

# booklog news

CAMEX Edition 2013

A Publication from ComputerWorks of Chicago, Inc.

## Booklog Travels to CAMEX 2013

Your friends at Booklog look forward to seeing you in Kansas City, Missouri, for CAMEX 2013. Please stop by our booth #3327 to say hi and talk with our tech, training and sales staff. We hope to see you there!

### TRAINING SESSIONS

Training sessions are in room 3501 of the Convention Center.

#### Friday, February 22

8:30–9:30 a.m. – Text Ordering, Receiving and Returns  
1:30–2:30 p.m. – New Features  
2:45–3:45 p.m. – Buybacks

#### Saturday, February 23

8:30–9:30 a.m. – Text Ordering, Receiving and Returns  
1:00–2:00 p.m. – New Features  
2:15–3:15 p.m. – Buybacks

### TRADE SHOW SCHEDULE

Sunday, Feb. 24, 9 a.m.–5:30 p.m.  
Monday, Feb. 25, 9 a.m.–5:30 p.m.  
Tuesday, Feb. 26, 9 a.m.–3:00 p.m.

## Rental Scanners

Our hand-held scanners allow you to move through your store and complete inventory by section with ease. We have the USB-connected TriCoders or the PS2-connected American Microsystems. These rent for \$300 per scanner for 10 days (plus overnight shipping).

For more information or to schedule a scanner rental, contact Debi at 800-977-8212 ext. 221 or [debi@booklog.com](mailto:debi@booklog.com).

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## A Note From the President



In September, Booklog will celebrate its 30th birthday! I often look back and describe how things were back then in terms of the technology (floppy drives, etc.), but I thought it worth describing personal changes as well. Many of you know how Booklog started, for those of you, please bear with me as I review for some of our newer customers. I, along with six others, started an independent bookstore in 1972 in San Diego, California. We had a couch with a paisley throw, didn't take credit cards, and celebrated when we had a day over \$100. As I look back, it was the dream job of my life! At the same time I was taking two computer classes (yes, we had punch cards). I made one card for each book in the store and periodically put the cards through a sorting machine. That was as far as my initial inventory program went.

In 1983, I took up the project in earnest. After creating a "bookstore software package," I took it to my first tradeshow in 1984. The computer and monitor were huge, the computer was a 286 machine with two floppy drives — no hard drive! The program itself ran in the a:drive, the data was in the b:drive. The monitor screen was green and black. How far all the technology has changed puts the personal changes over 30 years into a more useful, forgiving perspective. When I had the big 286 machine with the huge monitor, I also had dark brown hair, my God-given knees, and could hear without assistance. I had single-lens contact lenses, rather than the bifocals I wear today, and

could actually go swimming at 7:00 in the morning. I didn't even take a multi-vitamin, much less have to sort my pills into little square boxes so I remember to take what when! It's all gone so fast. I am happy to say that with the challenges, there have been many rewards. The best of which is that we are still operating today and have wonderful customers like you to work for and with. Thank you for being part of the Booklog history.

I am also very happy and excited to share with you some of the Booklog present and future. We are currently releasing version 11, complete with the new Course Materials Management Module. For the past 12 years, we have been partnering with Follett Higher Education Group, and the Booklog program has evolved from a nightly batch of information from Follett's CourseWorks to our present, fully integrated Course Materials Management Module. With version 11, we took the best of both programs and combined them into one. For example, CourseWorks' ability to manage sets and kits is now combined with the intuitive interface of Booklog, making it easier to use.

Launching version 11 was a huge milestone for Booklog, but we're not done growing. As new technologies emerge, you can count on Booklog to be there to support all booksellers.

— Jean Fishbeck, president



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## Training Tips

### Revisiting Your Setup

Things have probably changed at your store since installing Booklog. There are a number of settings you might want to customize.

- **System Defaults** — You can change how your register, mail orders, purchase orders, End of Period report and other important functions work.
- **Security** — Are your employees' security settings still correct? Log in as the Admin user and look at the profiles you created. You may find new settings to use or old functions to change.
- **Departments and Categories** — Go to the Maintenance menu and check your existing departments and categories. Use the Insert key to add new ones. To move items from one department/category to another, use the Global Changes feature under the Inventory menu.
- **Users** — If you had any staff turn-over since installation, Booklog can help. Log in as your Admin user and go to Maintenance > Users (version 11 users should go to Maintenance > Security > Users). To de-activate a former employee, double-click on that user and uncheck the Active box in their User Details window. You'll also see a box that says Locked. Using that box, you can lock users out of Booklog or unlock them if they locked themselves out.
- **Payment Types** — Go to Maintenance > Payment Types and use the Insert key or icon to add a new payment type. To remove one, double-click on it and uncheck the Display Payment Type in the Register box. You can also change the order in which the payment types appear in the register. When you are at the Payment Type Pick-list, click the Sort button and arrange them to suit your needs.
- **Workstation Properties** — Most changes you make in Booklog affect your entire store. To make changes to a specific client, go to the Maintenance menu for that client and click Workstation. Double-click on the highlighted workstation and you can change the printer it uses, what kind of barcode label it prints, whether or not it will accept student IDs, and other important functions.

## Customer's Corner

*In this issue of Booklog News we are pleased to feature Maryville University located in St. Louis, Missouri. Maryville University has been a Booklog customer since February 2003.*

Maryville University, located just 22 miles from the bustle of downtown St. Louis, is tucked away in the heart of the suburbs on a 130-acre campus amid rolling hills, wooded areas, a creek, two lakes, and miles of walking trails. The university has a current enrollment of nearly 3,900 students, and offers 50 undergraduate, ten masters', and four doctoral degree programs.

There are plenty of opportunities to stay busy outside the classroom, as evidenced by the large number of students who are active in student government, intramural sports, and over 50 different campus clubs and organizations. Whether they are commuters or on-campus residents, students enjoy a lifestyle that is decidedly Maryville. And if you ask, students will tell you they don't just go to Maryville, they live Maryville.

At the heart of the campus community is the college bookstore, which is in the Donius University Center. The bookstore covers approximately 4,500 square feet, and provides students, faculty and staff with all the books and supplies they need for their academic pursuits. The bookstore also provides a wide array of ancillaries and sundries, and a large collection of Maryville clothing and memorabilia. Four full-time and 15 part-time work-study students assist bookstore manager Kate Ritter in the successful operation of this campus store.

Ritter has been at Maryville University for 24 years and has seen tremendous changes in the bookstore industry. In her 12 years as the university's bookstore manager, she has also seen the evolution of the software systems that support her bookstore's sales and inventory management.

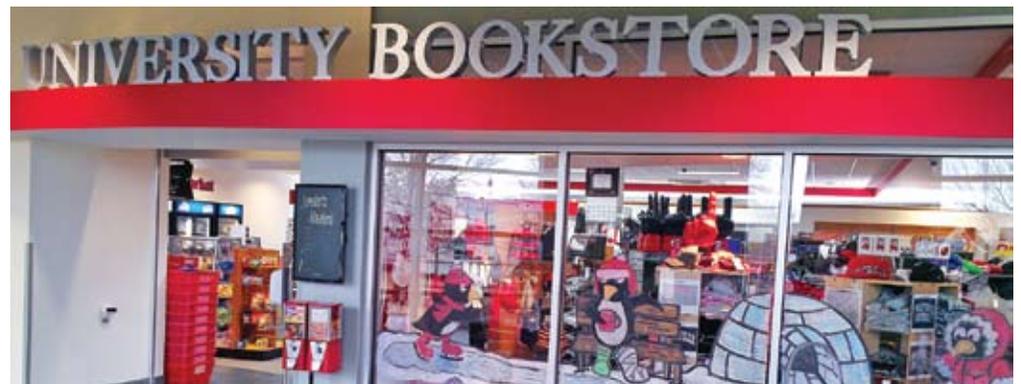


Following the recommendation of Follett, a leader in the education industry, Ritter has used Tom Tracks, CourseWorks and Booklog. In 2011, she joined 14 other stores to test Booklog's newest product, the Course Materials Management (CMM) Module.

"I joined the beta test because I was anxious to have one combined system that would manage my entire store inventory," says Ritter. "Knowing how simple it is to use Booklog, I had no doubt that the new module would be equally easy to learn. There were some bumps along the way, but the staff [at Booklog] was very supportive and responded quickly to my requests."

Since 2004 when she adopted Booklog, Ritter claims that she has seen all but one feature she wants incorporated into the software program. "I'm sure the only reason that feature doesn't exist is that I haven't requested it yet," she laughs. When asked about her favorite feature of the new CMM Module, she says, "I love all of it! Everything is in one program, all the information I need is on one screen, and it really *is* easy to use."

The entire Booklog staff has enjoyed and benefited from Kate's expertise in the college store industry. We look forward to working with her and her beautiful store as we continue to refine and expand our software offerings.



## Best Practices With Booklog's Course Materials Management Module

As most text managers are aware, course materials management is a complicated task. Although Booklog's new Course Materials Management Module has been designed to streamline the process, we feel that a periodic review of best practices is beneficial in helping to sharpen your skills. The following article is the first in a series that we plan to run in upcoming newsletters. We hope you find this step-by-step review of adopting trade items and the best practices for changing ISBNs and maintaining alternate identifiers to be helpful.

### Adopting Trade Items

You have carried Suzanne Collins' *Hunger Games* in your store as a trade item because you wanted to make it available for your customers. This term, an English professor wants to use it in her classes. Booklog now has three different ways you can accommodate the professor, and your options depend on how you want the previous sales history to be maintained.

When you attempt to add *Hunger Games* in the Course Materials Management (CMM) Module using the ISBN currently assigned to it in the Retail Module, you will be notified that the item exists as trade and offered three options. Each option has different consequences for your inventory and sales history.

#### 1) Assimilate existing inventory to Course Material

- Use this option if you are ONLY going to track sales of this item as part of a course.
- You will be able to adopt the item for any course and your past sales history for the item will remain intact. New sales for this item will be attributed to the course(s) for which it is adopted.
- No changes are made to the SKU/ISBN.

#### 2) Assimilate existing inventory and create a new Trade SKU/ISBN

- Use this option when you want to adopt the item for a course but also

want to be able to sell it as a retail item independent of the term sales.

- The existing item will be made adoptable.
- A new **trade** item using a modified version of the original ISBN/SKU will be created and its sales history will begin at this point.
- The old item will keep the original ISBN/SKU, will retain its past sales history and its quantity on hand, and future sales will be tracked as term sales in the open-to-buy calculations.

#### 3) Create a new Course Material record from existing Trade record

- Use this option when you want to adopt the item for a course but also want to be able to sell it as a retail item independent of the term sales.
- A new, adoptable CMM item will be created using the original ISBN/SKU.
- The original trade item will be given a new NACS-standard ISBN for trade items.
- The trade item will continue to track trade sales and quantity on hand under its new ISBN/SKU and will retain all past sales history.

It is important to review all of the fields in the Item Maintenance window to make sure the information is correct. All the required fields (blue text) on the screen may be completed, but they may have old information.

- Pricing factors
- Selling prices
- Department codes

The vendor price will automatically update once the item goes through the process of receiving.

### Changing an ISBN in Booklog

When facing a change in an ISBN, you can update the ISBN/SKU on the existing item to maintain sales and purchasing history while utilizing the new identifier for future

orders. This process should only be used for ISBN changes and not when a new edition is released. You can update ISBNs during receiving or change them one at a time from the Item Maintenance window.

### Changing the ISBN in Receiving

When you receive an item, edit the ISBN/SKU field to reflect the new ISBN. The new ISBN becomes the primary identifier and the old ISBN (the one used on the original purchase order) becomes an alternate identifier. Regardless of which ISBN is used at the register or any look-up screen, the same record will be displayed and all of its history and quantity information remains intact.

### Changing the ISBN in Item Maintenance

This process will automatically associate the old ISBN with the new ISBN.

1. Select Maintenance > Item Maintenance from the main menu.
2. Type the current ISBN into the ISBN field and click Find Now.
3. Type in the **new** ISBN, overwriting the **old** ISBN.
4. Click Save and then click Close to return to the Search window.

### Setting a New ISBN/SKU as an Alternate Identifier

If you want to keep the current ISBN as the primary number, you can enter the new identifier as an alternate identifier.

1. Select Maintenance > Item Maintenance from the main menu.
2. Type the current ISBN into the ISBN field and click Find Now. Select the Identifiers tab.
3. Press the INSERT key to create a new ISBN/Identifier field.
4. Type the **new** ISBN into the new ISBN/Identifier field.
5. Click Save and then click Close to return to the Search window.

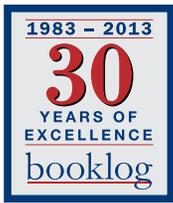
## Welcome to Kansas City and CAMEX 2013

We are fortunate to be in a new CAMEX city this year. Kansas City is known for its top-notch beef and Midwestern hospitality. Here are just a few of the city's highlights and must-do activities while you are here:

- **Nelson-Atkins Museum of Art** is a must-see for its huge collection of life-like sculptures. Admission is free. 4525 Oak Street, 816-751-1278.

- **National World War I Museum.** This is the only museum in the U.S. dedicated solely to preserving the history and personal experiences of this war. It houses the largest collection of WWI artifacts in the world. Its interactive technology brings this period in our country's history to life. 100 W 26th Street, 816-888-8100.

- **Kauffman Center for the Performing Arts.** See this outstanding structure, designed by renowned architect Moshe Safdie, with its superb acoustics and distinctive design. 1601 Broadway, 816-994-7200. Tours offered for small groups at \$5 per person. Reservations required for tours.



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## Booklog Tech Tips

### Gift Cards in Your Store

Offering gift cards is a must for college stores these days. Not only do these cards make great gifts, but parents can purchase them for their students to use throughout the year, just like a campus card. Values on the cards can be re-loaded at any time. In addition, when the balance is zero, you can reuse the card — simply void the card and resell it to another customer with a new balance.

The gift card feature is available in your Booklog program at no charge. To take advantage of this feature, the gift cards need to be formatted in a specific manner. They need to start with an uppercase G followed by a space then a series of numbers (i.e., G 00000001). If the card starts with anything other than an uppercase G, you will not be able to re-use the cards.

If you would like information on how to use this feature or would like to contact our gift card provider (PLI Gift Cards), contact Booklog's technical support. PLI even allows you to customize the cards with your school logo or an image of your choice.

### Problems Logging In? Network Issues or Mistyped Password?

Sometimes login issues can be easy to resolve on your own. If you receive an error (08001) when logging into Booklog, it most likely is caused by one of three things.

- The firewall may be turned off. Always check to see that the Windows firewall is turned off both on the client and the server. Windows updates can run automatically at night and are notorious for turning the firewall back on.
- The service is not running on the server computer. If you cannot log in on any computer, then the likely culprit is that the service is not running on the server

computer. Rebooting the server will restart the service automatically.

- You may have a network problem. If neither of the above corrections resolves your login problem, the problem could be related to your network.

If you receive the error 28000, the problem may be an incorrect password. Make sure that CAPS lock is off before trying again. The program will lock out a user after six failed attempts. The Admin user can unlock a locked user, or after 30 minutes it will unlock itself. The Admin user can now (as of version 10.5) re-set a user's password when logged into the program.

### Getting Ready for Rush

Many college stores keep a few spare cash registers in storage for rush. If you have any stations like this, don't wait until the last minute to set them up. Test cash, credit and financial aid sales on them in advance to avoid any headaches before they occur.

### Save a Tree — Print Reports to PDF

With Booklog you have several options to save paper and be green. Virtually every report is available to be exported into various formats, including Excel. To accomplish this, you need to bring the report to the screen. On the toolbar you will find an icon that will allow you to export your report. Clicking on this icon will bring up a screen that allows you to name your report and choose the format that it will be saved in.

If you don't have Adobe PDF Creator, have no fear. You can still create a PDF without paying for the Adobe software. Download a free PDF creation program like CutePDF and you will be able to print all of your reports to a saved PDF file.

### Purchase Order Is Locked

Booklog only allows a purchase order to be open on one computer at a time. Communication will sometimes be interrupted, causing that purchase order to think that it is still in use. Booklog has a built-in utility that will allow you to unlock it without having to call Booklog technical support. To unlock the purchase order, note both the number and the user that are in use and go to Utilities > Release Locked PO. Enter the information and click OK. This will free the purchase order to be used again.

### Be Careful ... Don't Change the Date

Booklog gets its date and time information from Windows. If someone accidentally changes the date and time in Windows, this will cause the dates and times of sales in Booklog to be incorrect. Remember to use another calendar program to check dates instead of the Windows clock to avoid accidental date changes.

### Cleaning Up Categories and Departments

If you have categories and departments that you no longer want in the system, cleaning them up can be pretty easy. First, make sure they are no longer in use. You can check this either by using the Inventory Search window or by pulling up the Inventory Detail report for that specific category/department. If you find that they are in use by inventory items, you can either manually change their category/department or you can update them in mass by using the Global Inventory Changes in the Inventory menu. We highly recommend backing up prior to making any global changes. Once all items have been moved out, you will be able to delete that department/category from the list.