

EL CAMINO COLLEGE COPY CENTER CUSTOMER GUIDE



The Copy Center

copycenter@elcamino.edu

Located in Room 103 of the Student Services Center (south of Admissions)

310-660-6521 • Fax 310-660-3946

Hours: Monday - Friday 7:30 a.m. - 4:30 pm; Closed Fridays during summer sessions

Sidney Smith, Production Coordinator

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GENERAL INFORMATION

The Copy Center (and Print Shop) provide printing, photocopying and digital color copying services campus-wide.

Most jobs submitted to the Copy Center for photocopying are completed in one- to three-days for pick-up at the Copy Center. Offset print jobs completed by the Print Shop require two to four days to complete, and will be delivered to the Copy Center for pick-up or delivery by campus mail.

What Services Are Provided?

What would be copied (duplicated on a high-speed xerographic duplicating machine) **and what will be printed** (duplicated on a printing press):

Offset printing usually calls for larger quantities, higher quality and has the option for specific PMS inks and a greater selection in paper and weights.

Black and white photocopying provides a very good gray scale reproduction with quick turnaround, online collating/stapling and computer networking.

Digital color copying provides professional four-color reproduction for your posters, postcards, brochures and newsletters. *All four-color services have a charge. Contact the Production Coordinator for a quote.

“While-You-Wait ” and “Same-Day” Copy Services are not available due to the busy production volume. We do not offer typing or paste-up services - your job must be submitted as camera-ready.

Who to Contact For Assistance and/or More Information

Production Coordinator: Mr. Sidney Smith

E-MAIL: copycenter@elcamino.edu

Extension: 6521 • FAX: 3946 • ROOM: SSC 103

EL CAMINO COLLEGE COPY CENTER CUSTOMER GUIDE

Time Requirements

Our goal is one- to three-day turnaround. If your job has complex specifications, allow more time to meet your requirements. Turnaround times for all orders whether submitted by e-mail, hard copy or campus mail, begin upon receipt/acknowledgement by the Copy Center.

Orders sent after hours or on weekends will be acknowledged on the following business day. The Copy Center stamp serves as the official time an order is submitted/received. Allow additional time for acknowledgement when using the campus mail delivery system.

Monday e-mail submissions: are processed after the orders received over the weekend. During busier times, an order submitted on a Monday might not be acknowledged until the following day.

At the beginning, midterm and end of the each semester, requests should be submitted at least two weeks in advance, especially large and/or specialty copy/print orders. These are extremely busy times for the entire campus, and normal turnaround times will not apply. Orders will be processed on a first-come, first-serve basis, regardless of any previously set standard. We would prefer that you select campus-mail for your delivery method at this time, since we are limited on space to store completed jobs waiting to be picked up.

In order for the Copy Center to have a better idea of the types of printing and photocopying projects coming from various departments, it is requested that each department/office submit to the Production Coordinator a list of publications, with dates and quantities, that are printed every semester/year, e.g., The Center for the Arts posters, mailers and programs; Financial Aid Handbook; contracts for Human Resources; in-house forms, etc. **Please send a department calendar to copycenter@elcamino.edu to establish a pattern of known recurring requests.**

Emergency Requests

The Copy Center policy is to offer the most efficient service possible in the shortest amount of time. Realizing that emergencies occur, we strive to accommodate emergency requests when possible, but please be aware that these exceptions are extremely rare. **ALL EMERGENCY REQUESTS FOR TURNAROUND TIME IN LESS THAN THE POSTED TURNAROUND TIME MUST BE APPROVED BY THE PRODUCTION COORDINATOR** (Sidney Smith, Ext. 6521, copycenter@elcamino.edu). Please do not interrupt the Copy Center personnel while they are operating equipment to request emergency processing.

EL CAMINO COLLEGE COPY CENTER CUSTOMER GUIDE

How to Submit Work

Complete a Copy Center Work Order Request Form (available at the Copy Center). A sample is found online at *MyECC*, under 'Forms.'

We do not accept copy/printing requests via fax. We do not accept the use of faxed materials as originals, since that would compromise the quality of the output of your job.

Please have camera-ready (ready to copy) originals when submitting hard copy requests. The quality of the originals greatly impact the outcome of your order. Wrinkled, previously stapled, and whited-out items, can and will affect the appearance of your print job. Submit appropriate original art for your job: Black and white originals for black and white reproductions, not color ink-jet originals. Please submit your order via e-mail, CD or flash drive, so we can work from an electronic file, rather than a hard copy. The use of shaded backgrounds, anything less than 30%, will not reproduce on print jobs. The Xerox machines will not accept pages from magazines and articles torn from newspapers as originals. Magazine pages and newspaper articles must be photocopied onto an 8.5" x 11" or 11" x 17" to be fed into the machines. Copyright information must be included when requesting pages, articles or photos to be reproduced.

File types accepted when submitted electronically: PDFs are preferred. When possible submit a hard copy so we may verify the file when we open and begin your job. Word, Excel and Power Point files are acceptable, but exported as PDFs they are more likely to not have problems with missing fonts and images. Publisher and Corel Draw files are not accepted. We are able to accept math equations that have been created using Microsoft Equation Editor.

Submitting files via e-mail: copycenter@elcamino.edu

Turnaround time and pick-up/delivery rules are the same as requests delivered, in-person. After-hour requests will be processed the next day, in the order in which they are received. A "Received by Copy Center" reply will be sent via e-mail upon receipt of your request.

Send your original(s) as an attachment. Do not include your original artwork as a typed e-mail message. See above list of accepted file types.

Send each request as a separate email; do not include multiple jobs in one email.

Do not zip or compress your files. If your original artwork to be copied/printed is a file size of 4-MB or larger, please submit it on a CD or flash drive.

In the message portion of your email, please provide the following information:

- Name/Department/Office
- Contact information person/phone #
- Fund/Organization
- Job Title
- Request Date
- # of Originals
- # of Copies
- Stock
- Paper Size
- Binding/Drilling/Special Requests
- Pick-up or Delivery

Contact the Copy Center with any questions, Ext. 6521.

EL CAMINO COLLEGE COPY CENTER CUSTOMER GUIDE

Pickup and Delivery

Materials can be picked up from the Copy Center between 7:30 a.m. - 4:30 p.m. Monday - Friday. Materials may also be mailed to your division office. Allow an additional day for each direction when using the campus mail delivery system.

There is no pick-up service at the Print Shop unless it is cleared by the Production Coordinator.

After-Hours Pick-up and Delivery

For orders picked up or dropped off after 4:30 p.m. there is a box provided, near the rear (north) entrance to the Copy Center. Work may be picked up and dropped off between 4:30 p.m. and 7:00 p.m. Monday through Thursday, by entering the Admissions Office on the northwest side of the Student Services Center. All other doors are locked at 4:30 p.m. each day.

Inter-Office Mail Delivery

The morning mail is delivered/picked-up by 7:45 a.m. and the afternoon mail is delivered/picked-up by 11:30 a.m. Any packages picked-up in the morning will usually be delivered to the departments in the afternoon. Packages picked-up in the afternoon will usually be delivered to the departments in the morning.

Allow an additional day for job completion for each direction when using the campus mail system, whether sending or receiving requests/completed orders.

Copyright Notice

- Material from newspapers or magazines must have the name of the publication and the date it was published written on the original to be copied/printed.
- We will not reproduce multiple copies of cartoons without authorization from the syndicate that owns the copyright. However, we can make one copy or transparency for use in a classroom.
- Material taken from a book (even an instructor's manual) must have the name of the publisher and the date it was copyrighted, noted on the original to be copied/printed.
- Materials originating from the Internet, must list the Internet address/Web site on the original to be copied/printed.
- For textbooks that have not been delivered to the Bookstore, you must first get written permission from the book's publisher to photocopy chapters for classroom use.

**Orders without the required information will be held until you are notified
and can supply us with the above information.**

**All copyrighted material can only be used once. Orders cannot be repeated for more than one semester.*

For further information, please refer to the Copyright Guidelines information sheet, provided by the Copy Center.

EL CAMINO COLLEGE COPY CENTER CUSTOMER GUIDE

Billing

Faculty/Division/Department [General Fund-Unrestricted (Fund 01), Object Code 55960 and 55980]

Black and white copying is free of charge, unless otherwise noted. Special services required to complete your request may incur charges.

Charge-back system

General Fund-Restricted accounts, such as Child Development, Foundation, Bookstore, Food Services, CSEA, AFT, Auxiliary Services and all other miscellaneous accounts will be charged for all reproduction services. Use the Copy Services Request Form.

Complete a blanket purchase order after the cost of the job is estimated by the Production Coordinator. No production will commence on any project without an approved blanket purchase order signed by the division/department dean/director.

All digital color copy/print jobs will be charged to the requester through the established chargeback system.

Administrative approval is required for any chargeback request. Customers must have a blanket purchase order number with sufficient funds to cover the costs of their color print requests. The work order request form requires administrative approval (signature), i.e. director, dean, VP or designee.