

How we changed our generic login culture

Implementing Polaris' auto login feature

Jill Henriksen and Stephanie Ratko

 #IUG2019

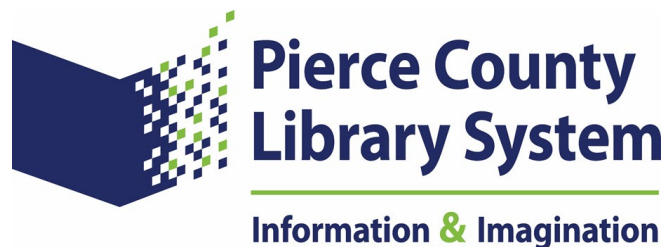


Sunday, May 5th | Pre-Conference

Monday, May 6th – Wednesday, May 8th | Main Conference

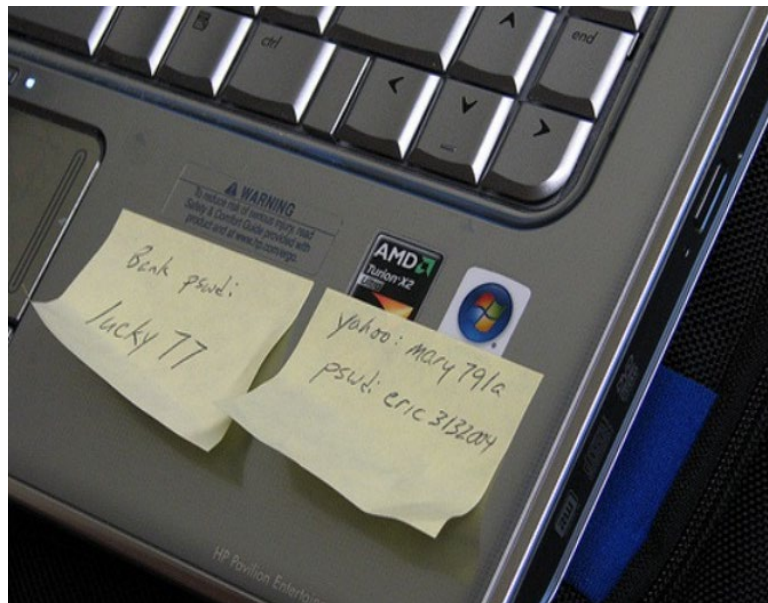
Introductions

- Jill and Stephanie
- Pierce County Library System
 - Polaris ILS since 2004
 - 21 branches
 - 340,000 registered borrowers
 - 320,000 titles
 - 850,000 item records
 - 6 Million annual circulation
 - 340 employees (275 FTE) – *many of our staff work at multiple locations*



Some of our security challenges

- Used shared generic logins for our ILS since we implemented an ILS
- We never required anyone to change their password
- No requirements around password complexity
- No documented off-boarding process for staff



Organizational AHA! moment

We got hacked – June 10, 2016



As a result we required everyone to change their password

Immediate security changes

- Resourced a team to develop password policy and procedures recommendation
- It took 9 months to develop and socialize the recommendation.

DIFFICULT
but Doable

Recommendation details

- Pass phrase a minimum of 12 characters long
- One capital letter
- One lower case letter
- A number or special character (including spaces)
- Expires every 120 days (rolling depending on when you last changed it)
- Can't include any portion of your username or a password you used before



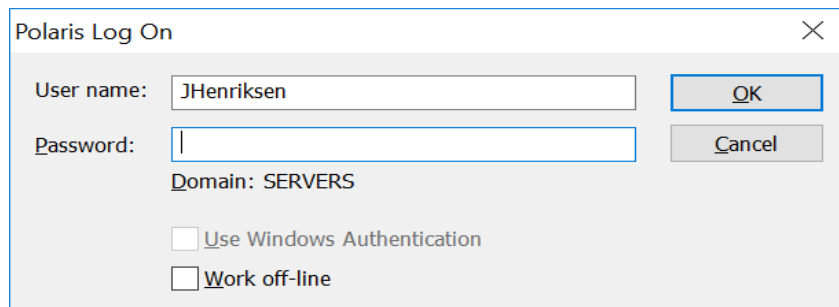
Staff response and challenges

What? How? OMG!

- The Why? was understood
- Polaris generic logins stayed but the passwords now changed regularly
- Active Directory was not set up initially to warn of passphrase expirations (generic logins made this worse)

Polaris auto login change

- Documentation is found in the Polaris 4.1 admin guide on page 38
- Most of our users were used to seeing the following Polaris login boxes



Polaris Log On

User name: JHenriksen

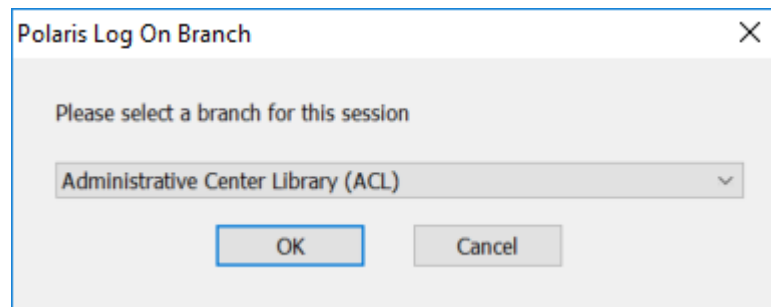
Password:

Domain: SERVERS

Use Windows Authentication

Work off-line

OK Cancel



Polaris Log On Branch

Please select a branch for this session

Administrative Center Library (ACL)

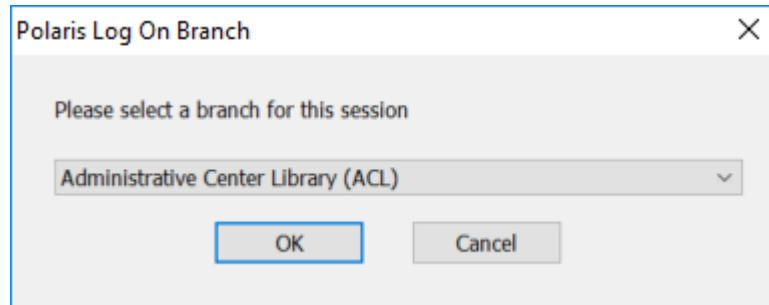
OK Cancel

Polaris auto login change (cont.)

- We wanted to
 - remove both of those login boxes
 - the user just clicks on the Polaris icon
 - TA DA! auto-logged into Polaris as yourself at the location where you are standing
- 2 weeks before Go Live - Oops!
 - We accidentally discovered a problem
 - “We are continuing to look at this issue as a possible bug or documentation issue.”

Polaris auto login change (cont.)

- Workaround –
 - Create one Polaris permission group for each Polaris branch (we have 23)
 - Put the workstations for that branch in their groups.
- Result – Staff still see this login box



Related changes

- Windows “Switch User” functionality was suggested as the quickest way to integrate this change at the branches’ help desks
- Envisionware does not like switch user
- Staff had to learn how to create icons and set up their own desktops and printers

Staff reaction to Polaris auto-login

- Project team toured the branches with scripted talking points to let staff know this change was coming and what to expect
- Training and just in time information was provided to end users
- Project communicated regularly in our weekly staff newsletter

How far we've come

With a few exceptions, staff are comfortable regularly changing their passwords themselves without IT intervention. It is part of our culture.



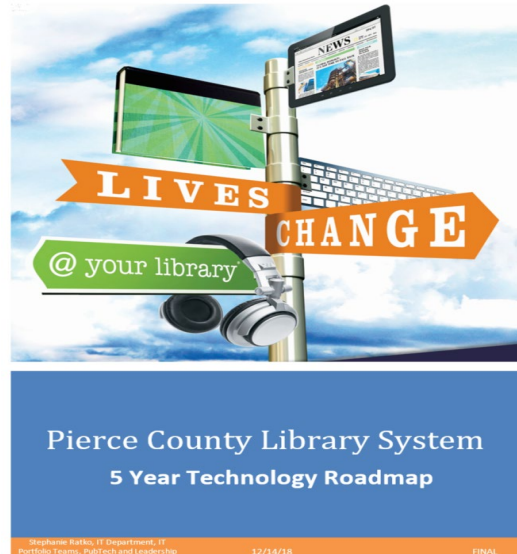
Additional Security Measures Taken

- Joined MS-ISAC
- Implemented Albert – Perimeter Network Monitoring Tool



What's next

Implement our 5 year Technology Roadmap that includes a multiyear Cyber Security Project and funds to implement recommendations



Questions

Stephanie Ratko

IT Manager

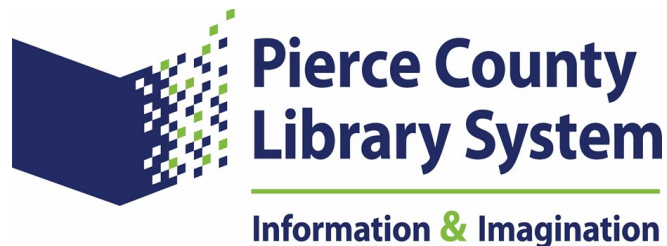
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Administrator

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A woman with long dark hair is sitting on the floor in a library, leaning against a bookshelf and reading a tablet. The scene is bathed in a warm, orange-red light, creating a soft and focused atmosphere. The background shows rows of bookshelves and a wooden table with chairs, slightly out of focus.

Thank you

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