

Case Study: Leeds Metropolitan University

The Current Service

The University has two print rooms on its main campus and a further small one at a remote campus in Harrogate. This case study relates to the main campus. Both print rooms have Xerox Docutech equipment with one having additional finishing capability for booklet making. A total of 33M copies are produced each year. The overall number of impressions has not declined but the number per student has. A decline in the overall number of copies is expected next year. Cost per copy is 1.8p for A4.

The turnaround is a standard 3-day turnaround with over the counter work while-you-wait work done when there is the capacity. A fast-track service can be requested.

All black and white work must be done in-house. Colour copying/printing is undertaken for up to A3. Litho printing is undertaken by external printers through a framework agreement.

The central print service is responsible for all self-service copiers in departments and for walk up machines in the Library. The University was an early-adopter of multi-function devices which were rolled-out in departments eight years ago. The University have found that the demand for printers and copiers is different at different times of the year making multi-function devices very effective.

Charges are made using student and staff cards. Staff also have pin numbers for some machines.

Paper procurement is undertaken centrally by print services who purchase recycled paper for all small copiers. Some problems have been found with recycled paper on the large central machines.

Eprint Direct is used for sending print jobs and this is made available on the standard computer desktop for staff.

One person manages all three print units with each unit having a supervisor. Two assistants roam the campus supporting the student and departmental copiers.

The existence of a remote service at Harrogate with different demand patterns means that this unit can help with peaks in demand on the main campus.

The Journey to the Current Service

The service used to incorporate litho printing but this stopped some years ago and a framework agreement was put in place for litho printing. This agreement is now run by the marketing department.

A design service used to be part of the same unit but this has been transferred to Marketing.

Changes are afoot again and a review was undertaken by the BPIF in April 2006. The motivation for the review was to consolidate accommodation and to end up with a single unit.

The review included a review of all output on campus. This included 1800 laser printers (300 of which were networked) and 120 copiers (20 being multi-function devices). The review recognised a need for a balance of central and distributed printing with appropriate charge-back mechanisms. There is a need to make people more accountable for their output. There will be resistance to change so it is proposed to plan output devices into new buildings to provide more cost-effective multi-function devices and fewer laser printers. It was proposed that all output needs to be centrally managed with appropriate submission and charging mechanisms.

If appropriate jobs are to be undertaken centrally to keep costs down, and to have a faster turnaround than is currently possible, it will probably be necessary to move towards shiftwork with a 14 hour day covered.

The taking on of student work is also being investigated.

Positive Messages from this Case Study

The proposal to encourage take-up of new working patterns by building in the new service into new buildings is a good and innovative way to get buy in. People will save space in their offices if they don't have a printer and service areas can be designed in for MFDs.

Some Issues

There are problems with moving staff from the hours they are on to covering a different working day.

If the unit at Harrogate is reduced to a customer interface point then the means to handle peak volumes will be lost and needs to be handled in other ways.

Acknowledgement

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