

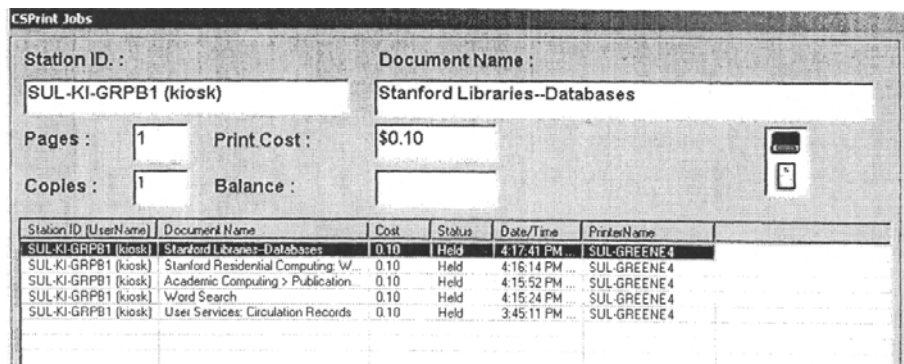
User Services

Using the Print Server

When you print a file from any "public" kiosk or computer in the Stanford University Libraries, the file will be queued on the local print server for up to two hours. You need to select your file and use your Stanford ID or copy card to pay for the printing before it will actually print out.

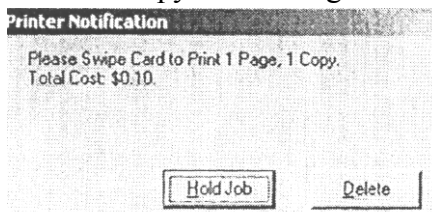
Step 1: Locate your file

The print server screen lists all of the files stored in the queue. Look for your file by the Document Name and the Station ID of the computer you were working at (each computer is clearly labeled with its Station ID). If you click once on the entry in the list, the larger fields at the top of the screen will display the file information, including the number of pages and the total printing cost.



Step 2: Pay for your pages

Double-click on your file entry in the queue (or select it and then click on the Print button at the bottom of the screen), and you will see a "Printer Notification" dialog. Swipe your Stanford ID Card or copy card through the card reader (mounted on the monitor or placed near the mouse).



If the card is successfully read, the reader will beep and your account will be debited for the cost of your print. The Status of your job will change to Printing. Your file will print immediately (or if another job is printing, as soon as that one completes).

If you decide not to print the file after all, you can click the Hold Job or Delete buttons on the Printer Notification dialog. Hold Job will place the file back in the print queue, while Delete removes it from the queue permanently.

Step 3: Pick up your prints!

Frequently Asked Questions About Printing

How do I get a Stanford ID Card or copy card?

All Stanford students, faculty, and staff have or are eligible to acquire a Stanford ID Card that is linked to a University Card Plan account. Funds can be placed on the Card Plan account through the DART machines located around campus. More information about the card plan is available at <http://cns.stanford.edu/campuscard/cardplan.html>.

If you do not have a Stanford ID, or wish to pay for your printing costs using other funds (such as a departmental account), you can purchase a copy card from several locations:

Green Library, East Wing	Math & Computer Science Library
Engineering Library	Chemistry & Chemical Engineering Library
Meyer Library	Tresidder Computer Cluster
Wilbur Residence Hall (outside access 24 x 7)	Schiff Residence Hall (outside access 24 x 7)
Escondido Village	

University Departments and Lab Groups can obtain blank print/photocopy-only cards from the Green Library Privileges Desk, Monday-Friday, 8:00-5:00. Money may be transferred to one or more copy cards by preparing a web journal. Instructions for preparing a web journal are available at all service desks.

My file is not appearing in the print queue

Make sure that you were using a "public" computer. "Stanford" computers, which require a SUNet ID login, use a different printing/payment mechanism. Try sending your job again, and make sure you carefully note the Station ID of the computer you were using. If you continue to have problems, report them to the library service desk.

I was charged, but didn't get a printout/had a bad copy/printed the wrong thing

THERE WILL BE NO CASH REFUNDS FOR BAD PRINTS.

The Stanford University Libraries will only make good for "bad prints" if SUL/AIR is at fault (e.g. - due to printer failure or no toner). We will not give credit for:

- o print jobs sent to the wrong printer
- o print jobs that the user fails to pick up from the printer
- o user sending multiple copies of a print job to a printer
- o user printing the "wrong" document
- o print jobs delayed several minutes due to heavy user load

Show the library service desk your "bad print". If it is the fault of the printer or the printing system, they will arrange for you to immediately reprint your file at no additional charge.