



Notice of Funding Court Kiosk Project

Help Self-Represented Litigants in Your County Receive the Assistance They Need

The Administrative Office of the Courts will provide grants to ten counties to launch court kiosks in 2018. Court clerks may apply for their court only, or may partner with the other court clerks in their county and apply jointly.

The court kiosks will allow court clerks and their staff to direct self-represented litigants to an on-site computer or tablet where the user can access legal information and connect with local legal resources.

The kiosks will be based on the Help4TN.org platform and will be customized for each county/court. Users will be directed to local legal aid offices, local pro bono projects and clinics, court approved forms, and other resources. The court kiosk project is an initiative piloted by the Tennessee Supreme Court Access to Justice Commission. The AOC Access to Justice Coordinator is the primary contact for this project.

This is a reimbursement grant. Counties will purchase equipment meeting certain specifications and will be reimbursed for the purchase by the AOC.

To be selected, counties/court clerks' offices must agree to maintain the kiosks and work with the Access to Justice Coordinator on implementing and sustaining the kiosks, including, but not limited to, providing statistics on the usage of the kiosks. Court staff will be trained on how to use and market the kiosks to local Tennesseans.

Internet access must be provided by the county. The court kiosks **cannot** connect using the State network. Counties must also agree to the terms on the

following page.

Why your county should consider applying:

-Self-represented litigants often take up the valuable time of clerks and court personnel with basic legal questions.

-Equipment specifications have been pre-screened by the AOC and Help4TN for ease of use and maintenance.

-Tech support is available to grant awardees.

-Implement a new, much needed program in your county with minimal upfront costs.

-The legal needs of many unrepresented Tennesseans go unmet, leading to untold harm in your county.

If your county would like to apply, please complete the application and return it on or before **February 15, 2018** to:

Anne-Louise Wirthlin at
anne.louise.wirthlin@tncourts.gov
(615) 741-6285 (fax)



Court Kiosk Project Grant Terms

The court staff agrees to manage 1) setup, 2) routine maintenance, and 3) additional maintenance of the kiosk as outlined below. The courthouse agrees to keep the kiosk's printer stocked with ink and paper. Counties will be provided with up to six sets of replacement ink for the printer and up to five cases of paper as part of the grant funding.

The court staff agrees to provide an on-site person to manage technical issues with kiosk. If the court has existing IT support, it agrees to familiarize existing IT of the project so they can stay abreast of changes.

1) Setup of the kiosk includes:

- Ensuring the kiosk is either plugged in or connected via Wi-Fi to the courthouse internet. Note: The kiosks can't be connected through the State network. Counties/court offices must provide internet connection.
- Ensuring the kiosk is either plugged in or connected remotely to the included printer.
- The printer is setup with ink and paper.
- The kiosk has been secured so as not to be removed from the established area. A security lock will be provided as part of the grant.

2) Daily maintenance of the kiosk ensures the machine is on and functional for courthouse patrons. The following is a checklist of maintenance items to review:

- That the kiosk is on and showing the appropriate court page.
 - If there is an error listed on the correct url for the court page, the staffer will immediately contact the HELP4TN.org host at techsupport@tals.org.
- The kiosk security feature is intact and functional.
- The printing mechanism is functional.
 - There will be an error message with

instructions if the printer not working properly.

- The ink in the printer has enough ink.
 - There will be an error message with instructions if there is not enough ink.
- There is paper in the printer.
 - There will be an error message with instructions if paper needs to be refilled.

3) As with all technology, different factors will influence the functionality of the kiosk. The court staff agrees to act in good faith to ensure the kiosk is made functional again if affected by technological changes. Although this list is not inclusive, some examples of technological changes include: reestablishing the kiosk's functionality after a power outage, updating the kiosk's connectivity after courthouse network updates, responding to updates from the operating system, etc.