

Print Audit Case Study - Morgan Library, Colorado State University

About Morgan Library, Colorado State University

Morgan Library serves both the campus and community, offering open access and research assistance. This includes the library catalog (Sage), article database access, electronic journals, archives and digital collections. Morgan Library also offers instruction and research services as well as a computer lab and access to adaptive technology rooms.

The Situation

Morgan Library offers free printing to individuals who use one of their computer systems. They recently replaced their old printers with new HP LaserJet 2430s. "When we purchased new printers to replace our obsolete ones, we found that the users were abusing the system and printing profusely," said Erik Meakins, Library Technician, for Colorado State University.

Methodology

Colorado State University tasked Meakins with finding a solution to reduce the library's printing costs. He initially ran a trial of a server-based print tracking solution but found it unreliable and difficult to use. Meakins then discovered Print Audit, a client-based software tool that can manage printing to 100% of all parallel, networked, USB and direct-to-IP devices. He was impressed with its accuracy, intuitiveness and power. "Print Audit has a clean interface that's easy to use and manage and easy to train people to use."

The library provided each of its users a quota of \$50, which would allow them to print 500 pages per semester. Users are now prompted to enter a pin code before they can print. This is achieved via Print Audit's popup window, which also displays the balance remaining on the user's account and the cost of the job. "We implemented Print Audit mainly to make people aware that there is a cost associated with printing and that free printing is not really free," commented Meakins.

Results

"With Print Audit in place as a deterrent, our printing went from 2500 pages per week to 275 pages per month," said Meakins. This represents an impressive 97% reduction in print volumes. The library also noticed a dramatic shift in the users' printing habits. According to Meakins, "Most of our users have become very conscious of their printing and only print what's necessary for their educational needs. This has cut down not only on toner loss but also on paper waste when users have previously printed out materials and then walked away without them."

Print Audit exceeded Morgan Library's expectations and the significant reduction in toner and paper consumption they experienced allowed them to recover the cost of Print Audit in just 30 days.

"I have recommended the product to many people and will continue to do so. The price was far lower than I expected for such a powerful tool," said Meakins.



Summary

Library Print Cost Reduction
and Recovery Case Study

Results

- Monthly print volumes reduced from 10,000 to 275.
- ROI of 30 days.

"The price was far lower than I expected for such a powerful tool."