

1 Dear General Member's Assembly,

2 On the 13th of February 2023, SPiN's current book supplier Studystore has suspended all their activities.
3 Even though there were various problems with Studystore last semester, this came very unexpected and
4 was not communicated to study associations beforehand. As a first reaction, the XVth board sent an e-
5 mail to notify all members, published a note on the website, and uploaded the booklist to the website.
6 Since then, the XVth board has been in contact with both Studystore and potential new book suppliers to
7 not only understand what this means for the collaboration with Studystore and the financial
8 consequences but also to re-establish the book sale and discount for members.

9 The XVth board has received an overview of the number of books sold and the money to be received from
10 Studystore for this academic year up until the 13th of February. It was verbally reassured that SPiN will
11 still receive this money and the request for a written confirmation was forwarded. According to the
12 overview received from Studystore, the amount to be received for the book sale is 8.397,87 euros.

13 Furthermore, the XVth board consulted legal advice about the situation. Legal advice explained that there
14 is only one article in the contract that is directly violated (i.e., article 3.1 "Studystore zal zich inspannen
15 om SV op efficiënte en effectieve wijze te ondersteunen om de overeengekomen dienstverlening voor de
16 SV zo succesvol mogelijke laten plaatsvinden" translation: "Studystore will make an effort in supporting
17 the study association in an efficiënt and effective way to execute the agreed services as successful as
18 possible.") and advised the XVth board to send a letter to Studystore to request compensation,
19 preferably together with other study associations that collaborated with Studystore. The advice is to
20 send this letter after SPiN received the sponsorship money from Studystore.

21 The XVth board has consulted with several potential study book suppliers about possible collaborations.
22 The book suppliers in question are: Boekhandel Roelants, WO4YOU, Kortext, and Smartbooks.nl. The XVth
23 board wants to provide an overview of the results of these meetings and asks the GMA for their opinion
24 based on this.

25 Kind regards,

26 The XVth board of Study association Psychology in Nijmegen

27 **Boekhandel Roelants**

28 Boekhandel Roelants is a small bookstore in the city centre of Nijmegen. They sell study books, regular
29 books (fiction and non-fiction), and have a large collection of English books. They already collaborate
30 with several study associations at Radboud University, such as CognAC and Halo. The XVth board has been
31 in contact with Julius Roelants.

32 Discount for members: 15% on international study books, 10% on Dutch study books during order period
33 (5% outside order period). They can also offer 10% discount for members on the entire international
34 collection (e.g., regular books and agendas)

35 Sponsorship: The sponsorship would be 3% of the total book sale. This is based on the current booklist.
36 Roelants is open to renegotiate this amount based on the booklist at the beginning of the new academic
37 year.

38 Delivery: Roelants offers free delivery in the Netherlands, and 6 to 13 euros delivery costs outside the
39 Netherlands (depending on the country). Books can be delivered to the SPiN room, to students' home
40 address, or can be picked up in the store in Nijmegen.

41 Webshop: Students do not need an account but can get access to the discount with a membership code.
42 This means that students first have to become a SPiN member to get discount on the study books. An
43 option to pay membership contribution with the book order may be possible in the new academic year.

44 Contact: SPiN would have one contact person at Boekhandel Roelants but can get in touch with the
45 entire team if necessary. Students can reach them via e-mail, phone, or personally at the store.

46 **WO4YOU**

47 WO4YOU is a supplier of study books for university and HBO-studies. They are collaborating with more
48 than 50 study associations, also at Radboud University (e.g., Leonardi da Vinci and Sigma). The XVth board
49 has been in contact with account manager Herman van der Pol. A contract with WO4YOU would last for
50 3 years, in which the first year would be a trial period.

51 Discount for members and sponsorship: WO4YOU can give a discount up to 20% on international study
52 books. SPiN can decide the amount of sponsorship taken from the discount. For example, if the
53 sponsorship amount is 5%, the discount for members will be 15%. The discount on Dutch study books is
54 10% within the order period.

55 Delivery: Delivery costs are 4,95 euros within the Netherlands. If an order is placed before 15:00, it will
56 be sent out on the same day (if it is in stock). The orders can be delivered to students' home addresses or
57 to the SPiN room if they fill in the address of the SPiN room. SPiN can also arrange for all orders to be
58 delivered to the SPiN room at once. In that case, there are no delivery costs.

59 Webshop: SPiN could get a webshop similar to the one at Studystore. An option to pay the membership
60 contribution with the books is possible.

61 Contact: SPiN would have one contact person at WO4YOU. They also keep close contact with students
62 and answer questions within 24 hours.

63 **Smartbooks**

64 Smartbooks is based in Amsterdam and specializes in selling study books to study associations. They are
65 a small but growing organization that collaborates with more than 45 study associations (e.g., VSPA:
66 Psychology in Amsterdam). The XVth board has been in contact with Pier Rienks. Smartbooks offers a
67 'short-term flexible contract', which is usually for two years but can be stopped by SPiN at any moment.

68 Discount for members: Smartbooks offers a 15% discount on international study books and the highest
69 possible discount on Dutch study books (10% during the order period and 5% outside the order period).

70 Sponsorship: The sponsorship would be 3% of the total net sale.

71 Delivery: Smartbooks ships orders from Amsterdam with PostNL. Delivery costs are 5,95 euros within the
72 Netherlands and approximately 12 euros outside the Netherlands (within Europe). Books can be ordered
73 to students' home addresses or to be picked up at the SPiN room. Orders that are placed before 16:00
74 will be processed and sent on the same day. If the delivery takes longer than expected, they will get in
75 contact with the students.

76 Webshop: Smartbooks offers many possibilities with the webshop. They set up a separate website for
77 each study association where students can find the corresponding book lists. Students need a separate
78 account to access the webshop and SPiN can add an option to pay contribution with the books like there
79 was with Studystore. It is also possible to add an option to become a SPiN member without paying the
80 contribution right away. In that case, Smartbooks would send the information of these students to SPiN
81 so that they can be added to the membership base and contribution collection. In this case, SPiN would
82 not have to deal with two membership bases anymore. There is also an option for course coordinators to
83 add the books for their courses themselves.

84 Contact: SPiN would have one contact person but there is a whole team that can be contacted as well, if
85 necessary. Students can reach Smartbooks via e-mail and they respond within 48 hours (in the busiest
86 time during summer within 72 hours). All employees work within one department so the customer
87 service can answer every question immediately.

88 Other: Smartbooks also offers a second-hand option. SPiN can decide if they want to make use of it. In
89 that case, SPiN would organize a collection moment once or twice a year where students can bring their
90 used books. Students can fill in a form on the website that tells them how much they can get for their
91 book. Smartbooks will collect those books and post them online. Once a book is sold, the money will be
92 transferred via Smartbooks to the person who sold it.

93 **Kortext**

94 Kortext is a UK-based book supplier, specialized in digital books. Although their experience mostly in the
95 digital versions of books, they will also offer physical book delivery from within the Netherlands in the
96 new academic year. They have an extensive interactive digital platform in which students can, among
97 other functions, access all e-books in one place, highlight and share notes, search within books, and
98 translate or listen to their books. The XVth board has been in contact with their regional sales manager
99 Francesca Russell-King.

100 Discount for members and sponsorship: Kortext offers us the same conditions SPiN used to have with
 101 Studystore, which is a discount of 15% on international study books with a provision of 6% of the total
 102 sale.

103 Other: Although Kortext provided less information about other specifics, such as delivery, the
 104 possibilities with the webshop or membership and contribution, they promised SPiN the same conditions
 105 and possibilities that SPiN had with Studystore.

106 **Conclusion**

107 All book suppliers could be suitable for a collaboration with SPiN and each supplier has their advantages
 108 and disadvantages. Roelants has the big advantage of having a physical bookstore in the centre of
 109 Nijmegen, where students could pick up their study books and go for questions. Although they are a
 110 smaller store, they have gained more experience in the collaboration with study associations over the
 111 past years. However, they offer a significantly lower amount of sponsorship money than Studystore used
 112 to. WO4YOU and Smartbooks have the advantage that they work similarly to Studystore but are smaller
 113 companies which are less likely to run into problems with delivery and customer service than Studystore.
 114 Both have growing experience with study associations but also higher delivery costs. WO4YOU could
 115 offer a slightly lower amount of sponsorship money (up to 5%) while Smartbooks can offer only 3%. Both
 116 parties offer a variety of possibilities with the webshop but do not have a physical bookstore in
 117 Nijmegen. Kortext has the advantage of offering the same conditions SPiN used to have with Studystore.
 118 They offer an extensive digital platform that could benefit students in their learning experience.
 119 However, they do not seem to have much experience with the delivery of physical books in the
 120 Netherlands yet.

121 The XVth board would like to include the opinion of the GMA in the decision of a new book supplier to
 122 make the best decision for SPiN. The XVth board would like the GMA to think about, for example, the
 123 following questions:

- 124 • Do the advantages of having a physical bookstore in Nijmegen outweigh the financial
 125 disadvantage of a lower sponsorship amount?
- 126 • Are students increasingly interested in e-books nowadays? Are the advantages Kortext
 127 can offer via their extensive digital platform worth taking the risk of their potentially lesser
 128 experience with physical books?
- 129 • Is it more beneficial to keep the option to pay the contribution via the book sale or to
 130 keep it separate to potentially solve the problem with two membership files?