

Printers' provision: policy highlights

applying to all printing facilities on LSE premises



Aim: LSE's approach to printers' provision aims to balance:

- **Staff and student needs:** quality - convenience - security
- **Environmental sustainability**
- **Value for money**

Roles and responsibilities

- **All staff** are responsible for being familiar and adhering to this policy.
- **Reprographics** install and maintain all managed printers across the School.
- **Divisions and Departments** seek support from Reprographics for printers provisioning.
- **Data & Technology Services** manage the software aspect of printing management.

Shared Multi-Functional Devices (MFDs)

- The default option for printing at LSE and can be used by all staff, students, and visitors.
- Owned and managed by Reprographics, including consumables (paper, ink toners, ...).

Printing management

- MFDs have a print queue allowing to collect print from any device across campus.
- MFDs only print once the user has authenticated on the device using their LSE ID card.
- Print jobs not retrieved after 24 hours will be automatically deleted from the print queue.

Shared and individual desktop printers

- Attract high environmental impacts and costs to operate compared to MFDs.
- Are being gradually phased out from LSE premises as a School wide policy.
- Data and Technology Services provides basic support for shared desktop printers only.
- Individual desktop printers will not be relocated as part of office moves.
- Are the sole responsibility of the user and its Department for consumables and repairs.

New purchases

Purchase requests for desktop printers will only be accepted in exceptional circumstances, by a user first completing a *Desktop printer request form*. Desktop printer purchases cannot be claimed on expenses. LSE does not provide printers for home printing.

Scope: This policy applies to all printing facilities on LSE premises, offered by LSE to all staff, students and visitors across all campuses including Halls of Residences in relation to printing, photocopying and scan to e-mail.

Aim: LSE's approach to printers' provision aims to balance:

➤ **Staff and student needs**

- **Quality** - Ensure print quality and reliability of printing facilities.
- **Convenience** - Make Multi-Functional Devices printing facilities the default available option across campus, to offer users options to print, scan, and copy documents for transfer or storage.
- **Security** - Protect LSE data using authenticated release for printing and moving to centrally managed printers' provision.

➤ **Environmental sustainability**

Reduce our environmental impacts by rationalising the number of devices we require and minimise the impacts of consumables (paper, ink...).
Encourage users to transition from printing to digital alternatives.

➤ **Value for money**

Minimise the financial costs of meeting staff and student needs and our environmental sustainability objectives.

1. Roles and responsibilities

All staff

- Responsible for being familiar and adhering to this policy.

Divisions and Departments

- Seek Reprographics support to approve, procure, install, and support printers' provision.
- Appoint a departmental **Printing Superuser** to be trained by Reprographics.

Printing Superusers are appointed by each Department and are trained by Reprographics. Superusers deal with minor printers' issues (eg paper jams) and liaise with Reprographics on maintenance needs and the ordering of consumables.

Reprographics team

- Manage all aspects of the print service and devices, including software, procurement, recycling and consumables, and providing training to Printing Superusers.
- Manage the relationship with the supplier of the printers' fleet, monitor all devices and liaise with the supplier and DTS regarding all issues and queries.

Data & Technology Services (DTS)

- Responsible for staff and student printing software.
- Deal and redirect users queries through the Service Desk.

2. Shared Multi-Functional Devices (MFDs)

Multi-Functional Devices (MFDs) can print A4/A3, staple, photocopy, and scan documents.

Multi-Functional Devices meet our objectives for:

- **Staff and students needs**
 - **Quality** – MFDs helps the effective central management of equipment and a more responsive, proactive servicing by Reprographics.
 - **Convenience** – MFDs are accessible to all and highly reliable.
 - **Security** – as MFDs only print once the user has authenticated on the device.
- **Value for money** – MFDs are a cost-effective way to print.
- **Environmental sustainability** – Using MFDs help reduce use of resources.

Recharging

Managed printers are printers such as MFDs which are connected to the LSE managed network, which allows information on print volumes to be processed remotely.

All **managed printers** use a **click rate** which is charged to Departments, reflecting their actual usage. Reprographics use the funds collected to cover the running costs of printers.

Click rate - One click equals one side of paper. The click rate reflects the total cost of printing: device rental, service support, maintenance, and consumables (paper, ink...).

Print usage for users is recharged monthly to the Departments allocated budget codes by Reprographics using internal recharging (Internal Debits Notes).

Paper Supplies

Reprographics is responsible for paper delivery for staff devices.

Printing Superusers monitor paper supplies and contact Reprographics when stocks are low. Any paper requests will need be placed via Reprographics by phone or email. Paper costs are covered in the **click rate**.

To support LSE's sustainability efforts, Reprographics paper stocks for the School's MFDs are Evolution 75% to 100% recycled, manufactured without chlorine bleaching with high whiteness achieved by a special converting process for the recycled fibre.

More information regarding our current paper supplier can be found [on their website](#)

Printers' functionality

The standard default print settings are A4 mono (black & white) and duplex (double sided). These settings should not be changed unless there is a proven business need. Colour printing should only be used when necessary.

Pull printing - let users send printing jobs from any LSE computer and retrieve it from any shared MFD across campus by authenticated on the device using his LSE ID card. This protects document confidentiality and prevent unnecessary printing and waste.

Print jobs not retrieved after 24 hours will be automatically deleted from the print queue.

Support

- **Managed printers** will be monitored remotely by Reprographics, for faults and consumables levels during working hours 09:30-17:30. Most failures, faults and consumable requests will be actioned before users are aware of any issues.
- All requests for engineer support, paper supplies, printer consumables, toner installation and print credit refunds need to be submitted to:
 - *Reprographics* for **managed printers** across campus
 - *Print & Copy Helpdesk* for printers in the Library.
 - *Halls' dedicated lead* for printers in Halls of Residences.

Provision

Managed printers will be provided to Departments determined by staff ratio and departmental needs. Wherever practical, printers will be shared and placed in communal areas. The ratio of print devices to users will be based on the optimum number of print devices to meet LSE requirements while delivering value for money and minimise environmental impacts.

3. Individual Desktop Printers

Individual desktop printers attract high environmental impacts and costs to operate compared to Multi-Function Devices and as a result are being gradually phased out as a School wide policy.

- Where possible desktop printers will be replaced with managed print devices.
- The process for the exceptional purchase of desktop printers is detailed on page 6.
- A desktop printer will only be provided under the following conditions:
 1. **Disability** needs, as confirmed by a medical professional.
 2. **Distance** further than 50m from a managed printer, as confirmed by Reprographics.
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- A *Desktop printer request form* will need to be completed and submitted to the Service Desk. Once the required evidence and approvals have been obtained, either Technology Purchasing will purchase the printer and recharge back to the budget code provided.
- Expenses claims cannot be made for desktop printer purchases.
- Consumables for desktop printers will be financed by the users' departmental budget.
- Reprographics will not maintain or service desktop printers.
- Desktop printers will not be covered by the **click rate**.
- LSE does not provide printers for printing at home. Any request for exceptional circumstances must be made using the *Desktop printer request form*.

4. Environmental impacts

To help reduce our environmental impacts, all staff and students are encouraged to make the most of digital alternatives as part of a transition to a [Digital Smart LSE](#).

- Take a digital by default approach, reading and sharing documents on the screen.
- Identify documents which your team typically print and how they can be made digital.
- Complete forms on the screen and return them by email.
- If printing is necessary:
 - Print in Black & White and double sided, only using colour if necessary.
 - Use printing settings to only print what you need: 2 pages per sheet printing, specify pages range to print, check preview before printing, scale to fit page option.

5. Further support

Printing Superusers have already been trained and guidance is in place via posters and web links for the following:

- How to use managed print devices and register your ID card.
- How to clear paper jams.
- How to report faults and request consumables.
- How to top up paper supplies.

In the event of an exception that is not addressed by this Policy the matter will be firstly referred to the Reprographics Manager for advice and guidance.