

University of Bristol Sustainable Print Policy

Background

In 2013 the University of Bristol employed the services of Newfield IT to undertake a project to analyse how the University managed printing. This included photocopiers, printers, (networked and standalone) and scanners.

Spend equated to £1million per annum spread across 3,442 print devices with the University not fully utilising the print devices. The print devices were expensive to run, managed locally without the ability to be remotely managed and over half of the devices were not networked. Few had maintenance agreements and there was little or no management information on the majority of the fleet.

From 2014 Print Services have overseen the printer contract, reviewing departmental requirements and providing an agreed catalogue of approved devices that can be procured (purchased or leased) directly.

The strategic aim of the Sustainable Print Project is to:

- provide a centrally managed, supported and rationalised printing service
- enable print release from print devices with card readers, minimising the security risk inherent with printed documents not collected.
- provide a reduction in costs, helping to meet sustainability targets through reduction of electricity usage and paper waste as well as preparing the University to meet aspirations to become a paperless organisation.
- upgrade the quality, functionality, service, resilience and reliability of printing
- improve flexibility and provision for mobile devices

Aims of the Policy

The aim of this Print Policy is to underpin the strategic approach to sustainable print provision, by providing a framework as to how printing will be supported across the University, whilst ensuring that end users have access to high quality devices which fully meet their requirements.

The policy has been drawn up in consultation between representatives from Academics, Professional Services, Print and IT services.

Scope and Timescales

Who is covered?

This Policy will affect all members of staff and students in the University of Bristol.

What is covered?

This policy covers multi-functional printing devices, photocopiers, printers and scanners.

Timing

This policy will apply with immediate effect across the University.

Policy

Sustainable Print Provision

Following the successful proof of concept exercises at Life Sciences and 1-9 Old Park Hill the Sustainable Print Provision will be rolled out across the University. After consultation, each building will be provided with an infrastructure of agreed print devices to meet user requirements. Once print devices are installed, areas will benefit from the following:

- fleet of high capacity MFDs designed for reliability
- default print settings, managed centrally and therefore reducing IT resources required to configure and resolve issues
- card readers allowing secure print release across the campus using UCards
- ability to print from mobile devices and email
- improved quality and speed of print, average speed 35 pages per minute
- black & white (mono) or colour options
- duplex printing
- finishing options – collate and staple
- dependant on machine, dedicated paper trays for different paper sizes or type i.e. A3
- copier functionality
- ability to scan documents to your local drive (my files)
- reduced environmental impact – energy and resources
- service level agreement with the approved supplier providing service call response within 4 working hours
- provision of improved reporting and management information

NOTE: The print devices are capable of providing extensive management information enabling review of provision.

Default print settings

The default print queue settings for print release devices will be set to mono and duplex A4. All users will have a second print release option for colour printing. Colour printing should be used exceptionally and only where there is a specific requirement for a document to be printed in colour. Where single sided or A3 are required, these options must be selected at the print request stage.

For areas not utilising print release devices, the default print settings will be set to mono and duplex. IT Services will assist with this.

When to Print

As a general rule of thumb, staff should seek to reduce the need to print, for example:

- ensure meeting documentation is available electronically in advance so that attendees can read and only print off if necessary

- make forms and processes online rather than paper based
- scan paper master copies to create an electronic file and use available software to share information (or email) as an alternative to copy and post
- hold and share files in an electronic format (see IT Service's pages for further information)

As with other equipment, the University print devices are for business use only; staff are not permitted to print for personal use.

Volume printing

Print Services must be used for mid to large volume print jobs:

- Print requirements over 300 sheets of paper
- Print larger than A3 size
- Specialist printing – booklets, bound documents, flyers, leaflets, posters

The Print Services Print Submission Service allows you to convert your files to PDF and submit them via the web <https://www.print-submission.bris.ac.uk/>

Print 'click' costs and budgets

Devices, whether purchased or leased, will have a click charge attributed to each side of print that is produced by the print device. This is then charged on a quarterly basis. The click charge is dependent on the type of device purchased.

Print costs will be centrally managed by Finance Services. The lease or purchase cost and click charge is applied to each print device and charged back to the department. Charges can be split accordingly across different account codes.

New machine purchase

Print Services will recommend the appropriate number and type of print device from the catalogue of specified devices. This will be based on volume of print (existing and future) and number of users in conjunction with the location of existing devices in the building.

Where location allows, the distance from desk to printer should not exceed 40 metres.

Print devices procured outside of the agreed catalogue will not be supported by the University.

Consumables purchase

Printer consumables (toner and staples) are provided by the print device supplier and charged through the click charge per device.

Once an area/department has been reviewed and devices installed, toner for unsupported devices should not be purchased

Paper will continue to be ordered locally via the purchasing systems using the paper supplier framework (see Procurement web pages for details of the suppliers).

The 'follow me' secure print release pool

The default print queue will be the mono print release queue providing 'follow me' printing from any enabled device.

For locations which have not got access to print release devices, the mono print release print queue is available and can be used if you need to access print from an enabled device elsewhere on the University estate.

Reporting

Budget holders may request reporting in respect of device usage. This can provide user name, number of sheets, colour or mono and date printed.

The data initially provided will be non-identifiable unless the devices are shared across budgets (would need to include identifiable information to allow allocation of costs). This will allow budget holders to monitor print activity taking place and if required, provide a general communication to all users confirming acceptable usage levels with users for that particular area.

If there is continued excessive printing, identifiable information may be passed to the relevant School/Departmental Manager to allow discussions to take place regarding the use of printers and the terms of the policy. The discussions and outcomes would be managed locally.

Non Compliance

Printers and consumables should not be purchased outside of the agreed catalogue, and will not be supported, unless exceptional circumstances are agreed.

Non-compliance with the policy will be dealt with locally by the School/Departmental Manager. Advice and guidance can be sought from Print Services and IT Services.

Exceptions

Disability

In line with the Disability Discrimination Act, the requirements of disabled employees will be reviewed on a case by case basis. Disabled employees may be entitled to an individual desktop printer on a business justification basis.

Other Special Cases

There may be some specific job role related requirements that justify the retention or supply of a printer outside of the catalogue. It is anticipated that these cases will be the exception and each will be assessed individually. Decisions of this nature will be at the discretion of the department with Print Services notified.

Specialist Print Equipment

Specialist equipment in Print Services is not included in this review.

Further information and catalogue

<http://www.bristol.ac.uk/print-services/purchasing-departmental-print-devices/>