

User Services

Using the PDNotify Printing System

When you print a file from any "Stanford" kiosk or computer in the Stanford University Libraries the file will be printed and charged to your Stanford CardPlan Account using the PDNotify printing system. This is the same system that is in use in the Residential Computing Clusters and in the Academic Computing Clusters in Meyer Library and Tresidder Union.

Step 1: Print your file

Print your file as you normally would.

Step 2: Pay for your pages

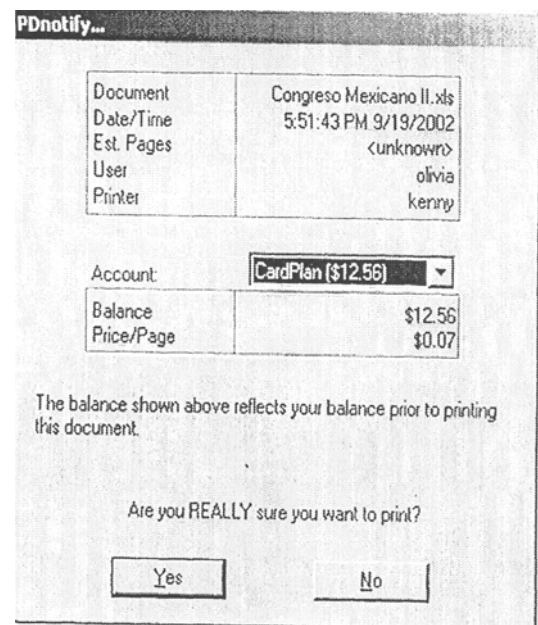
After you print, a PDNotify dialog will appear on your screen. This will provide the document name, the printer cost per page (most library printers cost 10 cents per page), and often an estimated number of pages. It will also show you the amount of money available on your Stanford Card Plan.

If you wish to print the file and have the cost debited from your Card Plan account, click Yes. The file will immediately print on the printer.

If you decide not to print the file, click No and the file will be deleted.

Step 2a: If there is no PDNotify dialog

If it has been 5 minutes or more since you chose to print the file and no PDNotify dialog has appeared, your job may be waiting in an online server queue. Use your web browser to go to <http://printing.stanford.edu>. Under the SUL Printers heading, select the name of the printer you are using and click continue. If your file appears in the queue list here, follow the directions to approve the print.



The screenshot shows a dialog box titled "PDnotify...". It contains the following information:

Document	Congreso Mexicano II.xls
Date/Time	5:51:43 PM 9/19/2002
Est. Pages	<unknown>
User	olivia
Printer	kenny

Account: CardPlan (\$12.56)

Balance	\$12.56
Price/Page	\$0.07

The balance shown above reflects your balance prior to printing this document.

Are you REALLY sure you want to print?

Yes No

Step 3: Pick up your prints!

Frequently Asked Questions About Printing

How do I get a Stanford ID 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 in the following locations.

Green Library, East Wing

Engineering Library

Meyer Library

Wilbur Residence Hall (outside access 24 x 7)

Escondido Village

Math & Computer Science Library

Chemistry & Chemical Engineering Library

Tresidder Computer Cluster

Schiff Residence Hall (outside access 24 x 7)

More information about the card plan is available t

<http://cns.stanford.edu/campuscard/cardplan.html>

I want to charge my printing to a departmental account, not my Card Plan.

The PD Notify system does not currently support departmental accounts, but the print accounting system that is used on the "Public" kiosks and computers in the Stanford University Libraries does allow for alternate means of payment.

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.

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

Please note that the print accounting system is designed such that a user's print account is only debited for pages that actually emerge from the printer. Users are not charged for unprinted pages, or print jobs that get "stuck in the queue" and are subsequently removed.

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.