

University of Sheffield

Sustainable Print Policy

Introduction

1. The Sustainable Print Policy is agreed by the University Executive Board in support of the University Environmental Policy. The responsibility for the maintenance and implementation of this policy is upheld by Corporate Information and Computing Services (CiCS).

2. The policy promotes and supports:

- The University's Shared Vision - by leading and implementing new ways of working amongst our professional support teams, departmental teams and partners;
- The University's Environmental Policy - by aiming to reduce the amount of paper and energy consumed, waste paper produced, print consumables used, the number of personal printing devices on campus.

3. It applies to all printing devices including those on the My Sustainable Print (MSP) and Printing & Copying Management System (PCMS) networks, and other exempted print devices.

4. Printers, copiers, scanners and fax machines which are not part of MSP or PCMS should be purchased/retained only after they have an exemption approved by CiCS. Staff should contact their [print champion](#) to apply for a device exemption or to arrange collection/disposal of a redundant device.

5. This policy was reviewed in 2019 and will be reviewed again in 2020.

Purpose

6. To support the University's Faculties and Professional Services to reduce the cost of printing and to reduce the environmental impact of University printing.

7. To ensure the delivery of an accessible, sustainable, secure and cost-effective print service for the University.

Printing & Photocopying

8. Wherever possible and practical, alternatives to printing and photocopying should be considered such as displayed images on either screen or via projection at meetings, use of personal devices such as laptop computers or tablets.

9. Print & Design Solutions (PDS) should be used for print jobs of 500 pages or more and those requiring professional finishing such as document binding. MSP and PCMS should be used only for low volume day to day printing and photocopying jobs.

10. When printing the recommendation is mono, double-sided or multi-up on a page. This should be the default for all print devices. Colour printing should be used exceptionally and only where there is a specific requirement for a document to be printed in colour.

11. Staff may use MSP to do personal printing and photocopying provided they have approval from their department and provided they reimburse the costs to the department. The costs per page for personal printing are:

A4/monochrome = 4p

A3/monochrome = 8p

A4/colour = 13p

A3/colour = 26p

Scanning

12. Prior to printing or photocopying, staff should consider whether a document may instead be scanned. Scan to email is available on MSP and PCMS devices. Scan to email scans documents to the user's email address. The "advanced" scanning option allows documents to be scanned as file types other than PDF (e.g. TIFF, JPG) and to be sent to copy recipients. Please note that, owing to Google restrictions, scanned documents exceeding 25MB will not be sent to email accounts. Documents exceeding 25MB may be scanned to USB using the MSP and PCMS A3 devices. Certain MSP devices have been adapted to enable documents to be scanned to Student eFile.

Faxing

13. Where possible documents should be scanned/sent by email. Use of fax machines is potentially quite insecure as they are normally shared within an office where documents are available for anyone to read. Faxing should be used only when:

- there is a legal requirement for the document to be sent by fax;
- there is no other method for sending the document, e.g. the receiver cannot accept scan/emails. In these cases the preferred method of fax communication is via the University central faxing service (RightFax). Most departments are already using this service. Queries relating to RightFax should be directed to your Telephone Liaison Officer (TLO). Please see the link for [a list of TLOs](#).

Print & Design Solutions (PDS)

14. The following print work should be directed to Print & Design Solutions:

- high volume printing and copying (print jobs of 500 pages or more);
- documents requiring binding or finishing;
- printing of a professional standard.

15. The Print Manager has overall responsibility for University print production and will support departments to meet their printing needs. The Print Manager will place the work on the most appropriate and cost-effective equipment. This will either be produced in-house or outsourced to a supplier on the Framework Agreement.

16. Procuring print services from an external supplier is not permitted. See [financial regulations](#) 3.28a-3.28e for the procurement of printed materials and design work.

17. For further information on the services offered by PDS please contact <http://www.sheffield.ac.uk/cics/printanddesign> or print.enquiries@sheffield.ac.uk

Printing and Copying Management System (PCMS)

18. PCMS is the University's managed network of print devices for PGTs and undergraduates. It includes MFDs which all have A4 and A3 paper, and offers:

- release of individual print jobs from any MFD on the PCMS network. See link for details of [PCMS device locations](#);
- retention of jobs in the print queue for up to 72 hours before automatic deletion;
- u-card authentication (known as pull-print or follow-me print) to support information security;
- mono and colour printing, scanning and photocopying;
- submission of print jobs from mobile devices either by [web upload](#) or [email](#);
- optical character recognition (OCR) scanning;
- a managed service which includes consumable deliveries and installations, and on-site user support.

19. Users are [charged](#) for printing and copying on PCMS. This applies to all staff and students, with the exception of CiCS and Library staff.

My Sustainable Print (MSP)

20. MSP is the University's managed network of print devices for staff and PGRs. MSP and PCMS are similar but separate from each other. Print jobs submitted to MSP cannot be released from a PCMS device and vice versa. MSP includes A3/A4 and A4 only MFDs and a small number of networked HP Laserjet Printers, known as "legacy printers". MSP offers:

- release of individual print jobs from any MFD on the MSP network;
- retention of jobs in the print queue for up to 72 hours before automatic deletion;
- u-card authentication (known as pull-print or follow-me print) to support information security;
- mono and colour printing and photocopying;
- mono and colour scanning;
- submission of print jobs from mobile devices either by [web upload](#) or [email](#);
- flexibility to provide short term printing solutions for events such as graduation ceremonies and student registration;
- a managed service which includes consumable deliveries and installations, and on-site user support.

21. Legacy printers offer printing only (usually in A4 and monochrome) and are set up to be used by specific individuals to print direct (without u-card authentication) where there is a specific requirement e.g. counter services.

Access to MSP

22. Staff and PGRs have access to MSP. Holders of Associate and External u-cards, who also have a university account, may also access MSP. Access to MSP may be granted by exception to PGTs and undergraduates where there is a valid reason to do so. Print champions can request access to MSP for PGTs and undergraduates by completing the appropriate form available from CiCS Helpdesk (Self Service).

23. Departments may request a departmental u-card, to allow ad-hoc guests to print to MSP, by completing the appropriate form available from CiCS Helpdesk (Self Service).

24. MSP is available to users of managed and unmanaged PCs and Macs.

25. MSP is accessible to people with specific access needs.

Location of MSP Devices

26. There should be at least one MSP device per building, and for larger buildings there should be at least one MSP device per floor. Staff should be able to access an MSP device within 50m of their desk. The location of an MSP device will also be determined by the number of staff in that location and the likely levels of usage. The locations of MSP devices can be found from the [MSP Inventory](#).

27. The location of an MSP (or PCMS) device should comply with the [University's Health & Safety Guidance on Suitable Locations for Shared Photocopiers and Printers](#).

MSP - Confidentiality & Security

28. Prints are released from the device when the user authenticates and clicks “OK” to print. This significantly reduces the chances of documents being intercepted or left forgotten in the device out tray. Scans are sent to the University email address associated with the Ucard. Users must remember to remove original documents from the document feeder or copy glass after scanning or copying.

29. Users must not share their Ucard and password with anyone else as they are used to protect and access individuals’ print jobs and scans.

30. If an MSP device temporarily stops working then the user should notify CiCS Helpdesk (if they are unable to resolve the issue themselves). To avoid the risk of documents being released when there is no one to collect them the user should either:

- turn off the device and place on it an 'out of order' notice. An engineer will attend to the device, collect the documents and dispose of them confidentially, or, they will hand them to the print user if that person makes themselves known to the engineer or
- delete the document from the print queue by clicking “Job Status” then “Stop/Delete”.

31. Where users have special requirements relating to security (e.g. restrictions imposed by research partners) that are not met by MSP then they should contact their departmental print champion who will in turn liaise with the Sustainable Print Coordinator to explore the requirements and find a solution.

MSP Funding & Reports

32. MSP is funded centrally by CiCS. This includes the costs of supplying print devices, consumables, installation, maintenance, servicing, repairs and replacement parts. Day to day printing and photocopying costs to research grants should be absorbed in the overhead charge. This means that research grant applications should include printing and photocopying charges as overheads, rather than as a recoverable cost.

33. Departments and Faculties receive regular monthly reports on MSP usage and costs so that they can make decisions about the optimum type, number and location of devices for their departments. Although there is no cost recovery from Departments and Faculties, the print devices will have the facility to record the number of pages printed against a departmental charge code so that cost recovery remains an option for the future.

MSP & PCMS - Device Requests

34. Print Champions should submit requests using the appropriate form available from CiCS Helpdesk (Self Service Portal):

35. Where a department or faculty requests installation of an additional device, or relocation of an existing one, the print champion should ensure:

- access for the device to a power socket and a dedicated network point which has been configured by CiCS to access the secure VLAN either for MSP (459) or PCMS

- (444) and
- compliance with [health and safety guidance](#).

36. A panel appointed by the Director of CiCS has the final authority to approve or reject requests.

MSP & PCMS - Optimisation

37. CiCS will monitor usage of MSP and PCMS devices in order to optimise deployment of the fleet. Through the Sustainable Print Coordinator, CiCS will work with departments and faculties to optimise the fleet in line with user needs. Where a need is identified either to add, remove or relocate a device then the Sustainable Print Coordinator will submit a request with a recommendation to the panel.

Device Exemption Requests

38. Print Champions should submit requests (approved by Head of Department) to purchase or retain print devices which are outside the scope of PCMS and MSP (including printers, scanners, copiers and fax machines) to the Sustainable Print Coordinator using the “request an MSP exemption” form available from CiCS Helpdesk (Self Service) . The request should be submitted, and an exemption granted, before purchasing the device. .

39. Requests to purchase/retain devices outside PCMS and MSP will be agreed only in exceptional cases. These might include requests for specialist print devices such as wide format printers, and devices directly connected to laboratory/scientific equipment. Requests to purchase/retain devices for individual use will not usually be supported except where there are health or disability issues. Exempted devices will not be supported by CiCS. Departments and Faculties are responsible for the purchase and maintenance of exempted devices.

Device Removals

40. Print devices outside the scope of PCMS and MSP, and which have not been exempted by the Sustainable Print Coordinator, are disposed of or recycled in line with University policy for the disposal of surplus electrical equipment. Print Champions should notify the Sustainable Print Coordinator who will arrange for Sharp to collect any such devices. Print Champions should ensure that all leads are securely attached, and that any spare toner cartridges for the device are made available for collection.

Paper

41. Faculties and Departments are responsible for ordering and supplying paper for PCMS and MSP devices in their areas. Where a device is shared between Faculties or Departments, the print champion(s) should agree local arrangements for ordering and supplying paper.

42. The University will use only environmentally preferable paper for printing and photocopying. This is paper with a recycled content or with an FSC accreditation. This commitment is supported by the Procurement Office and PDS. Further information is

available from the [Wrap UK](#) web site.

43. Arrangements for ordering paper are set out in myCatalogue.

Good Practice

44. Staff, students and other users should follow the [seven points of printing good practice](#).

User Support

CiCS Service Desk	First line user support for all MSP and PCMS problems, enquiries, feedback and complaints.	CiCS Service Desk (Self Service) or telephone:21111
Sharp On-site team	Second line user support for MSP and PCMS. The on-site team includes 2 full-time Engineers and 1 Fleet Manager.	Access via the CiCS Service Desk
Sustainable Print Coordinator	MSP device requests (including health & safety), removal and exemption of non-MSP/PCMS print devices, MSP reports, coordination of printers for events, coordination of MSP devices for new buildings & refurbishments, MSP funding/contractual enquiries, other MSP policy enquiries.	Gary Bollington g.bollington@sheffield.ac.uk telephone:21124
MSP print champions	<p>To optimise deployment of MSP in Departments and Faculties through analysis of monthly reports and submission of change requests.</p> <p>To check device locations comply with the health & safety guidance and to seek advice from Sustainable Print Coordinator where there is doubt.</p>	Print Champions