

Data Backups for Member Libraries

As we see cyber security incidents increase across the globe, protecting the data of our Member Libraries and their staff members is an increasingly important priority. To address this, and to achieve a greater level of data protection for our members, NLLS offers optional backup services for Microsoft 365 accounts at Member Libraries.

What accounts are eligible for data backups?

All Microsoft 365 accounts are eligible for data backups; however, with nearly 400 Microsoft 365 accounts across Member Libraries, NLLS only provides complimentary backups for accounts of Library Managers.

Library Manager Accounts

All Library Managers are provided with complimentary data backups of their Microsoft 365 accounts at no cost to their Member Library. This is an optional service that Library Managers can opt out of at any time by contacting the TSI Department at ask@nlls.ab.ca.

Additional Accounts

Member Libraries who wish to have additional Microsoft 365 accounts from their libraries backed up can do so by purchasing this service at an annual cost of \$22.80 per account. Additional accounts can be added at any time by contacting the TSI Department at ask@nlls.ab.ca, and will automatically renew each year unless a stoppage is requested by the Member Library.

What is and is not included in data backups?

Data backups include **all** content stored within Outlook and OneDrive accounts associated with backed-up Microsoft 365 accounts. Information is backed up in real-time and is both recoverable and restorable by TSI staff within seven (7) days of the loss.

Data backups **do not include** any data outside of Outlook and OneDrive, including items stored exclusively on a computer hard drive, Teams chats and files, Polaris information, or information within other programs. This service is exclusively to protect member's data during cybersecurity incidents and NLLS will not be restoring user data under any other circumstances. NLLS is further unable to provide Member Libraries with a copy of their backups.

Is my backed-up data secure?

NLLS contracts with a reputable third party to provide data backups, meaning that industry standard best practices for data backups are followed. Data accessible by NLLS for the purpose of restoration is only accessible by select staff members and upon direct request from a Library Manager.

Questions?

If you have any questions, contact the TSI Department at ask@nlls.ab.ca.