

University Libraries Canon Survey

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Survey

- Created and distributed by the University Libraries Staff Assembly (ULSA), initially due to concerns with Interlibrary Loan
- Sent in September 2025 to University Libraries faculty and staff to collect feedback about Canon Print and Mail Services
- Libraries are the most popular place to print and get assistance with the process

Results

- Results revealed a number of issues with print and mail services:
 - Inconsistencies with mail delivery (new acquisitions, periodicals, Interlibrary Loan) and missing packages
 - Long wait times and frequent misprints for marketing and communications materials
 - High cost for non-standard paper sizes
 - Printers are outdated and frequently have maintenance issues
 - Website is difficult to navigate and the workflow doesn't make sense
 - Print Center on personal devices doesn't work for complex print jobs
 - Customer service is lacking
- Working with Dean Fox and other campus administrators to find solutions
- Already shared this information with Staff Senate

Printer Paper

- Letter (8.5 x 11) paper and delivery provided at no cost to all printers
- 11 x 17 paper available at the Music and Art Libraries - required for printing scores and design assignments
- 12 x 18 paper available at the Art Library - required for printing design assignments
- The Libraries are charged for non-standard printer paper and delivery
- Students are charged a higher fee to print on non-standard printer paper

Costs

- 11 x 17 paper used to be provided per the Canon contract, now is only available at a cost
- 11 x 17 20 lb = \$125/carton
- 12 x 18 80 lb = \$100/carton (\$57 in 2020)
- It costs 26 cents per page (opposed to 13 cents on letter sized paper)
- The Music Library prints scores for circulation on 11 x 17 28 lb paper, costing 52 cents per page.
- Per the Canon contract, this paper must be purchased directly through their office even though it's available for far less from other vendors
- Purchasing non-standard sized paper and printing materials for circulation is costing our smallest libraries roughly \$5000/year – money that could be directed towards collections.

Possible Solutions

- Stop charging the Libraries for non-standard paper sizes.
- Allow us to purchase the paper from other vendors.
 - Staples: 11 x 17 28 lb \$23.36/ream + free shipping
 - Canon: 11 x 17 28 lb \$53.50/ream + \$8/delivery
- Website redesign with accessibility testing
- Improve customer service experience