

2024 - 2026 IT Strategic Plan

Agency: 202 Library of Virginia (LVA)

Date: 11/30/2023

Current IT State

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?

****Mission**:** As the Commonwealth's library and archives, the Library of Virginia is a trusted educational institution. We 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.

****Vision**:** The Library of Virginia will inspire learning, ignite imagination, create possibilities, encourage understanding, and engage Virginia's past to empower its future.

LVA has established the following four ****Goals**** to provide overall direction to fulfil its Mission and Vision:

.Collections**:** Strengthen and preserve the Library's collections and expand accessibility for the benefit of users. Develop, preserve, and provide access to the world's most significant collection of books, manuscripts, public records, journals, newspapers, photographs, government documents, and other materials documenting the history and culture of Virginia as well as its unique place in American and world history. The Library is proactive in continuing to update its collections by purchasing new titles, subscriptions to periodicals in print and electronic format, manuscripts and rare books that come on the market through auctions and dealers, and by soliciting gifts from individuals and organizations. The Library conserves and preserves the materials in its collection and makes them accessible by cataloging, arranging, describing, creating finding aids, loaning materials to users through interlibrary loan, and by creating numerous access points in the Library's reading rooms and on the Library's web site.

.Service**:** Deliver courteous, accurate and efficient information services to our customers. The Library seeks to excel in all areas of its service to the citizens of Virginia and patrons around the world. The Library strives to deliver accurate, timely, and friendly service in the areas of information reference, archives and records management, education, consultation related to the Library's archival collections, and consultation services with Virginia's public libraries. Service is a key part of the Library's vision to "engage Virginia's past to empower its future" by helping Virginia's citizens understand and appreciate the significance of Virginia's history, culture, and literary heritage.

.Organizational Excellence**:** Position the Library to effectively embrace new challenges and increasing responsibilities.

The success of the Library of Virginia depends on a strong foundation that supports all employees and nurtures a flexible leadership culture. We must develop a staff that shares a set of core values around service, efficiency, open government, and professional ethics. To achieve organizational excellence we must be responsive, adaptable, and integral to the communities we serve.

.**Educational Readiness and Achievement**: Engage and educate parents, teachers and learners through programming designed to enhance early literacy readiness and to provide access to quality education resources for prekindergarten and K12 children.

This goal is critical in fulfilling the Library's mission to provide Virginians with access to the most comprehensive information resources and to elevate levels of educational preparedness and attainment of Virginia's citizens.

The Library's Strategic Plan lists 5 Initiatives – **Collecting the New Virginia**, **Dynamic Digitization**, **Civic Leadership**, **Library as Place**, and **Library Beyond Place**. Technology plays a role in each of these initiatives. The Library of Virginia has a strong 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

The Library's **IT** and **DIWP** (Digital Initiatives & Web Presence) 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 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 and vendor-hosted systems and use of the VITA/SAIC partnership. The Library assesses the solution options available 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 properly funded, the Library's IT plan will help the agency to realize its mission, goals and strategic objectives. Of course, as to be expected, uncertain and sometimes inadequate funding at the state and federal level to meet the challenges of rapidly expanding electronic/digital record storage, security, access and long-term preservation needs are always a concern.

The specific IT investments identified below include assets that are shared within the agency and often externally. They cross all three value categories - Constituent Service, Operational Efficiency, and Strategic Alignment and 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 current IT investments are meeting the Library's business needs, they will require enhancement at some point to retain their business value.

Rosetta – digital asset management system and electronic records preservation system implemented to provide access to a variety of digital collections, including but not limited to photographs, manuscript and archival collections, maps, Governor emails, 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. Enhanced functionality, wider implementation and growth of this DAM/ERP is one of the Library's key business requirements for the next biennium. DIWP staff will be pilot-testing a new release over the next 18 months.

ALMA/PRIMO/OPAC – integrated library system and discovery layer 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 profession's collective "catalog" (OCLC). Continued growth of this ILS/DL is a key business requirement.

Gimmel Infolinx – records and box management system (RBMS) 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 and media vault. 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 RBMS from the customized Infolinx version to Gimmel's latest standard release is one of the Library's key business requirements for over the next biennium, requiring business process changes.

Permanent Archival Records - systems are also needed to provide storage, access, security and preservation of both scanned records and born electronic records, especially related to the code-mandated State Records Program, as well as for the Circuit Court Records Preservation program and the National Digital Newspaper Project/Virginia Newspaper Project, and 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, local court records, and historic newspapers. The continuing growth of these and related projects, such as Virginia Untold and WWII Separation Notices, will require an expansion to the Library's out-of-scope storage and infrastructure, although no changes need to be made in the next biennium.

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 daily by people who come for programs, exhibitions, conferences, workshops, transcribe-athons, 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 these public areas is a key business requirements, although recent updates allow us to continue with limited additional changes over the next few years

Agency website – contains crucial content to meet the needs of all of our constituencies, including but not limited to: the public, state agency and local government personnel, public libraries, genealogists, historians, educators, and students. Content includes 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; and reports and documents required to be publicly accessible. Redesigning and updating the websites for improved communications and information accessibility is one of the Library's key activities.

Virginia Memory website – designed to provide access to digital content in a variety of 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 nationwide adoption of "memory" projects from cultural heritage institutions to help cultivate a new generation of users.

Archive-It – continuing partnership with the Internet Archives that allows the LVA to collect, manage, preserve and provide long-term access to Virginia government websites and related digital content.

Backstage Library Works, Ancestry, etc – partnership with digitization vendors allows the Library to preserve and make collections available to users worldwide at a much faster pace than could be accomplished using only in-house staff.

Transcribe/From-the-Page – 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 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 continues to provide partnership opportunities while engaging the public in ways that were unrealistic previously, with over 1900 public "collaborators" transcribing nearly 80,000 documents in the

past 5 years.

There are of course many other investments that require funding, but 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/DIWP 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 federal LSTA funds for many 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. Also, it is vital that the Library avoiding 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. Done correctly, our IT investments continue to be extensible and grow continuously and smoothly, without requiring 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?

****Funding**** – LVA receives primarily general funds, but do receive some non-general funds from IMLS through LSTA and the Circuit Court Records Preservation Program is funded through fees captured when securing or refinancing home loans. A large proportion of LVA's funding, amounting to approximately \$27 million, is passed through to public libraries, as well as \$3-4M each year to localities for Circuit Court preservation projects. LVA's entire operating budget from all sources is around \$12 million. Requests for additional funding have been largely unmet. While LVA has a MEL of 203, only 130 of those positions are filled due to funds needed to cover Library operations. Uncertain and inadequate funding at the state and federal level to meet the challenges of rapidly expanding electronic/digital record storage, security, access and long-term preservation needs are a major concern.

****Out of Scope (OOS) infrastructure**** – It has been challenging to ensure connectivity and interoperability between the Library's COV network and its out of scope network. Often, when changes are made on the COV network, these result in connectivity and operational issues in the Library's OOS network. LVA staff have extensive knowledge of the OOS infrastructure and works with VITA and suppliers to reduce these incidents.

****Increased demand for services and access**** - There is continued and increasing demand for new services and more access 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. Mandates - While there are many changes in the business environment that will require technology investments, there are no new mandates from external sources (other than regularly updated COV security policies and audit

requirements). Rather, the changes are based on collection growth, increased digitization and accessibility demands, greater 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.

****Library staffing**** - In addition, difficulty hiring additional archival and records management 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 our code-mandated responsibilities, as well as meeting the needs of our patrons. Technology becomes even more important, yet potentially less available if there are staffing shortages or unexpected budgetary constraints.

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?

Collections growth, permanence and security require continuous behind-the-scenes action. In addition, increased user requests and expectations for online services and information accessibility are driving our potential solutions. We strive to have these requests easy to make - 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 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 information sharing trends.

To reach its desired state, the Library of Virginia will continue 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.

One new initiative we hope to implement is a Cultural Heritage Data Portal, leveraging our experience co-managing

the Virginia Open Data Portal. The Library is interested in launching a data portal focused solely on cultural heritage data. Using metadata and indexing of collections covering over 400 years of Virginia history, this portal would provide an incredible opportunity for researchers and general users to compile, combine, analyze, and visualize. Virginia has long been a window into the culture and history of an entire nation; and with this project, digital humanists, historians, economists, social scientists, students, and everyday citizens would be able to freely access this unique compilation of information to ask new questions of the data concerning the incredible history of Virginia and the Virginians who have shaped it. Our longer-term goal is to partner with other cultural heritage agencies and Virginia's colleges and universities to provide the most complete collection of these materials available anywhere. Library staff already possess the experience and expertise to manage this initiative and we have funding available through a mix of general funds, LSTA federal funds and funding through the LVA Foundation.

At the management level, the Library acknowledges that the future business state will have to be much more interactive, offering greater remote access to collections while discovering better ways to securely manage and preserve electronic and digital records. All of the proposed investments, as well as any potential new investments will help move forward the Library's Strategic Plan Initiatives – Collecting the New Virginia, Dynamic Digitization, Civic Leadership, Library as Place, and Library Beyond Place. These investments will help meet the Library's strategic objectives, which include: Expand (and diversify) 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; and Maintain and enhance an efficient, effective and secure technology infrastructure. 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: 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. 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. 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 tasks. The projects will help the Library achieve its goals to increase the size, diversity and accessibility of our collections, improve management, security, and preservation of public records, appropriately use technology to process, store, track, maintain, secure and provide access to the collections, and work collaboratively to provide 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. Storage growth is obviously a critical area as our electronic records and digitized collections continue to multiply. All else being equal, the priorities become the availability of funds and staff to 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.

IT Strategic Plan Budget Tables

Agency:	202 Library of Virginia (LVA)
Date:	11/30/2023

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$333,651.44	\$45,369.66	\$343,660.99	\$46,730.75
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$333,651.44	\$45,369.66	\$343,660.99	\$46,730.75
Specialized Infrastructure	\$351,525.00	\$244,144.00	\$351,525.00	\$244,144.00
Agency IT Staff	\$802,968.00	\$182,376.00	\$802,968.00	\$182,376.00
Non-agency IT Staff				
Cloud Computing Service	\$397,863.00	\$138,400.00	\$415,151.00	\$143,682.00
Other Application Costs	\$236,739.00	\$140,966.00	\$236,739.00	\$140,966.00
Total:	\$2,122,746.44	\$751,255.66	\$2,150,043.99	\$757,898.75

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:		\$2,500,000.00		\$2,500,000.00
Non-Major Stand Alone IT Procurements:	\$60,000.00	\$45,000.00	\$50,000.00	\$50,000.00
Agency-Level Stand Alone IT Procurements:	\$128,000.00	\$42,000.00	\$15,000.00	\$10,000.00
Procurement Adjustment for Staffing:				
Total:	\$188,000.00	\$2,587,000.00	\$65,000.00	\$2,560,000.00

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$2,122,746.44	\$751,255.66	\$2,150,043.99	\$757,898.75
Proposed IT Investments	\$188,000.00	\$2,587,000.00	\$65,000.00	\$2,560,000.00
Total	\$2,310,746.44	\$3,338,255.66	\$2,215,043.99	\$3,317,898.75

Business Requirements For Technology

Agency:	202 Library of Virginia
Date:	11/30/2023
Archival Storage Upgrade 2022 BReT	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	
Mission Critical:	Yes
Description:	
<p>The Library upgraded its archival storage system for permanent records retention in 2021. The system works extremely well and needs to be retained and grown long-term. The Library’s 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.</p>	
Audit/Risk Response 2024 BReT	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	
Mission Critical:	Yes
Description:	
<p>The agency has been consistently working towards accomplishing all system audits and working towards all corrective action plans when the budget and staffing availability allows. Budget constraints have slowed the progress, but the Library has made a concerted effort to commit funding for audits the previous two fiscal years and into the future. The overall security score is improving as information is uploaded into the state provided application (Archer) to best match the agency environment/risk levels.</p>	
BReT LVA Overall Audit Program	
BRT Type:	Business Requirement for Existing Technology

Requested Start:	10/11/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
Overall Audit Program	
Cultural Heritage Data Portal 2024 BRT	
BRT Type:	Business Requirement for New Technology
Requested Start:	1/22/2024
Mandate:	
Mission Critical:	
Description:	
<p>Leveraging our experience co-managing the Virginia Open Data Portal, the Library is interested in launching a data portal focused solely on cultural heritage data. Using metadata and indexing of collections covering over 400 years of Virginia history, this portal would provide an incredible opportunity for researchers and general users to compile, combine, analyze, and visualize. Virginia has long been a window into the culture and history of an entire nation; and with this project, digital humanists, historians, economists, social scientists, students, and every day citizens would be able to freely access this unique compilation of information to ask new questions of the data concerning the incredible history of Virginia and the Virginians who have shaped it. Our longer-term goal is to partner with other cultural heritage agencies and Virginia's colleges and universities to provide the most complete collection of these materials available anywhere.</p>	
Digitization 2024 BReT	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>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</p>	

with large volume collections of historical, fragile and even microfilm materials. The growing demands to process and make available born electronic, email and video content adds to this need.

E-Rate FY22-FY26 - BReT

BRT Type: Business Requirement for Existing Technology

Requested Start: 10/11/2023

Mandate:

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 regional and local public libraries throughout Virginia 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. Renewal is for 5 years at \$160,000/year.

ILS/DAM Upgrade BReT

BRT Type: Business Requirement for Existing Technology

Requested Start: 10/11/2023

Mandate:

Mission Critical: Yes

Description:

The Library of Virginia must provide the most up-to-date and secure management of and access to the Library's collections, which are accessed by over 4.5 million online users, as well as 205,000 visitors to Richmond each year. This includes over 123 million print and manuscript items; over 500,000 born digital and digitized items documenting the government, history and culture of Virginia; and 150 TB of public and preservation data.

The mission-critical systems that currently manage these collections and ensure access have been in production for more than 15 years; the upgrades being planned will provide increased functionality, and create more cost efficient, robust, and security-compliant systems. The Library's plan is to implement an upgrade to our 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.

The two main systems needing updating are the Integrated Library System (ILS) and the Digital Asset Management System (DAM): the ILS manages the 1,705,315 records that describe the Library’s print, archival and manuscript collections; tracks the location and status of the collections; manages patron circulation records; and authenticates remote online access to subscription databases. Approximately 15,000 new records are added yearly; the DAM provides the essential technology to ensure responsible management and free public access to the Library’s vast digital collections, including born electronic archival content, photographs, historical manuscripts, and electronic state publications. The Library’s DAM contains over 225,100 records/items and 776,000 file streams. Approximately 10,000 new items are added per year on average; and larger, periodic additions – such as those at the end of a governor’s administration – increase this number dramatically.

The proposed upgrade will provide: a single back-end management system with which we will manage all content currently in the ILS and DAM, a single discovery layer (search portal) that will search and retrieve materials from both systems as well as additional external databases, and an improved digital preservation system to ensure the long-term availability, integrity and authenticity of the permanent electronic records of the commonwealth, as mandated in the Code of Virginia.

The General Assembly funded the Library of Virginia’s need to upgrade collection management systems. Ex Libris has the only suite of products from one company that address all of the LVA’s needs to provide responsible management of our print & digital collections, assure the permanent preservation of the born electronic archival records of the commonwealth, and provide free and open access to the collections and the public records in our care. The focus of these products and the services provided by Ex Libris are directed at higher education and research institutions, such as the Library of Virginia, rather than corporate, legal, specialized, or public libraries. The Library’s diverse collections and specific needs of our staff and researchers require systems that can manage complex workflows while advancing development and innovations in library and archival practice. Ex Libris has a track record of developing with the research and professional community to meet diverse needs that other vendors that deal with smaller, less complex organizations.

Infolinx Renewal/Replacement 2023 BReT

BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	
Mission Critical:	Yes

Description:
 LVA currently uses Infolinx/Gimmel software to manage and track archival and records storage boxes at LVA and the SRC. We are currently in process of a full application upgrade.

LVA SD-WAN Upgrade

BRT Type:	Business Requirement for Existing Technology
------------------	--

Requested Start:	3/1/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.</p> <p>Three step process:</p> <p>Remote internetwork operating system (IOS) software upgrade on the router.</p> <p>Remote SD-WAN deployment</p> <p>Circuit deployment as needed</p>	
LVA Website Modernization	
BRT Type:	Business Requirement for New Technology
Requested Start:	6/19/2023
Mandate:	
Mission Critical:	Yes
Description:	
<p>The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards</p>	
Lyrasis Renewal 2023 BReT	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	
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, bibliographic and 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 2023 BReT

BRT Type:	Business Requirement for Existing Technology
------------------	--

Requested Start:	10/11/2023
-------------------------	------------

Mandate:	
-----------------	--

Mission Critical:	Yes
--------------------------	-----

Description:

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

Reading Room Equipment Upgrade 2024

BRT Type:	Business Requirement for Existing Technology
------------------	--

Requested Start:	10/11/2023
-------------------------	------------

Mandate:	
-----------------	--

Mission Critical:	Yes
--------------------------	-----

Description:

Over the next few years, the Library will need to continue 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. This work is currently underway and done over time.

VOIP Enhancement 2023 BReT

BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/11/2023
Mandate:	
Mission Critical:	Yes
Description:	
	The Library has e-rate supported VOIP. In the next year we will need to re-examine our current Verizon contract for hosted services to meet e-rate requirements and gain cost savings.

Commonwealth Projects \geq \$250,000.00

There are no projects for this agency.

Commonwealth Procurements >= \$250,000.00

Agency:	202 Library of Virginia (LVA)
Date:	11/30/2023
Stand Alone Procurements:	
Procurement Name:	Archival Storage Renewal 2022-2027
Procurement Date	7/1/2022
Procurement Description:	The Library upgraded its archival storage system for permanent records retention in 2021. The Pure system works extremely well and needs to be retained and grown long-term. The Library's 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. Total 5 year cost is \$649,468; payments will be \$129,894 each year.
Procurement Name:	E -Rate FY22-FY26
Procurement Date	6/30/2026
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 regional and local public libraries throughout Virginia 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. Renewal is for 5 years at \$160,000/year.
Procurement Name:	Lyrasis Renewal 2023
Procurement Date	4/29/2028
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, bibliographic and 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.

DOE will establish a 5 year contract for Lyrisis services.