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Dear William Scroggins,

I wanted to provide you with an update on the status of your bookstore in light of the ongoing COVID-19 pandemic.

On Tuesday, March 24th, we closed our Barnes & Noble College campus stores to best protect the health and well-being of our employees, students and campus communities. While we had originally planned to reopen our stores on Monday, April 6th, continued developments in the spread of COVID-19 have led us to re-evaluate our plans.

Your bookstore will remain temporarily closed to the public. We will continue to follow federal, state and your campus guidelines for an appropriate re-opening date for the stores.

If you choose to move your summer sessions online, we are ready to support online course material selection and delivery. Our supply chain capabilities allow us to continue servicing your students from our warehouse in Columbia, Missouri. **There will be NO interruption in service for your students this summer.**

We have extended the grace period for rental returns through the first week of Fall classes. We will not be charging any students who were unable to return their books in time.

We are continuing to support any schools looking to transition to a digital access model for Fall through the implementation or expansion of our First Day™ inclusive access program.

We remain open for business online through our ecommerce site and mobile app - with free shipping for all orders.

We will continue to monitor this situation in accordance with federal, state

and local guidelines and work closely with you on any individual campus needs for service and support.

We sincerely appreciate your partnership as we all make important decisions to ensure the safety of our communities during this difficult time.

Please continue to partner with your Store Manager, Regional Manager or Field Vice President.

Chris Peterson: 917-715-9239 or cpeterson@bncollege.com

Brian Stark: 407-341-7224 or bstark@bncollege.com

Kim Otte: 917-705-3045 or kotte@bncollege.com

Paul Maloney: 917-494-4285 or paulmaloney@bncollege.com

Stay safe,



Lisa Malat
President, Barnes & Noble College



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