1. GENERAL

1.1 The overall objectives of the University Printing and Duplicating Services are to provide consistent, high quality, efficient printing and duplicating, graphics and typesetting services to meet the requirements of the University where provision of the service can be cost-justified.

1.2 Printing and Duplicating Services shall be provided to University Departments through:

1.2.1 A well equipped main print shop.

1.2.2 Satellite duplicating centres which are staffed but which will normally have an offset press in addition to high-speed photocopying and collating facilities.

1.2.3 Satellite duplicating centres which are not staffed, but which will provide photocopying services on a self-serve basis.

1.3 The main Print Shop will provide graphics services, typesetting, printing, duplicating and bindery services.

1.4 The Printing and Duplicating Services, Department operates the following cost centres on a breakeven basis using chargeback rates administered through the University's general ledger system:

- Student Copiers
- Photocopying Services
- Graphics and Typesetting
- Print Shop
- Duplicating Centres

(see Photocopy and Facsimile Services Policy Guide #6230)
The chargeback rates shall be established to cover all operating costs excluding space rental and utilities costs but including a provision for major repairs and replacements (to cover the eventual replacement cost of purchased equipment) (see item 1.5).

1.4.1 Chargeback rates shall be reviewed each year and may be adjusted annually effective April 1 with the understanding that the rates shall normally apply throughout the fiscal year.

1.5 Each printing and duplicating cost centre budget shall contain a line item for "provision for major repairs and replacements". The provision shall be calculated on the basis of replacement cost of each item of equipment and its estimated life span.

1.5.1 At each fiscal year end, any operating surplus shall normally be treated as the provision allowance and shall be transferred to a Reserve Account to fund equipment replacements. Expenditures from this Reserve account require the prior written approval of the Director of Supply and Technical Services and the Vice-President Academic and Provost.

1.5.2 At any given time the funds in the Reserve account shall not normally exceed 60% of the total replacement value of installed equipment.

1.5.3 An operating deficit (on a cash basis) which is less than or equal to the total provision for major repairs and replacements shall be accommodated by reducing the amount to be transferred to the Reserve account at the end of the fiscal year by deduction of an amount equal to the deficit.

1.5.4 In the unlikely event that an operating deficit exceeds the total provision for major repairs and replacements, then the problem shall be resolved by the Director, Supply and Technical Services in consultation with the Vice-President Academic and Provost.

1.6 Printing and Duplicating Services which cannot properly be charged to a General Ledger account may be obtained through use of Personal Accounts (see Photocopying Services Policy and Procedures Guide #6230).

1.7 The Manager, Printing and Duplicating Services, shall be responsible to the Director, Supply and Technical Services, who shall, in turn, be responsible to the Vice-President Academic and Provost for the administration of this Policy.
1.8 Since the majority of University printing and duplicating requirements can be handled by Printing and Duplicating Services, University departments shall consult Printing and Duplicating Services to determine if the work can be done on campus.

Work may be referred to off-campus suppliers only in the following instances:

1.8.1 where specialized work is required and it is beyond the capability of current Print Shop equipment or staff, or

1.8.2 where Printing and Duplicating Services cannot meet the required deadline.

When such work is to go off-campus, it shall be handled by Purchasing Services.

1.9 When the Manager, Printing and Duplicating Services, determines that staff must work overtime to meet a particular deadline and that the overtime costs are a legitimate charge to the user, then he shall advise the user and obtain his consent to accept the charges or live with an extended deadline.

2. PROCEDURES

2.1 Consultation: Printing and Duplicating staff in the main Print Shop and in the staffed Duplicating Centres are ready to serve the University community by providing technical advice, approximate costs, and estimates of production time requirements.

2.2 Proposed changes to chargeback rates shall be developed by the Manager, Printing and Duplicating Services in February for use in the next fiscal year. The proposed rates require the written approval of the Director, Supply and Technical Services and the Vice-President Academic and Provost, before implementation.

2.3 On or about April 1 of each year, the newly approved chargeback rates for duplicating services shall be distributed to each department.

2.4 Departments requiring printing and duplicating services should complete a Printing and Duplicating Services Requisition form and deliver it (along with the material to be printed) to the Print Shop, Campus Services Building, or to a convenient staffed Duplicating Centre.

2.5 Printing of examination papers will be given the highest priority and at regular examination periods the University Centre Duplicating Services will be off-limits to undergraduate and graduate students.
2.6 When Printing and Duplicating Services is requested to reserve production time for a particular job, the commitment shall be quoted in terms of a specific number of working hours or working days from receipt of approved, camera-ready copy to production completion and/or delivery of product.

3. COPYRIGHT

3.1 Copyrighted material produced by sources outside the University shall not be reproduced by Printing and Duplicating staff or on Printing and Duplicating Services equipment unless the written permission of the holder of the copyright has first been obtained. No reproduction will be made prior to receipt of written permission from the copyright holder.

3.2 The Manager, Printing and Duplicating Services is responsible for ensuring that the University's copyright policies are applied to material produced or reproduced by Printing and Duplicating Services.

3.3 The Manager, Printing and Duplicating Services will provide prompt reports on copyright problems to the Director, Supply & Technical Services, who in turn will inform the Vice-President Academic and Provost.

4. SERVICES PROVIDED BY PRINTING & DUPLICATING SERVICES

4.1 Planning, consultation and advice: On request, the staff of Printing and Duplicating Services will be available to assist any University department in planning, consultation or to give advice on any aspect of Printing and Duplicating Services or Graphics and Typesetting.

4.2 Operation of Equipment: In the unstaffed Duplicating Centres, the users are expected to be technically capable of operating medium to large-scale photocopiers with the assurance that help, if required, is available by telephone call to the print shop.

4.3 Maintenance and Repair Service: Printing and Duplicating Services staff will arrange for maintenance and repair of equipment in the unstaffed Duplicating Centres.

4.4 Graphics and Typesetting Services: The Graphics section will maintain a file of artwork on each job processed through the Print Shop and the file will be maintained for several years to be used for reference for campus clientele.

5. PROCEDURES AND CHARGES FOR PRINTING AND DUPLICATING SERVICES

5.1 Requesting Services: Requests for Printing and Duplicating Services shall be made in writing using a Printing and Duplicating Requisition form and forwarding it to the Print Shop or to a staffed Duplicating Centre.

5.2 Department Chairmen or others with budget authority may notify Printing and Duplicating Services (in writing) if they wish to delegate signing authority and
possible dollar limits of that authority to one or more individuals within the
department who may authorize requisitions for Printing and Duplicating Services.

In the absence of such delegation, Printing and Duplicating Services will normally
provide services to faculty members up to a limit of $100 per requisition.

5.3 Printing and Duplicating Services are intended primarily for support of the
University academic programs and, as such, academic requests will receive first
consideration. Otherwise priorities will be established on a first-come- first-
served basis at the time a request is received.

Requests for Printing and Duplicating Services by administrative departments,
faculty, or student organizations recognized by the University and groups or
organizations renting space on campus but having no official status within the
University, will be considered in the priority of the listing above, providing they do
not interfere with anticipated academic requirements.

The students wishing to make use of Printing and Duplicating Services may
proceed to request a personal account as defined within the Photocopying
Services Policy and Procedures Guide No. 6230.

6. **PRICE SCHEDULE FOR PRINTING AND DUPLICATING SERVICES**

A set of proposed Printing and Duplicating cost factors will be developed before
February 1 of each year for the following fiscal year. Prices shall be designed to provide
a break-even operation overall within each budget area and shall normally be designed
to provide a break-even operation on each service.

Although it is intended that the rate schedule will normally be in effect for a full fiscal
year, the schedule shall be subject to change on 90 days' written notice to University
departments and such changes shall require the prior written approval of the Director of
Supply and Technical Services.

Within Printing and Duplicating Services there are separate budgets for each of the
following cost centres:

- Student Copiers
- Printing and Duplicating Services
- Duplicating Centres
- Graphic Services

Each of these budgets will include complete costs of staff, supplies, maintenance and a
line item for provision for major repairs and replacements as appropriate. The provision
for major repairs and replacements shall be calculated on the basis of replacement value
of each piece of equipment and an estimated life-span of that equipment.

At the end of each fiscal year, the unspent balance in each account will be transferred to
the appropriate Reserve account. Expenditures of funds in the Reserve accounts shall
require the prior written authorization of the Director of Supply and Technical Services
and the Vice-President Academic and Provost. The maximum funding within the
Reserve accounts will not normally exceed 60% of the total replacement value of the equipment for that operating budget account.

AUTHORITIES AND OFFICERS

i) Approving Authority: Vice-President Academic and Provost
ii) Designated Executive Officer: Vice-President Academic and Provost
iii) Procedural Authority: Vice-President Academic and Provost
iv) Procedural Officer: Associate Vice-President Student Affairs