

Bosler, Jerry

From: mile-board-bounce@tln.lib.mi.us on behalf of Eileen M. Palmer [empalmer@tln.lib.mi.us]
Sent: Monday, October 31, 2005 3:41 PM
To: Mile-board@tln.lib.mi.us
Subject: [mile-board] Draft MUSCLE Message

Please email me any comments/revisions to this. I hope to post it tomorrow. Thank you

-eileen

Dear MiLE Members:

As you know, the MiLE service was taken offline after the server was infiltrated by hackers. Unfortunately the situation we are in, while initially caused by a hacker, was exacerbated by TLN staff -- who did not follow appropriate (and required) back up procedures. Because of that we do not have data from our system that we can recover and use to restore the service. I take full responsibility for this. Although I was assured on several occasions that we had complete back ups stored off site, this turns out to be untrue. I cannot be more sorry about this failure to properly manage this service.

I have discussed this situation with the MiLE Board and the Board has opted to accelerate our move to URSA 4.0. Dynix has agreed to prioritize our implementation of URSA 4.0 and we will begin the process immediately. It is expected to take about a month. While the loss of the service during this time will be difficult and frustrating, the end result will be a new and improved MiLE service.

We are currently working with Dynix to develop a project timeline and I will let you know as soon as it is finalized. In the meantime please address existing MiLE items as follows:

Handling of all MiLE items:

-- All MiLE items should be returned to the home (owning) library at this time

-- If items are currently checked out on your local system, they should be discharged before they are returned

-- The lavender MiLE Return To slip should be used as usual when returning items

-- Delivery procedures appropriate for your library should be followed as usual (e.g. use MelCat delivery labels if your delivery is MeL delivery rather than TLN or SLC)

Cleanup of MiLE records within local system:

-- Identify and remove any outstanding holds for the MiLE virtual patrons within your local system

-- Once MiLE items have been returned by your patrons, discharged, and sent to their home library, you will need to identify and remove the item and/or bibliographic records for those items from your local system

- I know that you all put your trust and confidence in TLN to manage this service and we have failed. You have my most profound apology. I am deeply committed to doing all that we can to move as quickly as possible to the URSA 4.0 environment.

Please let me know if you have any questions about this situation.

We will be updating the MiLE web site with information for the general public shortly.

I want to assure you all that at no time was any patron information accessed or compromised.

-eileen

Eileen M. Palmer	Director
The Library Network	empalmer@tln.lib.mi.us
13331 Reeck Road	tel: (734)281-3830 ex 107
Southgate, MI 48195	fax: (734) 281-1905