that you can only answer it if you are sitting at or standing next to the front desk. The cord barely reaches far enough to be able to answer it while standing at Register 1. It never fails – I go around the front counter to straighten something up and the phone rings. So I make the mad dash to answer it and, you guessed it, it stops ringing right when I get there. I have also heard numerous complaints that people have a hard time getting through and I have personally experienced this myself. Is a cordless handset a feasible option? If not, more

centrally-located placement.

△ **MONARCH PRINTER**

We use the Monarch frequently at the front counter. I print price tags for the student workers on a regular basis. I feel like it must be annoying for Mel and Cynthia when it is printing constantly when they are trying to work, and then again when someone has to retrieve the tags. I know Cynthia uses it a lot, too, and Christine, as well, when reconciling buybacks. I'm sure they are probably too expensive to warrant buying a third one, but all of this could be easily resolved with better placement.

△ **FRONT DESK/CUBICLE/OFFICE CONFIGURATION**

Front desk (assuming we have one) in our new space should be facing out so we can see people coming in and out or standing at the counter ready to check out.

Locking cabinets to store access codes, software and electronics are desperately needed as well as locked display cabinets.

△ **SECURITY SYSTEM**

We already have security cameras and some locking devices which I know are in the process of being implemented. Electronic monitoring systems (security tags that set off an alarm at the door) would be helpful. We could have locking display cases for high shrink items like earphones, electronic accessories, etc., located close to the front counter.

A locking, expandable gate would be helpful during the time period where the textbook sales floor is closed to students. The gate would be two pieces. Each piece would be attached to a wall on opposite sides from one another and it would be on wheels. When needed, you would pull each side of the gate out and lock it in the middle. When not in use, each side of the gate would fold back to its wall accordion-style and take up minimal space.

△ **BACKROOM STORAGE AREA**

I already discussed some possible options for freeing up the majority of the space in the backroom. If we could have the bulk of storage on the sales floor, maybe a small break room could be in the back instead. Desired elements of break room include: A sink (even if it's just a hand sink); a folding table and a few chairs (could easily be stored or could be used if someone needs more room for a vendor meeting); a wall-mounted First Aid kit; maybe even a few small lockers for student workers and temps. We could put our little fridge and microwave in there, too.

△ **BACKGROUND MUSIC**

No need for anything fancy. Pandora Radio is free. We would just need speakers hooked up to a computer. There are other options as well, but regardless, we can set up our own play lists. I'm sure that studies have shown that background music increases spending – that's why all the retail stores have it.

△ **BETTER VENTILATION/AIR FLOW/MAYBE A WINDOW OR TWO WITH SOME NATURAL LIGHTING** (No Explanation Necessary)

△ **OFFICE SPACE**

One idea is to have the office “overlook” the bookstore or around the perimeter with windows to make the cashiers visible to the staff in the event help is needed or to make sure the front desk is not left unattended.

△ **SMALL CONFERENCE ROOM**

Small conference room is needed to work with vendors, staff meetings, could also be fore web order storage if needed during high web order volume periods.

△ **KITCHEN AREA**

A small kitchen area is needed for the number of employees that work in the bookstore. A larger refrigerator is needed for bookstore staff, student workers and temp staff to house their lunches. A small sink and place for the microwave is also needed.

△ **CASH OFFICE**

Cash office would really be two small rooms, cash office in the front and separate room for the safe where it would not be visible to customers. If the safe was kept in an office nearer to the cashier's area so change could be made easier. Counters with stools for counting 2-3 cash drawers during “rush” periods where they would not be blocking the bookstore safe.

△ **INTERIOR/EXTERIOR SIGNAGE**

Flat screen monitors both in the store and outside the store to display important information such as buyback and rental return dates, store hours, refund policy, sales and promotions, hot new items.

Interior directional signage should lead students to the correct department for their course materials.

△ **ROLL UP WINDOW FOR BUYBACK/WEB ORDER PICK UP (RETURNS?)**

It would be great to have a roll up window that would reveal a counter area where students could sell back their textbooks without bringing the textbooks into the store. This area could also be utilized for web order pick up with shelving units behind the counter that could hold the web orders waiting to be picked up or to reconcile buyback books. It would be necessary to have 2-3 areas for the buyback buyers to work from as they conduct buyback transactions. This area could also accommodate returns during the first two weeks of classes. We really want to prevent students from coming into the bookstore with any books creating confusion of whether or not they have paid

for the books they are holding in their hands.

△ **WEB ORDER PROCESSING AREA**

A counter area in receiving that could be used for processing, packing and shipping web orders would be a "nice to have". We are looking into the possibility of selling our inventory to online customers after the first two week of classes and could use a dedicated area for packing and shipping orders. This area should have ample storage for supplies such as different types of boxes, mailing labels, mailing envelopes, etc.

△ **CUSTOMER SERVICE DESK**

A customer service desk would be nice during higher volume periods. Students could ask questions without interrupting or waiting in line for cashier staff. There should be a desk top computer for student use to look up their classes if they forget their schedule. Students could check their available financial aid fund amounts. Phones could be answered from this location to avoid congestion at the front desk.
