

## 3D PRINTING SERVICE: RULES AND REGULATIONS

The University of Crete Library, as part of its mission to support education, knowledge, culture, innovation and ingenuity, provides a **3D Printing Service (3D.P.S.)** and offers new technologies and tools to the academic community. The Library's printers are available to make 3D objects from plastic filament using designs downloaded from a digital computer file.

The Library provides information and instructions on using 3D modeling software and creating drawings and appropriate files for printing.

In order to provide an optimal service, the Library and its users must comply with the following rules:

### 1. Users

The 3D Printing Service is available to all members of the academic community (faculty, students and staff) of the University of Crete, the alumni of the institution and members of the local community.

### 2. What can and cannot be 3D printed

The 3D printers of the University of Crete Library are used only for legitimate purposes.

2.1 Users may 3D print any item necessary for their research and/or education.

2.2 Printing is not allowed for:

- a) weapons and/or their parts, objects resembling them and any dangerous, unsafe and harmful object,
- b) illegal and obscene objects,
- (c) objects protected by copyright without the written consent of the copyright holder,
- (d) objects infringing patents and trademarks,
- (e) objects intended for commercial purposes,
- (f) objects dangerous to the environment and
- g) in general, any item that may lead to legal action against the University of Crete.

### 3. Management of service and printers

The 3D printers are operated in a special area (3D Printing Centre) and only authorised Library staff have physical access to it. The presence of users to monitor their printing is only allowed with the permission of the relevant staff.

### 4. Printing costs

4.1 The cost of printing 3D objects depends on the current prices of the consumables required and the printing time.

4.2 The cost shall be estimated at the outset (by means of a special program) and the user shall be informed about it before the printing is confirmed.

- 4.3 The price of printing is paid at the user service counter after the delivery of the printed item to the user and a receipt is issued.
- 4.4 Printing fees apply to all categories of users (no exemptions or discounts).
- 4.5 In case of a failed print due to an error in the files delivered to the Library, the cost is borne by the user.
- 4.6 In case of a failed print due to staff error, printer failure, or poor quality of the Library's filament the cost is borne by the Library.
- 4.7 Regardless of whether or not the final item is received, users are required to pay the cost of printing.
- 4.8 Unpaid fees for printed items not received will be noted on the user's membership card and will result in penalties commensurate with not returning borrowed Library materials and a ban on using the 3D printing service in the future.

## **5. Printing hours**

3D printing is operated by appropriate staff from 9:00 a.m. to 4:00 p.m., from Monday to Friday.

## **6. Processing and printing time**

The time required to complete a print job varies depending on the complexity and size of the item(s), the current number of print jobs in the queue and printer availability.

- 6.1 Users shall be informed of the estimated delivery time of the printed item once the job has been evaluated. This does not take into account any problems that may arise with the 3D printer.

## **7. Submission and approval of requests / Contact**

- 7.1 Users interested in using the 3D.P.S. users must fill in the special form available on the Library's website (<https://forms.gle/ADWKFsWM2cZcYedg8>).
- 7.2 Submitting a request implies acceptance of the 3D.P.S. rules and acknowledgement that the use of the 3D.P.S. will only be for legitimate purposes.
- 7.3 Files submitted are checked by an authorized software and can approved, rejected or indicated for modification. The Library shall contact the users by e-mail and inform them accordingly.
- 7.4 Printing operations start after the user confirms the validity of his/her request, and is informed of the cost and estimated delivery time of the item.
- 7.5 Library informs the users of 3D.P.S. if there are issues that might result in a significant delay of the printing.

## **8. Restrictions (exceptions may be made on a case-by-case basis)**

- 8.1 Objects to be printed must be less than 250 x 210 x 210 mm in size.
- 8.2 Acceptable file format for 3D printing is .stl or .3mf.
- 8.3 Objects may be printed in colours available in the 3D Printing Centre.
- 8.4 Each user may submit up to 3 requests at the same time. After the printing is completed new ones can be submitted.



8.5 If a 3D model consists of several separate parts, each part will constitute a request.

8.7 Reprint jobs, shall be entered at the end of the queue.

## 9. Receipt of printed items

9.1 Users shall remain in the printing area and wait to receive their item only if it requires a minimum time for completion and only with the permission of the appropriate Library employee. In any other case they shall leave the area and will be informed about the time they can return to pick up their printing.

9.2 Printed items are received by the 3D Printing Centre of the Library to which the request was submitted.

9.3 Printed items must be received within 15 working days from the date of the user's notification that the print has been completed (unless otherwise agreed with the relevant personnel).

9.4 Receipt of items shall be made solely by the user who submitted the print request or by a person designated by the user (and informing the Library accordingly). In any case, a document identifying the user is required.

9.5 Printed items not received within the time specified by the Library shall become the property of the Library, which reserves the right to refuse future print requests for that user.

## 10. General Rules

10.1 The Library of the University of Crete reserves the right to:

- a) reject requests for 3D printing of items that are contrary to relevant legislation and/or university policy or that exceed the capabilities of its equipment,
- b) determine which printings shall be prioritized (e.g. for the needs of a course),
- c) photograph 3D printed objects. The images can be used to monitor, promote and report the results of the service.

10.2 Users are responsible for design specifications (including measurements, colour, thickness, support and projections). Their specific comments shall be specified at the time of their application.

10.3 If the file to be printed has been obtained from an Internet source, users must submit a copyright notice or terms of use to the Library.

10.4 The Library is not responsible for design flaws and for printed items that do not appear exactly as the design image on the screen.

10.5. The Library assumes no responsibility for the final use of an item after it has been printed.

10.6 Users are not permitted to set a delivery deadline. If there are restrictions on the time of use of the item after printing, they must submit their request in time. The Library cannot guarantee the possibility of changing the printing order nor the availability of staff.

10.7 Removal of the item's support material and final finishing, according to instructions and provision of appropriate tools by the 3D.P.S., is user's responsibility.

10.8 The Library shall maintain a log of requests and work.

10.9 The Library shall process statistics on 3D printing.



- 10.10 After the item has been printed and received or the 15-day deadline for receipt has passed, the submitted record will be deleted by the Library.
- 10.11 At each stage of service, proof of delivery/receipt shall be provided by the Library (e.g. CAD files, finished products, etc.).
- 10.12 Questions or concerns regarding printed items should be submitted to the Printing Services Manager ([tranta@uoc.gr](mailto:tranta@uoc.gr) for Rethymno and [saldaris@uoc.gr](mailto:saldaris@uoc.gr) for Heraklion).
- 10.13 Failure to comply with the rules of use of the service may result in the rejection of future 3D printing requests.