

Hopkinton Town Library
REPORT FROM LIBRARY DIRECTOR

April 18, 2017

Staff: Our half day staff development session on using Excel and a trial run of a showing of a “Universal Class” segment went very well.

Library Services: The library’s server crashed on Saturday April 8th. Our technology consultants were called in and discovered that we had been “infected” with “ransomware” which resulted in all of our data and systems being encrypted. We opted not to pay the demanded bitcoin “ransom.” Impacts of the attack:

- 1) We will be purchasing a new server (this was in the CIP budget for 2017 already); since we were going to need to rebuild all systems from the ground up, it made more sense to do that on a new server rather than the old one.
- 2) Infovision (the developer of our online catalog: Evolve) will now be hosting our online catalog offsite, effectively “in the cloud.”
- 3) Our Outlook Mail system has also been sent “to the cloud.”
- 4) We lost data from last Wednesday through Sunday. Although we back up our system daily, Computech was able to see evidence of the “infection” as back far as Wednesday, so our Tuesday April 4th back up is the one that was reloaded. Much circulation data, not to mention files and emails during that period are lost.
- 5) When the new server is installed, we will be adopting a multi-leveled protocol for password protection. One of the issues identified was that the passwords that we had been using throughout the library were very weak.
- 6) I have asked the Town Finance Director to speak with Primex, the insurance carrier for the town about whether we can file a claim for some of the expenses related to the server crash.

Programs: We had 59 people at the production of *The Secret Garden* and over 110 at *Fake News, Tweets, and Facts in our Democracy* Panel Discussion. John Greabe and I are speaking about a possible series on civic education to build off the success of the *Fake News* program. Upcoming Programs include:

- *The Buzz about Bees with Martin Marklin.* Sunday April 30th 3:30pm
- *Annual Friends of the Library Book Sale* Saturday June 24th 9-3pm
- *Summer Reading Program* Begins Tuesday June 27th
- *Hiking in New Zealand with Patrice and Justin LaVigne* Tuesday June 27th 6:30 pm
- *Music of WWI with TJ Wheeler.* (Sunday August 27th 4pm) Part of the regional “Over There Over Here” initiative commemorating the “Great War.”

The next Hopkinton READS series will be dedicated to a WWI title with voting beginning in late April.

Building: Key areas:

- Irish Electric is pulling together numbers for the replacement of the dome lights, starting with one fixture.
- High wear and tear areas of the library interior were repainted in April.

- Hampshire Fire will be coming in next week to address the issues noted in our inspection by the Fire Department.
- I have asked Hoyle, Tanner and Associates, the engineers that the town uses, to come up with a concept drawing for the front of the library with a particular focus on improving our handicapped parking and improving the parking in front of the library in general. I will be meeting with them this coming Thursday April 20th.
- Ron Finlayson is putting together a proposal for rebuilding the steps and wall in front of the library.

Strategic Plan: A copy of the draft plan will be distributed at today's meeting. One specific action that was taken as a result of the planning process is the purchase of a book return box for the Hopkinton side of town. The Library's Foundation paid for this purchase and it will be installed this spring.

Community Relations: A new Chamber of Commerce is being established in Hopkinton. They may be a potential partner in future activities and a good vehicle for publicizing programs.

Respectfully submitted
Donna Dunlop