

# COPY CENTRE SERVICE REVIEW

## INTRODUCTION

The Simon Fraser Student Society has operated a copy centre for decades. The service was developed during times when there was little competition on campus. **Currently, there are a number of print and copy options that are available for students**, including:

- SFU Library
- SFU Document Solutions (Burnaby and Surrey campus locations)
- Cornerstone Printing (Burnaby campus)
- Staples Copy & Print
- Still Creek Printing
- ARC Document Solutions
- Vistaprint
- LinxPrint
- Printing at home

A number of efforts have been undertaken to understand and respond to the financial challenges faced by our Copy Centre, including:

- Analyzing and adjusting work order processes
- Meeting with industry representatives to seek advice
- Developing and reviewing standard operating procedures related to Copy Centre operations
- Reviewing revenue and expenditure performance to determine where we may have opportunities to improve

There are a number of key factors that impact our financial performance, including:

- increasing competition on campus
- increasing off-campus, self-directed options (e.g. Staples)
- operating in a price-sensitive student-centric market
- a small staff complement (1 Coordinator and some student hours) leaves us little flexibility to decrease our costs without having a major impact on our ability to provide service

For some historical context, the SFSS began providing copy and print services at a time when:

- the Internet was not available
- social media did not exist
- home-based printing options were very limited
- digital media did not exist
- cell phones were large and only available to the “privileged few”
- desktop publishing didn’t really exist
- papers and assignments were all completed on paper
- e-books did not exist



	Letter Size Printing	Ledger Size Printing	Posters	Rollup Banners	Business Cards	Hardcover Book Binding	Coroplast Signage
SFSS Copy Centre	Yes	Yes	Yes	Yes	Yes	Yes	No
SFU Library	Yes	No	No	No	No	No	No
SFU Document Solutions	Yes	Yes	Yes	Yes	Yes	Yes	No
Cornerstone Printing	Yes	Yes	Yes	Yes	Yes	No	No
Staples Copy and Print	Yes	Yes	Yes	No	Yes	No	Yes
Still Creek Printing	Yes	Yes	Yes	Yes	Yes	No	Yes
ARC Document Solutions	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VistaPrint (online)	No	No	Yes	Yes	Yes	No	Yes
LinxPrint (online)	No	No	Yes	Yes	Yes	Yes	Yes

Most of these businesses fulfill many of the printing functions that the Copy Centre provides, especially in poster and business card printing. Printing for letter and ledger size are consistently available at all print solutions, and stand-up banners are similarly available, barring Staples Copy and Print. Hardcover book binding for thesis printing is the most unique of these services, but both SFU Document Solutions and online printing solutions also provide this function. The SFU Library was an outlier in this list, since they are not equipped for large scale printing and are more suitable for printing small assignments.

The following table outlines a comparison of costs listed for various normal student printing services:

	SFSS Copy Centre	Cornerstone Printing	Staples Copy and Print	VistaPrint
Letter Size (Colour)	\$0.25/sheet	\$0.30/sheet	\$0.40/sheet	N/A
Letter Size (B&W)	\$0.09/sheet	\$0.10/sheet	\$0.11/sheet	N/A
Ledger Size (Colour)	\$0.50/sheet	\$0.60/sheet	\$0.61/sheet	N/A
Ledger Size (B&W)	\$0.20/sheet	\$0.20/sheet	\$0.12/sheet	N/A
Posters	Undisclosed	\$3.99/sq. ft	\$4.99/sq. ft	\$3.49/sq. ft
Roll-Up Banners	\$300.00	\$240.00	N/A	\$103.49
Business Cards (per 100)	Undisclosed	\$25.00	\$14.99	\$7.99

For letter and ledger size colour print jobs, the Copy Centre charges a lower cost per sheet service. However, the variance in costing for black and white printing for letter size is minute, and the cost of printing in ledger is on the higher range at almost double Staples Copy and Print. With regards to infrequent printing orders such as posters, banners and business cards, online variants were significantly less expensive than local print shops; however, given that the Copy Centre does not have standard charges for posters and business cards, it can only be determined to be more expensive anecdotally.