PRINT SERVICES

Mission: The mission of the Print Services is to offer cost-effective copying services to the university community, striving to provide quality and timely service to all academic and administrative units of the University.

The Print Center services the faculty, staff, and administration by providing professional quality copy, print, and finishing services in a friendly and efficient manner. We specialize in high-volume production and in finishing. Whether it is a few copies or a large run, the print center is a cost-effective solution to all of your printing needs: please keep this in mind before you use your department copier. Basic, free services are provided to the faculty, staff, and administration for black and white copies of standard class materials such as course syllabus, exams, and short handouts used to supplement instruction.

Types of Services Provided: The Print Centers offer the following type of services:

- High speed photocopying (Black & White)
- Collating
- Stapling
- Binding

LOCATION: Kitson Hall, 2nd Floor, Room 215, North Campus.
Duggan Hall, Basement, South Campus

BUSINESS HOURS: 7:30 A.M. to 3:00 P.M. Monday through Friday (North Campus)
8:00 A.M. to 4:30 P.M. Monday through Friday (South Campus)
(Except for the holidays observed by the University of Massachusetts Lowell)

OFFICE EXTENSION: 42598 (North Campus)
43522 (South Campus)

JOB SUBMISSION EMAIL:
- copycenter_north@uml.edu (North Campus Print Center)
- copycenter_south@uml.edu (South Campus Print Center)

CONTACTS: Manager of Office Services: Scott Merrill
Ext. 42491 Scott_Merrill@uml.edu

North Campus Print Center: Sue Burns
Ext. 42599 Susan_Burns@uml.edu

South Campus Print Center: Arlene Huard
Ext. 43522 Arlene_Huard@uml.edu
COPYRIGHT PERMISSION

The provisions of the “Copyright Act” govern the University’s policy on the photocopying of published material for classroom use. In summary:

The reproduction of published works or printed matter in violation of the copyright laws is strictly forbidden beyond what is historically and legally considered as fair use and may place the user and the University in legal jeopardy. The fair-use principle means the extent that copyrighted material may be copied without the permission of the copyright owner and encompasses four conditions or tests:

1. The use to be made of copies
2. The nature of the copyrighted work
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole.
4. The effect of the use upon the potential market for or value of the copyrighted work.

Following are examples of what does, or does not, constitute fair use:

1. Fair use applies only to reproduction for such purposes as criticism, comment, news reporting, teaching, scholarship, or research.
2. The fact that copying is for nonprofit use has no bearing on the question of fair use.
3. Copying portions of a news article may be fair use, but not copying from a workbook designed for a course of study.
4. Photocopying or duplicating by an individual for his/her personal use, as long as it is in a single copy of an article, short poem, or small portion of the work as a whole, is generally considered fair use.
5. Copying the whole of a work cannot be considered fair use.
6. Fair use would allow teachers, acting on their own, to copy small portions of a work for the classroom, but would not allow the College to do so.
7. Systematic duplication, whether making multiple copies at one time or single copies that in the aggregate add up to multiple ones, is not considered fair use.
8. If resulting economic loss to the copyright owner can be shown, even making a single copy of certain materials may be a violation.

The Faculty are urged to plan reading lists with this information in mind and to request copyright permission well in advance. To obtain copyright permission release letter, write to the publisher of the material you wish to use and include the following information.

- Name
- Faculty position or title
- Name and number of course
- Academic term
- Publisher
- Date of Publication
- Page Number to be copied
- Number of copies to be made
- Date
- Signature

Please submit the permission letter to the Print Center with the material being copied or we will not be able to print the document.
PREPARING MATERIALS FOR THE COPY CENTER

To ensure your copies are of the highest quality:
1. Copy should be as clean as possible; imperfections will print along with copy.
2. Do not fold, staple or use paper clips on camera-ready copy.
3. Prepare all copy on white paper. Avoid use of colored stock, erasable bond, onionskin, or similar papers with surface irregularities.
4. Allow minimum margins of 3/8” at the top and bottom of each sheet and 3/8” on each side.
5. Use only black ink or toner when preparing copy and a black pen when signing memos or letters to be copied.
6. Make corrections toner carefully to avoid smudges.
7. Sharp, black copy is important to good copying.

SUBMITTING ORDERS

Black and White Copying/Printing Options

- One-sided and two-sided copying
- One or two staples, in customized locations
- Stapled or unstapled sets, collated in one document
- Reductions and enlargements of originals
- All hard copy originals are scanned and printed on the digital copier.

Your orders can be submitted both electronically and in person. When submitting an order use our “Authorization for Reproduction/Printing” form and indicate the projects requirements and required information. Documents must be thoroughly proofread prior to submitting an order to duplicating.

When you submit the order electronically (via email), please attach the document and the Order form to the email. Please take the time to fill out the entire form to ensure there are no delays in getting your job started on time. Please do not rush through submitting orders as we cannot begin the job if the order is incomplete. Although we can print from Microsoft Office products such as Word, Excel, PowerPoint, and publisher we strongly advise against submitting these type of files for print. Due to compatibility issues with Microsoft Suite, we are unable to guarantee accuracy when printing from Microsoft files. If you are concerned about accuracy with your printing, please submit a PDF for your orders. If you cannot submit a PDF, we will print from the Microsoft document but there may be font substitutions, pagination errors, margin shifting, and similar formatting issues that we cannot control or be responsible for.

When you submit the order in person, please include the document and the Order form. Orders brought to the print center should be print ready (ready to copy “as-is”). Please take the time to fill out the entire form to ensure there are no delays in getting your job to you on time. Again, please do not rush through submitting your orders as we cannot begin the job if the information or order is incomplete.

The following are examples of specifications to be included in your request:
- Document size (8 ½ x 11, 8 ½ x 14, etc.)
- Paper Color (white, blue, green, pink, or yellow)
- Number of Pages
- Quantity
- Finishing (Folding, staples, punching, etc.)
- Due Date
- Department, course number
- Person placing order, extension

We understand that not everything can be covered on the order form, when there are a lot of questions and/or details to the project, it may be easier to drop by the duplicating center or call and discuss the possibilities.

**TURNAROUND TIMES**

*Standard Time: 1 to 2 business days*

*Large/Complex Projects: 3 to 5 business days*

Although we make every attempt to give you a speedy turnaround time in your printing, we ask that you give as much advance notice as possible. Ideally, we would like to finish jobs within 2 business days after they have been received. While some jobs are completed the next day, we cannot guarantee next day service. Our production routine is a first-in, first-out method. This has proven to be the most equitable method for our customers and a best practice in the Higher Education environment.

Therefore, when your worked is received it is placed into our work queue and is processed in the order received. Depending upon the workload, this may mean that it will take two or three days for your order to be completed and 3 to 5 business days for large quantities or more complicated jobs that require bindery and finishing. This policy will enable us to give each job the proper attention needed to ensure 100% customer satisfaction and to provide the best service.

Delays may occur due to equipment problems or high demand (e.g. start of term and exam periods) so it is recommended that you allow sufficient time to process regular printing requests and a lot extra time for larger and more complex projects.

In case an emergency does arise and your job needs to be rushed, please contact us and we will do our best to complete your work in a specially arranged time frame. We always do our best to accommodate these special situations, but please keep in mind that when this happens we have to put aside a customer who is line first to finish your job. Please do not ask to rush jobs unless it is necessary.

Our peak service times are during the months of January/February and August/September, when we are preparing syllabi, and course materials for the upcoming semesters, so please plan your work accordingly during those higher volume months. The best way to ensure timely production is to contact the Print Center prior to submission.

**CONFIDENTIAL COPYING**

The staff at the Print Center understands that certain jobs are private and must be kept that way. If your materials are of a private manner, simply let us know by placing the copy job in an envelope and marking “Confidential” on the outside of the envelope. This assures that your copies will be kept in a secure place, copied without examination by staff, and any extra originals or copies will be destroyed.

All Staff members are Permanent Staff, students are not permitted to work in the department.
EXAMS (ALL TYPES) AND QUIZZES

To ensure confidentiality, only regular, permanent staff (No students) will access, handle and process exams. All information is to be concealed when requests are submitted. All exams and quizzes are to be picked up and released to the Professors or Permanent University staff. To ensure confidentiality NO Exams or Quizzes will be released to Students or Teaching Assistants.

PERSONAL COPYING

Print Center services are not permitted for personal printing.