CASE STUDY

Louisville Public Library Builds a Security-First Culture With IP Pathways



ORGANIZATION OVERVIEW

Louisville Public Library serves a rural community of about 18,000 residents, with roughly 60,000 visitors coming through its doors each year. The library operates from a single location with a lean staff of around thirty.

Library Director Brock Hutchison oversees technology decisions alongside an IT manager who also works the reference desk, neither of whom has a background in cybersecurity. Together, they manage patron records, financial systems, and public-facing technology every day.

THE PROBLEM: MEETING A NEW STATE MANDATE WITH LIMITED RESOURCES

Like many small public institutions, Louisville Public Library had long treated cybersecurity as important but secondary, without the budget or staff to build a formal program around it. That changed when new state legislation required public libraries to implement cybersecurity protections and staff training. Suddenly, Hutchison faced a compliance deadline that he and his team did not have the specialized expertise to meet on their own.

The library also faced a misconception common among small organizations: that its size and location made it an unlikely target. That assumption would soon be put to the test.

THE SOLUTION: A PERSONAL, RESPONSIVE PARTNERSHIP

Louisville Public Library partnered with IP Pathways to implement Managed SentinelOne for endpoint protection and Breach Secure Now for ongoing security awareness training and phishing simulation.

For Hutchison, the decision was also about having a trusted partner he could turn to when cybersecurity questions arose. He had known IP Pathways' David Lynch for nearly a decade, and that existing relationship gave him confidence that he would have someone he could reach when he needed help.

Onboarding required some early problem-solving, since the library runs on Google Workspace rather than the Microsoft 365 environment IP Pathways most often supports, requiring the team to adapt its approach.

"They jumped right into it," Hutchison said. **"I think they did a great job."**

That responsiveness has carried through the partnership, even when a fix takes more than one call. **"Everybody's always been super nice and accommodating,"** Hutchison said. **"Even if they don't know something right away, they're honest about saying, 'I've got to figure it out,' instead of making stuff up. I'd rather we just take the time to figure it out correctly."**

THE RESULTS: A REAL-WORLD TEST AND A SECURITY-FIRST CULTURE

The partnership was tested just months later, when Hutchison received one of the most convincing phishing attempts he'd encountered: an email that appeared to come from a vendor he knew personally, complete with her correct email address and signature. **"It was the best scam I've ever seen," Hutchison said. "I was legitimately expecting an estimate, so I clicked on it."**

When the link led to a blank page, Hutchison contacted IP Pathways immediately. The team walked him through resetting his credentials, confirming multi-factor authentication and removing a malicious inbox filter the attacker had installed. Managed SentinelOne also confirmed nothing further had been compromised.

The incident reinforced an important lesson: even a small, rural library can be a target. And just as importantly, it showed Hutchison and his team that they had a partner ready to respond when something went wrong.

Weeks later, the library's fiscal officer put the same training to use, shutting down her computer at the first sign of suspicious activity rather than investigating further. Breach Secure Now's ongoing phishing simulations have made security a regular topic of conversation at the library rather than a once-a-year requirement, and staff now feel more confident flagging anything that looks off.

"Before, there was more of a mindset of, we're a small library, no one's really going to target us," Hutchison said. **"But that's just not true. It's so widespread."**

CONFIDENCE TO FOCUS ON THE MISSION

Hutchison didn't hesitate when asked to describe the partnership's impact: **"Secure."**

Before working with IP Pathways, he says, there were nights he lost sleep wondering whether he and his IT manager alone were enough to keep the library protected. **"I'm happy I made the decision to outsource it instead of trying to do it myself,"** he said.

"Our main job is to be a library," Hutchison added. **"This is a turnkey solution to protect the library and meet the qualifications the state has passed down."**

With IP Pathways managing its cybersecurity and compliance requirements, Louisville Public Library can spend less time worrying about security and more time focused on what matters most: serving its community.