



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: June 16, 2022

Board of Supervisors Review: TBD

<ul style="list-style-type: none"> – <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>Papercut/ePrintIt: Allows select library staff members, in the interest of customer service and support, to retrieve and print jobs submitted to the system by users during the 24-hour period in which documents are retrievable.. This allows staff to print jobs when printers fail, when print jobs do not meet user expectations, to intermediate when users are struggling with technology, etc.</i>
<ul style="list-style-type: none"> – <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>
<ul style="list-style-type: none"> – <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 handing 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, EPrinttlt, 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.

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
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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 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. The only computer usage data tracked by the Department is anonymized log-in and duration of use information. The library keeps track of the aggregate number of computer users and the amount of computer time they have used. Per the privacy section of its Internet and Computer Use Rules & Policies (see Appendix A), "The Library does not monitor an individual's use of the Internet. Computer search stations are programmed to delete the history of a user's Internet session once the session is ended. The Computer Booking history is deleted every day." The library's Internet Use Policy (see Appendix B) also states, "The Library does not monitor an individual's use of the Internet."

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
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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.

Appendix A: San Francisco Public Library Internet Use Policy

Internet and Computer Use Rules & Policies

See also: [Internet Use Policy](#)

Computer Use Mission Statement

To fulfill its mission of providing free and equal access to information, knowledge, independent learning and the joy of reading to our diverse community, the San Francisco Public Library (SFPL) provides access to the Internet and to personal computers with a variety of software.

[Computer Policies](#)

- [Internet Disclaimer](#)
- [Privacy](#)
- [Network Security](#)
- Open Access Policy FAQs (PDF) [Chinese](#) | [English](#) | [Russian](#) | [Spanish](#)
- [USA PATRIOT Act](#) and [PATRIOT Act FAQs](#)
- [Rules and Responsibilities for the Public](#)

Computer Policies

The Internet and online environment consists of information on a wide range of topics provided by millions of individuals and organizations around the world. Not all information found on the Internet is accurate, complete, up-to-date, legal or philosophically acceptable to all individuals. While SFPL can sometimes suggest Internet sites:

Internet Disclaimer

- SFPL does not monitor or control the content of the material accessed through the Internet and cannot be held responsible for its contents. (Internet Use Policy 206, paragraph IV)
- Internet users are responsible for evaluating the accuracy of material found on the Internet
- In accordance with Ch. 22-C.3 of the San Francisco Administrative Code, Ordinance 206-01, SFPL does not employ filtering software
- SFPL does not and cannot assume liability for damages from use of Internet information. (Internet Use Policy 206, paragraph IV)
- SFPL employs antivirus software, but it cannot warrant that its Web site, server, or any other Web site accessed by Internet users is free of viruses or other harmful components.

For further guidance, SFPL collections include Reference and Circulating resources on navigating and evaluating Web sites.

Privacy

SFPL champions the protection of personal privacy. SFPL will keep confidential all such information that it purposefully or inadvertently collects or maintains to the fullest extent permitted by federal state and local law, including the California Public Records Act, the San Francisco Sunshine Ordinance, and the USA PATRIOT Act.

- The Internet is not a secure medium. Email is not necessarily secure against interception.
- The Library does not monitor an individual's use of the Internet. Computer search stations are programmed to delete the history of a user's Internet session once the session is ended. The Computer Booking history is deleted every day.
- Internet computers are provided with privacy screens for your privacy. In accessing various Internet sites, please be conscious of others in your vicinity, particularly children.
- SFPL does not provide information about patrons' library records, use of other SFPL materials, or use of the Internet to law enforcement officials without an appropriate court order. However, law enforcement officers may take action on their own if they observe illegal activity in plain view. Internet users are reminded that illegal use of the Internet is prohibited by State and Federal laws, and by SFPL policy.

For more information on privacy issues and Internet use, please see SFPL's complete [Privacy Policy](#) and [Internet Use Policy](#).

Network Security

For Website security and to ensure that service remains available to all library users, SFPL electronically monitors network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the SFPL Website expressly consents to such monitoring. Except for the above purposes, or if required by law, no other attempts are made to identify library users or their Web activity.

USA PATRIOT Act

(Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act) Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests. The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. [Resolutions [#136-04](#) and [#053-03](#)]. On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment

requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it. For more information on the USA PATRIOT Act, please see SFPL's [Privacy Policy](#) and [USA PATRIOT Act Resolution](#).

Rules and Responsibilities for the Public

Use of SFPL's equipment for the transmission, dissemination, and/or duplication of information must comply with federal and state laws. SFPL expects all users to comply with such laws, including but not limited to those related to copyright, computer hacking, and child pornography. Computer users will also refrain from any activity that unreasonably interferes with SFPL patron/staff comfort, safety, use or quiet and peaceful enjoyment of the library, including but not limited to:

- Harassing or threatening Library users or staff.
- Making any loud or unreasonable noise, or other disturbance, including disruptive use of personal communications or entertainment devices.
- Vandalizing or abusing computer equipment, including removing privacy screens, tampering with equipment or software.
- Using the library card number of another person, including a relative, to access the computer system.
- Hacking into the computer systems.
- Manipulating SFPL computer systems to override established time limits.
- Refusing to leave a computer after being suspended from computers, or continuing to create a disturbance while using SFPL equipment.
- Viewing of any illegal, offensive, or [harmful matter1](#), including but not limited to pornography within any area designated for children or teens.

Additionally, SFPL has the following expectations of computer users:

- Comply with a Library staff member reasonable request to refrain from or change a disruptive behavior.
- Comply with Internet etiquette as stated in [Guidelines for Library Use](#) and in this document.
- Refrain from harming SFPL computers or systems through the use of viruses or other malicious acts.
- Refrain from installing or copying software to SFPL computers.

Persons who violate these Rules and Responsibilities may receive a warning from SFPL staff and/or an opportunity to cease the violation or leave the Library. Illegal activity, as well as any willful or repeated violations of these Rules and Responsibilities or other posted SFPL regulations, may result in removal from the facility and/or suspension of SFPL privileges. Violation of law may result in arrest and prosecution. In addition, where authorized by Federal, State or local law, violations of these Rules and Responsibilities may also result in arrest.

For more information on SFPL Rules and Responsibilities, please see [Guidelines for Library Use](#) and [Internet Use Policy](#). For more information on the Digital Millennium Copyright Act, visit the United States Copyright Office Web site (<http://lcweb.loc.gov/copyright/>).

Children and Teens

As with other library materials, restricting a child or teen's access to the Internet is the responsibility of the parent or legal guardian. It is recommended that parents or guardians discuss safe Internet practices with their children. For more information, please see SFPL's [Internet Use Policy](#) and the [SFPL Kids webpage section: Going Online](#).

Computer Etiquette

- While waiting for computer availability, please respect the privacy of the current user.
- Please do not prevent others from claiming computer reservations or turns at Internet computers either verbally or physically (i.e., sitting at the computer without being logged in).
- Any question or conflict about computer reservations should be referred to Library staff on duty. You may be asked to submit your library card number to resolve the issue. Our goal is to provide access to all who wish to use the public computers, and we will do everything we can to resolve the situation to everyone's satisfaction.
- Please keep your belongings with you at all times. The Library is not responsible for loss or damage to personal belongings. Unattended belongings may be picked up by Library staff and removed either to the nearest Reference Desk, or to the Security Office.
- Please keep all conversation, including cell phone use, at a low volume.
- Please move to designated areas to talk on your cell phone.
- Please be courteous to other users by following the [Guidelines for Library Use](#).

Number of Persons Per Computer

Librarians may, at their discretion, limit use of computer terminals to one or two patrons as needed to ensure comfort, safety, use, or quiet and peaceful enjoyment of the Library for all Library users and staff. Patrons may be allowed to work collaboratively, if their behavior causes no disruption.

Disclaimer for Assistance with Patron Mobile Devices (PDF). [English](#) | [Chinese](#) | [Spanish](#)

Appendix B: San Francisco Public Library Internet Use Policy

Internet Use Policy

See also: [Privacy Policy](#) Policy #206: Adopted December 1998. To fulfill its mission of providing free and equal access to information, knowledge, independent learning and the joy of reading to our diverse community, the San Francisco Public Library provides access to the Internet.

The Internet

The Internet consists of information on a wide range of topics provided by millions of individuals and organizations around the world.

Disclaimer

Links to Internet sites can be found on the home web pages designed by the staff of the San Francisco Public Library. The Library follows its materials selection guidelines in linking other web sites to its home pages. Beyond this, the Library has not participated in the development of these other sites and does not exert any editorial or other control over these sites. Any link from the Library's web site to another web site is not an endorsement from the Library. The Library does not warrant that its web site, the server that makes it available, or any links from its site to other web sites are free of viruses or other harmful components.

User Responsibility

The Library does not monitor or control the content of the material accessed through the Internet and cannot be held responsible for its contents. Not all information found on the Internet is accurate, complete, up-to-date, legal or philosophically acceptable to all individuals. The Library assumes no responsibility and shall have no liability for any direct, indirect or consequential damages arising from the use of information found on the Internet, or any communications sent through the Library's Internet terminals. The Library does not monitor an individual's use of the Internet; nor does the Library employ filtering software.

Access and Usage

The Library does not provide email accounts to users; however, users with existing email accounts may access their accounts through the Library's Internet terminals. The Library assumes no responsibility and shall have no liability for any claims or damages which result from the provision of such access to users.

As with other library materials, restriction of a child's access to the Internet is the responsibility of the parent or legal guardian.

Use of the Library's terminals for the transmission, dissemination, and/or duplication of information is regulated under various state and federal laws. The Library expects all users to comply with such laws.

The Library has developed [Computer Help & Rules pages](#). In addition, the Library Commission has adopted "Guidelines for Library Use" for the Library (Policy #SFPL-201 rev. 8/07). Any users of the Library's Internet terminals must follow these [Rules](#) and the [Guidelines for Library Use](#).

Approved by Library Commission: 12/98