

A2J **Kiosks**

Legal Kiosks Guide: Execution



This guide is an essential blueprint for successful Legal Kiosk Projects. This comprehensive guide covers everything from location selection to user interface design, ensuring your kiosk delivers optimal service and accessibility.

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1. Considerations for Legal Kiosk Locations:

- **Assessing Project Goals and Location Suitability**
 - The appropriateness of a location depends on how well it aligns with your project's aim to offer a legal support network. Ideal locations are where users can inquire about legal matters or court processes, such as law libraries, courthouses, and legal aid organizations.
 - Successful locations often combine several factors, including existing partnerships, a balance of rural and urban settings, accessibility for minority groups, the presence of legal support staff, and an established client base.
- **Leveraging Partnerships**
 - Begin by examining your organization's current partnerships, as they provide ready contacts and established relationships.
 - Be mindful of avoiding duplication in terms of client and location coverage. Seek new partnerships to expand reach and avoid redundancy.
- **Balancing Rural and Urban Site Locations**
 - Start with a mix of rural and urban locations to gather comprehensive data that will inform future focus areas.
 - Post-launch, analyze usage data to identify underperforming sites and consider relocating kiosks accordingly.
 - Effective promotion is crucial for the utilization of legal kiosks, a topic further explored in the planning and maintenance section.

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- **Focusing on Specific Demographics**

- Tailor your site selection and marketing strategies to the demographic most likely to use the kiosks.
- If budget permits, select sites that cater to non-English speakers preferably with translators available.
- If current funding doesn't cover translation services, explore additional grants for future inclusion.

② **Considerations for Legal Kiosk Design and Setup:**

- **Accessibility**

- Ensure ADA compliance in kiosk design.
 - Maximum table height of 34 inches and minimum of 28 inches.
 - Knee clearance of 27 inches from the floor to the bottom of the table surface.
 - A clear floor area of 30 by 48 inches at each seating area, with knee clearance extending at least 19 inches under the table.
- Incorporate screen reader-friendly interfaces.
- Consider incorporating accessibility tools like NVDA and Magnifier.

- **Space Requirements**

- Provide adequate space and seating at each host site, accommodating for families and wheelchair access.

- **Printing & Scanning Facilities**

- Offer printing and scanning capabilities as they are frequently used features.

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- **Reservations and Walk-ins**

- Offer both reservation and/or walk-in options.
- It is highly recommended to offer reservations in the case of virtual court hearings and attorney meetings. Prioritize honoring reservations to ensure client certainty.

③ **considerations for User Interface Designs:**

- **Adhering to Project Goals**

- If additional features are identified during development, document them for potential inclusion in later project phases, budget permitting.

- **Understanding Client Needs through User Research**

- Conduct user research early to understand client needs, goals, and potential pain points. This approach can lead to cost savings by avoiding the development of unnecessary features.

- **Prioritizing Accessibility in Design**

- As previously noted, the interface must be compatible with screen readers to cater to users with vision impairments.
- Offer the interface in multiple languages based on the demographics of the area. For instance, include Spanish if it's widely spoken in the service area.

④ **considerations for Installation Process:**

- A key aspect of our service involves personally visiting host sites to carry out the installations, rather than relying on contractors.
- This approach guarantees the high quality and optimal functioning of our kiosks.
- It also provides an opportunity to build a more personal connection beyond email correspondence.

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⑤ **considerations for Training and Testing:**

- Provide training sessions post-installation, with recordings available for future reference.
- Conduct test sessions with host sites for familiarization and feedback

⑥ **considerations for Vendor Selection:**

- Select vendors that offer robust tools for collecting data from various sources, including the kiosks themselves, user surveys, feedback surveys, and the website user interface.



Have Questions?

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