



Staff Printing and Print Management Policy

1. Purpose and Scope

The purpose of this policy is to support the implementation of a cost effective and efficient print management strategy at the University of West London.

This policy gives detailed guidance on how the University will allocate printers and multi-functional devices or MFDs (which typically provide photocopying, printing and scanning) to departments, teams and individual users. In addition this policy sets the guidelines on printing volumes and the best use of printing devices, including the Central Reprographics Unit, in order to enhance print quality, minimize costs to the University, and reduce the environmental impacts of UWL's printing (power, paper, ink/toner and other consumables).

This policy applies to all Staff of the University. (Student print/copy facilities and requirements are met by the chargeable use of MFD devices in the Libraries and other open access areas.)

2. General Policy statement

In order to operate efficiently the University must ensure that its assets are procured, deployed and managed effectively. The following key elements will govern this print policy:

- All printing devices, MFDs, laser printers etc., will be networked.
- All printers and MFDs must be approved prior to use by the Estates and IT Departments
- Individual printers will be allocated on an essential use basis (please see details below)
- Printer/MFD settings will be defaulted to A4, mono and double sided, where possible. Specific overrides will be required for A3, one sided and colour prints.
- Recommended levels of print volumes for different items of print equipment will be set as part of this policy (Please see details below)
- Only paper supplied by the Central Reprographics Unit will be used in all printers/MFDs
- Pull printing not retrieved after 72 hours will be automatically deleted from MFD print queues
- Printing costs, based on actual usage, will be recharged to Schools and Central Service Departments on a regular basis

- Ratios of printing devices to staff will be agreed as part of this policy (please see details below)
- Printers and MFDs will be set to maximum power saving configurations
- Faults with printing devices, or requests for consumable items should be made via the Estates or IT Department help desks.

3. Provision of MFDs

MFDs throughout the University are covered under a central contract under which the University has entered into a sole supplier agreement with the relevant company. All MFDs are leased under this agreement and will have a minimum rental period of 3 years. Essential supplies – such as toner cartridges – are covered as part of the cost of the lease and there is therefore no additional cost for such items.

4. Provision of Printers

Printers are typically purchased outright and are maintained by the in-house IT support team. Essential supplies such as toner cartridges are purchased as and when required.

5. Print Volumes

The cost of printing varies depending on the print device used, with in-use costs per page typically being higher on smaller printing devices. We would therefore recommend the following print hierarchy:

- The Central Reprographics Unit should be the first point of printing, and should certainly be used for any multiple copy print jobs that have 20 pages or more
- MFDs should be used for mid – small range printing requirements
- Local Printers, if available, should only be used for small range printing
- Colour should only be used when strictly required (it should be noted that the cost of a colour copy on a leased MFD is the same, regardless of whether a full colour page or just a small colour logo or strapline is printed).

Please also note that each MFDs has an assumed life cycle based on typical print volumes (i.e. for small, medium and high range machines). If problems arise with an MFD these may be caused by over-usage. This is another reason why the Central Reprographics Unit should be used wherever possible.

6. Role of the Central Reprographics Unit

The Central Reprographics Unit is there to support high volume, multiple copy printing and to provide specialist finishing facilities.

Printing requests must be sent to the Unit electronically, in a PDF or other printable format.

The Central Unit is happy to help with any job, however small, but should be particularly used for the following:

- All mono or colour print jobs over 20 sheets per copy
- All print jobs requiring specialist finishing (such as thermal or spiral binding)
- All print jobs requiring inserts.

It should also be noted that, because the Central Unit has the best quality equipment, they will also produce the best quality output and the most professionally finished documents.

7. Departmental/Office Printers

All departments will be provided with a Multi Functional Device with a minimum capacity to print, photocopy and scan A4 and A3 black and white (mono) documents. All MFDs will also have the facility to provide secure printing (i.e the ability to hold printing until a pin number has been entered). The speed and size of the machine will depend on local requirements (as will the availability of a colour printing option).

Depending on staff numbers and specific requirements:

- A second MFD may be justified to provide a backup/volume service
- Alternatively a smaller printing device may be required to provide backup
- Where medium to high volume colour printing requirements exist, a colour MFD or dedicated colour printer may be provided
- Where high quality colour print requirements exist, eg to produce certificates, this may be provided by IT Media Services as below, or, exceptionally, through provision of a dedicated high quality printer.

Typically staffing numbers of 1-15 would require one mid range MFD to support their printing requirements. These units would be typically leased.

8. Individual/Personal Printers

It may be appropriate for the allocation of a small, local, individual/'personal', low throughput printer in the following circumstances :

- Remote/isolated office with single member of staff, or 3 or less staff (this would be as an alternative to a nearby MFD)
- Staff with a mobility disability that would make it hard for them to walk to a shared printer
- Point printing solutions that may be required – enrolment payments, restaurants and other sales outlets, receipting requirements, external functions
- Where small volume colour printing requirements exist, in addition to larger volume monochrome requirements (these would only be provided in circumstance where no local colour-enabled MFD was available). These

printers would typically be purchased outright by the University and used as long as practical and possible, typically considerably longer than other IT assets or depreciation periods.

Local printers will only be available in exceptional circumstances and with the explicit agreement of the Executive Director of Finance.

9. Specialist Printing

Specialist printing requirements would typically include high quality colour, heavier media and/or larger than A3 print requirements. IT Media Services have high quality and large format laser, inkjet and plotter devices (for producing the same for students) on which these requirements can be met.

Jobs should be emailed to the relevant site IT Media Services team for handling and dispatch (media.smr or media.paragon@uwl.ac.uk).

10. Toners, Supplies & Maintenance

Where toners and other supplies/maintenance are part of an MFD lease deal, you should contact the Central Reprographics Unit in the first instance who will maintain a supply of key items and will manage the relationship with the supplier.

For other printing devices toner and other supplies should be requested through the IT Service Desk. Toners will be recharged to departmental budget codes in order to manage consumption and ensure print costs are appropriately allocated.

As far as possible, significantly less expensive guaranteed compatible toner cartridges will be used, subject to acceptable print quality and absence of issues with their use. All toner cartridges will be appropriately recycled.

The IT Department shall be responsible for the maintenance and repair of all directly purchased printers.

11. Paper Supplies

Paper is provided on request from the Central Reprographics Unit. Please email paper requests to cru@uwl.ac.uk

12. Print Management Software

In order to fully manage all print output across the University, we will utilise specialist print management software packages such as Equitrac and Skyline. This will enable the control and release of print jobs to requestors and will allow for the collection and reporting of management information, such as how many pages are being printed, where and by whom/which department; and visibility of other resource utilisation, such as power consumption. The software will also enable a user to track job requests sent to the Central Reprographics Unit, to

receive costing information on print options and to retain records on all their printing requests.

13. Technical Support

13.1. MFD support

First line support for MFDs will be provided by the Central Reprographics Unit who will be able to resolve commonly occurring problems. Further technical support will also be provided by the MFD contract supplier (Xerox).

13.2. Printer support

All technical and usage support for the University's staff (and student) printers should be requested from the IT Service Desk, who will handle the request appropriately. This would include resolving the request directly, repairing faults in-house and/or passing the request to a supply or maintenance company.

14. User Training and Support

Users will be provided with the following support and training:

- How to change default print settings
- How to use Secure Print
- How to use any print management software in operation
- How to access alternative printers
- How to send work to the Central Reprographics Unit

In all cases users will be set up to use alternative printers in adjacent areas so that they will still be able to print should their primary printer be unavailable.

15. Implementation

The Estates and IT Departments will be responsible for the implementation of this policy. Representatives of the Estates and IT Departments will meet with heads of Schools and Departments to agree their requirements (within the context of this policy), and provide all relevant equipment (either MFDs or printers).

Departmental printing arrangements will be reviewed on an annual basis to reflect any changes in requirements and to ensure that they remain cost effective.

16. Recharging

All costs for printing will be managed centrally, via Estates and IT and will be recharged to Departments on the basis of usage level. For this reason all devices

will need to be networked to ensure that full information on print volumes has been captured.

17. Conclusion

This policy provides aims to provide a cost effective and efficient solution to the University's print requirements.

It will be reviewed on an annual basis.

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