

Krum Public Library

FAQs for distribution:

1. What is Krum Library doing in response to this incident?

Krum Library takes the privacy and security of information seriously and is taking significant actions to address the matter and further secure its systems, including initiating a thorough investigation and implementing additional security measures to reduce the risk of a similar incident occurring in the future.

Since learning of the incident, Krum Library took immediate steps to quickly bring on third party cybersecurity specialists to assist with resecuring its network and assessing the scope of impact. Krum Library is also undertaking a comprehensive and time-consuming process to review the potentially impacted files. This review involves carefully gathering and analyzing relevant data and identifying any potentially impacted individuals. Should Krum Library determine that any sensitive personal information was accessed without authorization in this attack, Krum Library will make every effort to notify potentially impacted individuals.

2. Was any personal information impacted in this incident?

At this time, Krum Library is conducting a careful review of the data that was potentially impacted in this incident. While this review is ongoing, Krum Library can confirm that no Social Security numbers or personal financial account information were impacted.

3. Has any information been misused?

The forensic investigation has determined that a limited number of files on Krum Library's network were accessed without authorization. Krum Library has begun a comprehensive review of the files that were potentially accessed without authorization in this matter, and, while that review is ongoing, Krum Library can confirm that no Social Security numbers or personal financial account information were impacted. Should Krum Library determine that any sensitive personal information was accessed without authorization in this attack, Krum Library will make every effort to notify potentially impacted individuals. Currently, Krum Library is not aware of any fraud or misuse of personal identification information in relation with this incident.

4. Has law enforcement been notified?

Yes, Krum Library has reported this incident to federal law enforcement, including the FBI and DHS.

5. Who is responsible for this?

Krum Library was the victim of a sophisticated ransomware attack carried out by cybercriminal threat actors. While an independent forensic investigation remains underway, the investigation

has determined that the criminals gained unauthorized access to certain files of Krum Library's network. The cybercriminals who attacked Krum Library demanded an extortion payment, but Krum Library believes financial resources are better spent helping to ensure an incident like this does not happen again. Krum Library also does not want to encourage further attacks by cybercriminals who engage in this type of malicious, destructive behavior.

Krum Library did not come to this decision lightly, and is sharing this information in the spirit of transparency and because this decision makes it more likely that the cybercriminals will retaliate by publishing data they have stolen from Krum Library to the dark web. Krum Library is actively reviewing the data the cybercriminals claimed to have stolen to determine if any sensitive personal information is impacted, and, should any such information be identified in this review, Krum Library will take all necessary steps to notify potentially impacted individuals.

6. What can members of the community do to protect their personal information?

Currently, Krum Library is not aware of any fraud or misuse of sensitive personal information in relation with this incident, and Krum Library can confirm that no Social Security numbers or personal financial account information were impacted in this incident. However, as a general practice and in an abundance of caution, Krum Library recommends patrons regularly review and monitor account statements and credit history to guard against any unauthorized transactions or activity. If you believe there is unauthorized activity on one or more of your accounts, you should obtain a credit freeze by contacting the three major credit reporting agencies.

Should Krum Library determine that any sensitive personal information was accessed without authorization in this attack, Krum Library will make every effort to notify potentially impacted individuals.