

Request for Proposals

Library Website Redesign / Development

Issued By:

South Shore Public Libraries

Issue Date:

May 8, 2026

Proposal Due Date:

June 4, 2026

Contact Person:

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1. Introduction

South Shore Public Libraries is seeking qualified web design/development firms to submit proposals for one or both of the following

Option A: Refresh and modernize our existing website

Option B: Design and build a completely new website from the ground up

Our goal is to provide an accessible, user-friendly, and easily maintainable online presence that serves our community and allows library staff to manage content independently.

2. About the Library

- Our library system includes Bridgewater, Liverpool, Lunenburg, Greenfield, and a Bookmobile
- In 2026 we are adding two new locations in Chester and Cookville.
- Our service area includes Lunenburg and Queens Counties with a population of approximately 70, 000 people

- We offer a large collection, books by mail, free public access computers, free WiFi, technology help, and programming for people of all ages
- Current website – southshorepubliclibraries.ca

3. Project Goals

The new or refreshed website should:

- Improve usability and navigation
- Meet modern accessibility standards
- Promote library services and events
- Be mobile-friendly / responsive
- Allow designated staff to update content with minimal coding knowledge
- Integrate with existing tools and systems
- Improve overall design and branding consistency

4. Scope of Work

The selected vendor will provide services for either a website refresh/redesign or a completely new website build. Scope of work may include, but is not limited to:

- Discovery and planning process
- Information architecture / sitemap development
- Visual design and branding
- Content migration and/or content reorganization
- CMS implementation and configuration
- Accessibility review and compliance
- Event calendar integration
- Room booking / reservation system integration
- E-commerce / online payment integration
- Search functionality
- Staff training and documentation
- Hosting recommendations / setup
- Launch support and post-launch maintenance options

Catalogue Access / Discovery

The website should prominently feature and/or integrate access to the Library's existing catalogue platform and digital collections, including:

- Prominent search bar access to BiblioCommons
- Clear navigation to digital resources, including Libby / OverDrive
- Consistent branding and user experience between the website and third-party services
- Mobile-friendly access to catalogue and digital content
- Easy patron access to account login, holds, renewals, and digital borrowing tools where applicable

5. Functional Requirements

The proposed website should include:

Accessibility

Must comply with:

- World Wide Web Consortium **WCAG 2.1 AA** (or higher) standards
- Screen-reader compatibility
- Keyboard navigation
- Alt-text support
- High contrast/readable typography

Content Management

Library staff must be able to:

- Add/edit/delete pages
- Post news and announcements
- Upload PDFs, images, and documents
- Create and manage events
- Update hours and branch information
- Refresh homepage content easily

CMS should be intuitive for non-technical staff.

Calendar of Events

The website must include a calendar that allows staff to:

- Add/edit/delete events
- Categorize/filter events
- Recurring events
- Search events
- Mobile-friendly calendar display

Responsive Design

Website must function well on:

- Desktop
- Tablet
- Mobile devices

Search Functionality

Users should be able to search:

- Website pages
- News/posts
- Events

Integrations

The new or refreshed website must integrate with, or provide seamless navigation to, the Library's existing digital platforms and third-party tools, including:

- BiblioCommons for the searchable online catalogue/discovery layer
- Libby / OverDrive for eBooks and audiobooks (currently integrated within BiblioCommons)
- Event calendar and registration tools
- Room booking / reservation systems
- Payment processors / e-commerce tools
- Social media platforms
- Newsletter / email marketing tools (LibraryAware)
- Online forms, surveys, or patron feedback tools

6. Deliverables

The selected vendor should provide:

- Project plan and timeline
- Design mockups
- Development and testing
- Accessibility testing
- CMS setup/configuration
- Staff training/documentation
- Launch support
- Post-launch support period

7. Vendor Qualifications

Please include:

- Company background
- Relevant experience with libraries, nonprofits, or public sector organizations
- Examples of similar projects
- Accessibility expertise
- CMS expertise

8. Pricing

Please provide separate pricing for:

Option A: Website Refresh / Redesign

Include:

- Design
- Development
- Migration
- Training

- Optional maintenance

Option B: New Website Build

Include:

- Discovery
- Design
- Development
- Migration
- Training
- Optional maintenance

Also provide:

- Hourly rates for additional work
- Third-party software/licensing costs

9. Proposal Submission Requirements

Please include:

- Executive summary
- Scope and methodology
- Timeline
- Pricing
- Examples/references

Submit proposals electronically to: info@sslibraries.ca by June 4, 2026

Subject line: **Library Website Proposal**

