
Service Level Description: Reprographic Services

Draft 0.6, February 2009

1. Service Aims

- To provide design, printing (digital and litho), finishing, copying and related services to students and staff either in-house or through the use of sub-contractors.

2. Operational Framework

- The production facilities, administrative and management staff are based in the “Repro Hut” at the rear of 32 Lewisham Way. Access is via the Nursery Garden.
- The Reprographic Services Enquiry Desk is open each weekday during term and vacations: 9:30 am – 12:30 pm and 1:30 pm – 4:30 pm.
 - Standard enquiries are generally dealt with immediately, but graphic design, contract management, more complex project management and out-sourcing requests are referred to the relevant in-house expert(s).
- Personal callers are welcome, but you can also contact us by:
 - Telephone: 020 7919 7142 – there is a voicemail system after 6 rings.
 - Email: repro@gold.ac.uk
- The designers can be contacted on 020 7919 7142 or reprodesign@gold.ac.uk.
- The manager can be contacted using the details in section 7 below.

3. Service Elements

3.1 Central Print Room

- The Print Room team offers the following services: digital colour and black & white printing and photocopying; litho printing; binding and booklet-making; collating and finishing (machine and manual); digitisation; variable data printing (personalised/mail-merged printing); large-format printing; stationery.
- We also offer secure methods of copying, scanning and printing work such as committee and exam papers, maintaining their confidentiality.
- We utilise a PDF workflow. Digital printing and copying jobs can be submitted by customers as hard copy, which we scan to PDF and print (and store if appropriate), or as electronic files using our web-submission service, which includes the creation of a print-ready PDF. At the time of writing the web-submission system is being trialled.

3.2 Departmental Multi-Functional Devices (printers/copiers/faxes/scanners)

- Multi-functional devices (MFDs) are supplied on a central lease agreement, managed and monitored by Reprographic Services.
- The machines are on a service contract (with sub-contractors) covering Monday to Friday 9am–5pm during term and vacations. In the event of a breakdown departmental office managers are responsible for booking an engineer to visit. Repairs

should be completed within 4-8 working hours.

- Departments are also responsible for replenishing and maintaining stocks of toners and paper for the MFDs, sourced from the College's approved suppliers.

3.3 Graphic Design Studio

- Reprographic Services' design team uses industry-standard software to produce a wide range of high quality publications and promotional materials.
- We oversee in-house or sub-contracted printing.
- We incorporate the College's brand in all projects, as appropriate. Portfolios are available to view, and include large format and exhibition and conference materials.

3.4 Collaborative Savings

- Reprographic Services manages agreements for print buying, paper supply and multi-functional devices (supply, servicing and consumables) thereby reducing overall costs.

3.5 Recycling

- Reprographic Services manages campus-wide recycling schemes for MFD/copier toner cartridges, waste paper and shredding confidential paper documents.

4. Exclusions

- Materials for printing and copying, and text submitted for design projects must comply with College Policies and legal requirements and so we will be unable to work with inflammatory or discriminatory materials and those which breach copyright.
- For health and safety and security reasons the equipment in the central print room can only be used by Reprographic Services staff.

5. Service Targets

- Printing service levels vary according to the type of job and so are maintained online at <http://www.goldsmiths.ac.uk/repro-unit/>

6. Charges

- The production services we provide or source are priced to recover the costs of labour and materials; we do not add a profit margin or charge VAT internally.
- We do not make charges for the work we do managing the central lease contracts and agreements or for providing technical and Branding help and advice, as there are considerable financial benefits to the College in centralising these functions, and procuring and managing them in bulk.
- We do charge commercial rates to external customers and staff for private work.

7. Contacts

Enquiry Desk

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Reprographic Services Manager

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