Using Your Library's Virtual Presence to Reach Users with Disabilities

Renee Grassi, Dakota County Library
Agenda

Why accessibility?

Community Assessment

WCAG 2.1

Promoting Accessibility Services

Leveraging Your Website

Social Media Best Practices

Digital Accessibility Advocacy
LIBRARIES ARE FOR EVERYONE
Accessibility Matters

Accessible content is:

- **Usable**
  Anyone can understand it.

- **Versatile**
  Easy to update.

- **Convertible**
  Can be adapted to other formats.

- **Legal**
  Reduce your risk!

Learn more
mn.gov/mnits/accessibility

MINNESOTA IT SERVICES
OFFICE OF ACCESSIBILITY
Lack of Transportation
Aging Population
Representation
ONLINE SURVEY

Community Assessment
Experiences with Dakota County Library

I am aware of Dakota County Library services.  
- Strongly Agree: 16
- Agree: 64
- Disagree: 45
- Strongly Disagree: 11

My experiences with Dakota County Library has been positive.  
- Strongly Agree: 41
- Agree: 84
- Disagree: 2

I feel welcome at Dakota County Library.  
- Strongly Agree: 47
- Agree: 73
- Disagree: 10
Percent of People Finding Communication Methods for Library Services Helpful

- Library Website: 57%
- Library Social Media Page: 30%
- School Newsletter: 29%
- Library Program Guide: 28%
- City or County Newsletter: 23%
- Library eNews: 23%
- Email from a Librarian: 19%
- Newspaper: 11%
- Next Door: 7%
Digital Accessibility
Perceivable and Distinguishable

- Captions for pre-recorded & live audio
- Sign language interpretation for pre-recorded audio
- Instructions provided for understanding and operating content do not rely solely on color, size, shape, or any other sensory characteristic

http://www.w3.org/TR/WCAG21/
Operable

- Functionality of content is usable through keyboards
- Don’t require specific timings for individual keystrokes
- Provide enough time to read and use content
- No content that
  - may cause seizures or physical reactions
  - flashes 3 times per second or more

http://www.w3.org/TR/WCAG21/
Understandable

- Reading ability required is not more advanced than the lower secondary education level
- Default human language of each Web page can be programmatically determined
- Labels or instructions are provided when content requires user input
- If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text

http://www.w3.org/TR/WCAG21/
Promoting Accessibility Services
Services for the Physically Disabled

The Dakota County Library provides resources that enhance the accessibility for all users. Below are ways the Library are accessible to residents with physical disabilities.

Building accessibility
All Dakota County Library buildings are accessible. Each building has either automatic doors or doors that open with the push of a button. Each building has at least one Internet terminal at a height as outlined in the Americans with Disabilities Act. Some buildings have computer tables that can be adjusted to various heights.

Home Library Services
If you are disabled or otherwise unable to come to the library in person, you may call any library branch to apply for Home Library Services. Find out more.

Galaxie Library Social Narrative
Galaxie Library’s Going to the Library Social Narrative helps explain what to expect during a visit to the Galaxie Library. Copies are also available at the service desk or in the Galaxie Library calming space.

Calming space at Galaxie Library
Galaxie Library’s calming space is specially designed for individuals who need a comforting space to regulate while at the Library, especially those with autism spectrum disorder, sensory processing differences, or other disability. The space is equipped with a Calming Space Guide to use the calming space and tools and manipulatives. Read the Calming Space Social Narrative to learn what to expect while using Galaxie Library’s calming space.

https://www.co.dakota.mn.us/libraries/Using/Accessibility/
Sign Language Interpretation Requests

- Address what services are available for interpretation
- Identify if advanced notification is required
- Include contact name and email address
Home Library Services

If you are disabled or otherwise unable to come to the library in person, you may call any library branch to apply for Home Library Services.

With this service, you may request specific or general topic items, large print books, audio books, or more. Library staff will collect items that fit your interests and set them aside. You must provide your own representative to pick up the items for you.

To start, contact your local library for more information. You may also fill out an Homebound Service Application and send it to your local branch.

Last updated: 2/11/2019 9:45 AM
Virtual Library Experiences

https://www.co.dakota.mn.us/libraries/Using/Accessibility/

Calming Space Social Narrative
A social narrative for using the Galaxie Library Calming Space

Going to the Library
A social narrative for visiting Galaxie Library
Sensory-Friendly Saturdays

Explore books, music, movement and play in a sensory-friendly setting that welcomes children ages 3–8 of all abilities, including those who have difficulty in large groups, are on the autism spectrum, or are sensitive to sensory overload.

One registration required per family. An adult must accompany each registered child. Siblings welcome.

Wentworth
Saturdays, 10:30–11:15 a.m.
March 2, May 11

Wescott
Saturdays, 10:30–11:15 a.m.
March 16, April 27, May 4

Last updated: 2/11/2019 5:59 AM
Accessible Collections

Dakota County Library
Sunday at 8:00 AM

Our new collection of Visit Kits is now available. These kits contain items designed for caregivers, family members, and friends to bring during visits with their loved ones who are experiencing memory loss. Materials in each kit are selected to gently spark memories, conversation and engagement. Check one out at the Wentworth Library, or place a hold through the catalog. https://www.co.dakota.mn.us/libraries/BooksMaterials/2GOKits/Pages/default.aspx

[Image of Visit Kits]
Assistive Technology
Adaptive Tools and Furniture
Leveraging Your Webpage
Wescott Library (Eagan)

Address
1340 Wescott Road
Eagan MN 55123-1029

Phone
651-450-2900

Hours
Monday–Thursday: 9 a.m.–6 p.m.
Friday–Saturday: 9 a.m.–5 p.m.
Sunday: 1–5 p.m.

Closed on holidays

Library Locations
# Library Programs

This month's schedule from Dakota County Library - March 2019:

- **Tuesday, March 5**
  - 10:30am: **Storytime for Babies**
  - 10:30am: **Storytime for 2-6s**
  - 10:30am: **Storytime for Babies**
  - 1:00pm: **Lowell Heights Book Group**

- **Wednesday, March 6**
  - 10:30am: **Storytime for Babies**
  - 10:30am: **Storytime for 2-6s**
  - 1:00pm: **Storytime for Babies**

- **Thursday, March 7**
  - 10:30am: **Storytime for Babies**
  - 1:00pm: **Storytime for 2-6s**

- **Friday, March 8**
  - 10:30am: **Storytime for Babies**
  - 1:00pm: **Storytime for 2-6s**

- **Saturday, March 9**
  - 10:30am: **Storytime for Babies**

This list is a glimpse into the various programs available at Dakota County Library, covering a range of activities from storytimes to book groups, catering to different age groups and interests.
Library Programs
Ask a Librarian

There are many ways to get answers to your library questions.

For basic assistance
Call your nearest library location during open hours.

Material renewal
Call the 24-hour renewal line at 651-450-2999.

**Ask a Librarian:** Email your reference or service questions. Responses will be given within three business hours.

**Ask a Law Librarian:** Email your law reference questions. Responses will be given with three business days.

**Book a Librarian:** Sign up for 30-minute, 1-on-1 sessions with a librarian.

**Book Match:** Get help finding a book you’ll like.

**AskMN 24/7 Chat Reference Service:** Have your reference questions answered 24-hours-a-day, 7-days-a-week.

**Suggest an Item for Purchase:** Suggest a new title to add to the catalog. Items must be less than 12 months old.
Book A Librarian

Need a little extra time to get your questions answered? Get in-depth answers to all your library questions with Book a Librarian.

For 30 minutes, you can meet 1-on-1 with a librarian to help you with the following:

- Help using a computer
- Borrowing an e-book
- Genealogy questions
- Research assistance
- And more

Call your local branch for more information or to set up an appointment.

Last updated: 10/29/2016 7:21 AM
**Book Match**

First Name:

Last Name:

Email Address:

Do you want books for adults, teens or children?: Select...

If you selected books for Teens or Children, what grade or reading level would you prefer?:

(Max 255 characters)

Which formats do you prefer? (check all that apply):

- Book
- Large print book
- e-Book
- Audiobook on CD
- Downloadable audiobook

What are you in the mood to read next (e.g., literary fiction, a mystery, a particular subject, a specific setting or time period, etc.)?:

(Max 255 characters)

What are some of your favorite books and/or authors related to this request, and what did you like about them?:

(Max 255 characters)

Is there anything else we should factor into our recommendations (e.g., age, gender, length of book)?:

(Max 255 characters)

[Submit Form] [Reset]
This video will assist students in accessing Dakota County Library resources.
Accessible Social Media Tips

Plain language
CamelCase Hashtags
Image Descriptions
Captioned Video
Link Shorteners

www.plainlanguage.gov
www.bitly.com
www.tinyurl.com
Accessible Social Media Tips

Follow these best practices to help ensure your social media content is as accessible as it can be.
For more information on social media accessibility, visit mn.gov/mnit/accessibility.

Profile Tips
Social media pages often use preset colors and format. Account for these when you design your campaigns. Also, you may only be able to test results after publishing.

- **Don’t use text in banner art images**
  Outside of your organizational name, assistive technologies do not recognize text in your banner photo. Only use text in text fields.

- **Use high resolution images**
  Images should be easy to see no matter how big they are viewed.

- **Use text colors that can easily be seen**
  When possible, choose good contrast between text and background. Validate your colors with contrast checkers such as webaim.org/resources/contrastchecker

- **Point of contact**
  List a point of contact for business profiles to address questions.

Posting Tips

- **Add alt text to images**
  When this is not possible, describe image in clear, concise terms as part of the post. This includes pictures, clip art, tables and charts.

- **Place hyperlinks toward the end of the post**
  Let people read your message before providing the link. Consider adding [PIC], [VIDEO], [AUDIO], or [PDF] before hyperlinks to help the reader know where they are going.

- **Put extra hashtags after hyperlinks**
  Hashtags can be complicated for those using assistive technology. One or two is ok in the main body; otherwise, post them at the end.

- **Use CamelCase for hashtags**
  Capitalizing the first letter in each word helps people decipher the hashtag.

- **Multimedia needs to be seen and heard**
  Any video you create or link to needs to have captioning. Podcasts must have transcripts. When writing a script, describe key visuals.

- **Use plain language**
  Clear content will engage more readers. Avoid acronyms.

https://mn.gov/mnit/assets/CompleteSetAccessibilityQuickCards2017_tcm38-294078.pdf
Best Practice: Promoting Programs

American Sign Language Celebration (YouTube)
Best Practice: Marketing Services

Dakota County Library
January 25

At Dakota County Library, we want everyone to feel welcome and part of our Library community. Because of a generous grant from the Minnesota Department of Human Services, we offer a Calming Space at the remodeled Galevoe Library.

The Calming Space is specially designed for individuals who need a comforting space to regulate while at the Library, especially those with autism spectrum disorder, sensory processing differences or other disabilities. The space is equipped with a... See More

Dakota County Library @dakotlib - 15 Oct 2018

DYK? Our 9 library locations are equipped with Hearing Assistance technologies. If you or someone you know attends a library program and needs hearing support, simply ask a staff member for a receiver. RubbishesAreForEveryone #DisabilityAwarenessMonth CC @WilliamsWJLLC

Dakota County Library

March 3, 2018

Starting this month, Dakota Library is proud to announce we are partnering with Metropolitan Library Service Agency (MELSA) & MN STAR Program to support residents with disabilities who use assistive technology. Our library locations are now official drop-off points for assistive technology that is on loan through the federally-funded MN Star Program.

You, Dawn 'Sommers' LaBrosse and 12 others

Minnesota STAR PROGRAM
Best Practice: Representation

Dakota County Library
@dakotilib

Libraries are for everyone—not just in honor of October as #DisabilityAwarenessMonth, but every day and every month.
#LibrariesAreForEveryone

11:23 AM - 7 Oct 2018

9 Retweets 16 Likes
Best Practice: Customer Experience

Dakota Country Library
@dakotalib

Special thanks to @mn_orchestra for inviting #DakotaLibrary to today’s #SensoryFriendly Family Concert “Carnival of the Animals.” Miss Renee & Miss Alicia loved spreading the joy of learning and libraries at the event’s book & puppet activity corner! #LibrariesAreForEveryone
Best Practice: Customer Experience

Dakota County Library • @dakotalib

Dakota County Library Mathias and Aria had a great time making ASL name tags at today’s American Sign Language Celebration at FarmingtonLibrary! #ASL #AmericanSignLanguage #Deaf #DeafCulture #Deafness #SignLanguage #library #Libraries #LibraryPrograms Farmington #DeafAwarenessMonth #DeafAwarenessMonth2018 #Saturday Librarian DakotaLibrary LibrariesAreForEveryone LibrariesForAll soniccloudapp

59 likes
SEPTEMBER 26, 2018
Log in to like or comment.

Dakota County Library

This year's selection for “One Book, One Farmington” will give the community valuable information about caregiving and living with dementia and Alzheimer’s disease. #DementiaAwareness

farmington @farmington
One Book, One Farmington initiative educates community about dementia. trib.al/VMiAcKv

9:58 AM - 24 Feb 2019
4 Retweets 5 Likes
Best Practice: Leveraging Partners

Thanks to Fraser - Minnesota, The Autism Society of Minnesota and everyone who came to our first Sensory-Friendly Early Open at Galaxie Library.

Join us again on November 4 from 11 am to 1 pm for another Sensory-Friendly Early Open event—all ages, all abilities! www.tinyurl.com/earlyopen

DYK? The remodeled Galaxie Library offers a new Calming Space designed for individuals who need a comforting space to regulate while at the Library, including those with autism, sensory processing differences or other disabilities. Anyone can use this room. #SensoryFriendly

The space is equipped with a guide to using the Calming Space and tools and manipulatives including comfortable seating, a sound machine, fidgets, noise-reducing headphones and more.

At Dakota County Library, we want everyone to feel welcome and part of our Library community. We hope this new Calming Space will help you and your family enjoy your next visit to the Galaxie Library! #LibrariesAreForEveryone

To learn more about the Library’s Accessibility Services and to view Galaxie Library’s new social narratives about how to use the Library and the Calming Space check out our webpage: co.dakota.mn.us/libraries/Usin...

This Calming Space was made possible by a generous Innovations Grant from @MinnesotaDHS. Special thanks to @AutismMN and @FraserMinnesota for their assistance and guidance in this project.
Being a Digital Accessibility Advocate
1. Training
2. Review contracts
3. User testing
4. User feedback
5. Team up
Thank you!

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