REPORT

Oakville Public Library Board

Meeting Date: February 15, 2024

FROM:	Oakville Public Library
DATE:	February 6, 2024
SUBJECT:	Cyber Security Addition to Information Technology Solution Service Level Agreement - February 15, 2024

RECOMMENDATION:

That the updated Oakville Public Library (OPL) Information Technology Solutions (ITS) Service Level Agreement be approved.

KEY FACTS:

The following are key points for consideration with respect to this report:

- OPL and the Town of Oakville share a mutual commitment to collaboratively delivering efficient and cost-effective library services to Oakville residents.
- During the board meeting held on February 23rd, 2023, the OPL Board granted approval for the new Service Level Agreement (SLA) between ITS and OPL to come into effect once the required hiring and onboarding was complete.
- In late 2023, both the Toronto Public Library and London Public Library fell victim to a cyberattack. The attack, involving ransomware, caused prolonged disruptions to services such as their websites, public computers, printers, and online services.
- The cyber security of OPL falls under the purview of ITS. ITS presented their Cyber Security plan during the board meeting on January 18, 2024. This outline included all OPL branches and services.
- Additionally, the board was presented with the ITS SLA (Appendix A - OPL ITS Service Level Agreement) with the inclusion of the addition of a Cyber Security section (3.1.4) which outlines related responsibilities. No changes were recommended.

BACKGROUND:

Over the past decade, the Oakville Public Library (OPL) has integrated a wide array of technologies. These include Radio Frequency Identification (RFID) systems (comprising security gates, checkout stations, and automated materials handling sorters), Creation Zones equipped with 3D printers, laser cutters, and memory

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stations, OPL Express locations featuring hold lockers and browse-and-borrow kiosks, as well as loanable technology like laptops and Wi-Fi hotspots. Additionally, we are consistently adopting new specialized technologies to further enhance our services. All of these in some compacity are connected to the Town of Oakville's online networks.

In 2022, Information Technology Services (ITS) acknowledged its limitations in supporting OPL's growing technological needs. This realization led to a joint effort between ITS and OPL to reassess and redefine roles and responsibilities during this transition. This collaboration resulted in the revised Service Level Agreement (SLA) outlined in Appendix B - OPL ITS Service Level Agreement.

In late 2023, Toronto Public Library and London Public Library suffered a ransomware cyberattack, leading to ongoing outages of services including websites, public computers, printers, and online offerings. While library branches remain operational, staff and external experts at both institutions are diligently working to restore services and fortify their network security.

Following a directive from the OPL Board, OPL and ITS have amended the ITS SLA (Appendix A - OPL ITS Service Level Agreement) to explicitly include provisions for cybersecurity in the event of an attack on the Town of Oakville or OPL services.

COMMENT/OPTIONS:
The cyber security of OPL falls under the purview of ITS. ITS presented to the OPL Board of directors their Town's Cyber Security plan during the board meeting on January 18, 2024. This town outline encompassing all OPL branches and services. The Cyber Security timeline spans from 2024 to 2027, marking significant steps towards enhancing cybersecurity in the upcoming years.

The updated ITS SLA was brought to the OPL Board on January 18th, 2024, for feedback. No changes were requested at that time.

APPENDICES:
Appendix A - OPL ITS Service Level Agreement
Appendix B - ITS OPL Assets Services - Roles and Responsibilities

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