



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2014-2015

Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),
Giulia Jones MLA, Yvette Berry MLA



**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS
TAMS No. 2**

Asked by Alistair Coe MLA on 25 June 2014: Minister for Territory and Municipal Services took on notice the following question:

Ref: Hansard Transcript 25 June 2014, Page 7

In relation to :

The number of library users, the number who have updated their pin following the security breach and the number who are still pending

SHANE RATTENBURY MLA: The answer to the Member's question is as follows:-

- There are more than 200,000 registered library members.
- It is not possible to identify a specific number of library members who have changed their PIN.
- Library members are able to independently change their PIN online using the My Account feature of the library's online catalogue. They can do so at any time and on a regular basis if they wish to.
- PINs cannot be changed by phone or email. For privacy and security reasons, library staff need to sight proof of identification before resetting a PIN on someone's behalf.
- In 2013 a system-based program was run to identify membership accounts which, at that point in time, had PINs which were considered 'weak'. A 'weak' PIN is one that is, for example, a sequential number, or where the numbers correlate with those on a membership card, date of birth or phone number.
- In October 2013, approximately 28,000 accounts were identified as having 'weak' PINs.
- Approximately 8,000 accounts with 'weak' PINs which had not been used at all in 2013 and therefore had not been changed by the library patron, were reset on 17 October 2013. This resetting meant that from that date any of these library patrons could only reset their pin by visiting the library with identifying evidence.

- An awareness campaign was held to remind library members of the importance of having a 'strong' and unique PIN. Through this members were advised that any accounts with 'weak' PINs would be reset, disabling them from access to eResources, My Account and requests until they reactivated their membership at a branch library with a new, 'strong' PIN. Information about 'weak' PINS remained on the library website for more than nine months.
- Any accounts which still had 'weak' PINs on 1 March 2014 were reset.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature:



Date:

1/7/14

By the Minister for Territory and Municipal Services, Mr Shane Rattenbury MLA