

Staff Printing Services Policy

The Utilisation and Acquisition of Printing Services by Staff

Last Modified	July 2019
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Approval Authority	Vice-Chancellor
Contact Officer	UCPrint / CopyCentre Team leader – Learning Resources

Introduction

This document outlines the University's approach to staff utilisation and acquisition of printing/copying services on campus.

Definitions

Campus – includes all University property, including vehicles, field stations, regional campuses and centres and applies to all activities under the general control of the University.

Duplex – a method of printing on both sides of paper, i.e., two-sided.

Follow You Printing – a print feature that enables the user to send a print job to a Follow You Print queue and retrieve it from any Follow You Print enabled device on campus.

Key Performance Indicators (KPIs) – service/delivery requirements agreed upon at time of contracting.

Non-standard Service – any requirement that cannot be fulfilled by standard services supplied under the preferred supplier AoG contract.

Private Printer – personally purchased or personally acquired printers and multi-functional devices.

Self Service Portal – Learning Resources self-service portal for staff.

Standard Print Services – mono or colour printing on 80gsm A4 and A3 sized copy paper.

Policy Statement

This policy applies to all staff members who are persons engaged for paid employment with the University by way of an employment agreement, personal contract, or through official arrangements with another organisation. This includes Erskine Fellows and Adjunct staff as well as students who are employed as tutors, lab supervisors and teachers.

The University of Canterbury has had a preferred supplier agreement for the provision of internal printing and photocopying services for use by staff. This preferred supplier is part of the All of Government (AoG) framework for Print Services.

The AoG agreement guarantees the University the best possible pricing available, in the New Zealand marketplace, with regard to those suppliers in the agreement.

The preferred supplier is reviewed annually, and performance against Key Performance Indicators (KPIs) is monitored on a regular basis by Learning Resources during this period.

A performance review of Print Services KPI's will be conducted by Learning Resources and the AoG preferred supplier on an annual basis. Learning Resources will engage the assistance of the AoG preferred supplier to periodically conduct campus wide print services reviews to ensure printing services are appropriately matched and located to the user's requirements and service optimisation levels.

General Charging and Print Service Information

All standard A4 and A3 sized mono and colour printing services will be charged at the rates as defined by Learning Resources under the AoG framework, see [Printing and Copying \(University IT Services website\)](#).

Printing service costs will be charged to the appropriate College or Service Unit.

Print Services charge rates will be calculated, by Learning Resources, on the basis of providing cost neutral printing services.

Follow You Print Services will continue to be rolled out across campus in a phased approach over the term of this policy. In general, new Follow You Print enabled services will be commissioned as print services are replaced or become updated.

Colleges and Service units can request changes to print services in their area by completing forms in the [Assyst Self Service Portal \(University AssystNET website\)](#). Refer to the [Acquisition of Printing Services](#) section below.

Fair and Appropriate Use of Print Services

The University is committed to promoting sustainable and environmentally-friendly printing services, and as such encourages its staff to be diligent with regard to the volume of printing and copying that is carried out. Therefore, any staff printing and copying

behaviours that exceed 2500 pages per month, will be flagged by Learning Resources and will be reported to and reviewed by their relevant line managers or Head/s of School.

The printing and copying services provided by the University are not intended for personal use or any other non-work related printing or copying. This includes printing associated with thesis preparation, which is covered by the [Student Printing Services Policy \(PDF, 176KB\)](#). Staff members should refer to the [Staff Code of Conduct \(PDF, 429KB\)](#), particularly **section 7** and **8**.

Staff are asked to utilise the services of [Printing and Copying \(University Support Services website\)](#) for all larger print volume requirements over 2,500 pages.

[Printing and Copying \(University Support Services website\)](#) does provide a private print service to staff at competitive rates. Payment can be made by EFTPOS or Credit Card at the time of printing.

Staff are encouraged to use mono printing services whenever possible to reduce organisational print costs and demand on limited colour print resources across campus.

Private Printers

Any personally purchased printers brought into the University will not be connected to the network. Any installation, configuration or support, by Information Technology Services (ITS), is not available to privately owned printers. The University will not fund consumables for private printers.

The owners of any privately owned printers may be requested to remove such devices at the department's cost.

Acquisition of Printing Services

All staff print services will be acquired in accordance with the following criteria:

- Every request for new or amended printing services will be appropriately assessed by Learning Resources so as to ensure that the most suitable service is deployed in a timely manner.
- Learning Resources, in conjunction with its AoG supplier, will seek to ensure that every area will have appropriate access to suitable standard print services in order to meet the printing and photocopying requirements of staff in that area. All Printing Service requests can be initiated by completing forms in the [Assyst Self Service Portal \(University AssystNET website\)](#).
- The acquisition and use of individual private printer services is prohibited unless it can be deemed to be an exception or it has been granted an exception by the Vice-Chancellor.
- When print services are no longer required in an area, the preferred supplier shall be notified by completing the appropriate forms in the [Assyst Self Service Portal \(University of Canterbury AssystNET website\)](#).

- Colleges and Service Units are not allowed to go directly to external print suppliers with requests for printing services. These printing service requests must be directed to [UC Print \(UC Print website\)](#) in the first instance as referred to in the [Print Procurement Policy \(PDF, 158KB\)](#).

Exceptions to the Acquisition of Printing Services section

Exceptions to this section include:

- Those instances where there is a demonstrable requirement for a non-standard service within a department; e.g., where standalone experimentation apparatus has been procured which includes an integral printer.
- Where there is a health and safety requirement to ensure that printed material is contained within a lab – such as PC2.

Exception requests can be made using the appropriate forms within the [Assyst Self Service Portal \(University of Canterbury AssystNET website\)](#).

Note: Any exception requests will be treated in a pragmatic manner and any disputes will be referred to the Vice-Chancellor.

Optimisation Reviews

Learning Resources will engage the assistance of the University's preferred supplier to periodically conduct campus wide reviews in order to ensure that printing services are appropriately matched to users' requirements.

Paper Standards

The minimum required weight of paper to ensure efficient/effective use of printer is 80gsm standard copy paper.

Confidential Documents

It is recognised that in certain areas of the University there is often the requirement for documents of a sensitive or confidential nature to be printed. Refer to [Staff Code of Conduct \(PDF, 429KB\)](#).

All standard print services in public areas will have appropriate security options and print settings available to the user to meet their security requirements. This has been taken into account when selecting print services across campus.

The use of Follow You Print technology, which is now on some print services across campus, will enable users to release confidential or sensitive documents while they are standing over the output print service.

Copyright

Staff and students must be aware of their obligation to comply with current copyright legislation and licences entered into by the University when utilising on campus printing and copying services. Refer to the [Copyright Policy \(PDF 362KB\)](#).

Sustainability

All standard print services provided will have environmentally friendly default settings such as automatic duplexing. In addition, device power saving features such as low energy standby mode and limited LCD display when not in use.

Where there is a demonstrable requirement to deviate from standardised service settings, such as duplex printing, the final decision for such printing requirements rests with Learning Resources.

The contracted AoG supplier must have excellent environmental credentials and a recycling programme for consumables such as used toner bottles and appropriate Sustainable methods of disposing of old print and copier devices.

Staff are asked to recycle unwanted non sensitive unwanted printing or copying by using the clean paper recycle bins located around campus.

Related Documents and Information

UC Policy Library

- [Copyright Policy \(PDF, 362KB\)](#)
- [Print Procurement Policy \(PDF, 158KB\)](#)
- [Purchasing Card \(P-Card\) Policy \(PDF, 382KB\)](#)
- [Sensitive Expenditure Policy \(410KB,PDF\) \(Staff Only\)](#)
- [Staff Code of Conduct \(PDF, 429KB\)](#)
- [Student Printing Services Policy \(PDF, 176KB\)](#)

UC Website and Intranet

- [Assyst Self Service Portal \(University AssystNET website\)](#)
- [eWaste strategy \(University IT Recycling Service SharePoint site\) \(Staff Only\)](#)
- [Printing and Copying \(University IT Services website\)](#)
- [Sustainability \(University Sustainability website\)](#)
- [Printing and Copying \(University Support Service website\)](#)
- [What Can I Recycle? \(University Sustainability website\)](#)

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
1.00	Creation of policy which, together with the Student Printing Services Policy, replaces the Printer and Multifunctional Devices Policy.	Vice Chancellor	July 2017
2.00	Scheduled review by Contact Officer, minor changes to content layout	Vice-Chancellor	June 2019

This policy remains in force until it is updated