

Middle Tennessee State University



Middle Tennessee State University is one of GoPrint's oldest customers. David Robinson, Systems Librarian at the University, has been running GoPrint in the University's library computer labs starting in the old Andrew L. Todd Library building in 1996 and then moved into the new James E. Walker Library in 1999. Up until this time, they had not offered printing services for students, but were searching for a suitable solution for cost recovery software.

They were a Novell shop at the time and while at an ALA (American Library Association) conference, he visited the GoPrint booth and noticed our sign that indicated Novell compatibility. MTSU could find no other pay-for-print vendors that worked in the Novell environment and the successful relationship with GoPrint and Middle Tennessee started shortly thereafter.



Initially, they did charge their students for printing using coin and bill acceptors and campus card readers, but in 2001, MTSU's new president, Sidney McPhee, in consultation with the University's Student Government President, decided that there would be no charge for printing in the University labs since printing was being subsidized by a technology access fee, so they switched to release only mode. David commented that the switchover only took about five seconds to accomplish ... not counting the time it took to remove the card swipes and coin boxes.



The library has about 350 workstations and eight HP LaserJet 9040 printers on the GoPrint system.

They use release stations in both floor model and countertop security kiosks which were custom

made by GoPrint to match the wood grain (cherry) color of their other library furnishings.

Computer workstations in the library are identified on the GoPrint release stations by the workstation machine names. Each workstation has been named for a well-known author. The user simply walks up to the release station and touches the bubble with Shakespeare, Hawthorne, Poe, or whoever the workstation was named for, to see their print jobs, select and release them for print.

The GoPrint managed printers in the library printed 7.35 million pages during the last twelve months. David finds the GoPrint reports to be useful and runs this type of report frequently to monitor operations.

He also runs the “discarded jobs” report; and for this same time period, he noted that 2.2 million pages were sent to the print queue, but were never printed. He estimates, at 1.2 cents per page, this saved over \$26,000.

As so many GoPrint customers have discovered, when their users review their print jobs, they tend to not print them all – resulting in significant cost savings even when printing is free. Even so, with free printing, there will still be some wasted paper, so last fall, the librarians had saved all the discarded paper from the preceding semester and displayed it in front of the library – in about five large dumpster barrels to make an impression on their users. As another green measure, David has all his printers set to duplex (print both sides) all print jobs by default.

What does he like best about GoPrint? David said “The user interface – the learning curve is non-existent!” He mentioned having seen other pay-for-print products in operation at other schools which required the users to use keyboards and mice involving navigating around and multiple clicks, etc. not user friendly. He reiterated, “Our students just walk up to the kiosk, touch the touchscreen monitor with the author name of the workstation they were using, see their print jobs, touch the print button and then they’re done. Simple, no training required.”

With his long experience using GoPrint, David says “I haven’t needed to call for software support much lately”, but from time to time a piece of hardware may have a problem and he’s been very pleased with the responsiveness and overnight shipping of replacement items.

Middle Tennessee State University is somewhat unique among GoPrint customers for another reason – they are literally three customers. Because of the library’s success and satisfaction with GoPrint, the College of Business and the Instructional Media Resources Center computer labs also run GoPrint, but each is a separate installation, with another nine release stations in total.

Looking to the future, David expects that they may again have to start charging for print but he anticipates that it will be an easy transition with GoPrint.