



SCKLS Printer or Copier Support Policy

Member libraries have the authority to make independent decisions regarding the selection of printing solutions that best meet their needs. Generally, printers are increasingly perceived as disposable technology, with the cost of replacement frequently being lower than the cost of individual parts such as drums, rollers, fusers, toner, and print heads.

New Printing Options

Due to the frequent discontinuation of printer models by vendors, we no longer offer or recommend a standard printing solution. Please contact the SCKLS technology department to request a site review, during which time we can provide recommendations for printing solutions currently available in the market that will best support your printing needs.

We recommend that member libraries evaluate the option of leasing a copier, printer, scanner, and fax solution from a vendor that offers comprehensive support for these services. Leased copier solutions may prove to be more cost-effective and reliable compared to standard printers.

Copiers – If your library prints labels, please confirm with the copier vendor whether the copier you are using is compatible with adhesive-based labels, and if so, which trays are appropriate for this purpose. If your copier does not support label printing and you require this functionality, your library may want to consider acquiring a Dymo or another type of label printer.

Provided Printer or Copier Support

1. Wired network printers, purchased through SCKLS, that connect to library owned computers.
2. Receipt printers that are supported by your library's automation system vendor.

In certain situations, we may not be able to resolve a printing issue. In such cases, we can either provide a list of third-party vendors that your library may consider contracting with to address the issue, or we can offer a quote for a printer replacement.

Limited Printer or Copier Support

1. Network copier driver installation in conjunction with copier vendor support.
2. Label and receipt printers in conjunction with printer vendor support.
3. Basic support on any other printers **may** be provided **at individual technology staff discretion**.

No Printer or Copier Support

Due to security complexities, cost management considerations, and reliability issues associated with wireless printing, SCKLS will only support wireless printing through secure platforms, such as Cybrarian, EnvisionWare, LibData, Princh, and other approved wireless printing vendors. (See also, SCKLS Wireless Printing Policy)

Questions regarding this policy should be directed to one of the following SCKLS staff:

- a. SCKLS Director of Information Technology
- b. SCKLS Automation and Technology Services Coordinator