

**Subject:** Important Information Regarding THE LOCH SHOP & YOUR TEXTBOOKS

**Date:** Thursday, July 9, 2020 at 9:52:03 AM Eastern Daylight Time

**From:** Campus Alerts

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**From:** Julie Coile <JulieCoile@clayton.edu>

**Date:** Thursday, July 9, 2020 at 9:19 AM

**To:** Julie Coile <JulieCoile@clayton.edu>

**Subject:** Important Information Regarding THE LOCH SHOP & YOUR TEXTBOOKS

Hey, Laker Nation! The Loch Shop, and our partner, Barnes & Noble, are working hard to prepare for your return to campus this fall. Our operations may look a little different, but our commitment to providing our students with excellent customer service remains unchanged. The Loch Shop store front will open to all customers beginning **August 3<sup>rd</sup>**, but we are continuing to process online orders throughout the summer. Our extended fall semester hours can be found at <https://www.clayton.edu/aux-services/the-loch-shop/>.

#### **WE ARE COMMITTED TO KEEPING YOU SAFE!**

Our Loch Shop employees are required to wear masks and we are implementing enhanced cleaning procedures in our stores. We will institute a maximum capacity limitation for in-store shopping which will be monitored by our Loch Shop staff members who will be placed at the store entrance and exit to the store. We will utilize line stanchions and floor stickers to adhere to social distancing while you wait to enter the store. Textbook pickup stations will be located throughout the store, and we will institute touchless exchanges whenever possible. Cashier stations will be a safe distance apart, and we have installed Plexiglas partitions to protect shoppers while transacting with the cashiers. We are also promoting a “Cashless Campus” campaign in order to decrease person-to-person exchanges when possible. Our terminals accept all wireless transaction methods such as Google Pay, Apple Pay, and Samsung Pay, and our credit card and LakerCard terminals are now customer facing.

#### **HOW WILL I RECEIVE MY TEXTBOOKS?**

**All textbook and course materials orders should be placed online in advance at [www.LochShop.com](http://www.LochShop.com).** You may choose to have your materials shipped to you for a fee, or you may choose to pick up your materials in store. Please note that in-store pickup may take longer due to decreased capacity limitations. We will make every effort to move the line as quickly as possible.

#### **BOOKSTORE BUCKS**

Bookstore Bucks will be available August 3<sup>rd</sup> through September 1<sup>st</sup>. You can check your balance at [www.LakerCard.com](http://www.LakerCard.com). Bookstore Bucks can be used for all purchases in The Loch Shop and can be used online.

#### **DUAL ENROLLMENT STUDENTS**

Dual Enrollment (DE) students will pick up their books from the Loch Shop at the Morrow campus beginning July 27<sup>th</sup> through July 31<sup>st</sup>. Store hours for this week are Monday through Thursday 8:00 am to 5:00 pm, and Friday 8:00 am to 3:30 pm. DE students should place their orders online prior to coming to the store. You may also choose to ship your books to your home for a fee. Please ensure that you have obtained your LakerCard ([www.LakerCard.com](http://www.LakerCard.com)) and completed your Dual Enrollment Loan Agreement prior to ordering your books. If you choose to ship your books, you can email your completed Loan Agreement form to [LochShop@clayton.edu](mailto:LochShop@clayton.edu).

#### **LOCH'S NEST**

Loch's Nest will reopen August 10<sup>th</sup>.

We are looking forward to serving you this fall! If you have any questions about your course materials or our new practices, please contact us at [LochShop@clayton.edu](mailto:LochShop@clayton.edu).

*Julie Coile*

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