

CASE STUDY



ITASCA COUNTY SHERIFF'S OFFICE DIGITAL TRANSFORMATION

The Itasca County Justice Center in Northern Minnesota partnered with Advanced Kiosks to streamline its administrative workload through the implementation of the Kiosk Office Suite. Originally seeking a simple form-completion solution, the initiative evolved into a comprehensive digital transformation. The Kiosk Office Suite helped automate public-facing administrative tasks, reduce manual data entry, increase accuracy in long-form processing (notably gun registrations), and significantly free up staff time. With over 300 forms processed in the first 90 days, the facility saw measurable improvements in service efficiency and public satisfaction. The solution also featured advanced onboarding and support, allowing for a seamless plug-and-play setup.

RESULTS: Accurate Data, Freed Staff Time, Better Public Service

- **300+ forms processed digitally in the first 90 days**, including many firearms registrations.
- **Significant reduction in front desk traffic** and time spent explaining form instructions.
- **Elimination of handwriting errors** and missing fields through structured eForms.
- **Faster processing of administrative tasks** like property release and account funding.
- **Higher public satisfaction** due to faster, self-directed service and convenient payment options.

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Amber Kallaus
Records Deputy
Itasca County
Justice Center



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The Sheriff's Office is now considering additional kiosks across the county to improve accessibility for citizens in remote areas.

Conclusion: The Itasca County case study vividly illustrates how targeted technology investments can solve real-world problems in government offices. A process that once tied up law enforcement personnel in paperwork is now largely handled by a friendly [touchscreen kiosk](#) – available 24/7 to assist the public. Time saved, accuracy gained, and service improved: these outcomes speak to a win-win for the Sheriff's Office and the community it serves. The project's success also highlights the forward-thinking leadership of Sheriff Dasovich and Deputy Kallaus. By recognizing an opportunity to innovate, they turned a small administrative fix into a big leap forward for the department.

BACKGROUND: Overextended Staff and Manual Processes (Pre-Kiosk Challenges)

Like many [law enforcement](#) agencies, the Itasca County Sheriff's Office faced a familiar challenge: **front-desk staff were stretched thin by paperwork and public inquiries**. The newly expanded Itasca County Justice Center in northern Minnesota added much-needed capacity, but administrative tasks still bogged down operations.

Visitors dealing with inmate matters had to fill out multiple **paper forms** – from visitation applications and property release forms to medical waivers and power-of-attorney documents – **all by hand**. Staff often had to step in to help decipher illegible handwriting or correct incomplete information. This not only introduced errors and delays, but also pulled officers and deputies away from their primary duties of ensuring facility safety. Records Deputy Amber Kallaus described the situation plainly:



“We were spending a lot of time and resources at our front window helping people instead of focusing on all the other statutorily mandated tasks we have to do,” Kallaus noted, reflecting on how routine paperwork was consuming hours of staff time.

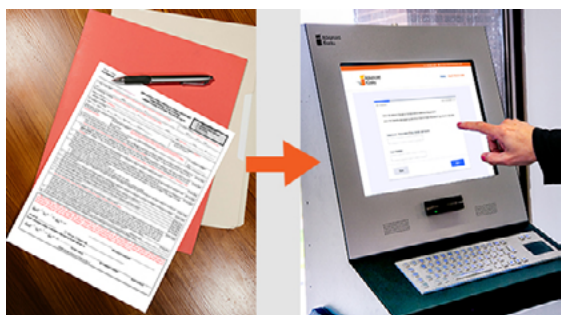
Compounding the issue, **public service counters were limited by old-fashioned processes**. For example, if someone needed to deposit funds for an inmate's commissary or phone account, cash was often the only option – creating extra work for staff to handle money and issue receipts. Likewise, there was no easy way for citizens to ask questions or get guidance without a staff member on hand, leading to lines and waiting. In short, administrative bottlenecks were draining staff productivity and frustrating the public. Kallaus put it bluntly:

“With paper-based forms, we were constantly running into issues such as not being able to read people's handwriting or them not filling out forms correctly”. The Sheriff's Office realized that **to operate efficiently with limited resources**, they needed a modern solution to automate and simplify these tasks.

*(Itasca County's situation reflects a broader trend in law enforcement. A 2023 [Police Executive Research Forum report](#) found that **66% of police departments cite staffing shortages as a critical concern**, underscoring the need to streamline administrative work.)*

SOLUTION: The Kiosk Office Suite – Self-Service Technology to the Rescue

Sheriff Joe Dasovich and Deputy Kallaus set out to find a tool that could relieve the front-desk burden without adding staff. They ultimately partnered with Advanced Kiosks to implement the [Kiosk Office Suite](#) – a comprehensive self-service kiosk solution powered by [Zamok™ Kiosk Management Software](#). What began as a search for a simple form-filling kiosk transformed into a **full digital overhaul of the front office processes**. The solution involved installing a touch-screen kiosk in the Justice Center’s lobby, equipped with **user-friendly software and integrated hardware** to handle a wide range of tasks.



Zamok eForms Assistant converts complicated paper forms to simple digital forms.

- **Zamok eForms Assistant – Dynamic Digital Forms:** All the paper forms were converted into **simplified web-based forms** accessible on the kiosk. These digital forms employ *conditional logic* (showing or hiding questions based on prior answers) to **guide users step-by-step and eliminate confusion**. They also enforce **standardized data entry** – for example, dates, case numbers, and other fields follow strict formats to prevent mistakes. The kiosk even offers on-screen tutorial videos and pop-up instructions to help users complete forms correctly, drastically reducing the chance of errors or omissions. As a result, what used to be a messy pile of paperwork is now an intuitive, automated eForm process. *“The new kiosk homepage, featuring clearly labeled action buttons, transformed a confusing paperwork system into a streamlined digital experience,”* Kallaus explained. *“The kiosk eliminated that hassle”* of deciphering bad handwriting or missing info.

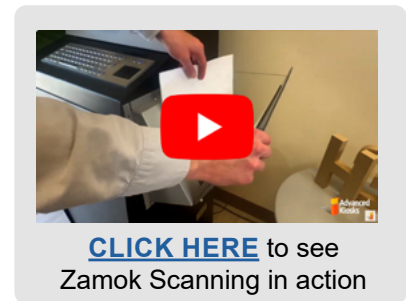
- **Integrated Document Scanning:** Many law enforcement forms require photocopies of IDs or supporting documents. The kiosk includes a **built-**



“The onboarding support from Advanced Kiosks made setup simple — everything was ready to go out of the box. Combined with the instructional pop-ups, it’s easy for the public to use without needing staff assistance, which has been a game changer for both our team and the people we serve.”

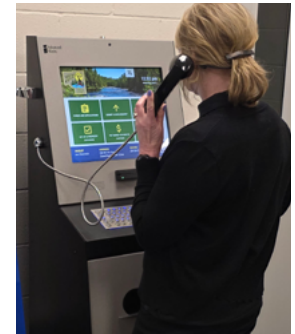
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in **document scanner** that works seamlessly with Zamok software. Users can [scan](#) IDs, letters, or any paperwork on the spot, and the digital copies are instantly attached to their form submissions or forwarded to the appropriate staff. This capability eliminated the previous juggle of making copies at the front desk or asking the public to bring in additional documents later. **Important paperwork is captured securely and accurately in one go**, further reducing follow-up visits and manual filing.



- **Electronic Payment Processing:** To modernize financial transactions, the Kiosk Office Suite introduced [secure payment options](#) for fees and deposits. Citizens can now **pay by credit or debit card right at the kiosk** for things like inmate phone funds, commissary deposits, or other fees – **greatly reducing reliance on cash**. The kiosk guides users through card payments and can even print or email a receipt. This not only gives the public more convenient payment methods but also improves accounting for the Sheriff's Office (digital payments are automatically logged, minimizing cash-handling errors). As Kallaus noted, residents can now ***“pay securely by card – reducing the reliance on cash and improving financial tracking”***.

- **VoIP Communication with Staff:** Recognizing that some situations still require human assistance, each kiosk is outfitted with a [VoIP handset \(phone\)](#) that connects directly to staff. Through the Zamok interface, a user can pick up the attached phone handset and be instantly connected via Voice-over-IP to a staff member or dispatcher for help. This **direct line of communication** means that if a visitor has a complex question or an urgent issue (for example, unsure how to proceed, or needing to report something sensitive), they can get help **without a deputy having to be physically at the front desk**. The VoIP integration has effectively virtualized the help desk – providing personal service when needed, but only when needed. According to the product team, these built-in phones ***“allow direct voice communication with facility personnel when needed for complex issues,”*** ensuring no citizen is left struggling.



- **FaceLock™ Facial Recognition for Session Security:** To protect sensitive information, the kiosks leverage **facial detection technology** as a security measure. The Zamok software's [FaceLock](#) feature uses the kiosk's camera to **detect when a user walks away or if an unauthorized person approaches**. If the original user's face is no longer in front of the kiosk, the session automatically locks or ends, instantly hiding any personal data on the screen. Notably, **no photos or IDs are permanently stored** – the system simply uses [face detection](#) in real time to secure the session, maintaining user privacy. This gives the public confidence to enter personal information (like addresses, phone numbers, or inmate ID numbers) knowing that once they step away, **no one else can view their data**. FaceLock provides a **smart layer of security and trust** in a busy lobby environment where multiple people may be present.



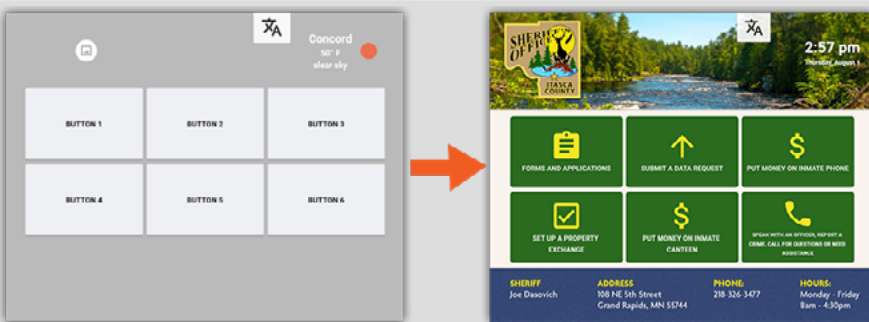
- **Remote Monitoring & Management:** Another behind-the-scenes win was the ability for IT staff and administrators to [manage the kiosks remotely](#) through Zamok's cloud management console. From any location, authorized staff can monitor kiosk status (online/offline, device health), push software updates or new form templates, and even troubleshoot issues. This remote management means **minimal downtime and less need for on-site service**. For a county spanning nearly 3,000 square miles, this feature is crucial – as they consider adding kiosks in satellite offices or other towns, officials can oversee all units centrally. The Justice Center's team can now update a form or

add a new service to the kiosk with a few clicks, instead of a time-consuming manual update. Remote oversight ensures the kiosks are always up-to-date and functioning, without pulling deputies away from other duties.

- **Seamless Onboarding & Setup:**

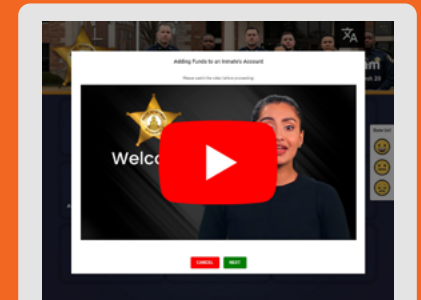
A standout element of the project was Advanced Kiosks' hands-on [onboarding process](#). A dedicated specialist worked directly with the Sheriff's Office to configure software, digitize forms, and tailor the interface to departmental needs including creation of AI-powered Instructional Pop-Up videos for better customer instructions. As Records Deputy Amber Kallaus put it: ***"The attentiveness and the time that they put in was very helpful... And now we're left with a product that I think is working very well for us."*** By the time the kiosk arrived, everything was fully configured—making deployment truly plug-and-play.

Together, these features formed a **comprehensive self-service platform** for the Sheriff's Office. What used to require multiple clipboards, phones, and counter space is now handled by a single, sleek kiosk. Citizens visiting the Justice Center can **submit data requests, apply for permits, schedule property exchanges, deposit inmate funds, or get information – all on their own**. The [kiosk interface](#) is designed with large, clear buttons for each service, making it extremely intuitive even for those with little tech experience. In essence, the **Kiosk Office Suite turned the front lobby into a one-stop digital service center** for the public. And importantly, it did so without adding strain on the staff; in fact, it relieved it.



Itasca user interface before and after Onboarding & Customization service

Deputy Kallaus quickly saw the difference: ***"I think we were doing more than we needed to before, and now I think we're doing just what we need to do, which is good. The kiosk has definitely helped."*** By automating the form intake and guidance process, the staff could **re-focus on their core responsibilities** knowing that routine requests were being handled efficiently by the kiosk.



[CLICK HERE](#) to see an example of Instructional Pop-Up Videos

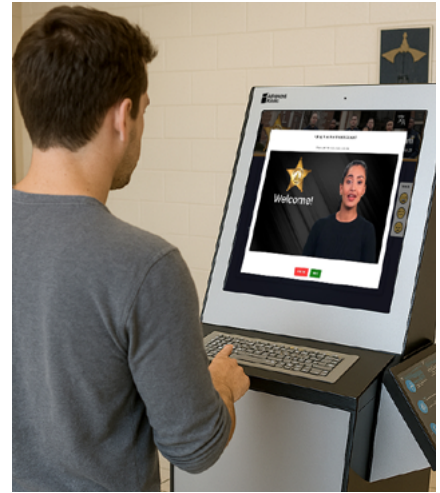
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RESULTS: Time Savings, Accuracy Gains, and Improved Public Service (Post Kiosk Benefits)

The impact of the self-service kiosks was apparent almost immediately. What had been a bustling front desk with frequent interruptions is now a streamlined, mostly self-service workflow. Staff report that most visitors are able to complete their business at the kiosk without any assistance, a dramatic change from the constant hand-holding that paper forms required. This shift has yielded concrete benefits:

- **Significant Time Savings for Staff:** Freed from babysitting the front counter, administrative staff and deputies reclaimed hours each day to focus on higher-priority work. Early observations suggest the front-desk inquiries have dropped substantially. In fact, experiences in other jurisdictions show that self-service kiosks can reduce front-desk interactions by **35–40%**, which translates to roughly **12–15 staff hours saved per week** that can be redirected to critical tasks. Itasca County's own initial results appear to mirror this trend – **dozens of staff hours per month have been freed up**. Now, rather than spending mornings helping visitors fill out forms, the Records staff can concentrate on updating records, monitoring the jail population, and performing the *“statutorily mandated tasks”* that had been sidelined.



- **Faster Service and Shorter Lines:** For the public, the experience improved greatly. What once might have required waiting for an available staff member is now often **immediate** – citizens can walk up to the kiosk and start their request right away. Forms that might have taken 20–30 minutes of back-and-forth can now be completed in a single sitting within a few minutes. And there's no need to **start over due to mistakes**; the eForms won't let a user submit until all required info is correctly entered. This has virtually eliminated the frustrating scenario of a person filling out a form, only to have it rejected later for missing information. By combining guided digital tools with clear communication and self-direction, the kiosk fosters a more transparent, trustworthy experience—[exactly the kind of solution Americans say they want from government services](#).

- **Visits are quicker and more productive**, and citizens leave the facility with their tasks accomplished in one trip. One measure of success is adoption: in the first month after installation, the kiosk was used heavily. Staff noted that **“forms and applications” were the most popular selection on the kiosk, with over 100 digital forms submitted in that period**, followed by dozens of transactions for inmate phone and commissary deposits. Even traditionally infrequent tasks – like setting up property exchanges or submitting data requests – saw usage on the kiosk, indicating that **people were eager to use the new system for all kinds of services**.



- **Improved Accuracy and Digital Records:** Because the kiosk ensures every form is complete and legible, the **quality of information collected has improved**. **No more deciphering messy handwriting** or chasing down visitors for missing fields – the submitted digital forms are clear and comprehensive. This has a downstream effect as well: the

data from the forms is now **available electronically**, which means it can be saved directly to databases or emailed to the appropriate department. The Sheriff's Office has effectively begun to **digitize its records** in the process, reducing paper filing and making retrieval of information faster. In law enforcement, having accurate information is critical, and the kiosk solution has bolstered that accuracy at the entry point. One staff member commented that the system "turned a confusing paperwork process into a streamlined digital experience," and it shows in the **reduced errors and follow-up calls** needed after a form is submitted.

- **Enhanced Security and Professionalism:** The introduction of Face-Lock facial detection and secure payment processing has **increased confidence** for both the public and staff. Users feel safer inputting personal data, and staff trust that **sensitive information won't linger on the kiosk** for prying eyes. In addition, eliminating cash handling for many transactions means **less risk of errors or theft**, and an audit trail for all payments.



Overall, the lobby environment has taken on a more professional, modern aura – something not lost on visitors. The Sheriff's Office is effectively projecting an image of a **tech-savvy, responsive law enforcement agency**, which can improve public satisfaction. By making services easy and accessible, Itasca County is not only saving time but also likely **boosting public trust and goodwill**.

- **Positive Staff Feedback:** Perhaps one of the best indicators of success is the endorsement from those who use the system daily. Deputy Kallaus, who spearheaded the project, is enthusiastic about the outcome. She highlighted how supportive the deployment process was, saying ***"The attentiveness and time the onboarding team put in were incredibly helpful. We're left with a product that's working very well for us."*** This kind of feedback underscores that the technology wasn't a burden to implement



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[CLICK HERE](#) to read the
Kiosk Office Suite for
Law Enforcement Brochure

– it was a welcome improvement. Front-line staff who initially were busy with paperwork can now focus on more engaging aspects of their jobs, which has likely improved morale. In Kallaus's own words, the department went from *“doing more than we needed to... to just what we need to do,”* thanks to the kiosk.

CONCLUSION: A Blueprint for Efficiency in Law Enforcement

By embracing the Kiosk Office Suite solution, the Itasca County Sheriff's Office **transformed its front-desk operations** and reclaimed valuable staff time – all while improving the experience for the public. The successful implementation at the Justice Center has laid the groundwork for **broader digital transformation** in Itasca County. Although formal metrics are still being compiled, the kiosks are already seeing **regular daily use and drastically fewer people needing help at the counter**, according to staff observations.

Seeing these benefits, Sheriff Dasovich's team is considering expanding the kiosk program to other county locations. In a county that spans nearly 3,000 square miles, a network of self-service kiosks in remote towns could bring county services closer to residents without requiring them to drive to the central facility. And with Zamok's remote management capabilities, those kiosks can be monitored and updated as easily as the one in the Justice Center lobby.



The Itasca County case study vividly illustrates how **targeted technology investments can solve real-world problems in government offices**. A process that once tied up law enforcement personnel in paperwork is now largely handled by a friendly touchscreen kiosk – available 24/7 to assist the public.

Time saved, accuracy gained, and service improved: these outcomes speak to a win-win for the Sheriff's Office and the community it serves. The project's success also highlights the forward-thinking leadership of Sheriff Dasovich and Deputy Kallaus. By recognizing an opportunity to innovate, they turned a small administrative fix into a big leap forward for the department.

In law enforcement, every minute of an officer's time counts. With this self-service kiosk solution in place, **Itasca County's officers can spend more minutes on what truly matters – public safety – while citizens receive faster, better service on the administrative front**. It's a powerful example of how modernizing “front desk” duties can ultimately strengthen the front lines of public safety.

Deputy Kallaus summed up the initiative's success best: *“We're left with a product that's working very well for us”*. The Sheriff's Office now has a reliable, efficient system and a roadmap for continued digital transformation, proving that even in a resource-constrained environment, **innovation can drive meaningful improvements**.

Are you ready to start your self-service journey? Reach out to the Advanced Kiosks Sales Department at sales@advancedkiosks.com, call (603) 865-1000 or [contact us on our website](#).