

Report Title: IT Strategic Plan Summary

Agency: 202 Library of Virginia

Current Operational IT Investments

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

The Library of Virginia posts the following Vision Statement on its website: "The Library of Virginia will inspire learning, ignite imagination, create possibilities, encourage understanding, and engage Virginia's past to empower its future." As the Commonwealth's library and archives, the Library of Virginia is a trusted educational institution. Our Mission is to acquire, preserve, and promote access to unique collections of Virginia's history and culture and advance the development of library and records management services statewide.

The Library of Virginia has a strong and growing in-house Information Technology Services Division which provides strategic value to all parts of the agency. IT helps enable the Library to meet its organizational goals and fulfill its vision and mission, reduce costs, enhance product and service quality, and improve customer service. This area provides the technology and technological management and assistance necessary to allow users of Library information easy and efficient access to data and systems; provides support for efforts to preserve information through the use of Library technology; and provides technology consulting services to public libraries, localities, agencies and other organizations and project planning and implementation support to Library staff. The Library's IT staff also provides data storage, redundancy, and preservation and security of digital and electronic records; high-speed internet access and public wireless connectivity; database applications development; web site development and maintenance; social media support; crowd-sourcing opportunities; project planning and implementation support; business recovery processes and planning, policy and procedures development and implementation; and management of over 40 listservs for various organizations. Increased digitization efforts, electronic records availability, and the use of new, web-based technologies and social media make the Library's collections more widely available and easier to use than ever before. This includes a combination of in-house systems, vendor-hosted "cloud computing", and use of the VITA/NG partnership where appropriate. If properly funded, the Library's IT plan will help enable the agency to realize its mission, goals and objectives.

The specific IT investments identified below include both tangible and intangible assets that are shared within the agency and often externally. They cross all three value categories - Constituent Service, Operational Efficiency, and Strategic Alignment and they cross all four agency-specific value categories and related goals: Collections - Strengthen and preserve the Library's collections and expand accessibility for the benefit of users; Service - Deliver courteous, accurate, and efficient information services to our customers; Organizational Excellence - Position the Library to effectively embrace new challenges and increasing responsibilities; and Educational Readiness and Achievement - Engage and educate parents, teachers, and learners. And they affect eleven service areas: Management of Public Records, Management of Archival Records, Historical and Cultural Publications, Archival Research

Services, Conservation-Preservation of Historical Records, Circuit Court Records Preservation, Cooperative Library Services, Consultation to Libraries, Research Library Services, Administration and Support Services, and General Management and Direction. While all of these current IT investments are presently meeting the Library's business needs, they will require enhancement at some point to retain their business value.

DigiTool – digital asset management system (DAM) implemented to provide access to a variety of digital collections, including but not limited to photographs, manuscript and archival collections, maps, etc. It is the main access point to mandated collecting areas, including state agency created born-electronic publications and electronic records of the executive branch. Replacement for this DAM is one of the Library's key business requirements for the next biennium.

Aleph/OPAC – integrated library system (ILS) is the starting point for research, management of our collections and patron information, a tool for sharing collection information with other libraries and contributing to the library professions collective “catalog” (OCLC). Replacement for this ILS is one of the Library's key business requirements for the next biennium.

Infolinx – records and box management system (RMS) provides an enterprise solution for managing the entire life cycle of physical records. The library uses this software to provide records and box management for the State Records Center and the Archives locations on the LVA 4th stack and at the SRC Archives pod. Infolinx has been a hugely beneficial product for Library staff, patrons and customers - through ILS catalog records and finding aids, staff and patrons have information needed (accession number and box number) to locate the boxes containing the searched-for archival records, and barcode scanning allows staff to track the location of boxes as they are moved from point to point. Upgrading this RMS is one of the Library's key business requirements for over the next few years.

CCRP/NDNP/VNP – systems to provide storage, access and preservation of scanned records for the Circuit Court Records Preservation program and the National Digital Newspaper Project/Virginia Newspaper Project, which includes access copies of all documents as well as dark archives. The growth of these and related projects will require an upgrade and expansion to the Library's out-of-scope storage and infrastructure, which is one of the key business requirements within the next fiscal year.

Permanent Archival Records - in addition to the requirements for CCRP/NDNP/VNP, systems are also needed to provide storage, access and preservation of both scanned records and born electronic records, especially related to the State Records Program, which includes access copies of all documents as well as dark archives. These records include all permanent Governor's Office and state agency records, emails and correspondence. The expansive growth of these and related projects will require an upgrade to the Library's out-of-scope network and an increase to the Library's out-of-scope storage capacity, which is one of the key business requirements within the next fiscal year.

Public Reading Rooms and Public Access Areas – despite the growth of and demand for online resources, the Library's public reading rooms are still heavily used by researchers, historians, genealogists and many others whose research requires an onsite visit, and our public lobby is used by hundreds of people daily who come for programs, exhibitions, the café or shop, all of which require technological components. Continuing to upgrade the technology used in the Library's out-of-scope Reading Room and public areas is one of the key business requirements within the next few years.

Agency website – contains crucial content to meet the needs of all of our constituencies, including but not limited to the following: the public, state agency and local government personnel, public libraries, educators, and students. Content includes forms, policies, and publications to conduct business; access to collections and research tools in support of collections; access to subscription databases, indexes and full-text articles; information on public programming at the Library and training and workshop opportunities for professionals; reports and documents required to be publicly accessible. Redesigning the website for improved communications and information accessibility is one of the Library's key business requirements.

Virginia Memory website – designed to provide access to digital content in a variety of forms and formats. Dedicated to delivery of digital content related to collections and areas of staff expertise in the agency, it was conceived and developed as the commonwealth's contribution to the nation-wide

adoption of “memory” projects from cultural heritage institutions. The Library's intention is to continue supporting traditional library patrons while cultivating a new generation of users. Re-imagining Virginia Memory for ease of use, improved searchability and enhanced methods of collection and access are important goals, as digitization for preservation and accessibility is one of the Library's key business requirements for the near and long term.

Archive-It – continuing partnership with the Internet Archives that allows the Library to collect, manage and provide long-term access to Virginia government websites. Preservation and accessibility of digital content is one of the Library's key business requirements for the near and long term.

Backstage Library Works, Ancestry, Family Search, MyHeritage – partnership with these digitization vendors allows the Library to make collections available to users worldwide at a much faster pace than could be accomplished using only in-house staff. Digitization for preservation and accessibility is one of the Library's key business requirements for the near and long term.

Facebook, Twitter, Flickr, Blogs, Pinterest, HistoryPin, Tumblr, Instagram and YouTube – “free” social networking tools that keep the Library abreast of emerging web technologies that also require a considerable amount of staff knowledge, expertise, and maintenance. The Library is following lead of other cultural heritage institutions that implement these web services, while continuing to meet expectations of general web users.

Transcribe – a crowdsourcing tool that allows users worldwide to transcribe historical documents from the Library's collections, making these easily readable and full-text searchable. This application, based on open-source software and highly customized by IT staff to meet the unique needs of Library staff and patrons, has been a popular and wildly successful endeavor. In addition, in-house and statewide local Transcribe-athons have been very popular with the public. Transcribe has provided partnership opportunities while engaging the public in ways that were unrealistic previously. Communications and information accessibility is one of the Library's key business requirements.

While there are many other investments that will require additional funding, the Library has planned for these and budgets for them yearly. As the above list of investments shows, the Library is proactive in planning, budgeting and creating workflows for replacing or upgrading systems that no longer meet our needs. The Library IT staff is very efficient and multi-skilled, and manages the systems very well. IT staff is also very knowledgeable about Library needs and experienced in how to balance new demands of staff and patrons with existing requirements and limited resources. The Library also works closely with IMLS to obtain approval for use of LSTA funds for much of our technology needs.

In order to manage all of these assets, while continuing to develop wisely in the face of rapidly changing technology, security concerns, budget constraints and user expectations, staff implements and enforces sound yet flexible policies and procedures. Done correctly, our IT investments will be extensible and able to grow continuously and smoothly, rather than require complete dismantling and rebuilding every few years.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately

funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Demonstrate what it will take for your agency will ensure a successful transition to the new commonwealth multi-supplier model:

The Library of Virginia is better positioned than most other agencies because we had a representative on the MSI procurement team. Additionally, LVA had a representative on the email procurement team and two on the email implementation teams (first incarnation). Our staff member who served on the MSI procurement team is familiar with the MSI requirements, and with ITIL practices, which will aid in transition. The approach will vary based on the service but our general approach will be:

- 1) Verify agency application and business process dependencies on each service area: NG servers, active directory, email, network and firewall/security.
- 2) Develop application and business process test plan drafts.
- 3) Identify new vendor dependencies and requirements (those different from existing) where possible.
- 4) Prepare summary and detail reports on technical dependencies for use by VITA, MSI and other suppliers.
- 5) Identify non-technical dependencies (e.g., vital to have communication regarding implementation dates and requirements from VITA/MSI)
- 6) Prepare summary and detail reports on non-technical dependencies for use by VITA, MSI and other suppliers.
- 7) Prepare test environment for use with transition.
- 8) Re-assess internal resource capacity.
- 9) Identify additional tasks that can be done before implementation (e.g., updating knowledgebase articles).
- 10) Collect any additional information needed for implementation plan with MSI.

The demand for new services and more access continues to increase from both internal and external customers. Improved and broader access to data, securely and at faster speeds requires technology upgrades at an escalating pace, as well as quick adoption of new ways to present data. Long-term and permanent secure retention of electronic records requires new models to be tested and implemented.

Many factors impact ITs ability to meet our responsibilities, including recurring costs after initial investment in equipment, software and the Librarys infrastructure; uncertain funding at the state and federal level; and inadequate funding to meet the challenges of rapidly expanding electronic/digital record storage, security, access and long-term preservation needs.

The Library assesses the solution options available (on-premise, cloud-based, hybrid) with respect to business needs, security needs, and direct and in-direct costs. LVA employs the same strategy for new and existing IT services. For existing services, the assessment is generally undertaken just prior to current contract/license renewal periods but may also occur when new services are offered by the existing vendor. If a cloud-based solution is determined to be the better course, LVA begins the ECOS process with VITA.

While there are many changes in the business environment that will require technology investments, there are no new mandates from external sources (other than updated COV security policies and audit requirements). Rather, the changes are based on collection growth, increased digitization and accessibility demands, greater COV security requirements and the changing needs and skills of our customers. The legislative mandates the Library has are related to our Records Management, Archival Records administration, and Public Library consultation and support functions, and these are existing mandates that we continue to address through technology and non-technology-related measures. The BReTs listed all relate to these functions, and all are funded. The investments discussed previously represent the types of systems that will require future enhancements. Without these technology-related

activities, the Library would not be able to fulfill its mission.

The growth of the influx of permanent, archival electronic records from state government agencies is the major issue, and requires a commitment by the state to fund Library IT infrastructure and technical and archival staff long-term. Inadequate state funding to meet the challenges and growing needs of electronic/digital record storage, access and long-term preservation will to be the factor having the greatest impact on the Library's ability to achieve our mandated requirements, meet constituent needs and improve operational efficiencies.

In addition, there are many other factors affecting the Library's current IT. These include:

Inability to hire additional staff makes long-term planning and collections and services growth a challenge. Without adequate staff to process collections and serve our constituent groups, the Library will have difficulty efficiently, effectively and securely managing our collections and meeting the needs of our patrons. Technology becomes more important, yet potentially less available due to budgetary constraints. Customer services would likely have to be reduced if funding cuts and/or cost increases continue.

Uncertain funding at the state and federal level - budget cuts are especially worrisome, as the Library's IT operating budget has decreased despite greatly increased demands for services. In the past the Library has often substituted Federal LSTA funds for state general funds that were reduced, but more restrictive guidelines on how LSTA funds can be spent have decreased the availability of these funds to meet many of the technology needs of the Library. Potential Congressional budget cuts to IMLS would likely impact LSTA funding, which would be devastating to the Library community, and especially the Library of Virginia's ability to maintain and enhance its technology to meet the growing requirements of its constituents.

Increased requests and expectations for online services - not only should these requests be easy to make, they should also be streamlined, secure and all encompassing. People expect more "one-stop" shopping, and they want it to look like the other sites they see, so we have to try to keep that in mind when developing and designing websites, tools, and programs available on the web. Users also expect ease of information access using social media, and the Library must keep up with the latest trends information sharing.

Also, it is vital that the Library avoid having technology drive the content; we must always first identify an actual need and then find the correct technology to use. This takes time and thoughtful analysis. Technology for technology's sake is not an option.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

**** Decision Package ****

The Library of Virginia submitted and received approval for a Budget Decision Package to replace its Library Catalog and Digital Asset Management applications. The following info will be used as part of the submittal:

The Library of Virginia is highly regarded for its dedication to free public access to the cultural heritage and historical collections of the commonwealth, managing our vast print and electronic collections, and preserving the Virginias documentary history for future generations. The applications that manage these collections and ensure access are – after 10-15 years in production – nearing the end of their life cycles and need to be replaced as soon as possible with newer, more cost efficient, robust, and security compliant systems.

The Library plan is to combine the library catalog (ILS) and digital asset management system (DAM) into one back-end management module, and layer on top of that a discovery application that can search and retrieve materials from both previous systems, as well as additional external databases. This would include the Librarys very popular Chancery Records digital project, archival web collections, and other resources. (Think one Google search of all LVA content). We will simultaneously implement a related digital preservation system that will improve the Librarys ability to meet its code mandate to manage, maintain and provide viable access to the records of the commonwealth in perpetuity. The Library currently manages digital preservation using a variety of techniques and policy directions, which is becoming more difficult to manage given the accelerating growth and complexity of our electronic and digital collections. A single product that helps us manage the full life cycle of electronic and digital content is essential to continuing success. The plan is to purchase and implement a suite of products that ensure back-end management and security of all collections, while providing a more unified and efficient public access point that meets the needs of 21st century library users and researchers.

Failure to replace these two vital systems during the next two years would jeopardize the Librarys efforts to make newly digitized collections available to the public and would place the Librarys current online collections at risk. This would affect not only historical and genealogical information but also access to state records such as the electronic records of Virginias governors and digital collections that the Library has developed in partnership with state commissions such as the Virginia Sesquicentennial of the American Civil War Commission and the Virginia World War I and World War II Commission. Although our old systems may last for a while longer, they would not meet the expectations and needs of Library staff and users whose search and research behaviors are not defined by the Librarys technology; rather our decisions and technology offerings should be flexible and responsive to user information needs. In addition, software and security vulnerabilities cannot be remediated as quickly or effectively as with the new systems and hosting environments, which are built upon a security foundation meeting or exceeding all federal and state information security standards.

To reach its desired state, the Library of Virginia is going to have to increase its already significant reliance on technology, which will be more important than ever to meeting the needs of the institution and our constituents. Using technology wisely and effectively is critical for the Library to provide a high level of business value, remain relevant, continue to meet mandates and missions, and respond to the new ways people expect to receive services. The Library will have to provide greater capability for interaction between limited Library staff and patrons via agency websites, online applications and social media. Library customers want and expect more and more of the content of the collections to be offered electronically. The previously discussed investments address these needs. However, the agency will continue to struggle somewhat because limited resources makes satisfying these needs more challenging. Given the constraints, the Library continues to explore and implement all reasonable and cost-effective options, including public-private partnerships (such as digitization projects with nonprofit or for profit entities), collaboration with other state agencies, targeted fundraising, and grant application submissions.

At the management level, the Library acknowledges that the future business state will have to be much more interactive, offering much greater remote access to collections while discovering better ways to manage and preserve electronic and digital records. All of the proposed investments, as well as any

potential new investments that are deemed worthwhile will meet multiple of the Library's Strategic Objectives, which include: Expand the collections; Maintain the highest standards of conservation, preservation, and security; Expand access to resources; Provide assistance to Virginia's public libraries; Enhance the effectiveness of Virginia's records management program; Achieve and maintain a high level of customer satisfaction; Engage and educate citizens; Improve the quality of information resources and library services; Maintain and enhance an efficient, effective and secure technology infrastructure; and Increase the number of children and teens who are served by public libraries. In addition, all investments will be measured against the Business Value categories of improved Constituent Service, increased Operational Efficiency, and Strategic Alignment, as well as all four agency-specific value categories and related goals: Collections - Strengthen and preserve the Library's collections and expand accessibility for the benefit of users; Service - Deliver courteous, accurate, and efficient information services to our customers; Organizational Excellence - Position the Library to effectively embrace new challenges and increasing responsibilities; and Educational Readiness and Achievement - Engage and educate parents, teachers, and learners. Service improvements include improved access to collections and new services being available based on patron needs. These initiatives help improve the patron experience by providing better, simpler, timelier access to collections, and increased ease of use and service quality, while at the same time allowing the Library to meet federal and state requirements for these records. These improvements work to enhance relationships with our constituents. Operational efficiencies include improved staff productivity, increased patron self-service, more time to work on complex patron issues, and fewer personnel costs for maintaining and searching for hard copy documents, allowing faster response to patrons and redeployment of staff to other critical tasks. Strategic alignment value is provided by helping to meet agency and Commonwealth goals. Affected agency service areas include management of public and archival records, historical and cultural publications, archival and library research services, conservation-preservation of historic and circuit court records, and cooperative library services. The projects will help the Library achieve its goals to increase the size and accessibility of our collections, improve management, security and preservation of public records, appropriately use technology to process, store, track, preserve, secure and provide access to the collections, and work collaboratively to provide educational materials easily and efficiently.

The Library's future IT functioning from a business perspective will include smarter, more integrated workflows and resulting products. Growth and complexity of electronic resources necessitate new policy/procedure/guideline services be provided, as well as project management for new digitization efforts and electronic records retention and archival preservation standards and services. The Library must continue to make progress in the implementation and advancement of technologies that are smart for the future of the agency, rather than in response to what other cultural heritage or academic institutions are doing.

All of our investments are important and undertaken with the requirement that they move the agency forward. All else being equal, the priorities become the availability of funds and staff to begin and fully implement each solution. Agency leadership believes that any proposed initiatives can be funded through a mix of funding sources, and that agency staff is not only appropriately skilled, but also fully adaptable to any future needs. As with all IT "projects", IT staff and Library staff work closely together throughout all phases of the process, from initiation through post-implementation. This has been a successful formula for collaboration that has served the Library extremely well, and we will continue to build upon it.

Report Title: Strategic Plan

Agency: Library of Virginia

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$68,740	\$222,162	\$70,802	\$228,827
VITA Infrastructure Changes	\$0	\$0	\$0	\$0
Estimated VITA Infrastructure	\$68,740	\$222,162	\$70,802	\$228,827
Specialized Infrastructure	\$285,294	\$198,486	\$285,294	\$177,068
Agency IT Staff	\$631,272	\$182,919	\$631,272	\$182,919
Non-agency IT Staff	\$0	\$0	\$0	\$0
Cloud Computing Service	\$14,400	\$21,600	\$0	\$12,000
Other Application Costs	\$188,503	\$160,156	\$168,753	\$127,406
Total	\$1,188,209	\$785,323	\$1,156,121	\$728,220

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$0	\$0	\$0
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$2,500,000	\$0	\$2,500,000
Non-Major Stand Alone IT Procurements	\$460,000	\$383,000	\$360,000	\$180,000
Agency-Level Stand Alone IT Procurements	\$430,744	\$0	\$396,239	\$75,000
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
Total	\$890,744	\$2,883,000	\$756,239	\$2,755,000

Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$1,188,209	\$785,323	\$1,156,121	\$728,220	\$3,857,874
Proposed IT Investments	\$890,744	\$2,883,000	\$756,239	\$2,755,000	\$7,284,983
Total	\$2,078,953	\$3,668,323	\$1,912,360	\$3,483,220	\$11,142,857

Report Title: Business Requirements For Technology

Agency: Library of Virginia (LVA)

Archival Storage Upgrade 2018 BReT**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 9/28/2016**Mandate:** No**Mission Critical:** Yes**Description:**

In the next few years the Library will need to upgrade it's archival storage systems for permanent records retention. The architecture is aging, and the electronic and digital records collections continue to grow at a fast pace. Keeping current with the technological advancements and the needs of staff and constituents is critical for our ability to meet agency goals and mission.

Boopsie Renewal 2019 BReT**BRT Type:** Business Requirement for Existing Technology**Date Submitted:****Mandate:** No**Mission Critical:** Yes**Description:**

The Library of Virginia would renew the subscription to Boopsie on behalf of all public libraries throughout Virginia for another five years. Reference APR 12-057.

This fully hosted subscription-based mobile solution has been well-received by patrons and libraries throughout the state. It provides a range of library information and services on mobile devices, thus providing patrons with another way to interact with their library. There is no comparable library solution on the market for this product and this product is compatible with existing equipment, such as Android, Blackberry, Java CLDC1, Palm OS, Symbian S60, Windows Mobile, and iPhone. The Boopsie library app includes the following features: Library Locator, Catalog Search, ILS Integration, Ask A Librarian, Reading Lists, Events & Calendars, Blogs & Twitter, BookLook Mobile, Reviews and Recommendations, BookCheck, and additional customer generated content through "Boopsie Docs."

BReT - E-Rate FY17-FY19**BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 1/26/2017**Mandate:** No**Mission Critical:** Yes**Description:**

Renew procurement of comprehensive, full service E-Rate consulting services to all Virginia libraries from E-Rate Central, a federal program that provides \$2.5 billion in discounts on telecommunications services, Internet access, and networking equipment for schools and libraries. E-Rate Central's role throughout the E-rate application and funding cycle is to assist with technology planning, prepare all necessary applicant

forms and special request changes, service substitution requests, appeals, etc. E-Rate Central will be the contact for all forms so it can coordinate response to inquiries from the SLD. E-Rate Central will work with a primary contact at the Library of Virginia to obtain the required information.

BReT - LVA IT Security Audit Program and Risk Program

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	2/18/2015
Mandate:	Yes
Mission Critical:	Yes

Description:
 OR/I response.
 Agency has requested permission and funding to hire an Information Security Officer, as well as funding to expand security programs and training.
 Update - Agency has received permission and GA funding to hire an Information Security Officer, as well as funding to expand security programs and training. The hiring process is underway.
 2017 Update - Agency has hired an ISO, has expanded our security program, is improving policies, procedures, and documentation, and has contracted with Impact Makers for BIA and RA assistance.

BReT - NewsBank Subscription Renewal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/6/2017
Mandate:	No
Mission Critical:	Yes

Description:
 The Library of Virginia procures access to numerous resources and databases on behalf of all Virginia public libraries in the Commonwealth of Virginia, as part of Find It Virginia. Find It Virginia is a collection of databases that provide access to resources such as newspapers, magazine and journal articles, and books such as encyclopedias. Materials are available for all age ranges and interests. For several years, the Library of Virginia has been purchasing an annual subscription to the NewsBank Richmond Times-Dispatch Historical Archive, 1903-1986 Digital Edition. Due to changing needs of Virginia's public libraries, the Library of Virginia is opting to purchase a one-time perpetual license to Richmond Times-Dispatch Historical Archive, 1903-1986 Digital Edition

BReT LVA COV IT Infrastructure Transition

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/23/2016
Mandate:	No
Mission Critical:	

Description:
 The Commonwealth is transitioning to a multi-supplier model for IT Infrastructure. This BRT outlines the infrastructure an agency will need to plan and test in support of the transition. Cut and Paste the

information below into the description field on the BReT form. Insert agency information into the ITALICS. Create just one BReT.

Messaging BReT:

VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for ~170 users (includes all FT, contractors, P14, interns and volunteers that have mailboxes) and 13 resource mailboxes in our agency. We also have 6 applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) LVA is not a site owner for any WCS SharePoint and we do not have any business processes that rely on it (technically we use it when we participate in VITA projects). We have 0 applications serviced via AirWatch which will need remediation.

IBM Mainframe BReT:

VITA is initiating disentanglement from NG IBM Mainframe services in 2016. LVA has possibly 3 applications on the IBM which will need to be migrated and tested during this transition. This is assuming they want to report the COV-wide applications that we use, even though they are owned by DOA/DHRM. LVA does not have any mainframe applications that we own or are responsible for.

Server/storage (including housing of equipment) BReT:

VITA is initiating disentanglement from NG servers and storage. LVA has 0 number of servers which will need to be migrated and tested during this transition. No applications will be affected by this move and will need to be tested.

Authentication/directory services BReT:

LVA has 0 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 170 internal and 0 external.

End user computing BReT :

LVA has 104 desktops and 28 laptops and 13 network printers which will need to be migrated.

Data networks BReT :

LVA has 0 networks that are not mpls which will need to be migrated.

Voice Networks BReT:

LVA has 0 UCaaS phone lines and 0 other phone lines which will need to be migrated. (LVA manages our own UCaaS and other phones in order to qualify for federal e-rate discounts of up to 90%)

Cloud Computing BReT:

LVA is investigating moving up to 3 applications to a Cloud services vendor. The business reason for the move is to reduce costs and increase efficiencies. Applications are not cloud ready. Agency will need to bring in outside consulting to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready.

Security Services BReT:

To meet Commonwealth Security requirements, LVA will engage procure outside security services from an outside vendor utilizing DPB funds.

Internet Usage BReT:

LVA projects that internet usage will increase by 30% due to changing technology and increased demand for online services. As more of our collections are put online, faster, reliable access to necessary. Online training created by our Education and Records Management staffs will grow, and we plan on adding online interactive components to our exhibitions. Partnerships with VCU, UR and JTCC will create e-classrooms streaming from LVA's conference rooms.

Digitization 2016 BReT

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	Yes
Description:	
In order to make our collections more accessible to citizens throughout the commonwealth and the world, the Library often contracts with vendors who are digitization specialists, experienced in working with large volume collections of historical, fragile and even microfilm materials. The growing demands to process and make available video content adds to this need.	
ILS/DAM Replacement 2016 BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	Yes
Description:	
Within the next few years, the Library will need to replace its current Integrated Library System and Digital Asset Management System. The current systems are approaching EOL and vendor support will end sometime after that. A new system will integrate new technologies and methods. The growing demands to process and make available video content adds to this need.	
Infolinx Renewal/Replacement 2019 BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/28/2016
Mandate:	No
Mission Critical:	Yes
Description:	
LVA currently uses Infolinx software to manage and track archival and records storage boxes at LVA and the SRC. In a few years, we will investigate the feasibility and need for a possible replacement.	
Lyrasis Renewal 2018 BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2018
Mandate:	No
Mission Critical:	Yes
Description:	
The Library of Virginia procures discounted services from Lyrasis on behalf of all libraries in the Commonwealth of Virginia. These include: digital content and related services, and bibliographic &	

resource sharing services, access to electronic index & full text database subscriptions; continuing education, training (including on-site), and consultative services for libraries and librarians; Library of Virginia yearbook scanning project, data migration and network assessments for Virginia public libraries, content hosting services, e-courses and webinars, preservation assistance, and special projects as requested..

OOS Infrastructure Upgrade 2018 BReT

BRT Type: Business Requirement for Existing Technology

Date Submitted: 9/29/2014

Mandate: No

Mission Critical: Yes

Description:

Within the next few years, the Library will need to upgrade its current out-of-scope infrastructure (network and storage) in order to continue to meet the growing and technologically advanced needs of our customers and keep pace with changes in technology.

Reading Room Equipment Upgrade 2016

BRT Type: Business Requirement for Existing Technology

Date Submitted:

Mandate: No

Mission Critical: Yes

Description:

Within the next few years, the Library will need to upgrade its current out-of-scope Reading Room systems in order to continue to meet the growing and technologically advanced needs of our customers and keep pace with changes in technology. These include public access and RR staff systems, WiFi, kiosks, digital microfilm scanner/readers, specialized book scanners, mobile apps, and equipment for the visually impaired.

TumbleBooks Replacement 2017 BReT

BRT Type: Business Requirement for Existing Technology

Date Submitted: 2/22/2017

Mandate: No

Mission Critical: Yes

Description:

EBooks to support reading and learning:
Currently, the Library of Virginia offers TumbleBooks Library and TumbleBooks for Teens, a collection of eBooks, for use to the public through Virginia's public libraries. The Library of Virginia would like to continue providing children and youth in Virginia a variety of eBooks. Our current contract expires in 2017. As there are now other options and vendors, we will be renewing either the contract or providing a similar service.
The eBook collection supports LVA goal of Educational Readiness and Achievement by providing access

to quality educational resources for prekindergarten and K12 children.	
VOIP Enhancement 2017 BReT	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	Yes
Description:	
The Library has e-rate supported VOIP. In a few years we will need to re-examine our current Verizon contract for hosted services to meet e-rate requirements.	

Report Title: Appendix A 18 - 20 Report

Agency: Library of Virginia (LVA)

Agency Head Approval: No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this agency

Report Title: Appendix A 18 - 20 Report

Agency: Library of Virginia (LVA)

Agency Head Approval:

No

Stand Alone Major Procurements

Procurement Name:	Lyrasis Renewal 2018		
Procurement Description:	The Library of Virginia procures discounted services from Lyrasis on behalf of all libraries in the Commonwealth of Virginia. These include: digital content and related services, and bibliographic & resource sharing services, access to electronic index & full text database subscriptions; continuing education, training (including on-site), and consultative services for libraries and librarians; Library of Virginia yearbook scanning project, data migration and network assessments for Virginia public libraries, content hosting services, e-courses and webinars, preservation assistance, and special projects as requested.		
Procurement Planned Start Date		Procurement Planned Completion Date	4/30/2018
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			

Stand Alone Non-Major Procurements

Procurement Name:	Archival Storage Upgrade 2018		
Procurement Description:	In the coming year the Library will need to upgrade and expand its OOS archival storage systems for permanent records retention. The architecture is aging and the electronic and digital records collections continue to grow at a fast pace. Keeping current with the technological advancements and the needs of staff and constituents in a cost-effective manner is critical for our ability to meet agency goals and mission.		
Procurement Planned Start Date		Procurement Planned Completion Date	7/2/2017
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			
Procurement Name:	Boopsie for Libraries Subscription (Renewal)		
Procurement Description:	The Library of Virginia would like to renew the subscription to Boopsie on behalf of all public libraries throughout Virginia for another five years. Reference APR 12-057. This fully hosted subscription-based mobile solution has been well-received		

	by patrons and libraries throughout the state. It provides a range of library information and services on mobile devices, thus providing patrons with another way to interact with their library. There is no comparable library solution on the market for this product and this product is compatible with existing equipment, such as Android, Blackberry, Java CLDC1, Palm OS, Symbian S60, Windows Mobile, and iPhone. The Boopsie library app includes the following features: Library Locator, Catalog Search, ILS Integration, Ask A Librarian, Reading Lists, Events & Calendars, Blogs & Twitter, BookLook Mobile, Reviews and Recommendations, BookCheck, and additional customer generated content through "Boopsie Docs."		
Procurement Planned Start Date	2/1/2014	Procurement Planned Completion Date	1/31/2019
		Appropriation Act Status	
Service Area			Weight
202 LVA 14201 Cooperative Library Services			Primary
202 LVA 14203 Consultation to Libraries			Secondary
Procurement Name:	E-Rate FY17-FY19		
Procurement Description:	Renew procurement of comprehensive, full service E-Rate consulting services to all Virginia libraries from E-Rate Central, a federal program that provides \$2.5 billion in discounts on telecommunications services, Internet access, and networking equipment for schools and libraries. E-Rate Central's role throughout the E-rate application and funding cycle is to assist with technology planning, prepare all necessary applicant forms and special request changes, service substitution requests, appeals, etc. E-Rate Central will be the contact for all forms so it can coordinate response to inquiries from the SLD. E-Rate Central will work with a primary contact at the Library of Virginia to obtain the required information.		
Procurement Planned Start Date		Procurement Planned Completion Date	3/1/2017
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			
Procurement Name:	Tumblebooks Renewal 2014 Procurement		
Procurement Description:	The Library of Virginia would like to renew our subscription to the TumbleBookLibrary Premium Collection for an additional three year period. This is an online collection of animated, talking picture books which teach children to read using a technology format. These books are created by adding animation, sound, music and narration to existing picture books in order to produce an electronic picture book that you can read yourself or it can be read to you.		
Procurement Planned Start Date		Procurement Planned Completion Date	9/8/2014
		Appropriation Act Status	
Service Area			Weight

There are no service areas for this project.			
Procurement Name:	TumbleBooks Replacement 2017		
Procurement Description:	<p>EBooks to support reading and learning: Currently, the Library of Virginia offers TumbleBooks Library and TumbleBooks for Teens, a collection of eBooks, for use to the public through Virginia's public libraries. The Library of Virginia would like to continue providing children and youth in Virginia a variety of eBooks. Our current contract expires in 2017. As there are now other options and vendors, we will be renewing either the contract or providing a similar service.</p> <p>The eBook collection supports LVA goal of Educational Readiness and Achievement by providing access to quality educational resources for prekindergarten and K12 children.</p>		
Procurement Planned Start Date		Procurement Planned Completion Date	8/1/2017
		Appropriation Act Status	
Service Area			Weight
There are no service areas for this project.			