



Standard Operating Policies & Procedures Manual

LOCATION

Vernon White Building
Room 17

MAILING ADDRESS

PO Drawer 7007
Greenville, NC 27835-7007

SHIPPING ADDRESS

1986 Pitt Tech Road
Winterville, NC 28590

PHONE / FAX / E-MAIL

Phone: 252-493-7250
Fax: 252-321-4401
copyctr@email.pittcc.edu

OFFICE HOURS

Monday – Friday
7:45am – 5:00pm

Randy Allen, Manager
James Landen, Production Technician

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Purpose

The Pitt Community College Copy Center is responsible for providing a timely, effective and cost-efficient system which meets the printing/copying needs of all faculty and staff (and to some degree, the students). This manual will answer questions in regards to your printing/copying needs. The Copy Center is located in the Vernon White building, room 17 (across from “The Pitt Stop” cafeteria). Please give us a call at 252.493.7250 if you have any questions. The friendly and skilled staff will be ready to help you during the normal operation hours of 7:45 a.m. – 5:00 p.m., Monday through Friday.

Procedures for Requesting Work

Request for Printing forms are located on the front counter in the Copy Center. All information concerning the job should be entered on the form, as well as the correct charge code number. A chart of charge codes is located on the counter. If your charge code number is not listed, please notify the staff in order that it may be added.

After the *Request for Printing* form is completed, attach the form to your job with a paper clip. Place your request in the tray marked **Print Requests** or, if a test, place inside the wooden test box.

After a print job is completed, it is placed on the shelf in the lobby of the Copy Center. Tests are placed in the cabinet behind the front counter. Only personnel authorized to pick up tests should be allowed to do so. Please inform the personnel in the Copy Center of any special handling procedures you may have concerning your print job. We ask that you pick up your completed jobs as soon as possible.

Please sign the bottom of the *Request for Printing* form when you pick up your completed job. You may keep the “back” yellow copy as your receipt (unless it was kept when the job was submitted) and put the white copy in the receipt box located on the counter.

Request for Printing Form

1. **Check for TEST** – Check this box if your job is a test. This tells us that the finished job needs to be placed in the test cabinet for security reasons.
2. **Starting date** – Enter the date the job is submitted.
3. **Due date** – Enter the date the job is to be completed.
4. **Charge Code Number** – Enter the appropriate budget code set up for your department specifically for jobs produced by and materials purchased from the Copy Center. The entire 17-digit number should be entered here.
5. **Department** – This is the department requesting service.
6. **Contact Person/ Extension** – This is the person responsible for the details of the job, and his/her telephone number, in case we need additional information.
7. **Printing Instructions** – The appropriate boxes should be checked according to the requirements of your job.
8. **Number of Copies** – Enter the number of completed sets desired of the job you are requesting.
9. **Special Instructions** – Enter information not listed under the printing instructions. Also, use this space to order paper, envelopes, business cards and mailing labels.

On-Line Requisitioning

Requests, for the Copy Center, may be also be sent electronically from the Copy Center website. This may be done by accessing the main PCC website at www.pittcc.edu and then arrowing down under **Information About...** and clicking on **Copy Center**. From the main Copy Center web page, click on **Printing Requisition** to the left of the screen, fill out the requested information (which is the same information asked for on our hard-copy requisitions in the shop), attach your job via the **Browse** button and then click on **Submit Print Request**. Then, all you have to do is pick up your job in:

- 24 Hours regular jobs
- 3 Days large jobs, especially those requiring spiral binding
- 2 Weeks ...jobs requiring outside printing
- 2 Weeks ...departmental envelopes
- 3 Weeks ...business cards

On-line requisitioning can also be utilized to order paper to be delivered for office use or for a copier.

Please remember to use our on-line Printing Requisition, *rather than e-mailing a specific Copy Center staff member*, to place your order. If you e-mail your job or request to an individual Copy Center staff person who is out of the office, your order may not be completed when expected. If you choose to submit your order electronically, please follow these simple steps to ensure that we will receive it in a timely manner.

If you have any questions or comments, please call us at 493-7250, e-mail us at copyctr@email.pittcc.edu, or stop by the Copy Center in **Vernon White Room 17**.

Ordering Business Cards

To order business cards, fill out a Copy Center requisition and either attach a sample card with your information, or write down your information under “Special Instructions” on the requisition. Or, fill out an on-line requisition by going to www.pitt.cc.nc.us/faculty/copycenter/index.html (This website can also be accessed from the main PCC website by arrowing down and choosing Copy Center.) From the Copy Center main page, click on **PRINTING REQUISITION** at the left of the screen, fill out the requested information, type your name & accreditations (if applicable) in **SPECIAL INSTRUCTIONS** and then click on **SUBMIT**.

Within a week you will receive a proof which will need to be signed & dated and then sent back to the Copy Center. Your cards will then be outsourced to a local printer. The entire process, from the time you request your cards to the time that you are notified by e-mail that they’ve arrived, usually takes 4-6 weeks.

All business cards are printed in blue ink and in a standard format. The prices are as follows:

- 500/ 1-sided \$48.80
- 500/ 2-sided \$97.60
- 1,000/ 1-sided \$97.60
- 1,000/2-sided \$195.20

2-Sided cards are sometimes requested in order to provide a Spanish version (or other language) on one side, or to provide spaces for appointment times & locations.

If you have any questions or comments, please call us at 493-7250, e-mail us at copyctr@email.pittcc.edu, or stop by the Copy Center in **Vernon White Room 17**.

Self-Service Copying

There are twenty-eight copiers located on campus that are available for faculty and staff use. Copies are \$.10 each. To access these copiers you must have a TouchKey to enable the machine to copy. TouchKeys are issued by the Copy Center on request from Department Chairs and are used to debit copying budgets for each department.

Paper is supplied by the Copy Center for use in these copiers and is monitored by key operators located near these locations. If there is a problem with one of these copiers, such as lack of paper, toner, or if the service light comes on, please inform the Copy Center at ext. 7250. Paper jams should be cleared by user by following directions on the copier.

Location of Copiers on (& off) Campus

1. Vernon White – Copy Center (room 17)
2. Vernon White – Lobby (by switchboard)
3. Vernon White – Financial Aid (room 11)
4. Vernon White – Cashier’s Office (room 7)
5. Vernon White – Registrar’s Office (room 5)
6. Vernon White – Hall (room 1B)
7. Vernon White – OITS (room 26)
8. Vernon White – Human Resources (room 1A)
9. Everett – First Floor (also coin/ bill operated)
10. Everett – Second Floor (also coin operated)
11. Everett – Learning Center (room 150)
12. Humber – Math Department (room 113)
13. Humber – Business Division (room 203)
14. Humber – Business Division (room 309)
15. Maintenance Building – Maintenance/ Purchasing (by front door)
16. Trailer 19 - Preschool (office)
17. Suite E, Community Square Shopping Center – JobLink (lobby)
18. Welding/ Masonry Building – Welding (Roy Lanier’s office)
19. Fulford – Main Office (room 103)
20. Leslie – Main Office (room 101)
21. Leslie – (room 205)
22. Whichard – Storage Room (room 204)
23. A.B. Whitley – (2nd floor hall)
24. Warren – Student Services/Counseling (room 117)
25. Warren – Placement Testing (room 2042)
26. Leslie - (room 105)
27. Leslie - (room 204)
28. Greenhouse – County Home Road (Jack Wynne’s office)

Student Copying

Students have access to two copiers which are located in the Learning Resource Center in the Everett Building. One copier is located on the first floor and one copier is located on the second floor. Copies are \$.10 each. Bills may be exchanged for change at the circulation desk on the first floor.

TouchKey User Information

Using the TouchKey at the Controller

Once a TouchKey has been programmed, it's used by simply touching it to the receptacle on the TouchKey Controller located on the copier. A successful touch will enable the copier and allow the user to begin the copy process. When the TouchKey is first touched, the value stored on the key gets transferred into the Controller and stays there until the copy process is complete. Upon completion, the value of the copies made is registered and debited from the previous value in the Controller's memory. The user must touch the TouchKey to the Controller once again to have the TouchKey updated with the new value. This is called "touching off". The Controller will then display the word **Done**. Do not leave the copier until you see this.

Forgotten TouchKeys

When this system is first used, users may occasionally forget to perform the second touch or the "touch off", resulting in no updated value written to their TouchKey. When this happens, the Controller automatically stores the new value in memory and the user's TouchKey becomes "flagged". If the user comes back to the same copier, the "touch on" will trigger the Controller to write the new value to the TouchKey before enabling the copier for the next session. If the user takes his "flagged" TouchKey to a different copier on campus, they will be prompted to return to the original copier where they forgot to "touch off". This must be done before the TouchKey can be used on any other copier.

If you are using the copier and the Controller says you do not have enough value, your key must be re-valued. Make sure you "touch off" before bringing your key to the Copy Center. The software program will not allow additional amounts to be added to the TouchKey until this process is complete.

Lost TouchKeys

Should a TouchKey become lost, the TouchKey System is equipped to handle it. It may be disabled from the system – thus eliminating any further use. To do this, you must come by the Copy Center.

How to Request Copyright Permission

A federal court ruling reaffirmed the need to obtain permission to use copyrighted materials in college course anthologies. Publishers want to make these materials available to you quickly and inexpensively, but they need your cooperation. Whether you request permission yourself or through a college store or copy service, these suggestions will speed the process. Please:

1. Request permission at the same time you order textbooks. The earlier the better in the event your request cannot be granted and you need to substitute other materials. Publishers do not always control rights and need time to research the extent to which permission may be granted.
2. Direct your request to the publisher's Copyright and Permissions Department, not the author. If publishers do not control the rights, they will inform you whom to contact.
3. Include all of the following information in your request:
 - a. author's, editor's, translator's full name(s)
 - b. title, edition and volume number of book or journal
 - c. copyright date
 - d. ISBN for books, ISSN for magazines and journals
 - e. numbers of the exact pages, figures and illustrations
 - f. if you are requesting a chapter or more: both exact chapter(s) and exact page number(s)
 - g. number of copies to be made
 - h. whether material will be used alone or combined with other photocopied material
 - i. name of college or university
 - j. course name and number
 - k. semester and year in which material will be used
 - l. instructor's full name
4. Request permission whether or not works are in print.
5. Provide your complete address and the name of a contact person and telephone number in case there are any questions.



Pitt Community College Copy Center Pricing Copies



In-Stock Paper Supplied by Copy Center				
Sheet Size	Basis	Type	Shade	Price / Impression*
8½" x 11"	20#	bond	white	\$0.06
			pastels	\$0.06
		3H bond	white	\$0.06
	24#	laid	all	\$0.12
			linen	all
	60#	offset	brights	\$0.08
	65#	cover	brights	\$0.10
	110#	index	white	\$0.08
			pastels	\$0.08
	8½" x 14"	20#	bond	white
pastels				\$0.06
11" x 17"	20#	bond	white	\$0.12
			pastels	\$0.12

Paper Supplied by Patron	
Sheet Size	Price / Impression*
8½" x 11"	\$0.05
8½" x 14"	\$0.05
11" x 17"	\$0.10

*** QUICK COPY PRICING IS DOUBLE THAT SHOWN ABOVE**



Pitt Community College Copy Center Pricing Stock Paper



Sheet Size	Basis	Type	Shade	Price / Sheet	Price / Ream	Price / Carton	
8½" x 11"	20#	bond	white	\$0.02	\$3.25	\$32.50	
			pastels	\$0.02	\$3.50	\$35.00	
	24#	3H bond	white	\$0.02	\$3.50	\$35.00	
		laid	all	\$0.06	\$18.50	\$185.00	
	60#	offset	linen	all	\$0.07	\$21.00	\$210.00
			brights	\$0.03	\$11.00	\$110.00	
	65#	cover	brights	\$0.04	\$11.25	\$90.00	
	110#	index	white	\$0.03	\$5.00	\$40.00	
pastels			\$0.03	\$5.25	\$42.00		
8½" x 14"	20#	bond	white	\$0.03	\$4.25	\$42.50	
			pastels	\$0.03	\$4.50	\$45.00	
11" x 17"	20#	bond	white	\$0.04	\$7.00	\$35.00	
			pastels	\$0.04	\$7.50	\$37.50	



Pitt Community College Copy Center Pricing Envelopes



Unprinted (Stock)				
Size	Color	Type	Quantity	Price
#10 Business (4.125" x 9.5")	White	Regular	Singles	\$0.03
			Box (500)	\$6.00
			Carton (5 Boxes)	\$30.00
		Window	Singles	\$0.04
			Box (500)	\$7.00
			Carton (5 Boxes)	\$35.00
4-Bar Invitation Reply (3.625" x 5.125")	All	Regular	Singles	\$0.12
			Box (250)	\$11.25
5½-Bar Invitation (4.375" x 5.75")	All	Regular	Singles	\$0.16
			Box (250)	\$14.50

Printed (Black, Front Only)				
Size	Color	Type	Quantity	Price
#10 Business (4.125" x 9.5")	White	Regular	Box (500)	\$47.00
			Carton (5 Boxes)	\$120.00
		Window	Box (500)	\$52.40
			Carton (5 Boxes)	\$131.00



Pitt Community College Copy Center Pricing Other Products



Item	Size	Printing	Type	Price
NCR sets	8½" x 11"	None	2-part	\$0.05
		Black / 1 Side (Common Copy All Parts)	2-part	\$0.15
			3-part	\$0.22
			4-part	\$0.29
Shipping / Mailing Labels	3.3" x 4" (approximately)	Red & Blue / 1 Side	Preprinted	\$0.15
Transparencies	8½" x 11"	None		\$0.21
		Black / 1 Side		\$0.26
Color Copies (White 60# Laser Paper)	8½" x 11"	Full Color / 1 Side		\$0.55
		Full Color / 2 Sides		\$1.10
	11" x 17"	Full Color / 1 Side		\$1.10
		Full Color / 2 Sides		\$2.20