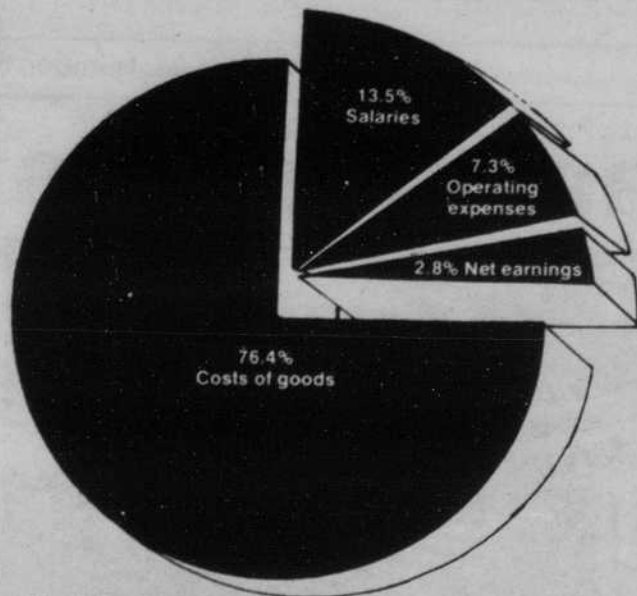


Annual Report To the Owners of the Bookstore



*The highest textbook discount among the largest 72 college bookstores in the United States.

13.5% Salaries and Wages

The Bookstore employs approximately 80 people half of whom are students working part-time.

7.3% Other operating expenses

Like everyone else the Bookstore has bills to pay: rent, utilities, telephone, postage and freight bills, mortgage, as well as repair and maintenance costs. Losses from shoplifting are also an operating cost.

All students, faculty and classified staff are owners of the University Bookstore. This annual report is the first of a series to report how your Bookstore is serving you — its owners.

As a nonprofit corporation, any financial success the Bookstore realizes is given back to its owners/membership in the form of lower prices, improved merchandise selection and better services.

2.8% Net earnings

The bookstore's net earnings are returned to you — the membership. Last year the earnings enabled us to save you money with: regularly discounted prices, maintaining the 11% textbook discount*, improved selection and service, two 20% storewide discounts and other special sales.

Net earnings are the smallest percentage of the total revenue which means the prices you pay are primarily for the cost of merchandise and operating expenses.

Statement of Disposition of Revenue For Year ending June 30, 1982

Sources of Revenue	
Merchandise Sales	\$5,800,754
Interest Income	\$31,716
Other Income	\$21,706
Total Revenues	\$5,854,176

How Revenue was Spent	
Cost of merchandise sold	\$4,430,895
Salaries & Wages	\$785,333
Depreciation	\$38,284
Other operating expenses	\$426,786
Interest expense	\$9,111
TOTAL COSTS & EXPENSES	\$5,690,409
Net Earnings	\$163,767

76.4% Cost of merchandise

The largest percentage of the Bookstore's average dollar goes to the cost of its merchandise. A recent price survey showed the Bookstore's general prices compared favorably with other stores despite the fact it buys in smaller volume. The Bookstore does however buy school paper in volume with 55 other college bookstores and in this way you get the highest quality paper at the lowest possible price.

We make sure the Bookstore works in your best interests.

We represent you and your needs at the Bookstore. The Board of Directors, elected by the members, consists of eight students, two faculty and a classified staff member. We make sure the Bookstore is serving your best interests.

The Board is the policy-making body of the Bookstore, and is responsible for evaluating the Bookstore's financial, merchandising and management activities.

The Board's long-term goals are: 1) To provide the services and merchandise you need during your academic or working years at the University. 2) To provide the best product for the price. 3) Give the highest priority to academic supplies at the lowest cost.

The Board also makes decisions about current and future operations. This year the Board has been working to improve the efficiency of the Bookstore with a new sportswear department, new computer, new cash registers, and the restocking fee. Other ongoing projects include: developing an investment policy, a long-range fixture plan, a standardized manager evaluation, store space restrictions, and developing better membership relations.

Membership relations start with the understanding that you are part of the Bookstore — you are its owners. The Bookstore is non-profit and the foundation of the store philosophy is to serve its owners — you.



The Board of Directors from left to right.

Scott C. Essig, *President, senior, management*
 Bryan Van Meter, *Vice President, senior, marketing*
 Andy Stormont, *Treasurer, junior, accounting*
 Dale Penegar, *Secretary, junior, political science*
 Fred Wilhelm, *Classified staff*
 David Gold, *graduate student, law*

Muriel Jackson, *faculty*
 Willis Winter, *faculty*
 Maria Neese, *junior, finance marketing*
 Peter Loop, *graduate student, decision science*
 Michael Larson, *student at large, law*



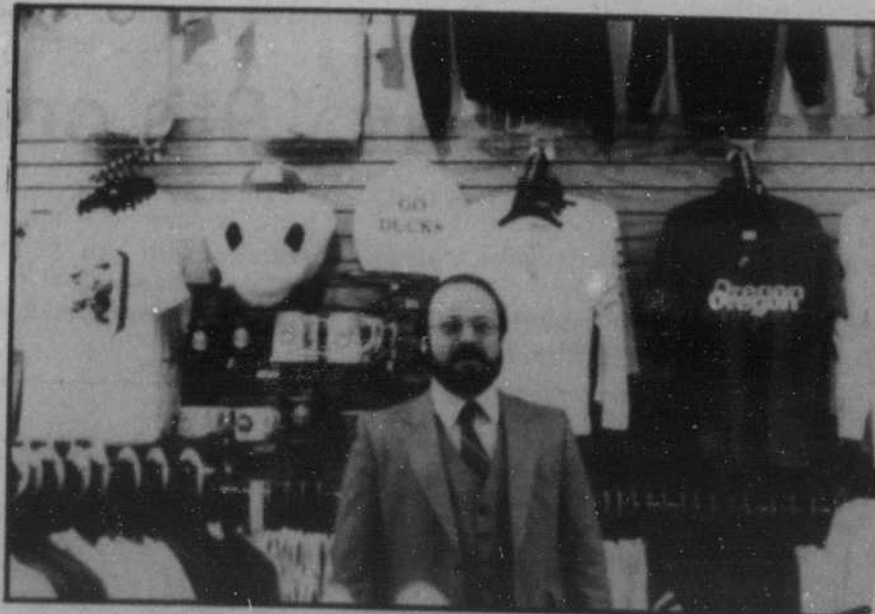
Jim Williams, General Manager, works on one of the seven terminals of the new microcomputer. The computer provides information quickly and enables management to make decisions to benefit you in prices, merchandise and efficiency. The in-store computer cuts cost in paperwork and assists in inventory control, textbook ordering, budgeting and managing cash flow. The time and money saved by the computer is returned to the membership. The computer will pay for itself in about two and a half years, meanwhile it'll help the Bookstore help you.



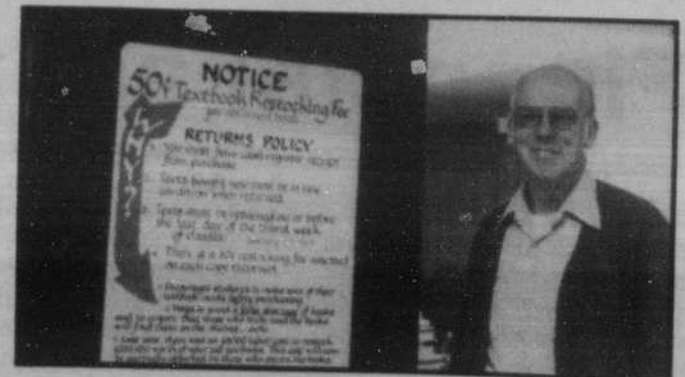
Judi Johnson, Office and Personnel Manager, trains recently hired students on the new cash registers. The cash registers, upstairs, automatically compute the 11% discount off the textbook list price and provide you with an itemized receipt.

The service gets better and better.

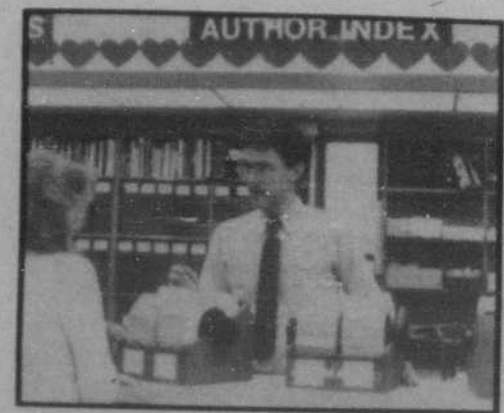
Every year your Bookstore gets better and more efficient at serving your needs. 1981-82 targets for improvement were: streamlining textbook operations, computerizing, and carrying more used texts. Many of the changes come from your suggestions. Keep the Bookstore working for you and write your suggestions to the Sounding Board located on the stairs to the Book Dept.



Bob Spencer, Assistant Manager, has recently remodeled the University Sportswear department to make more room and shopping more convenient. The enhanced selection of t-shirts and other apparel are now on new modern face-forward displays to make your shopping easier.



Otto Henrickson, Textbook Manager, explains that the main purpose of the 50¢ restocking fee on returned texts is having more books on the shelf for students needing the textbook.



Thom Chambliss, Tradebook Manager, helps a customer locate a book from the 40,000 plus different titles in one of the 82 categories. If you can't find a book you're looking for, you can special order the book at no extra cost, or place an out-of-print book search on it.