



STAFF REPORT INFORMATION ONLY

IT Security - Annual Report

Date: September 23, 2024

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is for the Toronto Public Library Board to receive the IT Security Annual Report and an update on the Toronto Public Library compliance with the City of Toronto's Cybersecurity Confirmation Program.

Toronto Public Library (TPL) is committed to achieving a safe and secure IT environment, including a targeted level of protection from internal and external cybersecurity threats.

FINANCIAL IMPACT

This report has no financial impact beyond what has been approved in the current year's budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

To enable TPL's Strategic Plan 2020 – 2024, a safe and secure IT environment is essential for both staff and customers. A key activity within the Digital Strategy 2020 – 2024 is to adopt a modern security approach to improve cybersecurity and TPL's overall security position. Meeting this objective has included enhancement of IT security controls, investment in robust IT security solutions and increased collaboration with strategic partners.

EQUITY IMPACT STATEMENT

The IT Security, Risk & Governance Program will enable equitable access to technology in a secure manner that protects the privacy and confidentiality of customers and staff. The maturity of TPL's security posture will promote confidence that TPL protects people's identities and activities to participate in the digital world.

DECISION HISTORY

At its January 25, 2021 meeting, the TPL Board approved the [Digital Strategy 2020-2024](#). As identified in the digital strategy action plan, there is a focus on IT Security Advancement.

At its October 25, 2021 meeting, the TPL Board received an [update to the Risk Register](#). IT Security risks are included in this report.

At its [April 7, 2021](#) meeting, City Council received a report from the Auditor General on Cybersecurity Incidents at the City and its Agencies and Corporations: Integrated Incident Response Plan is Needed: Auditor General's Report in Item 2021.AU8.9

At its meeting on [November 9, 2021](#), City Council made a motion requesting that the Library Board direct TPL to participate in the Cybersecurity Confirmation Program: *AU10.4 Auditor General's Cybersecurity Review: Toronto Fire Services Critical System Review*.

At its December 6, 2021 meeting, the Board approved the [Information Security Policy](#) and TPL's participation in the City of Toronto Confirmation program.

At its September 19, 2022 meeting, the TPL Board received an [Annual Risk Register - Update](#). Cybersecurity risks were reported in the update.

At its meeting on March 27, 2023, the Board received the [IT Security – Annual Report](#).

At its December 4, 2023 meeting, the TPL Board received an [Annual Risk Register - Update](#). Cybersecurity risks were reported in the update.

At its meeting on February 26, 2024 the Board received the [Cybersecurity report on the investigation into TPL’s cybersecurity attack](#).

COMMENTS

TPL’s Information Security Policy has the following guiding principles:

- Use a common industry standards-based approach for enterprise security: National Institute of Standards and Technology (NIST) Cyber Security Framework;
- Align to TPL’s Enterprise Risk Management policy; and
- Align with the City of Toronto Cyber Security policy.

The Information Security Policy formalizes TPL’s commitment to information security and creates the authority for governance with the Director, Digital Strategy & CIO. The Policy also defines a core set of controls, establishes roles and accountabilities, and provides direction on compliance and exceptions. As per the Information Security Policy, there will be a report to the Board on a regular basis regarding information security risk and major cyber security incidents.

During service recovery in response to the cybersecurity incident, TPL’s IT security posture was greatly improved. Enhancements were implemented across multiple areas including IT infrastructure, network and enterprise applications.

TPL’s level of maturity across the NIST Cyber Security Framework was once again assessed in 2024. The subsequent report has demonstrated a notable shift in TPL’s IT security controls and Cyber Security Framework (see Confidential Attachment 1).

TPL continues to participate in the City of Toronto’s Confirmation Program. The program provides an independent assessment on twelve security controls across all participating agencies. These security controls are aligned with TPL’s

overall Cyber Security Framework. The City performed onsite verifications of the twelve controls during 2023. Several controls were identified as areas for improvement and TPL's IT management has responded with an action plan.

CONCLUSION

TPL's IT Security, Governance & Risk Program is based on leading practices to ensure a safe and secure IT environment. TPL has made many IT security improvements during service recovery from the cybersecurity incident to recover into a more secure posture. By maintaining and improving policy, practices and technology, the risk of internal and external cyber security threats continues to be reduced.

CONTACT

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SIGNATURE

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ATTACHMENTS

Confidential Attachment 1 IT Security – Annual Report