

# A.S. Publications Procedural Manual

## Introduction

This is the operations manual for AS Publications & Notetaking Services to be utilized by the utilized by the student staff. This manual goes over the daily duties, machine operations, and print tasks involved in running the AS Publications Office.

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# Opening Procedure

1. Open the door to UCEN 1513 and keep it open.
2. Turn on Lights .
3. Turn on Computers: Pubs 1 & Pubs 2.
4. Turn on Printers: Vodka, OJ, Screwdriver (refer to map located at the end of this packet) .
  - Vodlka & OJ – Press & hold PowerSave Button.
  - Screwdriver – PowerSave button on right side of screen.
5. Turn on at least one Tape binding Machine(s): Power Switch is on bottom left corner.
6. Check Email ([publications@as.ucsb.edu](mailto:publications@as.ucsb.edu)) for any new jobs for the day.
  - Go to the toolbar located on the bottom of the screen
  - Select the Mail icon
7. Print Waiters (see page 11 )
8. Running Copies:
  - Open file on Pubs 1/Pubs 2 (refer to map located at the end of the packet)
  - For black and white copies send to OJ or Vodka (Press Command + P to open the print dialogue box)
    - i. For Double sided copies
      1. Go to bizhubpro 950 settings in print dialogue box
      2. Select “Layout” and then select 2-sided
  - For color send to Screwdriver
    - i. Select “layout/finish”
    - ii. Select two sided
9. Taking Orders
  - Write the name or the customer & when they need the order by
  - Ask if it will be B/W or in color
  - What size: 2-up, 4-up, 8.5x11, 11x17
  - Extras: cutting, folding, binding
  - Charging for Print Jobs:
    - For **Walk in Prints** fill out “Special Print Job” slip.

- Fill out the Sheet and have the client take it next door to ASTO
- Must show receipt before receiving completed print job
- **Work Orders:** For organizations with an active account.
  - Ask if they have an account or check the Organization PO list.
  - ◆MAKE SURE THEY HAVE MONEY IN ACCOUNT  
BEFORE RUNNING FULL PRINT JOB◆
  - For the account they would have to submit a requisition sheet found upstairs, takes about a week to process otherwise they have to pay, save receipt and get reimbursed.
- **Invoices:** (for departments)
  - Found on Pubs1.
    - Look in the Folder “AS Invoices”
  - Fill out sheet:
    - make sure to change the invoice number,
    - where it’s being billed and shipped to,
    - your name under “sales Rep.”
    - date,
    - the quantity, under item: what size, black and white or color, under units how many pages of original,
    - a brief description of job, and price.
  - Save As→ the next continuing invoice #.
  - Print 4 copies on gold, pink, canary, and white paper. And 2 copies of work order:
    - Copy of work order + canary + white => with job
    - Copy of work order + pink => admin
    - Actual work order + gold => Kat’s box

**10.** Tell the client we will contact them, via email, once it is completed and give them an estimate of completion

**11.** For anything else refer to AS Publications Training Manual (located in the file holder next to Pubs 2)

**12.** If any questions arise call

- Kat at 805-451-3321 or Mike at the bike shop ext. 3610

# Closing Procedure

1. Make sure the workspace is tidy and clean
2. Closing:
  - Sign Time Sheet (located next to Pubs 2)
  - Turn Off Computers, Printers, and Lights
  - Turn off Machines:
    - Vodlka & OJ – Press & hold PowerSave Button
    - Screwdriver – PowerSave button on right side of screen
  - Turn off tape binding machines(s): Power Switch is on bottom left corner.
3. Close the door to office, make sure it is closed.

## **Customer Service**

These are the following steps and expectation of customer service.

- Always greet clients in a friendly and welcoming manner.
- Ask what service the client will need (i.e., print job or reader).
- If the client has an electronic file allow them to open it on whichever computer is open. Clients may bring files on a flashdrive or open in their email (pdf files are preferred).
- Let the individual know that if he or she has any questions to let you know. This opens up the line of communication between you and the client to assure the person you are there to assist him/her.
- When a client asks a question, ensure that you answer the question and if you are unable to answer the question, let the client know that you will ask someone else and get back to him/her.
- It is ok to say you don't know and then follow up with the individual. Do not give false or incorrect information to clients.
- If the Client wishes to pick up their job at a later time be sure to get their name and number for future reference. Let the client know when they can expect the job to be done and when to return.
- Say goodbye or whatever exit greeting that is comfortable for you such as "Have a nice day". Being genuine is important.

# Print Jobs

Always open files in Acrobat if possible, so that the formatting remains unchanged.

## Printing Double Sided

- Press “Command + P” on the keyboard
- Select a Printer
- For Vodka and OJ
  - Click “Copies & Pages”, Select “Bizhub Pro 950”
  - Select “Settings” → Select “Layout “→ Check “2-sided”
- For Screwdriver
  - Select “layout/finish”
  - Select two sided

## Printing Quarter Sheets

- Open the file in Acrobat
- Go to the Page toolbar on the left side
- Select & Right Click the page
- Select “Extract Pages”
- Press Enter For Confirmation
- The same page should be opened in a new file window
- Drag the new copy from the page toolbar to make 4 copies in the original file
- When Finished, Press “Command + P”
- Where the Print dialogue box says “Page Scaling” select “Multiple Pages per Sheet”
- Set the Pages Per Sheet at 4
- Select “Print”
- Always print one test page to let the client to review it

## Cutting

**Safety Warning:** (blade will not come down unless the clear plastic cover is set down)

- Use the Cutting Machine located in the back room

- Stack the paper set so that all the edges are even
- Turn the lever facing you in order to move the back wall
  - Clockwise = bring forward
  - Counterclockwise = move back
- Turn the top lever in order to raise the height
  - Clockwise = bring down
  - Counterclockwise = bring up
- Lift the Clear Plastic Cover in order to place the paper inside
- Use the Light as a guideline to show you where the cut will be made
- Once the paper is set, set down the Plastic Cover
- Press both Green buttons to bring the blade down
- Cut as needed

**Lamination** (located in the back room underneath the tape machines, refer to map)

- Turn the machine on (Power button located on right side)
- Allow the Machine to warm up for 1 minute
- Place the sheet in a Clear Lamination Sheet (there are sheets for both 8.5x11 and 11x17)
- Place into a Cardboard Envelope (Located in the shelves above the filing cabinet in the back room)
- Place into the Cardboard Envelope into the front slit of the machine and wait for it to come out
- Turn off when done

## **Table tents**

\*\*Table tents are a special weekly print job from UCEN Marketing the must be completed every week of the school quarter. If a different client comes in to ask for them follow the steps below, and make sure to bill them correctly. \*\*

- Check email – should be sent in by Ucen Marketing
- Send to print to “screwdriver” & “NONE” (not “Fit to print”)
- Print on 11x17 Cardstock
- Cut in half, fold, and staple.
- Invoice the Ucen with all the quarters table tents at the end of the quarter.

# Readers

## Reader Order Form

- Take in reader order-order form is found on Pubs 1-“Reader Order Form.xls”
  - Simply follow the sheet and fill out with the professor:
    - Ask for Course Name, Contact Info, #Enrolled, Cover Color, Desk Copies, AS Info Page on the inside, Dbl/Single Sided,
    - “Paginated” = pages numbered
    - “Facing Pages” = every new article will start on the right side
    - Binding: Tape, Coil, 3-hole punch w/bag
    - Make cover or do they have one?, Also fill out TOC?
    - Make any special notes in the empty box space
- Greet the Professor accordingly.
- Say Thank You, print order form and place on top of reader and on table with other unscanned readers (table behind Vodka).
- Write in new reader information on current spreadsheet for that quarter-Reader Spreadsheet found on Pubs 2 labeled under current quarter and year ex. “Fall 2012 Readers.”

## Mastering Readers:

- Scan reader if a hard copy was brought in; make sure to check if original is single or double sided and that there are no staples.
- Select “Scan” on printer-destination “Pubs Two” then “Scan Screen” (once button is blue).
  - For double sided copies-select DUPLEX on printer (screen will show up after selecting “Scan Screen”)
- Mark on Reader order form that the reader has been scanned (place originals on counter next to Pubs 2).
- All scans found under “Scan” folder on computer.
- Save as:
  - Course Name-Prof.-Cover Color-Quarter
  - Example: Writing 50-Ramsey-Red-S12
- Print a copy of TOC to write in TOC page numbers.

## **Insert:**

- Cover page, AS “New Info insert”
- Facing Pages: If needed insert blank pages (for facing pages make new article start on an odd #)
- “Recycle Back Insert”
  - ★ All inserts are found on “Forms, Covers, Inserts, etc” for Pubs2, “Mastering Forms” for Pubs1.
- Paginate reader → Menu Bar- Documents-Header & Footer-Add—Change font size (usually to 9), Margin, Bottom to ~0.3. Click on “Center Footer Text” then “Insert Page Number”—Page Range Options (select what page you would like numbering to start and end).
  - Insert page numbers on TOC → Menu Bar-Tools-Comment & Markup-Line Tool. Use this tool to help the alignment of the page numbers.
    - Menu Bar—Tools—Typewriter—Typewriter. Start inserting page numbers.

## **Making a Cover Page:**

- Open InDesign and open existing “Cover.indd” file. From here you can make changes, save, export, and replace for new cover to reader.

## **To add price on cover page:**

- Extract cover page and save as “Thingy.pdf”
- Open InDesign.
  - Menu bar—File—New—Document (8.5x11) ok.
- File—Place—“Thingy.” Click on file then even the alignments, center title.
- Click on the text icon—place at bottom corner of page (this is to create the text box)—Type in the price
- On the toolbar under “Character”—change baseline shift to center text (Hover over icon to identify baseline icon)
- To create bold border on text box: change “weight” (found on the stroke tab)
- File—Export—Save as “Thingy.pdf” replace-ok-Export-ok

- Replace into reader
- Print a proof, proof, make any necessary changes, continue to update spreadsheet, if ready to print fill out one of the orange “Binding” slips.

### **For Readers with Slip Sheets:**

- Print TOC to write in page #'s and slip sheets #'s
- On left write accurate # according to Acrobat (this will be a guide for you to tell printer what pages need slip sheets)
- Menu Bar—File—Print—Select “Copies and Pages” tab—Bizhub Pro 950—Settings. Make necessary settings (double sided, cover tray selection, etc.)
  - Page Setting tab-(double click)-Print (2-sided)-insert desired page #-select which tray (usually “Tray 2”)
  - Click “ok”- Click on Presets tab and Save as- “Course name-Prof.-Quarter & year.”

### **Binding Reader/Desk Copy Labels:**

On tape binding label: Course Name, Instructor, and Quarter plus year need to be typed.

- To change font style and size; Menu button-Select 1.Font Menu→1. Select Font→3. Palatino. Back to “Font Menu”→ 3. Font style→ 3. Italic.
- Select Print-estimate number of pages (~100—Narrow, ~250—Medium, ~300—Wide)
- Clear covers for desk copies.
- Mark on spreadsheet when they have been delivered.

### **Waiters**

- Waiter Slips come from ASTO, and should be placed on the wall
- There are two columns for waiters: “Before 1 pm” and “After 1pm”
  - Print any in the “Before 1 pm” column first because it means that those waiter slips were brought in first
- Find the reader in the current quarter’s reader folder (saved as “Quarter Yr Readers” on desktop)

- Check the Reader Spreadsheet to see if the waiter is Tape/Coil bound, and has any special notes like Slip Sheets or Plastic Covers
- For printing waiters use the Preset in the print dialogue box titled “Reader”
  - For Coil bound readers be sure to go into Bizhub Pro 950 settings and additionally select “MultiPunch” (\*note that only Vodka does hole punching)
  - For Readers with Slip Sheets, select the specific Preset for that Reader
- Bind the Reader
- Deliver to the ASTO with the Waiter Slip inside the reader

## Notes

### Computerizing A.S. Notes

- Reduce notes (refer to reduction formula above Vodka)
  - Following the Reduction Formula For New Notes
  - The Reduction Formula is simple NR stands for Not Reduced, a normal size copy. R stands for Reduce.
- Place the notes that need to be reduced in the top feeder face up. On the touch-screen display select APPLICATION. Then select COMBINE ORIGINALS-select the first one (2-in-1). Select ok- then ok again. Then press start.
- Save one of the copies and originals in cabinet folder with other AS Notes for that quarter
- Along with updating “AS Notes Spreadsheet” on Pubs 2.
- Once scanned on Pubs 2. Open and Save As:
  - Course Name-Lecture number
  - Example: Psych 117-Lec 15
- Update Notes Calendar (saved as “ Quarter-Yr Notes Calendar)
- Print Copies as needed for ASTO

# Maintenance

## Clearing Jams

- Refer to the display screen to find the jam
- Pull out Trays & CAREFULLY remove paper
- Once all the trays have been cleared the printer, press the Start button

## Calling in Machines

- Phone numbers found on wall near Pubs1
- For Printer Jams: X-tech, Service: 968-5788
- Tell them which machine and the code.
  - OJ – A1828
  - Vodka – A1827
  - Screwdriver – A2427

## Form Originals (examples: price sheet, time sheets, work orders, special print job, etc.)

- Found in binder, titled “Form Originals” (located in purple cabinets)
  - Run copies of desired form sheet OR...
- ...On computer: Pubs2 → documents → forms. Work order, Price sheet, and Special “Print Jobs” slips files can be found here.

## Meter Reads

- Done at the BEGINNING of EVERY month.
- For Vodka-A1827
- OJ-A1828
- Screwdriver-A2427
- MaryK-A1829 located in the Main Office.
- File found on Pubs1 → “Meter Reads 2010-2011/2012.”

## **Inventory**

- Order supplies for office most of them found in OfficeMax book.
- Laminating slips, spirals, toner, waste box.
- (Laminating slips for 12x18 are under “Menu” in OfficeMax book.)

## **Paper Order**

- Paper Order Form found on Pubs 1 → “Paper Order Form”
- Fill out with desired amount under paper size and color.
- Fax: upstairs at AS Admin.
  - Dial #55-50729 1-805-962-4311
  - And follow instruction on faxing machine