

Case Study: University of East Anglia

The Current Service

The central print service provides copying services with a volume of around 9M copies per annum. The copiers are networked and electronic submission is used by some customers. Most copying is monochrome though there is a colour copier (and growing interest in this service) and a large format poster printer.

The central print service also offers a print buying service with four suppliers on the list and a total annual spend of £300K. The University's stationery contract is tendered on an annual basis.

The service sits within the Information Services Directorate and reports to the Registrar. Copiers are run by the Purchasing department with machines leased using the national HE agreement. 6-7M copies are produced each year on departmental copiers used by staff. Student copying facilities are available in the Library.

The service has a good profile but departments like to "do their own thing" and this results in the University getting less value for money than it might. One way of increasing work to the centre is to have a collection and delivery service for work from departments.

A card system is used for charging print within the Library and IT areas. The card is used to release print at any print station which is networked. The card can be topped up. The University plans to extend this. The infrastructure is expensive but once in place can be widely used.

The University is looking at the costs of running copiers and laser printers and the potential benefits of a managed network of multi-function devices.

The Journey to the Current Service

The current service has evolved from a larger central print facility with a copyshop and litho services. These have been discontinued. A design service was also closed, though some simple design work is undertaken within the print service with a 0.2FTE allocated to this.

The University also experimented with a card system for student use which departments and the students could top up as required. This was a popular service and led the way to the Information Services Directorate card described above.

Positive Messages from this Case Study

The way that the central print unit has looked at adding value to its service through collection/delivery has stemmed the flow of work away from the centre.

Some Issues

Getting people to buy into change towards more central management of output and moves to use of cards and MFDs is a challenge - as at many other institutions.

Acknowledgement

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