

Services Center User Guide

The Services Center offers the most timely, efficient support possible for the Newark Campus faculty, staff, and administration in the following areas: Photocopying and Mail Service. We offer full cooperation and maximum effort to provide quality customer service.

The Print and Mail Services Center is temporarily located in Hopewell Hall, Room 130.

Office Phone: 740-366-9213

Office Hours: 8 a.m. to 5 p.m. Monday - Friday

Staff: Rhonda Carter, Office Supervisor 740-364-9695, carter.988@osu.edu
Melinda Backlund, Office Assistant, 740-755-7740, backlund.3@mail.cotc.edu

Some of the projects we can do for you include:

PRINTING SERVICES

- High quality black & white or color prints
 - Ability to print on a wide variety of paper stocks.
 - Can print on envelopes in large quantity.
 - Can print on a variety of exciting new paper stocks. If you have something you're thinking of doing, please ask!
 - Automated cutting, scoring, and perforating.
 - Includes the ability to make perforated tickets and fliers with easy tear-off coupons
- We can print a full range of documents including:
- Handouts
 - Postcards
 - Brochures
 - Newsletters
 - Reports
 - Tabs
 - User Guides
 - Business Cards
 - Posters
 - Manuals
 - PowerPoint Presentations
 - Booklets
 - Flyers
 - Programs

LEAD-TIME FOR PRINT REQUESTS

- Two business (working) days for copying. This assures your work request will be completed during peak times: i.e., prior to semester, midterm, and finals weeks. It also allows for times when the production printers are mechanically inoperable.
- One-Hour turn-around. The Services Center does offer this service in the event you need a job copied at the last minute; however, please only use this service when it is absolutely necessary.

REQUEST PREPARATION

The preferred method for turning in copy requests is through electronic submission using the Services Center Copy Request form located on the Services Center card on myCotc, on <https://newark.osu.edu/campus-offices/services-center> and by sending us an email to: scprintshop@newark.osu.edu.

If you are turning in paper copies:

Reproduction Request forms are available on the counter in the Services Center. It must be filled out and attached to your originals.

Clear original on white paper will be needed for good copy. Smudges, dots, lines, etc., will show up on copies. Please remove staples, originals should be submitted in copy-ready format.

When copying onto letterhead, proper spacing on the original is important (do not type on letterhead). Placing a piece of letterhead under your original will help guide you in adjusting margins.

The Services Center will assist the faculty with providing print related accommodations as authorized by the Office of Disability Services, in areas such as but not limited to: enlarged print, colored paper, or formatting concerns.

CONFIDENTIALITY

All materials that come through the Services Center will be handled confidentially. Materials of an extremely confidential nature should be communicated to the staff, and we will make special arrangements to secure them prior to pick-up.

TESTS

All tests and quizzes are secured in test drawers in the Services Center. Instructors should ask at the customer service window for their materials. Tests can be sealed in an envelope and placed in an instructor's mailbox if requested by said instructor clearly on the copy request form or in person to a staff member. The Services Center staff will not give your test to any student without notification from said instructor in person or through email from their verified work email account.

MAIL SERVICES

The Services Center also processes the incoming and outgoing U.S. mail. Your mail will be distributed to your mailbox on a daily basis. If you have questions about mail, please don't hesitate to ask. We'll do our best to accommodate your mailing needs. We also sell Forever stamps for your personal mail at the current cost of U.S. Postage for personal mail.

INCOMING U.S. MAIL

- Picked up at the U.S. Post Office, Monday through Friday at 9:00 a.m.
- Distributed to mailboxes by approximately 11:00 a.m. Monday through Friday.
- No weekend pickup or distribution.

OUTGOING U.S. MAIL

Delivered to U.S. Post Office at approximately 8:30 a.m., Monday through Friday. Public mailbox is not available on the Newark Campus but personal, stamped, mail may be placed in the Services Center drop box to be delivered to the Post Office at the above times.

Foreign mail should be hand-delivered to a Services Center staff member at the customer service window in our office. It is important to keep this mail separate from the regular first-class mail because it requires additional postage.

Return Address Identification

Please put your name or department name on the upper left corner of envelopes beneath the logo. This helps the staff identify sender if mail is returned by the U.S.P.S.

For special postage rates, i.e., Media Mail, Certified Mail, etc., please speak to Services Center staff.

UPS (UNITED PARCEL SERVICE) OR FED EX (FEDERAL EXPRESS)

All incoming UPS/Fed Ex letters/packages are received at the Shipping and Receiving Dept. Please contact Dan Edwards at 740-755-7784 if you have questions regarding those delivery services.

Outgoing UPS letters/packages with a return label already attached can be dropped off at the Services Center. If you need to have a label created to ship via UPS or Fed Ex, please contact the Shipping and Receiving Department so that they can send those out for you.

INTRA-CAMPUS MAIL

Mail in inter-campus envelopes should be distributed by the individual who brings it to the mailroom. Our staff does not provide that service, but we will help you locate a mailbox so please ask a staff member if you need help.

OFF-CAMPUS INTER-CAMPUS MAIL

All OSU Columbus Campus mail must have a complete address on the envelope including, contact name, building, Street Address, etc.

The Newark Campus courier will deliver campus as follows:

- Tuesday: COTC Coshocton and Knox campus.
- Thursday: OSU Columbus and COTC Pataskala campus.

FOLDING/ENVELOPE STUFFING

Use of the folding machine will be the responsibility of the Services Center personnel. Basic folds available (half, tri, etc.) Any special folding instructions should be communicated to the Service Center staff.

The folding/stuffing machine can insert up to 4 pages in an envelope (#10 – business size). Non-stapled pages are folded and inserted. The postage machine can then seal the envelopes.

Distribution of Material in Mailboxes – Offices are responsible for distribution of their own materials.

There are approximately 450 copies needed for all faculty and staff of both OSU and COTC.

OTHER SERVICES OFFERED

OFFICE SUPPLIES

Office supplies are available for pick up to the **Adjunct faculty**. These are basic supplies, i.e., pencils, pens, notepads, post-it notes, paper clips, grade books, etc.

Full-time faculty should order their own office supplies through the appropriate vendor.

Please contact the Purchasing Office with any inquiries, Molly Hahn, 740-366-9234.

SHREDDING

The Services Center no longer coordinates the pick-up of shredding from your office. Please contact John Crissinger, 740-366-9306, for details about what you need to do in order to have materials shred. Once your materials have been cleared by John, the courier will pick up your shredding from your office and store it for shredding.

LOST AND FOUND

The Campus Lost and Found is located in the Services Center. If you have lost an item, please come to the Services Center, or call us to see if it has been turned in. Also, please remind your students to check with us if they have lost items. We keep all items until the end of the semester and then they are donated to charity.

CONVENIENCE COPIERS

Located in all buildings, the Services Center mailroom, and the Library. Copy codes or your Campus ID are required to use these machines.

These copiers are for your convenience to produce copies in small quantities. Large amounts of copies should be submitted to the Services Center.

COPYRIGHT LAWS

Please be aware that the Services Center makes every effort to comply with Federal Copyright Laws and, as such, will not duplicate materials that violate the Law. For your convenience, below is a condensed version of the Federal Copyright Act as it pertains to educational printing.

I. SINGLE COPYING FOR TEACHERS

A single copy may be made of any of the following by or for a teacher at his or her individual request for his or her scholarly research or use in teaching or preparation to teach a class:

- A. A chapter from a book;
- B. An article from a periodical or newspaper;
- C. A short story, short essay or short poem, whether or not from a collective work;
- D. A chart, graph, diagram, drawing, cartoon or picture from a book, periodical, or newspaper.

II. MULTIPLE COPIES FOR CLASSROOM USE:

Multiple copies (not to exceed in any event more than one copy per pupil in a course) may be made by or for the teacher giving the course for classroom use or discussion, *provided that*:

- A. The copying meets the tests of *brevity* and *spontaneity* as defined below; *and*
- B. Meets the cumulative effect test as defined below; *and*
- C. Each copy includes a notice of copyright.

Prohibitions: Notwithstanding any of the above, the following shall be prohibited:

- A. Copying shall not be used to create or to replace or substitute for anthologies, compilations, or collective works. Such replacement or substitution may occur whether copies of various works or excerpts there from are accumulated or are reproduced and used separately.
- B. There shall be no copying of or from works intended to be "consumable" in the course of study or teaching. These include workbooks, exercises, standardized tests and test booklets and answer sheets and like consumable material.
- C. Copying shall not:
 - i. substitute for the purchase of books, publisher's reprints or periodicals;
 - ii. be directed by higher authority;
 - iii. be repeated with respect to the same item by the same teacher from term to term.
 - iv. No charge shall be made to the student beyond the actual cost of the photocopying.

If you have any questions about copyright or need more information, please come to the Services Center and we will assist you. If you have permission to use copyrighted materials, the Services Center requires a copy of that permission for our records.