

booklog news

CAMEX Edition 2012

A Publication from ComputerWorks of Chicago, Inc.

Booklog Travels to CAMEX 2012

Your friends at Booklog look forward to seeing you in Salt Lake City, Utah, for CAMEX 2012. Please stop by our booth #4814 (along with Follett Higher Education Group) to say hi and talk with our tech, training and sales staff. We hope to see you there!

USER MEETINGS

User meetings will be held in room 257A of the Salt Palace Convention Center.

Friday, March 2

8:30–9:30 a.m.

Setting up the Course Materials Management module

12:30–1:45 p.m.

Adoptions and acquisitions in the Course Materials Management module

2:00–3:15 p.m.

Buyback with the Course Materials Management module

Saturday, March 3

8:30–9:30 a.m.

Setting up the Course Materials Management module

1:00–2:15 p.m.

Adoptions and acquisitions in the Course Materials Management module

2:30–3:45 p.m.

Buyback with the Course Materials Management module

TRADE SHOW SCHEDULE

Sunday, March 4, 9 a.m.–5:30 p.m.

Monday, March 5, 9 a.m.–5:30 p.m.

Tuesday, March 6, 9 a.m.–3 p.m.

A Note From the President

Welcome to CAMEX! We look forward to the opportunity to see you and to share with you our newest product, Booklog's Course Materials Management module.

A lot has happened in the past year. In addition to all the changes in the bookstore and college industries, there have been a large number of technological changes that affect textbook sales and distribution. Who knew, even 10 years ago, what a "virtual" store was. Or textbook rentals and electronic books. Certainly the latter was difficult to imagine. It used to be a cliché that some store managers were too set in their ways to want to deal with computers. Now, managing a store without a computer or without using the Internet is almost unthinkable.

This past year, we worked very hard on the development of a new Course Materials Management module that is fully integrated with Booklog. A primary goal of this project was to closely mimic the organization and functionality of Follett's CourseWorks software so that existing customers would be able to migrate easily between systems. Based upon feedback from several beta testers, we achieved that goal. We strove to incorporate the best of CourseWorks while improving upon parts that needed changing, adding new features to make the product more comprehensive as well as more efficient and easier to use. Of course, this development was more difficult and took longer than originally anticipated. In the process, however, we received excellent feedback from some great beta users, and we think their input significantly improved the product. We hope you'll agree that the wait was worth it!

The Course Materials Management project created the opportunity for us to hire valuable new staff members — Jane, Justin and Katie. The product wouldn't be what it is without their contributions and the continuing work of Rick, Mene, Yvonne, Charles, JJ, Tina, John, Faith, Arnie and David. The rest of the Booklog staff deserves a hearty thank you for all the extra work they took on while the others focused on the Course Materials Management module. Those who went the extra mile are Erica, Dana, Hale, Debbie, Michael and James in tech support and



Introducing our new staff members Jane Ziebart, Justin Baker and Katie Waddell.

Demayne, Gwen, Nancy, Debi and Lily in sales and administration.

You can read about many of the new features and enhancements in this module in the article on page 3.

On another topic, if you haven't already considered switching to our new Payware Connect interface for your credit card processing needs, perhaps now is the time. This hosted, web-based solution is a great alternative to PCCharge, providing easier maintenance and enhanced security.

Payware Connect is a maintenance-free, Internet-based, hosted payment solution which eliminates the complexities of payment acceptance. Accessible from any Internet-connected PC, it easily consolidates information from multiple workstations. Hosted by VeriFone, it gives you the peace of mind that your system is always compliant. The low upfront costs and projectable monthly payments help you manage expenses more efficiently, and the simple graphical interface makes processing easy. Payware Connect complies with PCI security standards.

For a limited time, when you switch from PCCharge to Payware Connect, you will receive a 100% discount on Booklog's Payware Connect interface fee — a \$495 value! This offer is good through May 31, 2012.

For more information and pricing about Payware Connect, please contact Gwen at 800-977-8212 ext. 229 or gwen@booklog.com.

As always, we appreciate all of you as customers and friends. Thank you for making our business possible. And best wishes for a wonderful 2012.

— Jean Fishbeck, president

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Tech Tips

PCI Compliance Revisited

PCI compliance is an ever-moving target, but we continually try to make the process as smooth as possible. As of Version 10.5.063, we have included an option which never stores full primary account numbers for credit cards in Booklog for any period of time, except when the number needs to be stored for mail orders. To enable this option, go to Maintenance > Store > Receipts and check Never Store Credit/Debit PAN. Note that even if this remains unchecked, all stored credit card information is encrypted in accordance with PCI standards.

Although PCCharge has been and continues to be PCI compliant, our new Payware Connect Internet gateway product takes compliance to another level. With Payware, you won't ever have to worry about card information being stored on your PCCharge server. Plus, you can run your reports from any computer with web access.

Rental Module Reminder

Rental customers, due dates, lost dates and grace period dates are attached to a serial number at the time of the sale. Make sure rental parameters are up to date before the start of renting sales to assure that they are correct. If you need to adjust a serial number's due date, it can be done on the Rental tab of the Item Properties screen. Press F4 to pull up the serial numbers for the item and adjust the due date manually.

Get on Board with eBooks

If you are interested in selling eBooks through the Café Scribe interface, please note that you must be on Booklog Version 10.5.097 or higher for the interface to work properly with Café Scribe 2.0. If you are on an earlier version of Booklog, we will need to update your program to the latest version.

As of this version, you will also be able to return eBooks without using the Quick Scan feature. While we still recommend refunding eBooks this way in order to remove the item from the original transaction and prevent it from being returned a second time, you will now be prompted to manually enter the pin from the receipt when you are manually refunding the eBook.

Customer's Corner

In this issue of Booklog News we are pleased to feature the Lac Courte Oreilles Ojibwa Community College located in Hayward, Wisconsin. Lac Courte Oreilles Ojibwa Community College has been a Booklog customer since June 2011.

Lac Courte Oreilles Ojibwa Community College (LCOOCC) is an Ojibwa tribal college located in northwestern Wisconsin on the Lac Courte Oreilles Indian Reservation. For the past 25 years, the college has supported the local communities by providing opportunities for post-secondary and continuing education and by advancing the language, culture and history of the Ojibwa.

The college's curriculum promotes the Ojibwa culture and tribal self-determination, and encourages individual self-improvement in a rapidly changing technological world. The curriculum also reflects the identified needs and interests of the Lac Courte Oreilles Band of Lake Superior Chippewa through academic, vocational and adult basic education and cultural and community programs. These educational opportunities allow students to obtain associate of arts, associate of science, and associate of applied science degrees, one-year certificates and specialized certificates.

At the core of the college is its open enrollment policy. Approximately 70% of the 500 students attending LCOOCC are Native American, and 15% of them go on to four-year colleges in the area. Three satellite campuses are located on the St. Croix and Lac du Flambeau reservations and in Washburn, Wis., which serves the Red Cliff and Bad River tribes. Approximately 80 full-time, part-time and adjunct faculty, of which about 50% are Native American, teach on the four campuses.

In addition to its role in higher education, the LCOOCC participates in outreach to the community by developing resources and technical assistance for community projects and community research, functioning as an informational and educational resource, providing leadership for cultural preservation, and facilitating training for tribal economic development. Among the unique outreach programs are the Elder in Residence and Elder Students programs. In the former, tribal elders speak in various classes and serve as



resource persons for all of the students, faculty and staff. The Elder Student program allows individuals over 60 years of age to enroll in classes at no charge and to borrow textbooks from the bookstore's Bookroom.

The college bookstore is located in the main campus building. Bookstore Manager Shanna Burns also serves as the college's bursar and teaches classes in computer applications and principles of management in business. The bookstore, which has approximately 600 square feet of selling space, offers textbooks, school supplies, soft goods and sidelines, including beading supplies and curios.

When asked why the college selected Booklog as its point-of-sale/inventory management system, Shanna responded that, "the reasonable cost and Booklog's commitment to providing on-site installation and training were the main reasons the college chose Booklog. In less than one year, the system has paid for itself by cutting costs and facilitating tracking of books sold in the store. Additionally, students have been very appreciative of being able to use credit and debit cards to pay for their purchases."

The entire Booklog staff is delighted that Shanna and LCOOCC decided to adopt Booklog as their point-of-sale/inventory management system. If you find yourself vacationing in the beautiful area surrounding Hayward, Wis., we encourage you to stop at Lac Courte Oreilles Ojibwa Community College, a real community treasure.

Welcome to Our New Booklog Users

Bay State College, Boston, Mass.

Book-X-Change Online, St. Charles, Mo.

Coahoma Community College Bookstore, Clarksdale, Ms.

Colorado Northwestern CC - Craig, Rangley, Colo.

Colorado Northwestern CC - Rangley, Rangley, Colo.

County College of Morris, Randolph, N.J.

The Demon Bookstore, Bossier City, La.

Follett Singapore, McHenry, Ill.

Hinds Community College Bookstore, Raymond, Miss.

Holy Cross Bookstore at Hellenic College, Brookline, Mass.

Illinois Eastern Community College FCC, Olney, Ill.

LCO/Lac Courte Oreilles Ojibwa CC, Hayward, Wis.

Limestone College Campus Store, Galney, S.C.

SB Textbooks, Bossier City, La.

Booklog's New Features and Course Materials Management Module

Last year at this time, we were excited that after eight months of preliminary development, we could finally announce the decision to merge Booklog and CourseWorks into one application. Both programs were the result of over 20 years of programming, so merging the two mature architectures into one presented many challenges. With much hard work, we developed a framework that will enable us to carry forward both the retail POS and text management functions far into the future. Version 11 is a first step into that future which, we hope, will make your lives easier and your stores more profitable and competitive.

We started with Booklog and rewrote CourseWorks into the Booklog architecture. We want to thank our beta-period customers for their patience and determined perseverance as we worked through completing this difficult task. It is with your invaluable input that we have been able to improve upon this product while providing a viable Windows 7 solution for all of our current and future customers.

General Course Materials Management Enhancements

The first aim of our new Course Materials Management (CMM) module was to merge the CourseWorks feature set into Booklog's architecture and functionality. So for CourseWorks users, this means:

- Ability to open more than one window. You can have an adoption window or report window open and open the inventory search or item maintenance window at the same time, then position and view both windows together.
- Ability to expand window size and content to full-screen size.
- Easier access to inventory search functions. Common, system-wide available keystrokes mirror the Booklog retail functionality.
- More information available at one time without searching through multiple screens. With more screen space, we were able to combine some windows which users previously had to jump between. Where users used to have to dig through four or five screens to find information, they now have only one. The new Maintain Courses and Adoptions window, in particular, allows users to arrow through courses and review adoption information on the fly. Sections that have no confirmations or incomplete confirmations are easily marked and viewable.
- Booklog pick-lists and search windows. The main driver of information mining

in Booklog retail is now the standard in CMM as well.

- One fully relational database, no RTI or bridge process. The information you see in retail is the same source in CMM. Sales information in CMM comes directly from the sales tables available in retail. No duplicity of data. No extra process to maintain.
- Access to custom-defined barcode labels. Although we added a couple of new barcode definitions to Booklog to accommodate what CourseWorks users were used to, the ability for users to define their own barcode is now available to CMM.
- Single set of user security credentials.

Course Materials Management New Features

A rebuild of the code allowed us to add some new features and to add features that Booklog Retail users took for granted:

- In Buybacks, we added real receipt printer and cash drawer integration, a real till-control function by workstation or user, and the ability to receive returned rental books during buyback (as long as books are not late or lost).
- The Buyback register now performs like the Booklog Retail register, including the ability to perform buyback and reverse buys in the same transaction, a full receipt reprint and transaction search function, qty-tab function, the option to swipe student IDs and match IDs to students, and more.
- We added the ability to include rental prices on shelf tags, and we added two new label formats to shelf tags.
- Colleges and locations. New to CMM is the ability to define colleges and locations. While you can define these,

they are not required for CMM, but in the future will enable users to run reports, adoption letters, and define direct market (campaign management) programs based on colleges or locations.

- Course Adoption and Course Inquiry reports available at the cash register on the retail side. Cashiers can run these inquiry reports without ever leaving the retail cash register.
- One datasource for customers, faculty and contacts, which allows for easier direct communication and marketing.
- Ability to automatically return against oldest invoice or highest cost.

New for Booklog Users

Integrating the two systems also meant that we added some features to Booklog Retail that CourseWorks users were used to:

- Ability to show or hide prices by department on labels.
- Auto create POs for all vendors at once creates a separate PO for each vendor.
- Store name on barcode labels.
- Used barcode label selection per workstation.
- Separate rental barcode labels.

Also new to Booklog in Version 11 is the ability to return textbooks bought as new to the new or used inventory. When a student returns a book that was originally purchased new and you cannot resell that book as new, you now have the option at the register to return the book using the used valuation and the book will be returned to the used inventory. There is a store option that determines the behavior at the register. You have the option to always prompt, always return to the same SKU scanned, or always return to used.

camex Campus Market Expo 2012

Welcome to Salt Lake City and CAMEX 2012

This year, in veering away from the usual convention cities, CAMEX is heading out west to the state of Utah and the beautiful metropolis of Salt Lake City. Surrounded by stunning mountain views and not far from world-famous winter sports venues (remember the 2002 Olympics?), we can experience this cosmopolitan city, known for its friendly inhabitants.

CAMEX is being held in downtown Salt Lake City — a lively urban area in a uniquely historical setting. It's no secret that the city is famous for being the religious and cultural center of The Church of Jesus Christ of Latter Day Saints (LDS Church), the heart of Mormonism, a religious movement based on visions of Joseph Smith during the 1820s. The Mormons followed Brigham Young west from New York State to Utah Territory in the 1840s. The influence of this religious group and the church they founded is evident all around the famous Salt Palace (CAMEX central) where the college store army will park for a few days in March.

Things to do and see in Salt Lake City

- **Temple Square**, an attractive, landscaped, 35-acre area, is the heart of downtown Salt Lake City. Its center is the six-spired Salt Lake Temple, a massive 253,000-square-foot edifice that took over 40 years to build and is arguably the face of the LDS Church. You can't miss the famous Angel Moroni statue, one of many symbols of the LDS Church, standing atop one of the spires. Tours of the entire Temple Square area are held Monday–Saturday. Call 801-240-2534 or stop by the North Visitors Center for a schedule.
- Directly across from the Temple is the **Tabernacle**, home of the world-famous

Mormon Tabernacle Choir. Some weekends offer a free concert in the **Assembly Hall**, directly next to the Tabernacle. There are daily free tours of the Tabernacle.

- Take a tour of nearby **Beehive House**, a National Historic Landmark to the early settlers who crossed the desert in their westward journey over a hundred years ago. In 1854, this building served as the official residence of Brigham Young during his tenure as president of the LDS Church and governor of Utah Territory. Call 801-240-2681 for tour schedules.
- Cross West Temple Street to find the **Family History Library**, home of the world's largest collection of genealogical resources. You can spend an hour or two researching your own ancestors — with the help of the many volunteers on hand to assist you. The library is open Mondays (8 a.m.–5 p.m.) and Tuesdays–Saturdays (8 a.m.–9 p.m.).
- For those wanting to see some of Utah's natural beauty, drive or take a bus tour to the **Great Salt Lake**. This body of water, at 75 miles long and 35 miles wide, is the largest salt water lake in the

Western Hemisphere. During warmer seasons, large numbers of tourists engage in sailing, fishing and hiking in the lake's bordering state parks, Antelope Island and Great Salt Lake. You can call City Sights Tours at 801-531-1001 or check your hotel concierge for local tour companies for winter opportunities in the area.

Dining in Salt Lake City

You will not be lacking for good places to eat while in Salt Lake City, a few of which are recommended here:

- For delicious American bistro food, try **Bambara**, recently named the city's best restaurant. This is food for sophisticated tastes at relatively modest prices, prepared by Chef Nathan Powers, the 2010 Best Chef in Utah. 202 South Main St., 801-363-5454.
- Try the **Market Street Grill** for the best seafood between Seattle and Boston. 48 West Market St. (an easy walk from the downtown hotels and Salt Palace), 801-322-4668.
- For authentic Mexican cuisine, you're bound to enjoy **The Blue Iguana**, located near Temple Square at 165 South Temple St., 801-533-8900.
- Italian specialties greet you at **Caffe Molise**, with a varied menu of pasta, panini and delicious sweets. Located downtown at 56 West 100 South, 801-364-8833.
- **Buca di Beppo** (202 West 300 South, 801-575-6262) and **Old Spaghetti Factory** (189 Trolley Square, 801-521-0424) are not far from downtown hotels and are guaranteed to give you a robust array of familiar Italian dishes we are all accustomed to.

