

# The Seattle Public Library

## 2024 Mid-Year Update

September 2024



# Introduction & Agenda

1. Cybersecurity: Ransomware Recovery
2. Library Strategic Plan
3. New Fall Library Hours
4. Questions



# Cybersecurity: Ransomware Recovery



## Cybersecurity: Ransomware Recovery

Memorial Day cybersecurity event occurred on Saturday, May 25, known as a “ransomware attack.”

### Ransomware:

“Malicious software—or malware—that prevents you from accessing computer files, systems, or networks and demands you pay a ransom for their return.” (FBI.gov)



# First Action Steps

## Containment

- Shut down Library systems; severed connections with City systems

## Assessment

- Organized Library Critical Response Team
- Engaged cybersecurity consultants

## Communication

- Alerted Seattle Police, FBI and City partners
- Deployed phone tree to alert staff
- Identified secure communication platforms



# Early Understandings



**Longer-term event with significant impacts**

**No way to process returned materials = backlog**

**Some core services could continue**

- Open hours
- Community programs
- Physical checkouts

**New interim solutions needed**



# Operating Offline

JUNE 7, 2024 // FRIDAY // ISSUE #1

## SPL OFFLINE

TWICE-WEEKLY PRINT UPDATES WHILE WE REMAIN OFFLINE

### Leadership Update



CHIEF LIBRARIAN TOM FAY &  
LIBRARY TECHNOLOGY OFFICER  
CHARLES WESLEY

Dear staff,

Thank you for continuing to work as a team in the midst of our challenging technology outage.

In the following pages, we share an update about what the recovery will look like, the already impressive accomplishments of our Library team, and our heartfelt thanks to each of you as you continue to support patrons and one another during this time.

Thank you,  
Tom and Charles



The Columbia Branch quickly created an offline infoNET alternative last week.

### Communicating on and offline

With internet and computer access limited, leadership will continue sharing information on our new SharePoint site and via email, but the Communications Office is also introducing twice-weekly print runs of information for all locations.

In this first edition of SPL Offline, you will find several important updates, as outlined below.

We will also be posting twice-weekly service updates for patrons at [www.spl.org/Update](http://www.spl.org/Update), as well as on social media channels.

If you have questions or comments about SPL Offline, contact [CommunicationsOffice@spl.org](mailto:CommunicationsOffice@spl.org).

Intranet/SharePoint site: [https://splorg.sharepoint.com/sites/Incident\\_Management](https://splorg.sharepoint.com/sites/Incident_Management)

### IMPORTANT UPDATES IN THIS PACKET

- Updates from library leadership
- Communicating with patrons: Available & unavailable services
- New weapons law in effect Friday, June 7





# Systems & Service Recovery



## Hardening Library systems

- Cloud migration
- Multifactor authentication
- Systemwide password reset
- Re-imaging of all SPL computers

## Bringing services securely back online

- Many integrated systems
- Proper sequencing critical





# Processing Materials





# Public Services Impacted and Restored

Library service	Availability
<b>ACCOUNT SERVICES</b>	
New Library cards (in person)	<b>Available now</b>
<a href="#">New Library cards (online)</a>	<b>Available now</b>
Patron account access	<b>Available now</b>
<b>LIBRARY SPACES</b>	
<a href="#">Library Open Hours</a>	<b>Available now</b>
<a href="#">Meeting Rooms and Study Spaces</a>	<b>Available now</b>
<b>INFORMATION AND REFERRAL SERVICES</b>	
<a href="#">Ask Us!</a>	<b>Available now</b> Staff at all locations are available to assist you with your questions during open hours. We also continue answering questions through our Ask Us <a href="#">chat</a> , <a href="#">phone line</a> (206-386-4636) and <a href="#">email</a> .
<b>PROGRAMS AND EVENTS</b>	
	<b>Available now</b> Learn more about our author readings and community events at <a href="http://www.spl.org/Calendar">www.spl.org/Calendar</a> .

## Patron account services

- Library card applications
- Holds

## Book access

- E-books/e-audiobooks
- Online catalog/catalog computers
- Peak Picks
- Interlibrary loan
- 24/7 pickup lockers

## In-building services

- Wi-Fi
- Printing/scanning/faxing
- Meeting room reservations
- Public computers
- Microfilm/microfiche

## Digital information and learning services

- SPL.org website
- Online tutoring
- Digital newspapers/magazines
- Research databases
- Streaming services
- Ask Us chat
- Digital special collections
- Museum Pass



## Data Impacts and Investigation

- Conducting digital forensics investigation
- Working with a forensics specialist consultant
- Will take several more weeks to complete



## After Action Report

- To ensure transparency about the event actions taken
- Will include recovery costs
- Available later this year



# Library Strategic Plan



# New Fall Hours

# Questions