



# WILEY EASTERN LIMITED

27, Bull Temple Road, Basavanagudi, BANGALORE-560 004  
Cable : WILEY BOOK Telephone : 609384 620322

TWB/CBS/2469/89

June 5 1989

Dr N.V. Joshi  
Center for Ecological Sciences  
Indian Institute of Science  
Bangalore 560 012

Dear Dr Joshi:

I am extremely distressed to get your letter of June 2. I apologise for the problem you had with our staff at Campus Book Store. Apparently they were not able to communicate our problem properly.

In addition to the embarrassment you faced at the bookstore, I am subjecting you to a long complaining letter. I would like to take this opportunity to ask for your advice. Kindly spare a little time on this, and share your response with us.

We have recently been forced to take certain drastic decisions regarding textbooks & low priced books given on approval in view of the following facts:

The approval facility is meant for review of Expensive books prior to recommendation & purchase. However we find that this service is being misused.

In addition to expensive books, text books, low cost editions (within Rs 150/-) non fiction even fiction is being taken on approval. These are kept for periods ranging from three months to one year.

During follow up visits to departments, the norm is to raise an indent for the expensive books & defer recommendation of cheap books since they are low priced & can wait. After further reminders, some books are returned (despite the long period) often used, in bad condition & unfit for resale.

This could be for the following reason: students, research scholars take books on approval on behalf of their guides. Sometimes 2 - 3 copies of the same books lie in each dept, even in the same lab. We are not able to distinguish between these requests or control them.

As a result, as of May 31 1989 Rs 80,000 worth of low cost editions & textbooks are lying in various departments on approval. Of this, Rs 25,000 is pending since 1988. We just cannot afford this.



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We are sure that with a little effort and understanding on both sides this problem can be resolved.

We have therefore decided to give textbooks, low priced editions etc on approval provided these are settled in 8 days time.

Books selected & approved we will collect from the department along with a copy of your recommendation letter. These will be kept reserved on a separate shelf in the book store until we receive the indent. The recommendation letter copy will help us follow up in the library. This also eliminates the delay in collection of books after the indent arrives. In the past we have had to wait as long as 3 months for professors to return from their outstation visits & return these books to us from their respective cupboards and homes.

When you send your staff or students to collect books on your behalf we request you to send a letter, or call us on the telephone. This will avoid the problem of duplication, unauthorised persons collecting books.

Do you think these decisions are fair ? Would you like to suggest any changes ?

We have so far grown by trial and error (more trial and less error I hope). We wish to cooperate fully & implicitly ~~in~~ with all of you in your work. I will be grateful if you respond to this letter, however short, positive or negative.

Hoping to hear from you soon,

sincerely

Yashodara Kundaji

Encl: Rs 405/- in cash

we have recd, indent for the book taken by you on approval kindly return it so that we can send it with bill to library.

cc. Chairman CES  
Librarian CES  
Dr R Gadagkar CES  
A Machwe Wiley Eastern Delhi