

Accessibility Consultant Services

Dakota County Library is looking for a consultant to provide evaluation and guidance to support Dakota County Library in being inclusive for customers with disabilities helping the Library act on [its vision, mission, and values](#).

The Library is seeking proposals that provide evaluation and recommendations in two areas 1.) the customer experience of visiting libraries and attending programs and 2.) online and print communication. The Library invites consultants to submit proposals for one or both of the areas.

1. Scope of Work: Customer Experience

- This will be an externally-focused assessment on the customer/public experience of people with disabilities visiting, using, and experiencing Dakota County Library.
- This work will evaluate how library space functions to supports people with disabilities, how services are designed to engage in positive interactions with the public, and how effective service is provided to residents with physical and/or invisible disabilities.
- The scope will address ADA and [universal design principles](#) in navigation and wayfinding through library signage, space, and programming design.
- The scope of work will include, but not be limited to facility walk-throughs, public service inventory, and programming inventory.
- The scope will include in-person assessment of at least five Dakota County Library locations; all nine locations preferred. Dakota County Library will identify the five preferred locations.
- The scope will include an evaluation of Library Guidelines.
- Recommendations will include best practices for designing inclusive services and talking points for advocating for accessibility with customers with disabilities in the Library.

2. Scope of Work: Communications

- This will be an assessment on the content and information presented by Dakota County Library across its various communication channels and platforms.
- The scope will address Section 508, Web Content Accessibility Guidelines (WCAG) in information presented in the Library website, social media platforms, and publically available electronic materials.
- The scope of work may include an evaluation of the accessibility of third-party applications, online resources, databases, and software programs.
- This will include evaluation of Dakota County Library's major print communication and promotional deliverables.
- The scope of work will address the accessibility of information presented by Dakota County Library on various assistive technology devices, such as screen readers and mobile devices.
- Recommendations will include best practices for selecting online vendors and talking points for advocating for accessibility with internal and external audiences.

Project timeline: 9 – 12 months; Reports and recommendations must be submitted by February, 2020.

Deliverables:

- Project status updates to Project Manager
- Midpoint check-in meeting with key Dakota County Library staff

- A written final report synthesizing evaluation, research, assessment, and short and long term recommendations
- In-person presentations and discussion about the report to Dakota County Library stakeholder groups

Applicants will submit a project proposal that includes the following:

- Statement of work addressing how scope(s) of work will be met
- Draft project timeline and expected outcomes
- Portfolio with evidence of comparable projects and professional experience
- Total project cost with itemized list of budget categories
- Three to five professional references

Applicants will be rated on their ability to meet the following criteria. Criteria listed in order of importance:

- Explanation of how scope of work and deliverables will be met
- Ability to meet project timeline and deadlines set forth by Dakota County Library
- Specialization in applied theory of Universal Design, ADA, Section 508 and other information and communication accessibility standards, as applicable
- Relevant work experience with libraries, schools, government, or non-profit agencies
- Experience collaborating with community partners and stakeholders
- Alignment with Dakota County Library's vision, mission, and values

Proposal Deadline 5 pm on Wednesday, October 3, 2018

Please submit all proposal documentation to

Renee Grassi, Youth Services Manager

Dakota County Library

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