Print Unit

The Print unit exists to fully support Glasgow University staff and students and its wider partners with professional print services and support.

The Print Unit has had another record breaking year. The first quarter of the financial year is consistently the busiest period and this year it began with a peak number of 355 jobs being handled in the month of August! The systems, equipment and staff are challenged to respond quickly enough to deal with the increase in enquiries as the institution gears up for another academic year. We supply estimates, prepare, create or adjust artwork to make them print ready for passing onto our production stage where they are printed on our ‘Pro Print’ professional printing equipment and finished using our range of binding and finishing options to the highest quality.

We try to accommodate as much work as we can so that it can remain in-house which in turn keeps the quality and cost of print in the hands of quality professionals but some work cannot be undertaken due to suitability, volumes, delivery, large sheet, specialised finishing requirement etc. We buy external print or print finishing competitively through the University’s preferred suppliers who have all been through a rigorous tender exercise. We vet customer files carefully to make sure that they are of a suitable quality and format for our external printers to work with thus ensuring that they are able move swiftly to the print stage.

We assist the University community throughout the year with printed materials for teaching, research and learning. We support the promotion of events in the University along with conference brochures, badges, leaflets, posters and directions signs. We assist with customer files which range from being quite raw to professionally produced artwork. We have tailored our service to deal with all types of files and use our pre-press print experience to make adjustments to artwork to make it compatible with our equipment so that it can flow better through our range of professional print and finishing equipment.

We can also design or layout from scratch artwork that complies with the University’s visual identity. We do this for leaflets, booklets, posters but we don’t offer a bespoke design service.

New Digital Exam Submission System
We have successfully completed the changeover to digital exam submission from hard copy. This has taken shape over the last two main diets and has allowed us to work in a much more efficient way. We now receive PDF files securely delivered through a submission and management system developed by the MIS section of IT Services. The quality of print is far greater because we are printing from a digital file and not a hard copy so issues around fine detail and colour images no longer occur.
Working closely with ITS to fine tune the system, we have introduced the printing of a simple statement of what was printed, quantity, page extent etc. which serves as another check that the correct quantities have been printed. The system also allows us to print a clear and detailed delivery label for the envelope. As the exam paper moves through our production, the key stages are updated in the system allowing customers to check the status of their order online.

All these innovations have greatly improved our processes. For the main diet, we print over 1000 exams which takes place over about 6 weeks during April and May. It takes at least 2 members of staff and a manager to work full time in the production of the papers to oversee it and deal with enquiries, problems and rejections.

**Student support**

All throughout the year we offer a walk-in service to support students to have any printed material they require professionally printed done. This service is normally done while-you-wait and although it can become very busy during submission deadlines we are able to offer this competitively priced service to students.

**The Vision: The Future**

We are very excited about working with the University management to realise the vision of a better equipped, more responsive, efficient print unit. We hope to invest in new software that will allow us to streamline our print submission from email to a web-to-print system that will speed up processes and streamline the ordering of print from our staff and students. We hope to identify a new more suitable location to house print services which will allow us to offer greater services like Wide Format Printing of posters, display stands, advertising material for use at graduations, open days and University events. We hope to help admin staff print high volume print that they may be struggling with on their small MFD departmental printer by sending it to us and allowing our professional print machinery to deal with larger volumes of print. We hope this frees up staff to get on with more important things and leave the volume printing to the professionals and hopefully utilise savings to the University while doing this.

**Print Unit Staff**

- Stephen McCann – Head of Department
- Raymond Dickson – Print Unit Supervisor
- Nuala Dickson – Print Room Supervisor
- Alison McLean – Pre Press and Graphics Support
- James Oakes – Printing Assistant
- Christopher O’Brien – Printing Assistant
- Lauren Mason – Part Time Print Assistant
<table>
<thead>
<tr>
<th></th>
<th>Annual totals</th>
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<tbody>
<tr>
<td>Internal jobs</td>
<td>1,731</td>
</tr>
<tr>
<td>Walk in Jobs</td>
<td>1,210</td>
</tr>
<tr>
<td>Clicks</td>
<td>5,520,785</td>
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</tbody>
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Number of Jobs per month

![Bar chart showing number of jobs per month]

Clicks per month

![Bar chart showing clicks per month]

Stephen McCann 17 November 2015