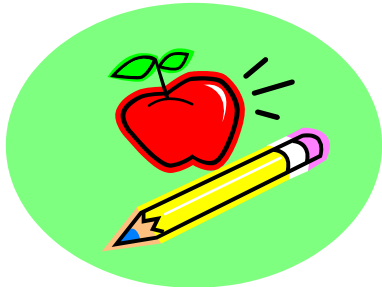




## RMSBA NEWSLETTER

### Message From the President



With visions of rush running through my head, I sit down to write this brief note! Summer flew by yet again and our students arrive back on campus in a little over a week. Are we all ready? I am sure we will be, right? This is always such an exciting time of year with the new students and their parents so eager to start their college journey and sports seasons beginning again.

This newsletter contains the registration forms and meeting agenda for our annual meeting October 5-7 in Colorado Springs, CO! I am very excited about our featured speaker Doug Fleener and hope to see you all there as he educates us on ways to engage our customers, improve our shopping experience and customer service! Don't miss the NACS bonus session on the Store of 2015! Anyone who saw the session at CAMEX will agree you don't want to miss it. There is ton of exciting education planned, a great trade show and a bit of golf for the golfer out there.

Wishing you all a happy end to summer and a successful rush. See you in October!

Allison

### Highlights in This

#### Edition:

- > Message from the president
- > Annual Meeting Registration
- > And Much More

### Inside this issue:

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### Scholarship

#### No budget for the annual meeting?

RMSBA offers scholarships to store members for the annual meeting.

Log on to RMSBA.org for more information and to download an application!

## RMSBA 2010 Annual Meeting “Walk on the Wildside”

**October 5-7, 2010 \* The Double Tree-World Arena**  
1775 East Cheyenne Mountain Blvd., Colorado Springs, CO 80906  
719.527.4664 – Fax 719.527.4602

All events held at the Double Tree unless indicated otherwise

### Tuesday – October 5

8:00 am-12:30 pm

**CCR Exam – Mountain View room**

**Apply with NACS by September**

**Check it out! - [www.nacs.org/yourcareer/ccr](http://www.nacs.org/yourcareer/ccr)**

11:00 am-12:00 pm

**Lunch on your own – Eat early!**

12:00-5:00 pm

**Registration – Hotel lobby**

12:00 pm (tee off)

**Golf Outing @ Patty Jewett Golf Course**

900 East Espanola Street, Colorado Springs, CO – 719.385.6934

\$40.50/person (price includes ½ cart)

Noon! First tee off - Groups will go off every 7 minutes thereafter - Format: TBD

**Lunch: On your own - Eat early! (There is a restaurant at the course)**

Prizes: We'll come up with something!

Organizer, Dick Forbes (Jardine Associates) – 303.748.2790

11:00 am-12:00 pm

**Remember: Eat early! - Lunch on your own**

12:00-2:00 pm

**“Creating the College Store of 2015” (NACS Foundation Grant)**

**Held at the University of Colorado, Colorado Springs, University Center,  
Room UC 116A - Meet in hotel lobby at 11:30 am to go to UCCS**

The road ahead for campus stores has plenty of curves and not so many directional signs. However, the NACS Foundation research project – The College Store of 2015 – conducted by Retail Forward offers a list of imperatives for campus stores that want to improve their positioning for future success. In this workshop, we will quickly review those imperatives and the primary concepts and recommendations from the study. Then YOU will engage with your peers to explore opportunities, in general, and discuss implications for your store, specifically. In the end, you will create a list of tactics that you can implement in your store to better position it for success as we approach 2015. This is a working session in which you will work with peers to discuss, explore, and create. Answers will be created, not given. This is a NACS education presentation & workshop.

**It is STRONGLY recommended that you view the**

**“Defining the College Store of 2015” webcast before attending this session: <http://nacs.impactlearning.org/store/seminar/seminar.php?seminar=4302>**

As a result of participating in this session, attendees will:

Be able to discuss the overarching findings of the NACS Foundation/Retail Forward study: The College Store of 2015.

Gain an overview of operational imperatives for campus stores of today that want to be successfully positioned for 2015.

Engage in an exploration of store programs and services that can fulfill the primary requirements to help transform your store.

Engage in a discussion on the implications of the study findings and imperatives on YOUR store.

2:00-2:45 pm **“Tours with a Purpose (or Just for Fun)” - UCCS Bookstore**  
2:45-3:00 pm **Take shuttle from UCCS Bookstore to Manitou Springs**  
3:00-5:00 pm **“Tours with a Purpose (or Just for Fun)” - Manitou Springs, CO**  
**OR meet us at 3:00 pm in Manitou Springs (15 min. from hotel – \$5 for parking) at the Public Parking lot between the Stagecoach Inn and Charlie’s Pit Bar-B-Que**

5:00-6:00 pm **Free Time**

6:00-8:00 pm **Opening Night Dinner - Windows Room**

8:00-11:00 pm ***Wolfman Karaoke & DJ Entertainment - Windows Room***

## **Wednesday – October 6**

7:30-8:30 am **Continental Breakfast – Served outside the Royal Gorge room**

8:00 am-4:00 pm **Registration – In hall outside the Royal Gorge room**

8:30-9:30 am **RMSBA Business Meeting #1 – Royal Gorge room**

9:30-9:45 am **Break**

9:45-11:45 am **General Session #1 – Doug Fleener - Royal Gorge room**

### **“Raise the Bar: From Service to Experience & an Extraordinary Team”**

While there is a lot of talk about the future in the college store industry, one thing is certain. Stores that deliver the most engaging experience are - and will continue to be - successful. In this session we’ll look at the difference between customer service and customer experience, and how you can elevate your retail team’s performance to create more sales and customer loyalty and advocacy.

#### **Intended Learning Outcomes:**

1. How the in-store experience impacts customer s. How to create a more customer-centered team.
3. Why expecting more of your staff is central to improving store performance.
4. Why silo busting is vital to the customer experience.
5. How to take a store from “customer service” to “extraordinary customer experience.”

12:00-1:30 pm **Book & Author Luncheon – Windows room**

**Gary Penley, *Rivers of Wind: A Western Boyhood Remembered* (Pelican, 2003)**  
**Gerald Callahan, *Infection: The Uninvited Visitor* (St. Martin’s Press, 2006)**

1:45-2:45 pm **General Session #2 – Doug Fleener - Royal Gorge room**

### **“Go 360: Dramatically Improve Sales & Customer Advocacy in Your Store”**

Want to deliver world-class service? What about increasing your average transaction and frequency of customer visits? What would it take? Simple. Just do a 360! "360 Customer Service" is an easy-to-learn, easy-to-apply retail approach. Developed in conjunction with the staff at the BYU-Idaho Bookstore, this program was created in campus stores, for campus stores. Learn the frameworks of this simple, yet powerful, program to improve customer engagement and staff effectiveness in your store.

#### **Intended Learning Outcomes:**

1. Ability to create a more customer-centered approach within the store.
2. Ability to develop a proactive staff that sells more and improves customer satisfaction.
3. Understand the three levels of customer experience that transform any store.
4. How to successfully Go 360 in your store.
5. Increase sales!

2:45-3:00 pm **Break**

3:00-4:15 pm **Concurrent Educational Sessions**

**Management-Leadership-Planning track** - **Cherry Creek room**

**“Bottom Line Financials” – Tracy Brodrick (Mesa State College) & John Parry (CSU)**

**Pre-Registration Required – Please register by September 1<sup>st</sup>**

This is a hands-on workshop which will help managers and buyers gain a better understanding of the financial information they need and what to do with it for understanding the income and expenses that affect operating a financially sound and successful college store. Participants will be asked to bring as much of their store financial information (sales, other income, personnel costs, operating expenses, etc.) as they can. Examples from other college stores will be used to show the similarities and differences that can impact a store’s financial stability and profitability.

*Level: Basic, Intermediate*

**General Merchandise track – Cripple Creek room**

**“Open-to-Buy: What, Why, & How” – Stacey Douglas (CSU-Pueblo)**

Small, medium, or large, your store can benefit from developing and using an open-to-buy plan for your general merchandise categories. OTB answers such questions as what you need to buy, how much, why, and when. If you want to get a better grip on your GM lines, bring three things to this session: last year’s gross sales broken down merchandise line (sweatshirts, t-shirts, caps, souvenirs, etc.), current inventory on-hand retail or cost of these lines, and the expectation that you will walk away knowing how to better manage your GM inventory through informed and controlled buying.

*Level: Basic, Intermediate*

**Textbook-Operations track – Fountain Creek room**

**“Counterfeit Currency & Identity Theft in Retailing” – Bob Bannock (US Secret Service)**

This session is geared to help bookstore staff know how to identify counterfeit currency and what to do with it once detected, and how retailers can better protect their customers’ personal information when transacting business and help thwart identity theft while protecting the store in the process.

*Level: Basic*

4:15-4:30 pm **Break**

4:30-5:30 pm **Concurrent Educational Sessions**

**Management-Leadership-Planning track** – **Cherry Creek room**

**“The Eight Habits of Today’s Highly Effective Managers” – Doug Fleener**

For a store to be a great place to shop, it must first be a great place to work. Before a retailer can exceed the customers’ expectations, he/she must first exceed employees’ expectations. Great management is all about the people. Years ago, management was the brains of an organization and employees were the hands, but today it’s important to tap into the wisdom and strengths of all employees. The more a retailer can engage, involve, and empower the team, the more successful they will be. In this engaging program, managers at all levels will discover ways they can manage and lead their teams differently, resulting in a better work and shopping environment.

Intended Learning Outcomes:

1. Why continuous improvement and failure are both essential elements of success.
2. Recognize the difference between your priorities and the staff’s.
3. How to apply the four keys to employee engagement that result in a more strategic team.
4. How a more empowered team improves both customer and employee satisfaction.
5. Why employee development must be your priority.

**General Merchandise track – Cripple Creek room**

**“Reinventing Your Product Mix” – Dawn Warkentine (CU Boulder)**

Do you have a kicking product mix? The right stuff at the right time? The styles and items students want to buy from you? Do you have a lot of dead or slow moving inventory? What’s a buyer to do in a constantly changing culture and heightened customer demands? Learn how to get rid of old merchandise and what you can to recreate and develop a fresh product mix.

*Level: Intermediate, Advanced*

**Textbooks-Operations track – Fountain Creek room**

**“Textbook Rentals: Who’s Doing What & How It’s Going” – Tracy Brodrick (Mesa State College) & Stacey Douglas (CSU-Pueblo)**

Rentals are the rage! Hear what some stores are doing to address this growing expected textbook purchase option of students, parents, campus administrators, and legislators. Also hear from some wholesalers about what they are doing to support rental programs.

*Level: Basic, Intermediate*

- 5:30-6:00 pm **Free Time**
- 6:00-7:00 pm **President’s Reception – Windows room**
- 7:00-8:30 pm **RMSBA Annual Banquet & Program – Windows room**
- 8:30-11:00 pm **Dancing with 2 Loud Crew featuring DJ Lobato – Windows room**

**Thursday – October 7**

- 6:30-8:30 am **Continental breakfast – Set up outside the Cherry Creek room**
- 7:30-8:30 am **Director’s breakfast (Directors and Store Managers) – Mountain View room**
- 7:30-9:00 am **Vendor Trade Show Set-up – Grand Ballroom**
- 8:00-10:00 am **Registration – In hall outside the Royal Gorge room**
- 8:30-9:00 am **RMSBA Business Meeting #2 – Grand Ballroom**
- 9:00-9:45 am **“Hey! That’s Me!” - A RMSBA Buyer/Vendor Relationships Session – Grand Ballroom**

**Hosted by Tammy Hendrix & Stacey Douglas**

Vendors and store people!!!! Come be entertained by four role plays featuring your store and vendor colleagues on buyer/vendor rep interactions – and maybe see yourself in process – as we again consider how to strengthen our relationships with one another and reflect on

*“7+ Habits of a Good Buyer and 7+ Habits of a Good Vendor.” Q & A to follow the role plays.*

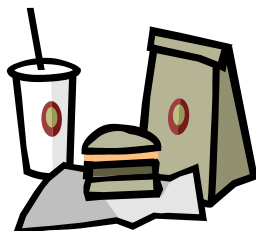
- |                                     |                          |
|-------------------------------------|--------------------------|
| 1) Annabelle Butler & Todd Thompson | (Bad Buyer/Good Vendor)  |
| 2) Lisa Spears & John Schlegel      | (Bad Buyer/Bad Vendor)   |
| 3) Carrie Mitchell & Brandon Murrow | (Good Buyer/Good Vendor) |
| 4) Kim Weaver & Lori Cano           | (Good Buyer/Bad Vendor)  |

- 9:45-10:00 am **Break**

10:00 am-2:00 pm	<b>Vendor Exhibits &amp; Trade Show – Grand Ballroom</b>
12:00-12:30 pm	<b>Vendor Luncheon (“box lunch” during trade show) – Grand Ballroom</b>
2:00-4:00 pm	<b>Vendor/Buyer appointments (as desired) – Grand Ballroom</b>
2:00-5:00 pm	<b>Vendor Trade Show Breakdown – Grand Ballroom</b> <i>Make sure you get your Passport completely signed by the various vendors – PRIZES!!!!</i>
2:00-2:15 pm	<b>Break – Set up outside Cherry Creek room</b>
2:15-3:45 pm	<b><u>Concurrent Roundtable Discussions</u></b>  <b><i>Management-Leadership-Planning track- Cherry Creek room</i></b> <b>“Social Media” – Allison Hartel (CU-Boulder)</b> <a href="#">Come participate in this roundtable discussion about Facebook, Twitter, contests, status updates, use of graphics , video, how social media is impacting your business, and much more!</a>  <b><i>General Merchandise track – Cripple Creek room</i></b> <b>“Got a Marketing Calendar? So What?” – Stacey Douglas (CSU-Pueblo)</b> First: Do you have a marketing calendar? If so, what is on it – month-by-month? Second, do you target specific customer groups and how do you do so? Finally, what strategies are you using to reach not only your established customers but potentially new ones? Come share your thoughts and ideas in this discussion and be prepared to do something new yourself as a result.  <b><i>Textbooks-Operations track – Fountain Creek room</i></b> <b>“Got Textbooks? So What?” – Teri Haus (Western State College)</b>
3:45-5:00 pm	<b>Free Time</b>
6:30-8:00 pm	<b>Dinner @ <a href="#">Giuseppe’s Old Train Depot</a></b> <b>Meet in the hotel lobby at 6:15 – We will carpool – Maps provided</b>
8:00 pm-whenever	<b>Fun &amp; Festivities</b>

**Bring your boss on Wednesday or Thursday and we’ll buy them**

**lunch!**



*Please let us know ahead of time so that they can be recognized!*

## 2010 RMSBA Annual Meeting Bookstore Registration Form October 5-7, 2010 Colorado Springs, Colorado

Please submit one form for each attendee and fax or mail to: (Please make checks payable to RMSBA)

Joe Lobato  
36 Portero Drive  
Pueblo, CO 81005  
Phone 719-250-4390, Fax 815-550-2441, E-mail jlobato@mbsbooks.com

Name \_\_\_\_\_  
Last First (Nickname for badge)

Store Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Is this your first RMSBA Annual Meeting? Yes\_\_ No\_\_

Position in store: \_\_\_\_\_

Would you be interested in volunteering for RMSBA in the future? \_\_\_\_\_

### Full Registration \$140.00 (Scholarships available), \$175 after 9/5/10

Includes: Name Badge, Tuesday Dinner, Wednesday Lunch, Annual Banquet, Thursday Vendor Lunch, Thursday Dinner, and all educational sessions/materials.

Thursday breakfast included for store directors/managers. Check here if attending \_\_\_\_\_

	<u>Before 9-5-10</u>	<u>After 9-5-10</u>
Tuesday Dinner (10-5-10)	# _____ @\$30.00= _____	# _____ @\$40.00= _____
Wednesday Luncheon (10-06-10)	# _____ @\$25.00= _____	# _____ @\$35.00= _____
Wednesday Annual Banquet (10-06-10)	# _____ @\$40.00= _____	# _____ @\$50.00= _____
Thursday Vendor Lunch (10-07-10)	# _____ @\$25.00= _____	# _____ @\$35.00= _____
Thursday Night Dinner (10-07-10)	# _____ @\$30.00= _____	# _____ @\$40.00= _____
BADGE ONLY***	# _____ @\$ 5.00= _____	# _____ @\$ 5.00= _____
*** (Education, Trade Show, No Meals)		
TOTAL ENCLOSED	\$ _____	\$ _____

Any dietary needs? \_\_\_\_\_ If so please explain: \_\_\_\_\_

Do you need assistance because of a disability: \_\_\_\_\_

PLEASE NOTE: ALL Registration forms must be received by 9/5/10 to avoid late fees  
LATE FEES WILL BE ASSESSED ON ALL REGISTRATIONS RECEIVED AFTER 9/5/10

### DEADLINE FOR HOTEL RESERVATIONS:

September 5, 2010  
Doubletree World Arena  
Colorado Springs, Colorado  
719-527-4664

Reference the Rocky Mountain Skyline Bookstore Association Block when reserving your room

Room Rates For Doubletree World Arena Colorado Springs  
Double Rate : \$99.00

## 2010 RMSBA Annual Meeting October 5-7, 2010, Colorado Springs, Colorado Vendor & Exhibit Registration Form

**NOTE: ALL FEES MUST BE PAID PRIOR TO THE VENDOR EXHIBITS.**

Please make all checks payable to RMSBA and return or fax to:

Joe Lobato, Annual Meeting Co-Chair  
36 Portero Drive  
Pueblo, CO 81005

Phone 719-250-4390, Fax 815-550-2441, E-mail jlobato@mbsbooks.com

Company Representative Contact **(Please print or type)**

Firm Name \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Email Address \_\_\_\_\_ Telephone \_\_\_\_\_ Fax \_\_\_\_\_

**Please reserve a table for our firm at the RMSBA Annual Meeting Trade Show, Thursday, October 7<sup>th</sup> 2010**

	<u>Before 9-5-10</u>	<u>After 9-5-10</u>
RMSBA Dues (If not already paid for 2010)	\$ 75.00 _____	\$ 75.00 _____
Full Registration *	\$260.00 _____	\$360.00 _____
2nd table	\$125.00 _____	\$175.00 _____
Outlet only _____	\$ 35.00 _____	\$ 50.00 _____
Outlet and Data/phone line _____	\$ 55.00 _____	\$ 70.00 _____

Vendor names attending the meeting: \_\_\_\_\_

Any special considerations you may require? \_\_\_\_\_

**Full Vendor Registration Includes: Two badges, one covered table (6' by 30"), 1-2 Thursday lunch tickets**

How many will be attending Thursday's vendor lunch (Full registration includes up to 2people): \_\_\_\_\_

Second table fee includes: One badge and one table (approximately 6' by 30").

Do you have dietary needs? If so please explain: \_\_\_\_\_

Do you need assistance because of a disability? Yes \_\_\_\_\_ No \_\_\_\_\_

Please explain: \_\_\_\_\_

<u>Additional events (not included in registration/table fee)</u>	<u>Before 9-5-10</u>	<u>After 9-5-10</u>
Tuesday Dinner (10-5-10)	# _____ @ \$30.00 = _____	# _____ @ \$40.00 = _____
Wednesday Luncheon (10-06-10)	# _____ @ \$25.00 = _____	# _____ @ \$30.00 = _____
Wednesday Annual Banquet (10-06-10)	# _____ @ \$40.00 = _____	# _____ @ \$50.00 = _____
Thursday Vendor Lunch (10-07-10)	# _____ @ \$25.00 = _____	# _____ @ \$35.00 = _____
<b>(2 Lunch Tickets included in full registration)</b>		
Thursday Night Dinner (10-07-10)	# _____ @ \$30.00 = _____	# _____ @ \$40.00 = _____
BADGE ONLY **	# _____ @ \$ 5.00 = _____	# _____ @ \$ 5.00 = _____

\*\* Required to attend all functions- Education, Trade Show, No Meals

TOTAL ENCLOSED \$ \_\_\_\_\_ \$ \_\_\_\_\_

**DEADLINE FOR HOTEL RESERVATIONS: September 5, 2010**

Doubletree World Arena Colorado Springs, Colorado 719-527-4664

Reference the Rocky Mountain Skyline Bookstore Association Block when reserving your room

Room Rates For Doubletree World Arena- Double Rate : \$99.00





## **Sponsorship Request**

**RMSBA 2010 Annual Meeting  
"Walk on the Wild Side"  
October 5-7, 2010  
Colorado Springs, Colorado**

**To: Vendors**

**From: Joe Lobato,  
Annual Meeting Co-Chair  
Rocky Mountain Skyline Bookstore Association**

**We are seeking sponsorships to help with costs of our annual meeting.**

### **Level of sponsorships:**



***Mountain Lion \$2,000***

***Wolves \$1,500***

***Rattlers \$1,000***

***Aardvarks \$500***

***Antelope \$250***

# RMSBA GOLF OUTING 2010

DATE: Tuesday, October 5<sup>th</sup>

TIME: 12:00 Noon 1<sup>st</sup> Tee time, groups follow every 7 minutes.

LOCATION: **Patty Jewett Golf Course**  
**900 East Espanola Street**  
**Colorado Springs, CO. 80907**  
**Phone: 719-385-6934**

FORMAT: Shamble: Everyone tee's off, best drive is determined, you play own ball from that point forward. All players must have at least ONE of their drives used.

LUNCH: You're on your own, however, there's a nice restaurant at the course.

PRIZES: I'm looking for donations!

COST: \$40.50/player, includes 1/2 cart.

GROUP: List those that you'd like in your group:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

Deadline: Please have money to Dick Forbes by Friday, October 1<sup>st</sup>. MAKE CHECK PAY-ABLE TO RMSBA.

Dick Forbes  
13344 West Utah Circle  
Lakewood, CO. 80228  
Phone: 303-986-4793 or cell at 303-748-2790

## RMSBA-Endorsed Preferred Shipping Provider

Anybody can be in the shipping business.



We're in the customer solutions business.

Like packages and shipments, college stores come in all shapes and sizes. Since 1989, PartnerShip has provided customized shipping solutions that save valuable staff time and discounts that maximize bottom-line profits.

We want to put a plan together for you. Contact us today by visiting [www.PartnerShip.com/selectservices](http://www.PartnerShip.com/selectservices), or call (800) 599-2902 for a comprehensive, no-obligation freight plan comparison.



RMSBA members save an average of \$12,000 annually on our programs.

Check out the enhanced tools on our site! Go to [PartnerShip.com](http://PartnerShip.com) and click on the "Demo" button

Please make corrections to your store's data on [www.rmsba.org](http://www.rmsba.org).

Contact Marlin Kinzer if you need a password to access your RMSBA information!

Marlin Kinzer  
[marlin.kinzer@sdsmt.edu](mailto:marlin.kinzer@sdsmt.edu)

Promote Your Company with an ad on our website or in the newsletter.

Contact: Kelli Klosterman  
[Kelli.klosterman@colorado.edu](mailto:Kelli.klosterman@colorado.edu)  
303-492-3426

### RMSBA Officers and Committee Chairs

**President:** Allison Hartel  
CU Book Store  
303-492-3427 fax: 303-492-3022  
[Hartel@colorado.edu](mailto:Hartel@colorado.edu)

**Vice-President:** Teri Haus  
Western State College Bookstore  
970-943-7195 fax: 970-943-7069  
[thaus@western.edu](mailto:thaus@western.edu)

**Past Pres:** John Parry, CCR  
Colorado State University Bookstore  
970-491-3939 fax: 970-491-0224  
[john.parry@colostate.edu](mailto:john.parry@colostate.edu)

#### **Secretary:**

**Treasurer:** Joe Klickna  
Colorado State University Bookstore  
970-491-7997 fax: 970-491-3355  
[Joseph.klickna@colostate.edu](mailto:Joseph.klickna@colostate.edu)

#### **Bookstore Trustees**

**1st year:** Tracy Brodrick  
Mesa State College Bookstore  
Phone: (970) 248-1422  
[Tbrodric@mesastate.edu](mailto:Tbrodric@mesastate.edu)

**2nd year:** Katrina Crosby  
Aimes C. C. Bookstore  
970-330-8008 fax: 970-506-6954  
[katrina.crosby@aimes.edu](mailto:katrina.crosby@aimes.edu)

#### **Vendor Trustees**

**1st year:** Todd Thompson  
CI Sport  
701-271-0953 ext. 112  
[ToddT@cisport.com](mailto:ToddT@cisport.com)

**2nd year:** Chris Marshal, Follett  
970-376-1761  
[cmarshall@fhcg.follett.com](mailto:cmarshall@fhcg.follett.com)

#### **Committee Chairs**

**Annual Meeting:** Joe Lobato & Margie Ainsworth, MBS  
(812) 679-9294  
[jlobato@mbsbooks.com](mailto:jlobato@mbsbooks.com)  
[mainsworth@mbsbooks.com](mailto:mainsworth@mbsbooks.com)

**Education:** Stacey Douglas  
Colorado State University Pueblo  
719-549-2953 fax: 719-549-2857  
[stacey.douglas@colostate-pueblo.edu](mailto:stacey.douglas@colostate-pueblo.edu)

Tammy Hendrix  
Campus One Sportswear  
970-759-1650 fax: 970-247-9045  
[Hendrix\\_t11@yahoo.com](mailto:Hendrix_t11@yahoo.com)

#### **Web:**

Marlin Kinzer, CCR  
South Dakota School of Mines and Technology Bookstore  
605-394-2374 fax: 605-348-9094  
[marlin.kinzer@sdsmt.edu](mailto:marlin.kinzer@sdsmt.edu)

#### **Membership:**

Michael Jastorff, CCR  
Black Hills State Univ. Bookstore  
605-642-6279 fax: 605-642-6479  
[MichaelJastorff@bhsu.edu](mailto:MichaelJastorff@bhsu.edu)