

### Wireless Printing Options (Vendors) We Looked At

- Princh
- TBS ePrintIT
- Envisionware (PrinterOn)
- MBM (PrinterOn)
- Comprise SmartALEC

### Brief Findings and Decisions

For those products that use PrinterOn (Envisionware and MBM), reports from existing customers had a common concern that PrinterOn is slow and does not seem to be able to process printing requests as quickly as they would like. Based on this common concern we have decided to not select any wireless print management option that uses PrinterOn.

During a demonstration of SmartALEC from Comprise it became clear to us that this product is designed to be integrated with the ILS as user accounts are required for authentication. Those without an ILS account would then need to ask for a Guest pass. We felt this would not only cause issues for guest users, but could also consume additional library staff time dealing with user accounts and guest passes. Due to these concerns OWLS did not select SmartALEC.

The other 2 products (Princh and TBS ePrintIT) both have very promising features though their costs (upfront and ongoing) are substantially different as seen in the comparison matrix on page 2.

Since both products (Princh and ePrintIT) would require a new print server at OWLS the additional cost of a server was not entered in to the comparison of these 2 products.

### Selecting between Princh and TBS ePrintIT

As previously mentioned, both products (Princh and ePrintIT) have outstanding features. But they also have notable differences.

For example, ePrintIT does allow for the use of self-service coin-op release stations (for an initial investment of about \$2000 + ongoing maint.), but Princh does not provide an option for a coin-op release station. We understood that a few of the larger OWLSnet member libraries might be interested in using a coin-op feature but felt the majority of the OWLSnet libraries would not be interested or able to afford such a feature.

Princh offers a Print Preview feature that we found to be extremely helpful to verify your print selection before submitting the print Job. ePrintIT does not offer a print preview.

Of all the comparisons between these two products, we simply could not ignore the cost difference. TBS ePrintIT is roughly 4X more expensive in its first-year startup cost and more than 2X more expensive ongoing (2<sup>nd</sup> and 3<sup>rd</sup> year).

We felt that the primary goal is to be able to offer an easy to use, and affordable wireless print management service that provides features and functionality that both library patrons and library staff can understand and will want to use. As such **OWLS is recommending Princh for the OWLSnet wireless print management service.**

**OWLSNET WIRELESS PRINT MANAGEMENT COMPARISON**

<b>Wireless Printing Feature</b>	<b>Princh</b>	<b>TBS ePrintIT</b>
Upfront Cost (1 <sup>st</sup> year)	\$9,803.50 (OWLS should be able to pay for this service)	\$48,831.00 (Libraries would likely need to help pay for this service)
Ongoing Cost (years 2 & 3 each)	\$9,803.50	\$23,412.00
Web Portal (for PCs and Laptops) (Y/N)	Y	Y
Smartphone App (Y/N)	Y	Y
Submit Jobs From Outside of Library (Y/N)	Y	Y
Submit Multiple Documents (Y/N)	N	Y
Print Preview Available (Y/N)	Y	N
Emailed Notification / Reminders (Y/N)	N (a receipt is available)	Y
Staff Release Station (Y/N)	Y	Y
Self-Release Station (Y/N)	Y (dedicated Android Tablet/App approx \$200)	Y – but requires coin-op / release station option. (\$1,995 purchase & 1 <sup>st</sup> year maint. / \$399 ongoing maint.)
Patron Payment Options	*Cash, CC, PayPal	**Cash, CC
Requires New OWLSnet Server (Y/N)	*** Y	*** Y
Requires Additional Server Software (Y/N)	N – but does printer drivers installed on an OWLS server.	Y – PaperCut is required and must be installed on a server at OWLS.
Monthly Reporting (Y/N)	Y – Not customizable	Y - Customizable
User Account Required (Y/N)	N	Y – Required by PaperCut, easy for users to create account.
Must Accept Terms and Conditions (Y/N)	Y	N
Support Hours	M-F until 4pm CST	M-F 8am-6pm CST (after hours & weekend support available by email)
Expandible to Public PC Clients?	Y – At additional cost	Y – At additional cost

\* Princh – Cash payments made at Circ Desk. Optional CC and PayPal payments can be made at time of submitting document.

\*\* TBS – Cash payments made at the Circ Desk. Optional cash / credit card coin-op machine can be purchased from TBS.

\*\*\* A dedicated print server is required for each option. OWLS will pay for a replacement server (estimated cost is \$11,000) providing additional resources for the added wireless print service requirements.