

# Student Guide to Using Textbook Service



## What is Textbook Service?

SIUE offers a unique program to provide our students with necessary textbooks for courses. Textbook Service is a textbook rental system that allows students to rent required textbooks for the duration of each semester. Rental textbooks are considered property of the university, and the student is responsible for the proper handling and care of the books that are rented to them.

## How do I pay to use Textbook Service?

Textbook rental fees are included as part of standard student fees and tuition. There is no additional fee or charge for renting textbooks from Textbook Service unless you damage a book or fail to return your books by the return deadline. Textbooks can be returned at any time during the semester and must be returned no later than 5pm the Saturday of finals week. It is expected that the books are returned in the condition they were issued. Damage beyond normal wear and tear may result in charges issued to your account.

## How do I get my books?

Students can visit Textbook Service anytime during business hours and must have their student ID in order to be able to rent their textbooks. Upon arrival, students will need to scan their ID, at one of the designated computer terminals, which will print out their own unique list of textbooks that are required for the courses you are enrolled in for the semester. This list will show the titles and location of all books that you are required to have. The student will then proceed to pick up the books that they need. Once you have all the books you need, you will proceed to the check out counter and present your student ID to have your books rented to your account. It is advised that you keep your receipt from the transaction in the event any of your books are lost or stolen. If you require assistance, there will always be plenty of available staff to help you! A short video on the process can be viewed here: <https://youtu.be/g98xiQB2P8Y>

## Can I get my books mailed to me?

Off campus students have the option of having their textbooks mailed to them or they can pick them up at Textbook Service prior to the start of classes. If a student chooses to have their textbooks mailed, they will need to submit the SIUE Textbook Rental Order Form that is located on the home page of the [SIUE Textbook Service website](#). This option will result in a \$10 shipping fee, with \$2 for each additional textbook and typically will take 4-5 business days to arrive at the address you provide.

**PICKLIST DIRECTIONS**

When finding your book match the title with the ISBN

SIUE Textbook Services  
Picklist

Eddie Cougar 03/19/2018 09:08:01  
Class: SR SPRING 2018

ART 111 WS1  
NO RENTAL BOOK  
281000002828  
Location.....NO BOOK

CHEM 241A 001  
ORGANIC CHEMISTRY  
978119412892  
Location.....CHEM 241/CUST SERV

KIN 350 001  
EXERCISE PHYSIOLOGY  
97800723523538  
Location.....BULK 6

NUTR 401 001  
FOODSERVICE MANAGEMENT  
9780133762754  
Location.....NUTR 408/9

NUTR 401 001  
FOODSERVICE MANAGEMENT  
9780133762754  
Location.....COUGARSTORE

NUTR 401 001  
FOODSERVICE MANAGEMENT  
9780133762754  
Location.....BLACKBOARD

If you need any help finding a book please ask someone wearing a red vest

##REMINDER: Textbooks are due by 5 p.m. the Saturday of finals week.

!!!Have a great semester!!!

ISBN Number  
No Rental Book  
Available at any register  
Along back wall  
Aisle number  
Purchase items available  
Available on Blackboard

## How do I return my books?

Students must return all of their rental textbooks at the end of each semester, no later than 5pm on the Saturday of finals week by taking them to textbook service manually or returning via mail. Textbooks not returned by the due date will be charged directly to your student account. If the instance of an emergency or circumstance that will prevent you from returning your books, please contact Textbook Service directly.

## Business Hours

Textbook Service is open for students and faculty 8:30 AM – 4:30 PM Monday through Friday regularly, and is closed on weekends and holidays. During the beginning and end of semester “rush” weeks, hours extend to the later evening and into the weekend before the first week of courses begins. Information regarding extended hours and holiday closures will be posted on the Textbook Service Website on the home screen.

Textbook Service Website URL: <https://www.siue.edu/textbook/>

## Frequently Asked Questions

**Q:** *“The book I have checked out appears to have some damage inside of it, what should do I do?”*

**A:** Any existing damage you find within your textbooks should be reported to Textbook Service within two weeks of renting. You will be given the option to swap it out for a different book without charges.

**Q:** *“My Professor told me I need a book that is not on my pick list. Can I still rent it?”*

**A:** If a book you need is not listed on your picklist, you will need to contact your instructor. Textbook Service can only issue required textbooks based off of information we have been given months prior to the semester. Additionally, you can only rent textbooks for classes that you are currently enrolled in.

**Q:** *“Since I’m already here, can I get books for my friend too?”*

**A:** Although some exceptions are sometimes made, it is required that students check out their own books. While you cannot check out books for others, we do allow you to return books for others.

## Location

Textbook Service is located in the Southeast corner of campus at 200 University Park, Room 1121 Lower Level. Our building is attached with the Pharmacy, adjacent to their main office. Non-Textbook Service staff must enter through the front doors. This location is also the proper mailing address for returning books:

SIUE Textbook Service  
200 University Park Drive, Campus Box 1053, Room 1121  
Edwardsville, Illinois 62026

When visiting Textbook Service, park in Lot P-4. There is no student parking at the Textbook Service Building. Vehicles that park at 200 University Park are subject to ticketing. From Lot P-4, walk South crossing the street to the sidewalk leading to the lower entrance of 200 University Park and follow signs to the proper entrance of Textbook Service.

## Contact Information

Students may contact Textbook Service via phone using number (618)-650-3020, which serves as the main customer service line. All mailing requests must be sent via email, [textbook@lists.siue.edu](mailto:textbook@lists.siue.edu).