

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, as well as on social media channels.

If you have questions or comments about SPL Offline, contact CommunicationsOffice@spl.org.

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

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