

# booklog news

ICRS Edition 2018

A Publication from ComputerWorks of Chicago, Inc.

## Booklog's Upcoming Events for 2018

### INTERNATIONAL CHRISTIAN RETAIL SHOW (ICRS)

July 8–11, 2018

Gaylord Opryland Hotel & Convention Center, Nashville, Tennessee  
Booklog will be at CP-12 in the Creative Center of the Exhibition Hall

### PAZ WORKSHOP

August 2018

Amelia Island, Florida

## Scanner Rentals

Plan ahead to make reservations for our hand-held inventory scanners. These scanners allow you to move through your store and complete inventory by section with ease.

For more information or to schedule a scanner rental, contact Debi at 800-977-8212 ext. 221 or [debi@booklog.com](mailto:debi@booklog.com).

## Updating Our Records

If you received this newsletter in error or would like to unsubscribe from it, please contact us at [www.booklog.com](http://www.booklog.com) or 800-977-8212.



## A Personal Message From the President

In the holiday newsletter, I wrote about my pickleball accident — breaking both wrists and my back. I am happy to report that I am alive

and well and have upped my playing to 2–4 times per week. It's more fun than ever, though I'll admit I now play a little more cautiously.

My housemates and I have been cleaning out the basement in order to do some remodeling. What a physical and emotional roller coaster it has been! Though it's hard to admit, I have kept many of the original documents I produced in 1983 in the writing of the first version (DOS) of Booklog. Many of the papers are now quite yellowed, but more significantly, the programming specs were hand written. I didn't even have a hard drive when we started on the program. Maybe it's not such a good thing to have an 1,800-square-foot basement in a 100-year-old house — there's way too much room for saving and storing things. Looking back, though, it's amazing to see how much things have changed. Our third programmer lived in New Mexico and would send changes to the program on a 5-1/4" disk, via 2-day UPS. And now we get and send changes over the Internet in seconds. It's hard to imagine what things will look like in another 35 years! I'm hopeful that a number of our younger developers and tech support staff will be still working at Booklog.

Back to bookselling. A few weeks ago, I spent an extended weekend with three of my good bookseller friends, Ann Christophersen of Women and Children First in Chicago, Sandi Torkildson of Room of One's Own in Madison, Wis., and Barb Weiser of Amazon

Bookstore in Minneapolis. Ann is retired and taking classes in art and literature in the Osher program at Northwestern. Barb, also retired, spent five years in the Peace Corps in Crimea and still travels back there as often as she can. Sandi at Room of One's Own is still very much involved in running the store. In fact, Sandi's store is thriving and stronger than ever. We've included a recent article from *Madison Magazine* that featured both Room of One's Own and another Madison store, Mystery to Me. It is reprinted on page 2. It's so encouraging when a store finds the right formula for surviving and thriving in this era of large online booksellers.

In other news from Booklog users, we have bittersweet feelings about the closing of two stores from our Booklog family of users — Maria's Bookshop in Durango, Colo., and Magic Tree Books in Oak Park, Ill. For more information, see page 2.

While we all will miss both of these loyal customers, we are pleased that these store owners are able to start a new chapter in their lives and their stores will still go on. We are extremely grateful for the years of being associated with both stores, and wish them the best in all they do in the future. Please pass along this information to anyone you know who may be interested in establishing a Christian store in Durango or Oak Park.

To those of you who are not in the "moving on" stage of your life, we look forward to serving you and the needs of your store. And, as always, we are grateful to all of you. Best wishes for a good summer. We hope to see many of you at the ICRS in Nashville!

— Jean Fishbeck, president



See you in Nashville!

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## News to Note

### Booklog's Timber e-commerce Solution

As most of our users know, Booklog has an e-commerce solution in Timber software, a product of Herkimer Media. Timber's owner, Nathan Marks, has developed a comprehensive web solution for Booklog users, extending the store's Booklog POS onto the web. Timber syncs the store's website inventory with any changes made in Booklog, downloads product images and descriptions, and pushes website sales back into Booklog in a seamless integration.

If there is an existing website design, Timber can use that or create a new design for the store's website. Have a look at the following website to see samples of Timber/Booklog sites as well as a video that explains the Timber/Booklog integration: <https://www.bookstorewebsoftware.com/>

For more information, contact Timber directly at 877-663-9000 or [nathan@herkimer.media](mailto:nathan@herkimer.media)

### Longtime Booklog User, Maria's Bookshop, For Sale

After 20 years of owning and operating Maria's Bookshop in Durango, Colo., co-owners Andrea Avantaggio and Peter Schertz are ready to pass on the opportunity to the next bookshop owner and are selling the business. Maria's Bookshop will celebrate its 34th year of successful bookselling on Main Avenue this year. Like many bookstores these days, Maria's Bookshop, with its 14-person staff, is a very active downtown hub. More information and a short history of the store is at [www.mariasbookshop.com/exciting-news](http://www.mariasbookshop.com/exciting-news)

Interested parties should inquire at [opportunity@mariasbookshop.com](mailto:opportunity@mariasbookshop.com)

### Chicago-Area Booklog User For Sale

Magic Tree Books in Oak Park, Ill., is also for sale. For more information, contact the owner, Beth Albrecht, at [beth@magictreebooks.com](mailto:beth@magictreebooks.com)

Please pass along this information to anyone you know who may be interested in getting involved in the wonderful world of bookselling.

## Customer's Corner

*In this issue of Booklog News, we are pleased to feature a review of the current success of two Madison, Wis., bookstores — Room of One's Own and Mystery to Me. Room of One's Own has been a Booklog customer since 1990 and Mystery to Me since 2013. The article below was written by Dustin Bielke for the March 13, 2018, edition of the Madison Magazine and is reprinted here in its entirety with the permission of the magazine.\**

### Reports of the Death of Independent Bookstores Have Been Greatly Exaggerated

"We have never done better than now," says Sandi Torkildson, co-owner of downtown Madison's Room of One's Own since 1975.



"A lot of independent bookstores are doing quite well."

Joanne Berg, owner of Monroe Street's Mystery to Me bookstore since 2013, echoes Torkildson's sentiments: "This is our

fifth year, and it is going very well. Every month and every year we beat our sales projections."

Torkildson and Berg's sunny assessments conflict with the conventional wisdom that online retailers, such as Amazon, and big box stores, like Barnes & Noble, Walmart and Costco, are selling all of the books and crushing everyone else.

Indeed, in the time since those giants began selling books, Madison's Borders bookstores closed and the company went out of business, and local treasures Rainbow Bookstore Cooperative, Canterbury



Booksellers and, in Mount Horeb, the Prairie Bookshop, closed their doors as well. On Oct. 31, 2017, the Appleton-based chain Book World announced

that it was going out of business and would close all 20 of its stores in small Wisconsin towns, including the one closest to Madison in Baraboo.

In a statement announcing Book World's liquidation, senior vice president Mark Dupont remarked, "The national shift in the retail marketplace toward e-commerce has triggered the loss of vital mall anchor stores and a downward spiral in customer counts at Book World stores, reducing sales to a level that will no longer sustain the business."

While local sales figures for books are difficult to come by, the message of the health

of brick and mortar bookstores nationwide is mixed.

Retail sales at U.S. bookstores were down 10.9 percent in August 2017 compared to August 2016, according to the U.S. Census Bureau. Meanwhile, sales at independent bookstores, as reported to the weekly Indie Bestseller Lists, were up 2 percent for the year. Overall, bookstore sales for the first half of 2017 were up .2 percent over sales from the previous year.

For Berg, Mystery to Me has survived by differentiating itself from Amazon by scheduling as many in-store author events as possible and offering itself up as a community center. The Dudgeon-Monroe Neighborhood Association holds its biannual social gathering at the store. In the summer of 2017, Berg hosted a Forward Theater Co. reading of an Agatha Christie play, with actors and authors taking turns reading lines. "Bookstores have had to evolve," Berg says.

Berg and Torkildson both emphasize the importance of experienced, knowledgeable booksellers who interact with customers face-to-face and get to know the preferences and prior purchases of regulars who appreciate suggestions. These interactions are advantages that Amazon, with its sales logarithms and innumerable anonymous customer reviews, can't replicate.

Torkildson also says she has seen a major uptick in out-of-town customers in recent years. She believes the disappearance of bookstores in smaller communities, combined with Madison's ability to attract out-of-town visitors, is helping bookstores like hers. People who visit Madison for its restaurants, conventions, Badgers games and other events are now more apt to go to the city's bookstores because shopping in a bookstore is not always an option where they live.

"For some people visiting the city for the first time, a real bookstore is something they have never seen before," Torkildson says.

Booklog salutes both Room of One's Own and Mystery to Me for the important role they both play in providing a wide range of books and programs for the many citizens of Madison and the surrounding area.

*\* Reaching over 216,000 readers online and in print, Madison Magazine is the only local magazine with a large, audited paid subscriber following. Madison Magazine is a market leader in editorially driven content for the reader who cares about the greater Madison area.*

## Booklog's New Features

Version 15.0 will be our spring/summer release, which has a significant number of new features and enhancements. There's not enough space here to list them all, so here are some of the highlights.

### User Defined Lists

We've had many requests from customers to add new category fields. And we've had requests to add flags to items for things like seasonal merchandise. We're also aware that a lot of users don't use their categories for actual item categorization, but for other, unique situations. In response, we've created a way to add items to as many lists as you wish to create. So you may have a list of items that are specific to your Christmas season, your summer reading season, or a special author event. Or you may wish to add items to a location list like a special end-of-aisle promotional display. Lists can be added to promotions, items on lists can be searched by list in the Inventory search, and you can report on Sales and Inventory reports by lists as well.

### Inventory Item Alerts

Version 14.0 introduced the ability to add an alert whenever a specific customer is added to a transaction. Version 15.0 adds the ability to designate an inventory item alert in the cash register whenever the item is added to a transaction. These might be reminders about including items on special discounts, or checking that all the parts of an item are together.

### Auto-refunded Items

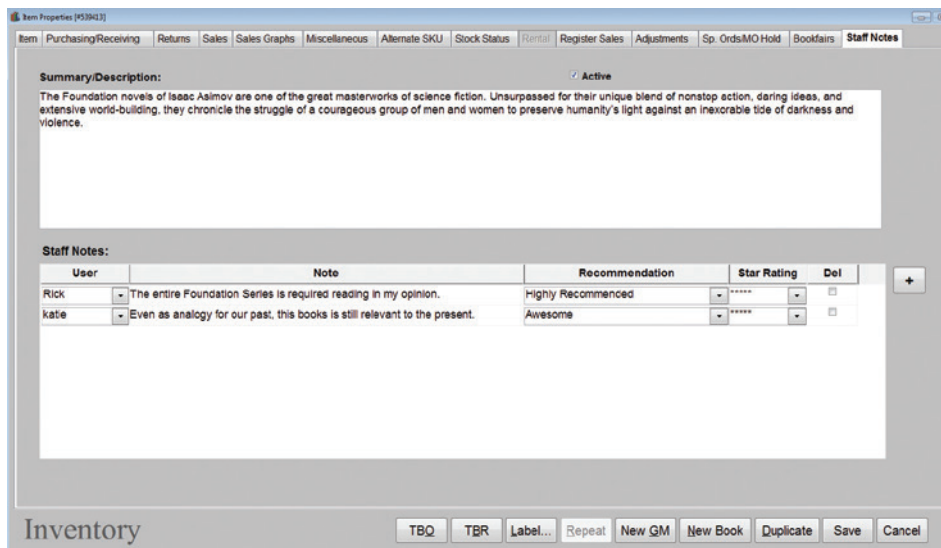
Inventory items can now be designated as "auto-refund." When these items are scanned into a transaction, the refund box is automatically checked on these items. Use this designation for any item that you always want to have a negative price, for example, a custom store coupon.

### Till Control Reconciliation

You may now run the Till Control Reconciliation for any workstation from any workstation. When the Till Control Reconciliation wizard is opened, there is now a dialog box to choose which workstation you will be reconciling. The default will be the workstation you are working from.

### Staff Notes

The new Staff Notes tab in the Item Properties window tracks long, narrative information about a title, such as descriptions and recommendations. Information on the Staff Notes tab appears in the Staff Notes report, which is an extremely customizable report designed to use for



shelf tags to direct customers to staff picks, interesting new titles, or other books that you want to highlight. Combined with the new User Defined list, you can quickly add titles to a list, add staff notes, and run shelf tags just for your list.

### Suspended Sale Enhancements/Options

We've added a new report for the items on suspended sales. We've also added the option to print the suspended sales shelf tag to the receipt printer from the regular cash register (previously touchscreen only), and the ability to print the report layout from the touchscreen register (previously cash register only) by choosing the default suspended sale shelf tag receipt printer in the Workstation properties. If you have a café in your store and need a way to accept tips, you may also add a tip line, a tip-reminder message, and/or calculated tip suggestions to your suspended sale receipt layout so customers may add a tip BEFORE processing their credit/debit card. Finally, there is also a reprint button on the suspended sale pick-list in case you need to reprint the suspended sale shelf tag for a suspended sale.

### Min/Max Quantity Discount Promotions Now Accumulate by Master SKU

Version 14.0 introduced the min/max quantity discount option to promotions, but it is hampered by the limitation that items must have the same SKU/ISBN. We've changed the method by which we calculate the min/max quantity to use the master SKU instead. So now, for example, if you have a min/max quantity discount on a T-shirt item, you would only need to put the master item on the promotion, and all its sub-SKU items would count toward the promotion, like different sizes/colors with different SKUs, but the same item. There is a backward compatibility option to not accumulate by master SKU, if desired.

### Miscellaneous Enhancements

- Cost and Vendor have been added to the Inventory Search options
- Double-click on PO/Receiving in Inventory Detail to open PO/Receiving
- Double-click on Return in Inventory Detail to open Return
- Quantity Cancelled included on Inventory Detail PO/Receiving
- Additional options to clearing/resetting the master SKU of a sub-SKU'd item
- Sort/highlight related POs/Receiving when clicking on PO/Receiving in Inventory Detail
- Show/Hide Closed buttons on Special Order, Mail Order, and Returns pick-lists
- Additional checks to not allow a blank vendor
- Second posting to pre-authorized credit card in Mail Order enhanced to allow balances greater than original pre-authorization

### Security Enhancements

- We've added a number of new restriction options, many to help you lock down cashier options in the cash register:
- Ability to add admin role/security level to non-admin users (this was actually introduced in version 14.0)
  - Restrict store credit payment type
  - Restrict changing the Cat1 field in Inventory Detail
  - Restrict department sales in cash register
  - Restrict changing department field in cash register
  - Restrict selling into the negative
  - Restrict changing the sales tax in cash register
  - Restrict changing the customer discount in Customer Detail
  - Show the security description that is triggered on the Function/Security Override dialog



# booklog

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## Training Tips and Tech Tips From Our Staff

### Use Ad Hoc Inventory to Count Your Inventory With a Scanner

If you have Booklog version 11 or higher, you have access to the Ad Hoc Inventory function under the Utilities menu. Using Ad Hoc Inventory, you can scan an item in your inventory with the register scanner, enter that item's quantity on your shelf, and replace that item's quantity on hand in Booklog. That means that by using Ad Hoc Inventory and your register scanner, you can perform a storewide physical inventory. Because the Ad Hoc Inventory window relies on your register scanner, you'll still need to either bring the items to the scanner or attach the scanner to a laptop that has Booklog on it and take the scanner to your shelves.

If you plan on taking your physical inventory using the Ad Hoc Inventory window, we recommend following the normal handheld inventory process to get an accurate count. This means backing up your database, freezing your inventory, and zeroing out your existing counts so that your ad hoc counts reflect your actual quantities on hand.

### The Store Monitor Takes the Pulse of Your Business

The icon just to the left of your Exit window (that looks like an EKG monitor) is the Store Monitor, which maintains a dynamic set of metrics that define the health of your business. Rather than using a single report to measure the success of your store's business day, the Store Monitor uses an array of sales, customer and inventory-based reports to give you a look at what is happening in your store at that moment. You'll see what your sales have been like for the day, and also what sales were like at the

same time of year last year and for any year before that. You can view all the items you sold out of during the day, and can see every user who is logged into Booklog. You can see how many new customers you've added in the last month and how many returning customers you've had in the last six months, plus many other things. Everything is printable and can be emailed as a PDF.

### Flag Out-of-Print Books

If you have books that are out of print and would like Booklog to reflect that, add a binding type called Out of Print and select that binding type for each out-of-print book. Go to Maintenance > Binding, click New and use Out of Print as your description. Look for an item in your Inventory Pick-list and double-click on it. Find the binding option in the Item Properties (to the right of Cost) and select Out of Print. Now the item will show up whenever you organize the Inventory Pick-list by binding or report on items with the Out of Print binding type.

### Email Customer Statements

Emailing customer statements lets you send PDF copies of your Customer Statement report via email, directly from the Booklog report window.

### Returns

Check out the duplicate line notifications to the Returns detail window. The notification works like the notification in the PO window with one small exception. If both rows have different values in the P.O.# field, only one of the values will be retained. Review your P.O.# fields after combining duplicate records.

### Bookscan

If you have been manually uploading your Bookscan reports through Booklog, we have exciting news for you! This upload can now be automated to run in the background, so you won't have to worry about forgetting to submit it anymore. Reach out to your Booklog tech representative to get started. (This works best for stores that only report on books; music and CMTA SoundScan formats are not included.)

### Baker & Taylor EDI

You can now specify a warehouse for EDI orders to Baker & Taylor at the time of the order. Contact technical support for further information on how to set this up.

### License Plate Receiving With Ingram

LPR allows you to accept advanced shipment notices from Ingram via the EDI Agent window. The advanced shipping notice loads a list of expected materials into Booklog. Scan the barcode on the outside of the box to load the information from the advanced shipping notice directly into the receiving window.

### Physical Inventory

The Handheld Device report can now be run by file name, file date or location. The Physical Inventory Worksheet gives you the opportunity to include a scannable barcode.

### Sales Reports

The Sales reports have a new parameter option. There is a taxable pulldown which allows you to choose items based on their tax status. This report looks at whether or not the person who purchased the item was charged sales tax.