

success story

MBS DIRECT

FRIENDS SELECT SCHOOL

Philadelphia, PA

success story

SCHOOL PROFILE

FOUNDED

1833
A college preparatory, coed,
Quaker day school serving
pre-k through 12th grade.

ENROLLMENT

500

LOCATION

Philadelphia, PA

MBS DIRECT CLIENT

Since 2004



MATCHING THE RIGHT NUMBER OF BOOKS

to the number of students was a guessing game.

With MBS Direct, we don't worry about extra inventory or scrambling for books. Parents order exactly what they need."

*Mike Noonan, Business Manager
Friends Select School – Philadelphia, PA*

client challenge

Before partnering with MBS Direct, Friends Select School operated its textbook program out of the Receptionist's Office given space constraints within the school. The Receptionist not only managed the daily responsibilities of receiving and signing in visitors to the school and servicing the students making purchases at the Bookstore, but also handled all aspects of the textbook program—from gathering faculty adoptions and placing orders with multiple publishers, to receiving, unpacking, and organizing the books for the annual book sale. Maintaining the proper inventory of books for the ever-growing number of students was a guessing game. The textbook program at Friends Select had become so labor-intensive, time-consuming, and costly that the school began to search for a way to simplify textbook management.

solution

The answer to the challenges faced by Friends Select was found in MBS Direct's online textbook solution, which has simplified the textbook program and offered convenience, cost-savings, and personalized service to meet the needs of the school and its families. By eliminating the inventory and storage challenges, the faculty and staff are able to spend less time managing textbooks and more time delivering a good education. MBS Direct's online adoption management tool, Course Director, allows faculty to easily update and submit adoptions online. As Mike Noonan, the school's Business Manager, notes, "With MBS Direct, we don't worry about extra inventory or scrambling for books. Parents order exactly what they need." The one-stop shopping experience gives parents access to money-saving used books and the convenience of online ordering and home delivery. According to Mr. Noonan, MBS has delivered on its promise of an online bookstore solution that simplifies the management of textbooks, "It's a big headache that's been taken away and the customer service support that MBS Direct offers to parents takes a lot of worry and anxiety away as well."