

Leicestershire  
Library Services

# Printing services at your library





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# Papercut – the new library print system

The Library Service has recently invested in a new system for printing and photocopying at your library. The new printing system, called Papercut, will enable customers to securely manage their printing, photocopying and scanning using the library's public computers.

All your prints can be managed and paid for efficiently online, without the need to use a coinbox. For customers still wanting to use cash, print vouchers will be available to buy over the counter.

Papercut also allows library customers to print securely to the library printer from their own device via Wifi. Prints can be sent from home at any time of the day to be collected later.

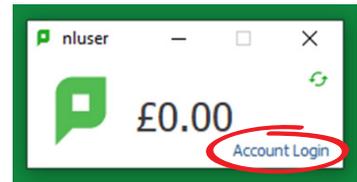
Accounts are simple to set up, you just need your library card and PIN, so you don't need to memorise more account details.

# Setting up a Papercut account to pay for printing and copying



## Set up or log in to your account

If you are on a library computer, you will see a box at the top right-hand corner of the screen showing a zero account balance. This amount will change once you have created or logged into your account and added funds. Click on **'Account Log in'** to go to the Papercut web portal.



You will then see this box appear. In the username box you will see the letters 'nluser'. you will need to overtype these with your library card number and enter your PIN in the 'password' box

If you're not a library member already you can join in the library or online via our website at

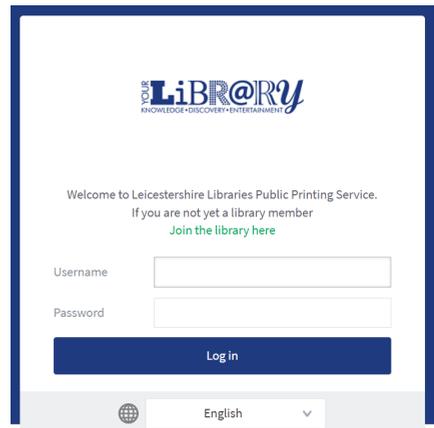
**[www.leicestershire.gov.uk/leisure-and-community/libraries/join-the-library](http://www.leicestershire.gov.uk/leisure-and-community/libraries/join-the-library)**

Alternatively if you are printing from your own device or want to photocopy, you can access the Papercut web portal by going to **<https://publicprint.leics.gov.uk>**

Please note, you need to use the whole address, including 'https://'

You will need to log in with your library card and PIN

(**Tip:** if you don't already have an account, entering your library card and PIN details will automatically create one for you).

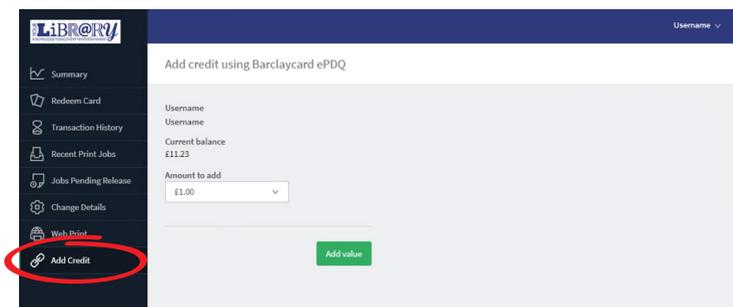


In order to print or photocopy, you need to put some credit onto your Papercut account. There are two ways to add funds to your account, either directly with a debit or credit card, or by buying a voucher from library staff.

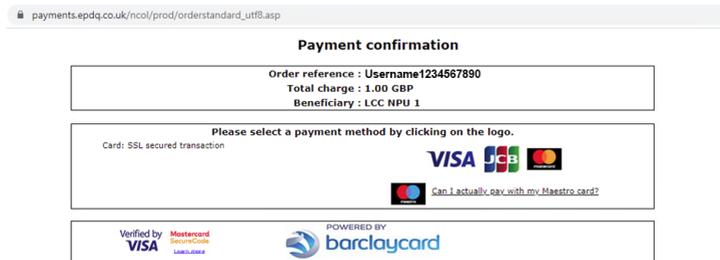
## Adding fund to your account using a credit or debit card

After log in, you will see the screen below with a side bar menu.

Click on **'Add Credit'**, choose your amount from the drop-down box and click the **'Add value'** green button. The minimum amount you can add is 25p.



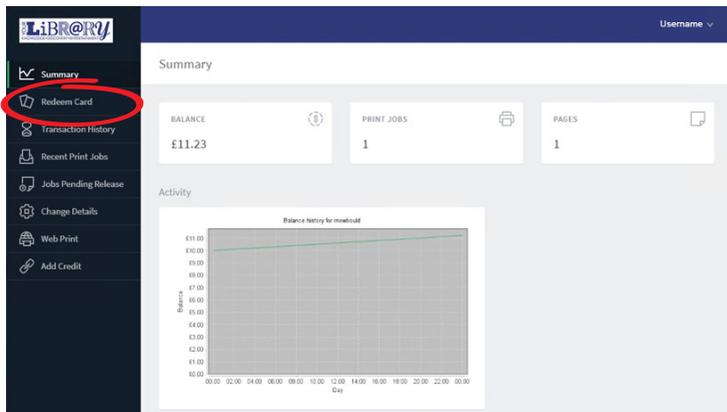
Enter your card details on the following screen by selecting the relevant icon and input your card details. Click on “Yes, I confirm payment”. Ensure you receive payment confirmation.



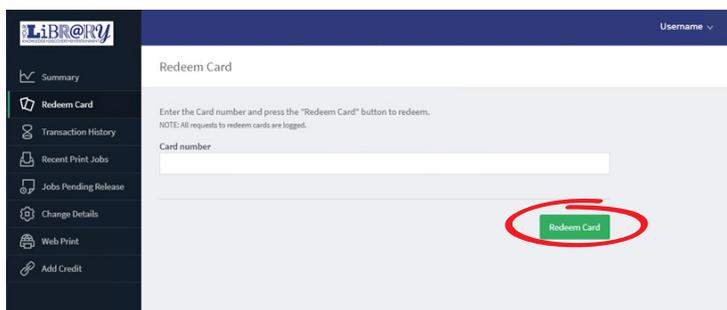
## Adding credit using a library voucher

Vouchers can be bought from library staff during staffed hours. They are available in denominations of 50p, £1, £2, £5 and £10. Please note, no change can be given from a voucher. Vouchers have an expiry date, but once added to the account, funds will remain until used and do not expire.

Follow the log in instructions above and choose the **'Redeem Card'** option from the side menu:



Enter the number on your voucher and click **'Redeem Card'**:



Click on **'Summary'** on the menu to view your updated balance.

# Your Papercut account will also show the following account details

## Transaction history:

Transaction History

TRANSACTION DATE	TRANSACTION BY	AMOUNT	BALANCE AFTER	TRANSACTION TYPE	COMMENT
Sep 16, 2021 2:54:52 PM	admin	£1.48	£11.23	Manual adjustment	
Sep 16, 2021 10:13:19 AM	[system] (print)	-£0.25	£9.75	Printer Usage	
Sep 15, 2021 2:45:27 PM	admin	£10.00	£10.00	Manual adjustment	

Export/Print

## Recent print jobs:

Recent Print Jobs

DATE	CHANGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Sep 16, 2021 10:10:34 AM	Username	libprint02:COLOUR_WEB_PRINT	1 (Color: 0)	£0.25	Test Page from PowerPoint.pptx	A4 (ISO_A4) Duplex:No"	Cancelled Not Charged
Sep 16, 2021 10:10:34 AM	Username	libprint02:TestOutput	1	£0.25	Test Page from Word.docx	A4 (ISO_A4) Duplex:No"	Printed
Sep 16, 2021 10:10:29 AM	Username	libprint02:COLOUR_WEB_PRINT	1 (Color: 0)	£0.25	Test Page from Excel.xlsx	A4 (ISO_A4) Duplex:No"	Cancelled Not Charged
Sep 16, 2021 10:10:03 AM	Username	libprint02:MONO_WEB_PRINT	2 (Color: 0)	£0.50	TASKalfa 2253ki Datasheet.pdf	A4 (ISO_A4) Duplex:No"	Cancelled Not Charged
Sep 15, 2021 3:07:28 PM	Username	libprint02:MONO_WEB_PRINT	2 (Color: 0)	£0.50	TASKalfa 2253ki Datasheet.pdf	A4 (ISO_A4) Duplex:No"	Cancelled Not Charged

Export/Print

## Jobs pending release:

Jobs Pending Release

4 jobs pending release with cost £1.75  Auto refresh (52) Refresh Now

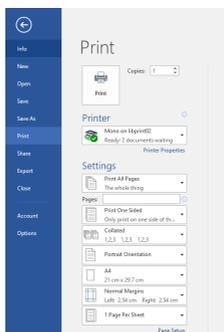
Your balance:£11.23

SUBMIT TIME	PRINTER	DOCUMENT	CLIENT	PAGES	COST	ACTION
Sep 16, 2021 3:02:06 PM	libprint02:COLOUR_WEB_PRINT	TASKalfa 2253ki Datasheet.pdf	Web Print	2	£1.00	[print] [cancel]
Sep 16, 2021 3:03:05 PM	libprint02:COLOUR_WEB_PRINT	Test Page from PowerPoint.pptx	Web Print	1	£0.25	[print] [cancel]
Sep 16, 2021 3:03:03 PM	libprint02:COLOUR_WEB_PRINT	Test Page from Word.docx	Web Print	1	£0.25	[print] [cancel]
Sep 16, 2021 3:03:00 PM	libprint02:COLOUR_WEB_PRINT	Test Page from Excel.xlsx	Web Print	1	£0.25	[print] [cancel]

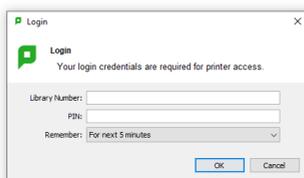
# Printing in the library



If you have a document you would like to print, go to the print menu and select the colour or mono (black and white) printer



Click print. You will now see a box asking you to log in to PaperCut. Enter your library card and PIN and the system will automatically open your account, or set one up for you if you don't have one already.



The Papercut system defaults to keep you logged in until you log out from the PC. You can choose a shorter period if you want to in the 'Remember' drop down box.

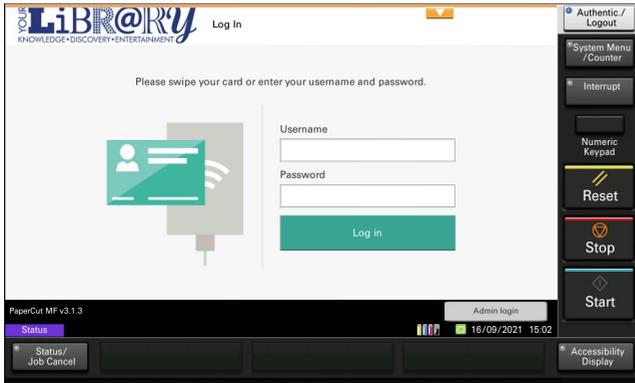
## Adding credit to your account

In order to print, you need to put some credit onto your account. There are two ways to add funds to your account, either directly with a debit or credit card, or by buying a voucher from library staff. Vouchers are available in denominations of 50p, £1, £2, £5 and £10. No change can be given from a voucher.

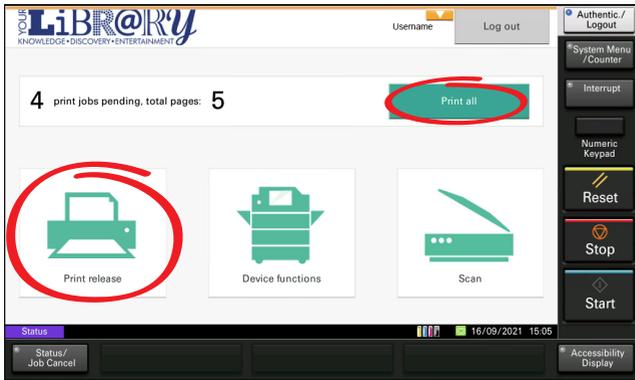
**Please see the 'Setting up a Papercut account to pay for printing and copying' on page 4 for further information.**

## Releasing prints

Go to the printer and enter your card number in the username field and PIN in password.

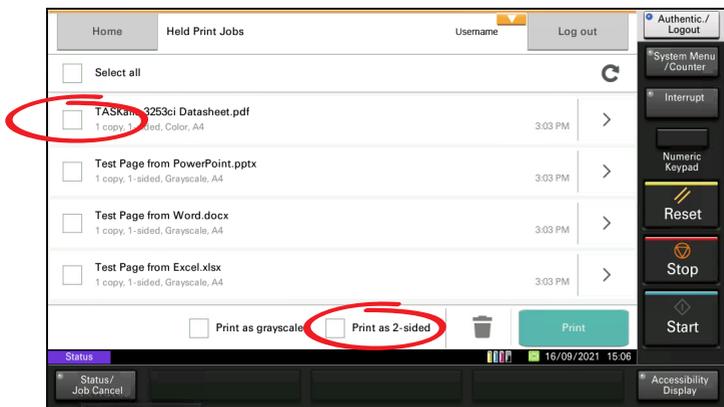


After you have logged in you are shown this screen where you can **print all** documents or select the documents you want to print. You can amend documents in the **print release** screen.



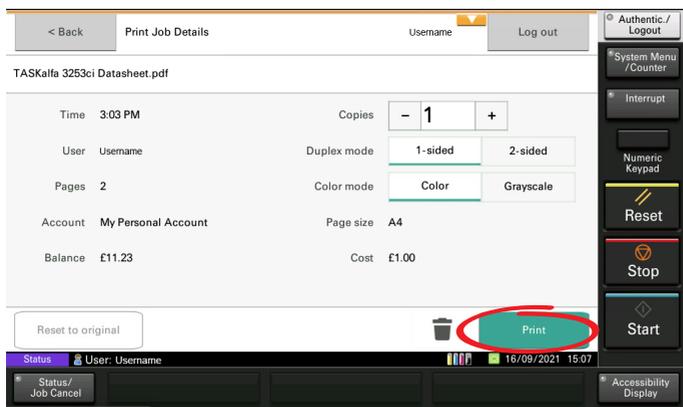
If you click on print release, you will see this screen where you can select/amend each job delete or take no action. Your print will stay in the system for 72 hours.

Select the job by clicking the box on the left. If you have forgotten to choose 2 sided printing you can select it here.



By clicking the arrow next to the job you have selected you will get the options below which tells you the cost, the details of the print and how much credit you have.

Click **print** and the print is released.



Please remember to click Authentic/Logout on the top right of the display when you have finished.



# Photocopying



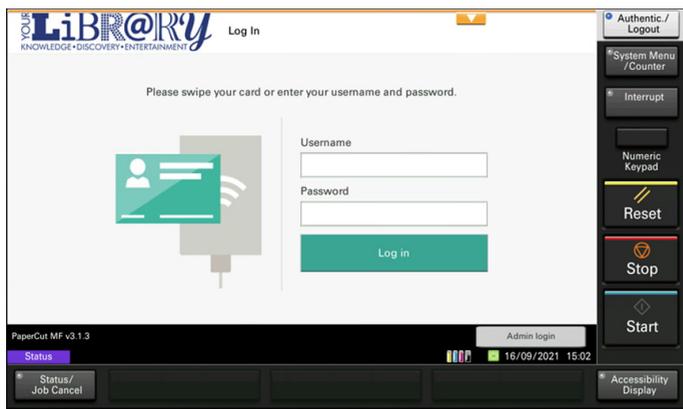
In order to photocopy, you will need a Papercut account which will allow you to add the funds to pay for your copying. Accounts are easy to set up, you just need your library card and PIN.

There are two ways to add funds to your account, either directly with a debit or credit card, or by buying a voucher from library staff. Vouchers are available in denominations of 50p, £1, £2, £5 and £10. No change can be given from a voucher.

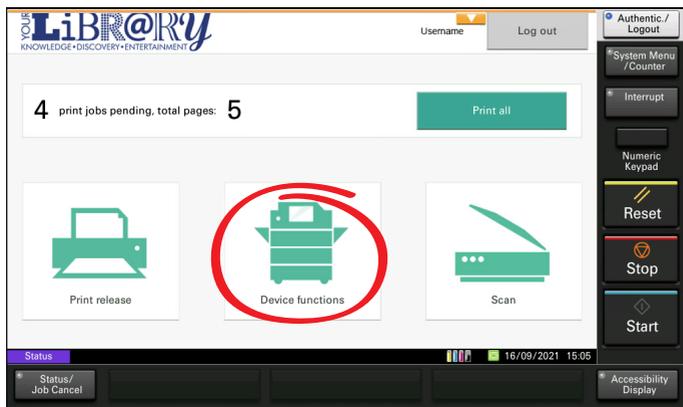
Please note, if you don't have sufficient funds to complete all photocopying, the printer will not finish your job.

**Please see the 'Setting up a Papercut account for printing and copying' on page 4 for further information. If you will find setting up an online account difficult please speak to a member of staff.**

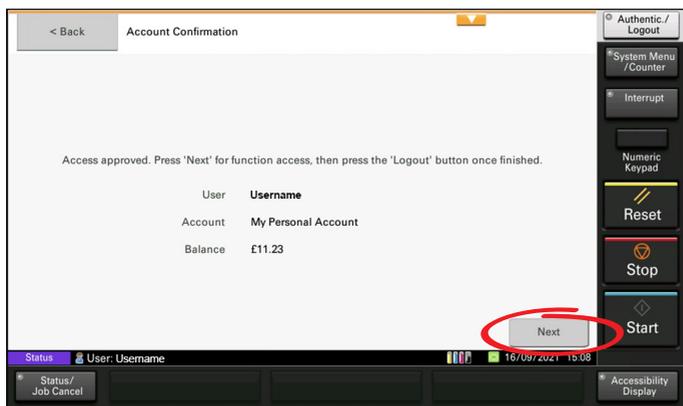
Once you have an account with funds, please follow these instructions to photocopy:



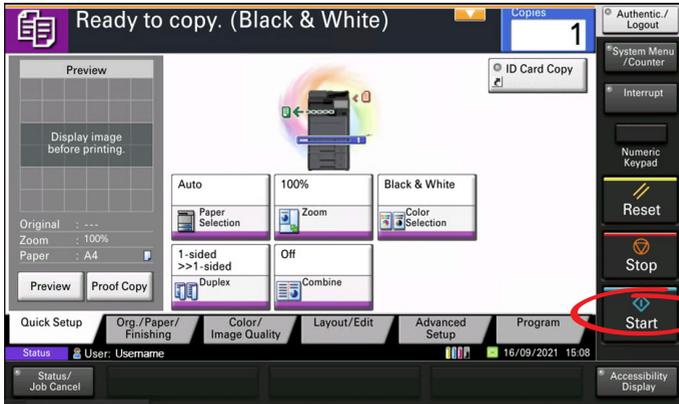
Log on to the printer using your library card and PIN.  
Click on 'Device functions':



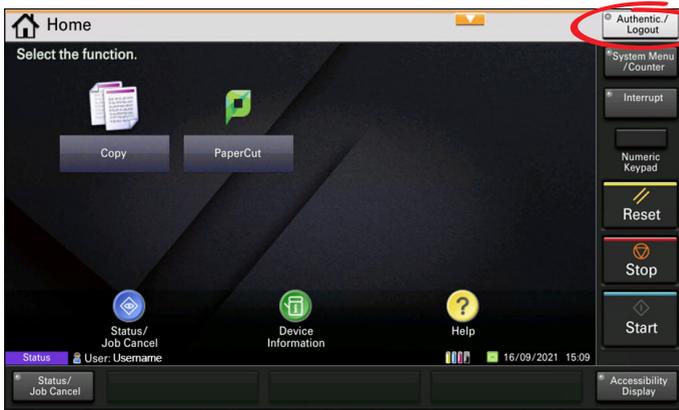
The following screen will appear. Click 'next' to get to Copy screen



Make your selection and click 'Start'.



Please remember to click Authentic/Logout on the top right of the display when you have finished.

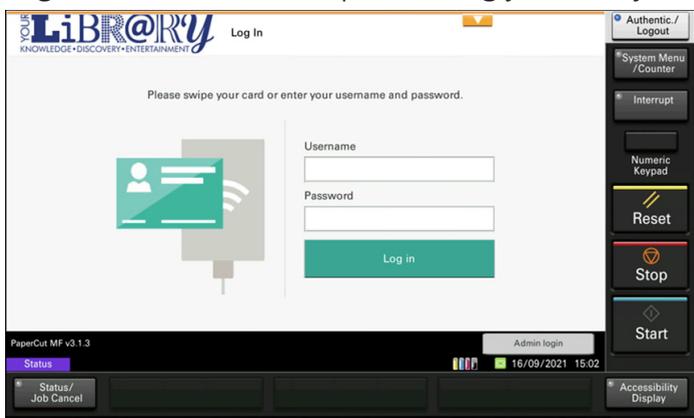


# Using library printers to scan to your email

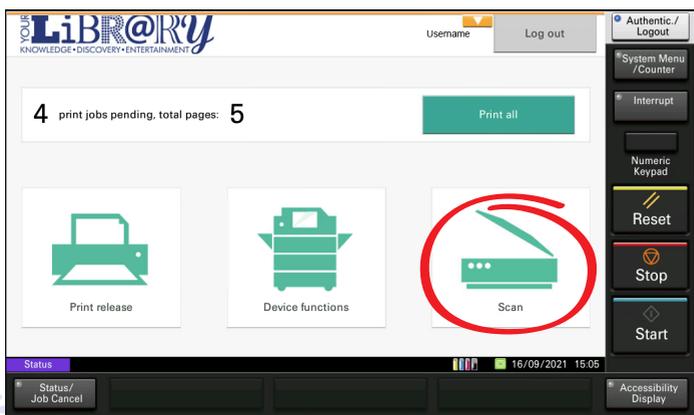


You can scan to your email address IF your email address is registered on our library system and your PaperCut account is at least 1 day old. If your email is not registered, you will need to ask a member of staff to do this for you and the system will update overnight which will then allow you to scan to your email. Scanning to email is free of charge so you will not need funds on your account.

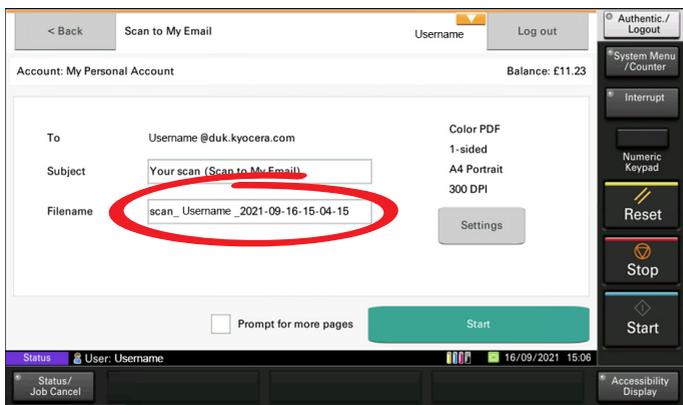
Log into the screen on the printer using your library card and PIN.



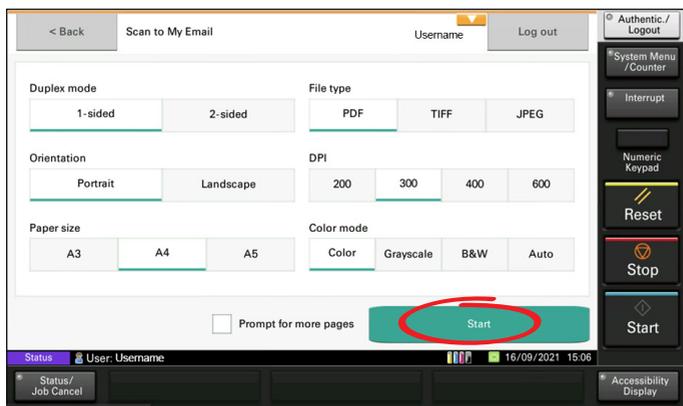
Click Scan, if you are happy with default settings, click Start:



You can edit the subject of the email and file name by clicking in the box and using the on-screen keyboard:



'Settings' will give you the following options. Make your selection and click 'Start'.



Please remember to click Authentic/Logout on the top right of the display when you have finished.



# How to use Web print



The library uses a system called Papercut to enable you to print from your own device, either whilst in the library or from home. You will need a Papercut account and sufficient funds on the account to pay for the printing. For information on how to set up an account and add funds please see **'Setting up a Papercut account to pay for printing and copying on page 4'**.

Once logged into your account select 'web print' from the side menu and click on the green button to submit a job.

The screenshot shows the 'Web Print' interface. On the left is a dark sidebar menu with the following items: Summary, Redeem Card, Transaction History, Recent Print Jobs, Jobs Pending Release, Change Details, **Web Print** (circled in red), and Add Credit. The main content area is titled 'Web Print' and includes a 'Submit a Job' button. Below this is a table with the following data:

SUBMIT TIME	PRINTER	DOCUMENT NAME	PAGES	COST	STATUS
Sep 16, 2021 3:02:56 PM	libprint02(COLOUR_WEB_PRINT	TASKalfa 3253d DataSheet.pdf	2	£1.00	Held in a queue
Sep 16, 2021 3:02:56 PM	libprint02(COLOUR_WEB_PRINT	Test Page from Word.docx	1	£0.25	Held in a queue
Sep 16, 2021 3:02:56 PM	libprint02(COLOUR_WEB_PRINT	Test Page from PowerPoint.pptx	1	£0.25	Held in a queue
Sep 16, 2021 3:02:56 PM	libprint02(COLOUR_WEB_PRINT	Test Page from Excel.xlsx	1	£0.25	Held in a queue

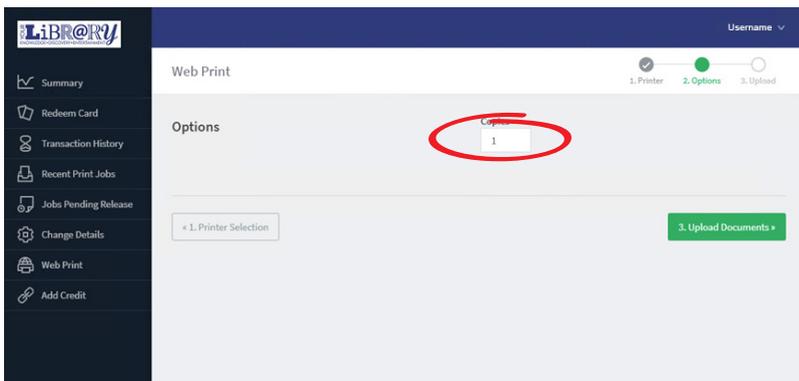
Select mono or colour and click on the green button.

The screenshot shows the 'Web Print' interface at the 'Select a printer:' step. The sidebar menu is the same as in the previous screenshot, with 'Web Print' selected. The main content area shows a search bar and a list of printer options. Two options are circled in red:

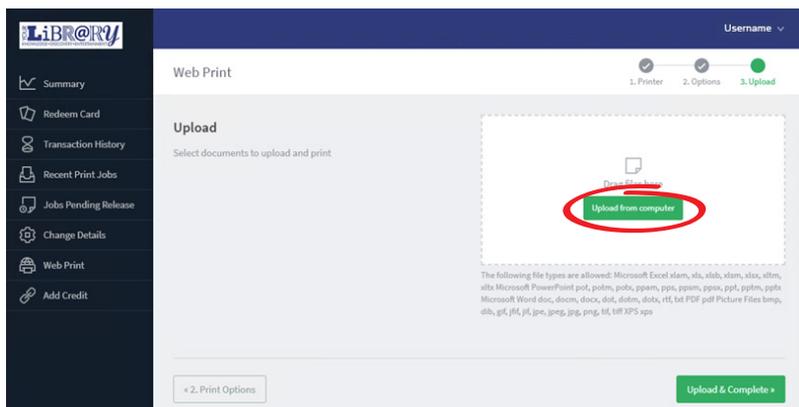
- libprint02(COLOUR\_WEB\_PRINT (virtual)
- libprint02(MONO\_WEB\_PRINT (virtual)

At the bottom right, there is a green button labeled '2. Print Options and Account Selection >'. A progress indicator at the top right shows three steps: 1. Printer (active), 2. Options, and 3. Upload.

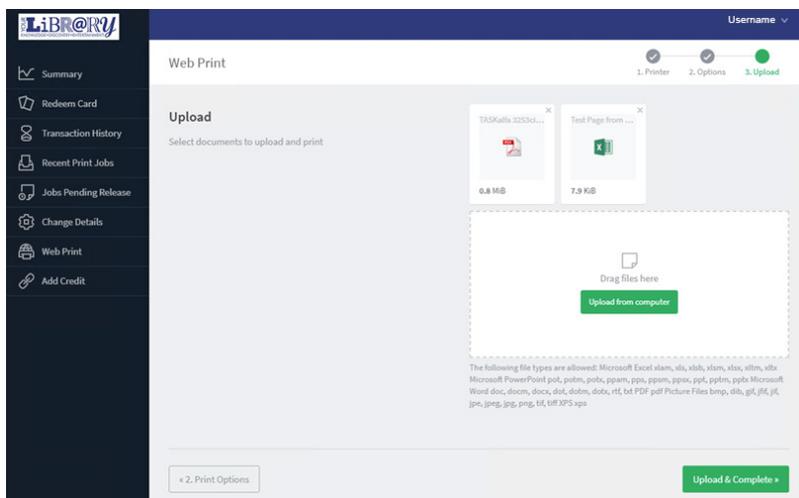
Select the number of copies and click on upload documents. There is no option to choose double sided printing here, but you can then choose to “Print as 2 sided” once you get to the printer. See page 10.



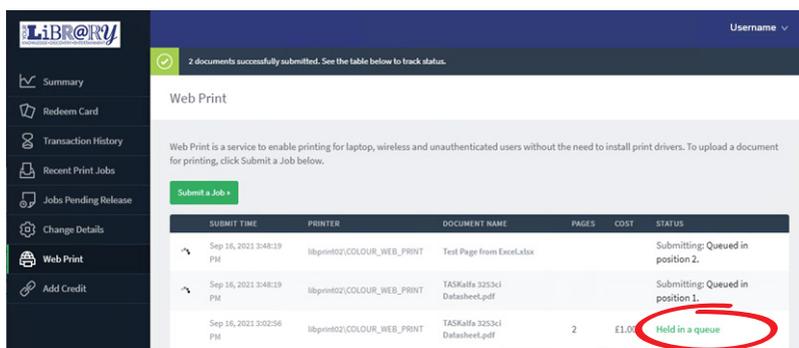
Click 'Upload from computer'.



This is an example of how your files will look.  
You can check if your file type is supported here.



Wait for files to process after upload is complete.  
Your files will be held in a queue for up to 72 hours for you to collect.



Please see 'Printing in the library – Releasing prints on page 9' for how to collect your prints.

For help with Papercut, please:

- Speak to a member of staff in the library
- Email us at **[libraries@leics.gov.uk](mailto:libraries@leics.gov.uk)**

