Library Guest Printing Survey Responses

School	What software do you use to manage printing in your library (e.g. / Pharos)? If you use more than o...	Do you offer a way for visitors to print?	How much do you charge guests to print?	Please describe the steps that visitors follow to print.	If visitors have to purchase a printing card or set up a guest / printing account, how long can tha...	What printer(s) do guests use?	Please describe the unit, office, department, or office that / maintains the printers used by guest...	Is there anything else we should know about your guest printing / system?
Baruch College	Students use the Pharos system to print; we have a separate system for guest printing at Baruch.	Yes	Black-and-white: $0.20/page; Color: $1.00/page	Visitors must start by getting a guest computer login from the Circulation Desk or Reference Desk, which allows them access to the computer system in the library until midnight of the next calendar day. In order to print, visitors must acquire a guest printing account, and add money (only cash is accepted) to that account, at a dedicated printing kiosk located next to the Reference desk.	At the end of every semester, both guest and student printing accounts are closed, and all credit in those accounts is deleted.	The same printers our students use	Baruch Computer Technology Center (BCTC) is responsible for the maintenance of the printers in the Newman Library.	If guests only need to print a few pages, they often decide to print elsewhere (because they are required to use two different logins - one to use the computer system, and another to print.) When guests put money on printing accounts, we suggest that they note down or photograph their printing login and PIN information (because the printing kiosks provide the account information on small slips of paper, and if the information on those slips is lost, it cannot be recovered). We also alert guests that all the value they put on their accounts is deleted at the end of the semester.
Borough of Manhattan Community College		No						
Bronx Community College	Pharos	Yes	$1.00 card fee; $.10/page	Vistors purchase guest card and add value. / / [At Computer] 1. Select Guest print queue, 2. Enter Job name, 3. Enter Job password, 4. Click Print; / / [At Print Release Station] 1. Swipe guest card, 2. Select appropriate job, 3. Enter job password, 4. Click Print	No known expiration date	The same printers our students use	Library staff maintains printers, changes cartridges and supply paper. IT department manages Pharos server.	Guests can only print to HP printers attached to print release stations. They are not able to print to Konica-Minolta multifunction units because the KM keypad does not accomodate entry of user passwords.
Brookyn College	OCS - but we will be switching to Papercut with next round of student techfee	Yes	7/12 cents double 10 single BW	"Non-affiliates can create print/copy accounts at a Patron Kiosk by following these steps: / - Press Create Account and fill in the requested fields. / - Your Account Number must be 4-10 digits (numbers) and should be a number that can be easily remembered (such as your phone number). / - The PIN you create must be 4-6 digits (numbers). / - Entering an Email Address is not required but is highly recommended./ - You can now add money to your account. The machine accepts only bills ($1, $5, $10, and $20). / - Press Done. You have created an account! / / To print: / When you print in the Library, you must pick one of two printing options from the popup box, once you give the print command. The two options are: / Charge to Account and Send to Service Desk Printer: Choosing this option will automatically deduct the price of this print job from your account and send the job to the Service Desk on the same floor as your computer. / Send to Self-Service Pickup Station: Choosing this option will send your print job to the self-service printer from which you must manually release your job. Print jobs are held in the system for 24 hours and then automatically deleted. / NOTE: The printer defaults to double-sided printing: "2-sided-BW-Circ on OCS-1st" If you want to make single-sided prints, choose "1-sided-BW-Circ on OCS-1st" in the drop-down box instead."	"I believe that the system is now to periodically review unused non-affiliate accounts and to delete them if they haven't been used in 12 or 18 months." "As long as there is money in the account" "printing account does not expire"	The same printers our students use	Printers & OCS management from Library's/AIT office. Library/AIT staff located near most print stations.	"Guests can only print to HP printers attached to print release stations. They are not able to print to Konica-Minolta multifunction units because the KM keypad does not accomodate entry of user passwords." "If the guest forgets their User name or password the New Media Center Staff can help them reset." "OCS is a terrible system for booth guest and students."
City College	OCS	Yes	10 cents	After choosing either a color or black and white printer the user gets a pop up and names the print job. The user goes on to the client print station selects their print job and hits print. They get the payment pop up and insert a prepaid print card to the card reader. They can also use this card to make copies.	No expiration date	The same printers our students use	The library staffs replenishes the paper and toner. The printers are maintain buy the vendor.	No
College of Staten Island	None. Regular print cues with quotas enabled.	No						

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CUNY Graduate Center	OCS	Yes	0.15	2 methods. Both require a copy/print card, which can be purchased from a card vending machine. Buy the card with a $1 bill, then re-insert the card to add more value. Cards are reusable but not transferrable to other libraries. / / Printing to the guest printer: / Visitors who are logged in to a library computer with a guest login (available at the Circulation and Reference Desks) may print to the guest printer on the 2nd floor (east of the fancy elevators). Currently, guest printing is available only on PCs, not Macs. / / Instructions: / Click <Print> in whatever application that you are using. / When shown the printing options, select "Guest Printer" as the printer. / Go the guest printer to print the print job(s). The guest printer on the 2nd floor of the library, east of the fancy elevators. / Insert your copy/print card into the card reader. / Click the <Click Here to Print> button. / Enter your guest username (i.e., GCGuest4). / Enter your guest password. / Click the <Proceed> button. / A list of your print jobs will appear. Select the job(s) that you want to print. / Click the <Print> button. / Step-by-step instructions: Sending Your Document to the Guest Printer / Step-by-step instructions: Using the Print Release Station / / / Printing via photocopier with a USB/Flash Drive: / B&W and color printing is available on the photocopier on the first floor of the library (near the Circulation Desk). To use this machine for printing, save documents to a USB flash drive as PDF, TIFF, or XPS files. Report problems with the photocopier to the Circulation Desk on the 1st floor.	Indefinite	Printer(s) set aside just for guests	IT	No. Required a group policy edit on all public workstations so guest users will point to the guest printer queue.
CUNY Graduate School of Journalism	We do not use anything	No						
CUNY School of Law	Papercut	Yes	1.00 per card & 5 Cents /copy	Visitors currently can purchase a copy card from our Business Office-1.00 for the card and then add funds to make copies-works out to 5 cents per page. / Visitors also have access to free book scanners and can opt to email documents to themselves or download to flashdrives or other compatible USB devices.	Card is valid until funds are used up	The same printers our students use	Library staff maintain basic upkeep for printer/copiers- trobleshooting, clearing paper jams, etc. The Reprographics staff supply and fill paper. IT Dept provides toner cartridges, replaced either by the library staff or IT satff. / Any problems that require technical skills/repair are phoned in to the Help Center for the machine under a service contract.	I believe the topic has been sufficiently answered.
Guttman Community College	Papercut	No						
Hostos Community College	Pharos, BookScan	Yes	$1.00 for the card; (Same as students) 10 cents/regular copy; 15 cents/per legal copy	Approach the desk for assistance; Go to PhiL station; Insert $; retrieve card; re-insert to obtain $ amount. They are then free to go anywhere in the Library to use the card. When they actually send a print job, they must put in a username/password which is the number that is printed on the card. Once they send the job, then they can just swipe the card at the print station and retrieve their work.	The card does not expire.	The same printers our students use	"Our Access Services unit maintains the printers. They are library staff and/or Prof. Rhonda Johnson, head of Access Services. If they can't fix what's wrong, they have to contact our IT Dept." "Most printing takes place in Reference. Our IT coordinator handles maintenance of the printers. He is part of the library staff; however, sometimes he	Our printing system is actually the system of the college; thus the actual function of the system is the same in the Colleges computer room but I don't think guests are permitted there. If there is a problem with our PhiL station, we refer people to the Bookscan system.
Hunter College	Pharos	Yes	B/W: $0.10/page; Color: $0.50/page	Guests purchase a card with $2.50 balance at kiosk for $5 (valid for 1 year). They then add money to the card at kiosk.	Valid for 1 year	Any campus printer or copier	ICIT OneCard office handles machine issues, ie. configuration, jams, etc. Library IT and staff for	

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John Jay College	Papercut	Yes	5 cents for black and 25 cents for color	Visitor will need to create a guest account through the print management system URL. Then they can visit one of the bill acceptors to replenish their accounts with $1,$5,$10, or $20.	Guest accounts are kept indefinitely	The same printers our students use	DoIT is in charge of purchasing and replacing of the printers. They are also in charge of supplies and maintenance kits. The library manages/troubleshoot the	Print jobs are set to expired after 2 hours of not being release from the queue.
Kingsborough Community College	Pharos	No						
LaGuardia Community College	PaperCut	No						
Lehman College	Pharos	Yes	varies	GUESTS PURCHASE A GUEST CARD AT KIOSK. THEY ARE CHARGED A DOLLAR FOR THE CARD. CARD IS VALID FOR ONE YEAR. THEY MAY ADD VALUE TO CARD AT KIOSK. ONLY BILLS ARE ACCEPTED. MACHINE DOES NOT DISPENSE CHANGE. PRINTING CHARGES ARE AS FOLLOWS: / / 14 CENTS BLACK AND WHITE SINGLE SIDED / 10 CENTS BLACK AND WHITE DOUBLE SIDED/PER SIDE / 44 CENTS COLOR SINGLE SIDED / 40 CENTS COLOR DOUBLE SIDED/PER SIDE	one year	The same printers our students use	COMBINATION OF IT AND LIBRARY STAFF. MAINLY IT.	GUESTS MAY PURCHASE AND USE CARD AT LIBRARY AND IT OPEN CENTER
New York City College of Technology	Envisionware, which is tied into students' ID barcodes (they swipe the mag strip to print)	No						
Medgar Evers College	OCS	Yes	10 cents	They go to a login kiosk, create a login and password, and add money.	Ad inifinitum	The same printers our students use	Same as students.	
Queens College	Pharos	Yes	10 cents per page	At guest "kiosk" station guest issues print command and names the print job. At copy-print center guests purchases a "Q Card" and uses it at a separate guest station to pay for the printing. Kiosk statins are located on every floor of the library. The copy-print center is on the second level.	Card does not expire	The same printers our students use	Office of Information Technology staff - mostly part-time student assistants. Copy-Print center is usually staffed while the library is open.	
Queensborough Community College	Pharos	Yes	B/W $0.10 / Color $0.25	Visitors can purchase a Guest Card for $1 at any one of the TigerCard machines in the Library. Select "Print" from any software program. A Pharos popup window will appear on your computer's screen. Select "I am a guest" at lower left. Enter your Guest Card number. Select "Print" at lower right. Go to any Pharos Pinter. Swipe your Guest Card. Your account balance will be display on the screen, Tap OK. Your current print jobs will be listed on the screen. Tap the job you wish to print and select "Print". Nothing is deducted until the job prints out. Documents remain in your list for eight hours. Select "Logout" to log off of Pharos.	no expiration date	The same printers our students use	TigerCard Office (Student ID Card office), IT and Library CLTs	The cost for the Guest Card is $0.50.
York College	PaperCut (we've branded it as "Cardinal Print" since the cardinal is the college symbol)	Yes	10 cents per page, but dollar minimum	Visitors must go to a kiosk and create a guest printing account - it is a virtual account, with no card; they choose an account name (all of which start with "guest-") and a password; then they move to the computer next to it, log in, and use the bill acceptor to put money on their account - since it only takes bills, the minimum amount is one dollar, even though b&w copies are ten cents, and color copies are twenty-five cents.	Does not expire, as far as I know.	The same printers our students use	We have a CLT in the Library that handles basic problems, but anything he can't do is escalated to the IT Department.	PaperCut (Cardinal Print) is also used for York students, all of whom receive $50 each semester which is taken out of their Tech Fee payments. If/when they use up their $50, they must then add money to their existing account using the bill acceptor unit.