

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 5300-10-02 LGL 2010-0025
TITLE: <b>REPROGRAPHICS CENTER</b> EFFECTIVE DATE: SEPTEMBER 24, 2010 REVISION EFFECTIVE DATE: N/A	

1.0 GENERAL

1.1 The City operates a centralized reprographics center for use by City departments.

1.2 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all City divisions and departments.

3.0 REFERENCES

None

4.0 DEFINITIONS

4.1 "Key Customers" is a web-based ordering system accessible through the City's intranet. It can be accessed via the "Reprographics – Key Customers" link on the City's ishare site, or by typing "cosrepro/keycustomers" into the address bar of an internet browser on a computer connected to the City's network. Login permissions to and training on the Key Customers software can be accessed by contacting the Reprographics Center.

## 5.0 POLICY

- 5.1 It is the policy of the City of Spokane to provide timely and efficient reprographics service to its departments.
- 5.2 Use of the Reprographics Center is mandatory for all departments requiring reprographics services, except as otherwise provided in this policy.
- 5.3 Recycled paper shall be utilized whenever possible by all departments.

## 6.0 PROCEDURE

- 6.1 The Reprographics Center is located on the Lower Level, Room B6, City Hall.
- 6.2 Available reprographics services include professional graphic design; offset printing up to and including full color; photo copying, stapling/stitching, cutting; one (1), two (2) and three (3) hole punch; binding; folding; collating; padding; scoring; perforating; sequential numbering; vinyl decals; typesetting; lamination, magnetic labels and other custom services requiring special needs.
- 6.3 Utilization of outside vendors is solely at the discretion of the Reprographics Center with input provided by departments.
- 6.4 Departments requesting copies, printing, paper or bindery services shall utilize the Key Customer Software:
  - a. Enter the order through the Reprographics Key Customer Software on the City's ishare website. Multiple digital files can be attached to the order, preferably in PDF format.
  - b. Utilize the Kiosk in the Reprographics Center. A copy of the order is to be printed and then placed on the top of the documents when submitting.
- 6.5 Turn-Around Times:
  - 6.5.1 After proof approval, if required, most jobs submitted can be completed in two (2) working days or less provided all supplies are available. The larger, more complex jobs, especially those requiring extensive graphic design and bindery work may take more time.
  - 6.5.2 All jobs with special requirements must be scheduled through the reprographics staff, including those requiring graphic design to include modifications of current artwork, those with special paper needs and critical due dates and times.

6.5.3 A rush job is any job that is needed before 11:00 a.m. on the following day. Call the Reprographics Center to coordinate any rush job.

6.6 Convenience Copiers

6.6.1 Copiers Within City Hall.

Copiers are located on each floor throughout City Hall for photocopy requirements under twenty (20) copies (ten (10) originals). If the copy job requires more than twenty (20) copies, use the high speed copiers located within the Reprographics Center.

6.6.2 Copiers At Field Departments.

Depending on the size and time requirements of the photocopy job, departments are encouraged to use the high speed copiers located within the Reprographics Center for copy jobs requiring more than twenty (20) copies.


7.0 RESPONSIBILITIES

The Management Information Services Department shall administer this policy.

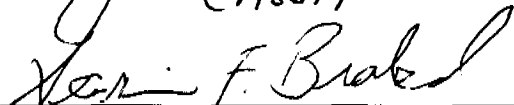
8.0 APPENDICES

None

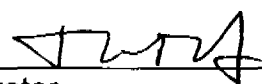
APPROVED BY:

  
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City Attorney (Asst)

9-9-10  
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Date

  
\_\_\_\_\_  
Management Information Services  
Director

9/9/10  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
City Administrator

9-9-10  
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Date