
From: Senior Vice Chancellor John Plotts <SVC@UCSF.EDU>
Sent: Friday, September 02, 2011 9:36 AM
To: UCSFSTAFF@LISTSRV.UCSF.EDU
Subject: Closure of UCSF University and Technology Stores

Dear Colleagues,

Due to financial concerns, the Campus Life Services (CLS) University and Technology stores at the Parnassus and Mission Bay campuses will be closing by the end of October 2011. The tough decision to close the stores came after a careful analysis and review of operations and is based on declining sales and on a recommendation from the Operational Excellence Procurement Workgroup for IT to shift toward online sales of departmental and personal computers.

All CLS business lines are run independently and are self-supporting, meaning they must produce sufficient revenue to cover expenses. Dramatic changes in the book industry, shifts in customer buying habits and spending and the overall national economic decline have combined to make it impossible for us to generate sufficient revenue to cover operating expenses. Since fiscal year 2005, we have experienced a 76 percent drop in book sales alone, a decline that continues to mount.

We are developing alternatives that would provide the campus community with other options to purchase items currently sold at these stores and enable CLS to continue to help meet the academic and product needs of the faculty, students and staff. For example:

- Academic course books and reference materials can be purchased online via the UCSF-specific MBS Direct website. The link for this website is: <http://bookstore.mbsdirect.net/ucsf.htm>
- Technology purchases will move online through the P2P and Bear Buy purchasing systems.
- The space now occupied by the University Store at the Parnassus campus may be leased to an outside vendor that could potentially sell UCSF logo items and convenience items.

More information on these plans will be made available in the coming weeks.

We acknowledge that the closure of these stores represents a significant change as the UCSF University Stores have served faculty, students and staff for more than 50 years. We are grateful for the CLS managers and staff who have worked hard over the years to foster the many relationships with our UCSF customers. We ask for your understanding and support during this time of transition.

Sincerely,

John E. Plotts
Senior Vice Chancellor—Finance and Administration

Angela Hawkins
Associate Vice Chancellor—Campus Life, Facilities, and Administrative Services