



Surveillance Impact Report

Today's Business Solutions (TBS) Computer Time and Print Management
Public Library

As required by San Francisco Administrative Code, Section 19B, departments must submit a Surveillance Impact Report for each surveillance technology to the Committee on Information Technology ("COIT") and the Board of Supervisors.

The Surveillance Impact Report details the benefits, costs, and potential impacts associated with the Department's use of Today's Business Solutions (TBS) Computer Time and Print Management.

DESCRIPTION OF THE TECHNOLOGY

The Department's mission is the following: The San Francisco Public Library system is dedicated to free and equal access to information, knowledge, independent learning and the joys of reading for our diverse community.

In line with its mission, the Department uses Today's Business Solutions (TBS) Computer Time and Print Management to do the following:

- The computer time management portion of the technology is the mode by which the library is able to provide free, equitable access to public computing resources to its patrons.
- The print management solution is a comprehensive document management solution that allows library patrons to print from library computers and their own devices, as well as to create copies, send faxes, scan documents to electronic storage media, etc.
- Both of these functionalities support access to information as well as to services (e.g., government programs and resources, job applications, etc.)

The Department shall use Today's Business Solutions (TBS) Computer Time and Print Management only for the following authorized purposes:

– The authorized use case for the TBS Computer Time and Print Management tool is to provide time-delimited public access to library computers and allow the public to print, copy, scan and fax documents, as well as track usage of computers and print resources throughout the library's 28 facilities for purposes of resource allocation and management. The five specific components within TBS Computer Time and Print Management are as follows:

– MyPC: Manages patron access to library computers and regulates amount of time each patron can use computers

– EZ Booking: Allows patrons to manage their reservations in MyPC, schedule public computer use, etc.

Surveillance Oversight Review Dates

COIT Review: TBD

Board of Supervisors Review: TBD

– <i>Papercut/EPrintIt: Manages public print jobs sent from library computers and patrons' personal devices, allowing them to print their documents on library printers</i>
– <i>ScanEZ: Allows library patrons to scan, manipulate, manage, print, email, fax and save documents using either the library's flat-bed or document feeder scanners.</i>
– <i>Payment Kiosk: Allows patrons to pay for print and copy jobs processed through Papercut/EPrintIt and/or ScanEZ.</i>

Any use(s) not identified in the Authorized Use(s) above are strictly prohibited.

Department technology is installed on each of the library's approximately 710 public access computers and on each of the 38 ScanEZ workstation interfaces.

Technology Details

The following is a product description of Today's Business Solutions (TBS) Computer Time and Print Management:

The TBS print/time, scan, and payment kiosk system consists of five different components that are all integrated into one user-friendly solution.

- MyPC: The TBS time/rules system software, MyPC, allows for library customers to logon to the public use computers with their library card number or guest pass, which also then authenticates the user into the print system, and allows for the user to work on the public use computers for a defined amount of time. MyPC uses a patron's library card number as an identifier for authentication against the Integrated Library System's (ILS) user database to validate that the user is allowed to use library computers.
- EZ Booking: EZ Booking is the simplified user interface that allows patrons to easily access the MyPC system.
- Papercut/EPrintIt: TBS's print system, PaperCut and EPrintIt, consists of direct input of print jobs into the system by users who send print jobs from in-library public use computers as well as remote input by users who send from their personal devices into the mobile print solution. The TBS system funnels output of all print jobs into a unified print queue.
- ScanEZ. The fourth component is the ScanEZ station, which just allows patrons to scan documents and send them to different outputs (print, email, save to device, etc.). These units do not retain any user information or documents.
- Payment Kiosk: Finally, the payment solution consists of TBS payment devices comprised of payment kiosk units equipped with a hold-and-release device, cash handling for coin and bills, as well as a closed-loop, PCI-compliant credit card unit.

All TBS systems are hosted internally on SFPL servers; they do not communicate with the outside world. The only portions of the overall system configuration that reach outside of the library's on-premises data structure are the mobile print system, EPrintIt, which allows patrons to submit print

jobs through a secure web portal, and the credit card payment solution, which utilizes a dedicated, secure cellular connection to process payments.

A. How It Works

To function, Today's Business Solutions (TBS) Computer Time and Print Management allows patrons to use their library card numbers to schedule sessions and log into library public computers, and manages the amount of time they can use the computers. When they log in, the technology uses an API connection to the library's patron database to validate that the person logging in is an authorized user in good standing. The technology also tethers any print jobs they might send from public computers to their log-in credentials (library card number, PIN) for ease of retrieval.

All data collected or processed by Today's Business Solutions (TBS) Computer Time and Print Management will be handled or stored by an outside provider or third-party vendor on an ongoing basis. Specifically, data will be handled by Today's Business Solutions (TBS) to ensure the Department may continue to use the technology.

IMPACT ASSESSMENT

The impact assessment addresses the conditions for surveillance technology approval, as outlined by the Standards of Approval in San Francisco Administrative Code, Section 19B:

1. The benefits of the surveillance technology outweigh the costs.
2. The Department's Policy safeguards civil liberties and civil rights.
3. The uses and deployments of the surveillance technology are not based upon discriminatory or viewpoint-based factors and do not have a disparate impact on any community or Protected Class.

The Department's use of the surveillance technology is intended to support and benefit the residents of San Francisco while minimizing and mitigating all costs and potential civil rights and liberties impacts of residents.

A. Benefits

The Department's use of Today's Business Solutions (TBS) Computer Time and Print Management has the following benefits for the residents of the City and County of San Francisco:

X	Library Services	This technology benefits residents by broadly supporting a wide range of Library Services - It allows patrons to access the internet free of charge, which in turn gives them access to resources that can benefit their education, health, employment, housing situation, and interaction with the criminal justice system. It provides inexpensive access to printing, copying, faxing, and scanning of documents, which also benefits the public in the aforementioned ways. It allows staff to be better able to serve the public with more useful tools, as well as to allow the library to provide more meaningful service to its
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patrons by more efficiently providing service and managing resources.

A. Civil Rights Impacts and Safeguards

The Department has considered the potential impacts and has identified the technical, administrative, and physical protections as mitigating measures:

Though the potential impact is very low, SFPL limits access to staff responsible for maintaining the systems and collecting aggregate computer use and print data, as well as minimizing data access of those providing direct public service

The Department's technical safeguards are that access to the TBS Computer Time and Print Management system is password protected and users are validated for business need on an ongoing and annual basis. Specific patron computer usage information is automatically purged from the system nightly. Data associated with specific patron print/copy/fax/scan functions is purged from the system every 24 hours as well.

The Department's physical safeguards are that SFPL servers are behind two locked doors requiring keycard access. The first level of keycard access is limited to IT staff and high-level individuals in the organization (City Librarian, COO, other department heads). The second level of keycard access requires both a validated keycard and individual PIN code. This access is limited exclusively to individuals in the IT Division who have a business reason to access servers -- primarily the library's Department Information Security Officer (DISO), server team, CIO, and IT managers whose work necessitates access to the data center.

B. Fiscal Analysis of Costs and Benefits

The Department's use of Today's Business Solutions (TBS) Computer Time and Print Management yields the following business and operations benefits:

X	Financial Savings	This technology implementation allows the library to eliminate leases on expensive multi-function devices (MFDs) for the public in favor of simple output devices (printers) that couple with the TBS scan hardware to increase the range of functionality. By implementing this technology the library is able to efficiently combine several products (computer time management; print management; public cloud printing solution) into one product and save on costs associated with separate systems
X	Improved Data Quality	The combination of systems eliminates the need for a labor-intensive in-house print management solution and unified computer use and printing in a way that benefits patrons and streamlines IT support. Also, the simple fact of a computer time management system means

that front-line public service staff does not have to actively manage or supervise computer use -- a significant staff time savings.

X

Time Savings

Reporting on both computer usage and printing (aggregate number of sessions; number of hours used/day/week/month/year; time of day used; number of pages printed, etc.) is made significantly easier and more meaningful with the unified system and single data access portal.

The fiscal cost, such as initial purchase, personnel and other ongoing costs, include:

- Number of FTE (new & existing):
 - 3634 (1) Librarian III
 - 1095 (1) IT Operations Support Admin V
 - 1093 (1) IT Operations Support Admin III
- The one-time costs are:
 - Total Salary & Fringe: 0
 - Software: 0
 - Hardware/ Equipment: \$103,406
 - Professional Services: 0
 - Training: 0
 - Other: 0
- The annual costs are:
 - Total Salary & Fringe: \$27,798
 - Software: \$525,293
 - Hardware/ Equipment: 0
 - Professional Services: \$3,696
 - Training: 0
 - Other: 0

The Department funds its use and maintenance of the surveillance technology through the Library IT Budget and the Library Preservation Fund.

COMPARISON TO OTHER JURISDICTIONS

Today's Business Solutions (TBS) Computer Time and Print Management are currently utilized by other governmental entities for similar purposes.