



University of Washington

“Save yourself time and support staff hours by replacing all of your existing photocopy stations with Scannx Book ScanCenters.”

– Lonnie Eisenbarth, manager, strategic technologies

Scannx Book ScanCenter Replaces Copiers

The University of Washington is leading the way into the future of education document management by steadily replacing its fleet of photocopiers with state-of-the-art, self-service scanners. It began in 2011 with two scanners and a survey. By 2013, that number rose to 29 Scannx Book ScanCenters across nine buildings, with plans to keep ordering more as demand requires.

In addition to a state mandate to reduce paper consumption and a university culture that embraces environmental sustainability, UW librarians and IT professionals were convinced that the future of educational research, collaboration, and information management is digital.

“Traditional copy machines have been in a steady decline for the last decade,” said Lonnie Eisenbarth, manager of strategic technologies for the University of Washington. According to a report by the university’s communications services division – called Dawg Prints – the “increasing availability of documents online, the ability to work on them electronically, and the convenience of storing and sharing them, has meant a reduced need in copying physical documents.”

But Eisenbarth realized not just any scanners would do. After all, he said, “we’ve had desktop scanners in the past. In fact, we’ve filled our libraries with dozens, if not hundreds, of them. But they weren’t being used because the interface was not



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user friendly.” By contrast, he says, “the Scannx interface is so user-friendly that no support staff is needed, even on the first try.”

During fall semester, Dawg Prints replaced two of the multifunction copiers in its libraries with Book ScanCenters, and put out comment cards asking for student feedback. The response was overwhelmingly positive. Of the 100 surveys collected, 96 percent said the scanners were easy to use and 70 percent said they were a viable replacement for a traditional multi-function photocopier.

“This is awesome! Very helpful for making library reserves portable,” wrote one student. “This scanner is fantastic. All libraries should have similar devices,” said another. One user declared: “I love it, super quick! Please add more across campus!” while another called it “the single most useful piece of equipment in the library.”

“By and large, the students find this to be one of the finest pieces of technology we’ve ever put in the library,” said Adam Hall, manager of operations for Reference & Research. At first, some students missed the copy machines, but once they discovered how easy and versatile the scanners were and realized they could see and edit the scans, and even print in color, they became converts.

Students Embrace Scannx as Free and Green Alternative

One of the biggest selling points for students, of course, is that the Scannx machines are free for everything except printing. Because it still costs 12 cents per page to print a scan, most students are choosing to save money and scan to USB or email. The result has been a 20 percent reduction in printing in a year, dropping from 5 million prints to 4.2 million.

“So, it saves students money,” said Eisenbarth, “and it’s more environmentally friendly.”



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That's a result that UW's globally-aware students like almost as much as getting their scans for free. "SO GOOD! Saved money, paper, and guilt," wrote one student. "Didn't have to waste paper copying! Nice bonus at no charge! Thanks for the upgrade," wrote another.

That satisfaction is shared by those who manage and maintain the University of Washington's complex information technologies system. "From an IT standpoint, the Scannx centralized management console is an amazing tool," said Eisenbarth. "Without this, we'd have to individually update all 29 machines. With the Scannx tool, we can push out a simple change or even a major change to all machines at the same time or a scheduled time." For example, he has often used the tool to update printer configurations.

Its 2011 pilot program was such a success that University of Washington bought 12 more Book ScanCenters in 2012, and 15 more in 2013, with no plans to stop since even with five or six scanning kiosks at some of UW's busiest locations.

"We have six in this building, but we certainly need more," said Hall, who works in the Suzzallo & Allen Libraries, the largest in the UW system, "We quite literally have people lined up to use the Scannx Book ScanCenters."

They have also replace copy machines. "We no longer have stand-alone copy machines in public areas and, overwhelmingly, people have been pleased with the change to the Book ScanCenter," said Eisenbarth.

Despite all the heavy use, however, Hall isn't hearing any complaints about having the Book ScanCenters instead of traditional copier. "Basically, once we put them out, the student reaction was, 'What took you so long?' They think they're the best thing since sliced bread." In fact, he predicted, "the day is going to come when we're going to forget we ever had photocopiers."



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About University of Washington

One of the oldest public universities on the West Coast, University of Washington was founded in 1861. Today, it serves over 92,000 students annually – more than any other institution in the Northwest. In addition to the original downtown Seattle campus, the University has a 46-acre campus in Tacoma, a 128-acre campus in Bothwell, a world-class academic medical center, and a robust professional and continuing education program.

There are 19 libraries at University of Washington. The largest and busiest of these is the Suzzallo and Allen Libraries in Seattle, with over 2 million print volumes, 60 miles of shelving, and 350,000 square feet of space. The Suzzallo Library, built in 1923-26 and named for the school's 15th president, was designed to be "the soul of the university." The Collegiate Gothic building, designed by Seattle architects Carl F. Gould, Sr. and Charles H. Bebb, has an ornate façade, leaded and stained glass windows, a grand staircase rising to a hall housing one of the world's biggest books, and a reading room that has been called the most beautiful on the continent. The Allen Library, adjacent to Suzzallo, was completed in 1990.