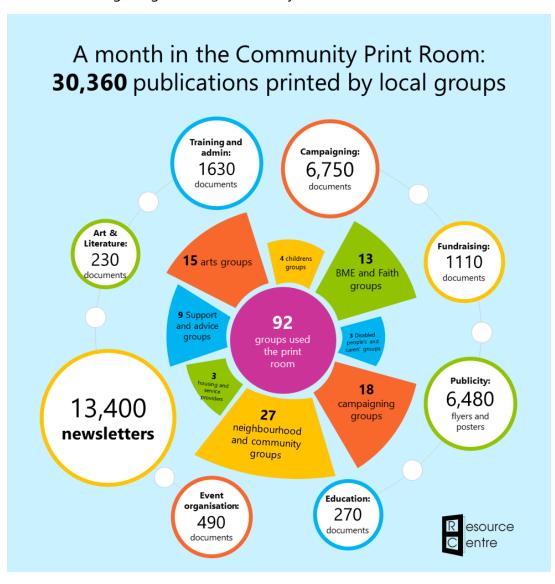
A month in the life of the Resource Centre's community print room

In November 2019 we asked all users of the print service some simple questions about what they were printing and how they planned to use it in their work. We combined their responses with data from our regular monitoring of usage and some satisfaction data from our summer survey to give a rounded picture of the outcomes of the service.

The most striking thing is the sheer diversity of the users of the service and of what they produce.



A total of 92 groups used the service in just this one month, spanning the whole range of community and voluntary activity. They produced over 30,000 publications for a wide variety of activities.

Most groups visited the Centre to do their printing, giving them full control over how their documents look. Popping in to the Centre is an opportunity to browse information and ask for advice from our staff, or to combine printing with a trip to collect equipment for their events.

Over 60% of print runs were for fewer than 100 copies, and 95% were below 1000 copies.

What are groups printing?

Some examples give a better flavour of the outcomes of the service:

- ✓ A theatre group produced a Programme of Events and material for their Big Give Christmas Challenge prior to a major production they are putting on in the Brighton Festival
- ✓ Friends of a school produced posters and publicity for their Winter Fair
- ✓ A BME group produced forms for volunteers to log their expenses
- ✓ A men's counselling group produced materials for a workshop on mental health
- ✓ A local residents group produced agendas, minutes and papers for their AGM

This underlines the fact that, despite the growth of social media, print is still a vital part of the day to day activities of groups.

What do groups think of the print room?

In our most recent biennial survey in 2018 all of the responding groups who had used the print service reported they were either satisfied or very satisfied. Comments we received were overwhelmingly positive and included:

"The affordable prices, especially when printing in large quantities, and the help and support of the Resource Centre staff is what encourages us to use the service."

"It is just so helpful. You do not need IT expertise to print there as the patient help is always there."

"Experience of staff and willingness to really help is incredible.....Quality of printing and cost of printing is wonderful."

A unique and vital service

The heavy use of the service and the feedback from users underline how vital a service this is for hundreds of groups in the city. We believe this is because the service is

- ✓ Quick: groups can come in with their idea and walk out with their finished product
- ✓ Integrated: groups can use our computers, with staff support, to produce their artwork
- ✓ Cost effective: being self-help means we can keep prices down especially for small groups wanting small runs
- ✓ Environmentally sustainable: groups can produce the exact number of copies they need, with minimal wastage, low transport costs and recycled paper options
- ✓ Flexible: the number of copies a group produced in the month of the survey ranged from 1 (a giant voucher for a raffle prize produced by a local BME group) to 4, 600 (a community association newsletter for an entire area)
- ✓ Supportive: while the service is self-help staff are always on hand to support groups and to provide on the spot training where necessary.