

Frequently Asked Questions

Why is my screen showing fall term rather than spring term?

You will need to change the term at the top of the page.

What if I don't need a book?

There is a box to check under the course if a book is not needed.

What if I need a kit or other supplies?

You can enter the information in the Discover program or email the information to the bookstore. Helen Hansen (ubs-textbooks@uiowa.edu).

How can I obtain a desk copy?

You may contact the publisher directly or mark the box in faculty discover that will initiate an order for you.

What if I need an optional book?

Currently, there is not a choice available for an optional book. We recommend that suggested should be used if you are needing this option.

Why is my adoption showing pending?

When the bookstore receives your order and processes the order, the adoption will appear as approved.

How long does it take for the bookstore to approve my order?

We usually receive the order within an hour of you placing it. Depending on timing and scheduling, it may take a little bit of time to process the order. If you have waited more than 2 working days (Mon-Fri), please contact Helen Hansen (ubs-textbooks@uiowa.edu) to see if the order is in process.

My department has a designated person to request adoptions. How do they see all the courses? Please contact Helen Hansen (ubs-textbooks@uiowa.edu) for concierge access for the individual.

What if my order is wrong or I need to make a change?

You can go in and make changes in the system. If you are unable to enter the information, please contact Helen Hansen (ubs-textbooks@uiowa.edu) at the bookstore.

My course is not listed, what do I need to do?

The bookstore receives imports from the University of Iowa to upload into our system. If you do not see your course, we have not received the information to connect you to the course. Please contact Helen Hansen (ubs-textbooks@uiowa.edu) if you do not see your course.

Why do you need the adoptions so early?

For us to obtain the books for the students, we need plenty of time to locate the books and find as many used copies as possible. The sooner we start looking the more used copies we will find. If a book is a custom book, package or older edition, we need to have plenty of time to get the books ordered and into the store.

I use the same book every time. Why do I need to let you know every term what book that I am using?

Changes can be made that we are not aware of. We need to be informed every term of the book that you are using for your course.

There is an e-book showing in my course. I did not request an e-book, so why is it there?

The Follett system automatically adds e-books to match the textbook. Most students have used eBooks in high school and prefer the e-book version. If you do not want the e-book listed in your course, contact Helen Hansen (helen-hansen@uiowa.edu) to have them removed.