

CASE STUDY

Prince William County Circuit Court Clerk

Success with Self-Service Kiosks



Abstract: This case study explores the implementation of self-service kiosks in the Prince William County court system in Virginia. The solution offers six [Office Extension kiosks](#) for residents to handle [court services](#) outside of regular office hours, providing convenience and accessibility for tasks like marriage licensing, gun permits, fee payments and more. The article also highlights the potential for expanding the kiosk availability to meet future demand, ensuring equal access to fundamental rights for all residents.

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Jacqueline Smith
Circuit Court Clerk
Prince William County

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CHALLENGES: LIMITED ACCESS

The Prince William County court system in Virginia is home to over 470,000 residents, many of whom face an increasingly common problem in counties across the United States – lack of convenient access to government services.

Prince William County residents regularly take an entire day off work to complete essential government business during limited business hours. Recognizing the need to make these services accessible for everyone, court officials in the community turned to Advanced Kiosks to find a solution that allows citizens to handle their business on their time.

“Our ultimate goal is to allow customers access to essential court services outside of regular business hours,” said Clerk of Court Jacqueline Smith. “In our community, we have one courthouse centrally located in the county. Still, for people who live on one side or the other, if they don’t have reliable transportation, it takes them up to 3.5 hours to get here by bus.”

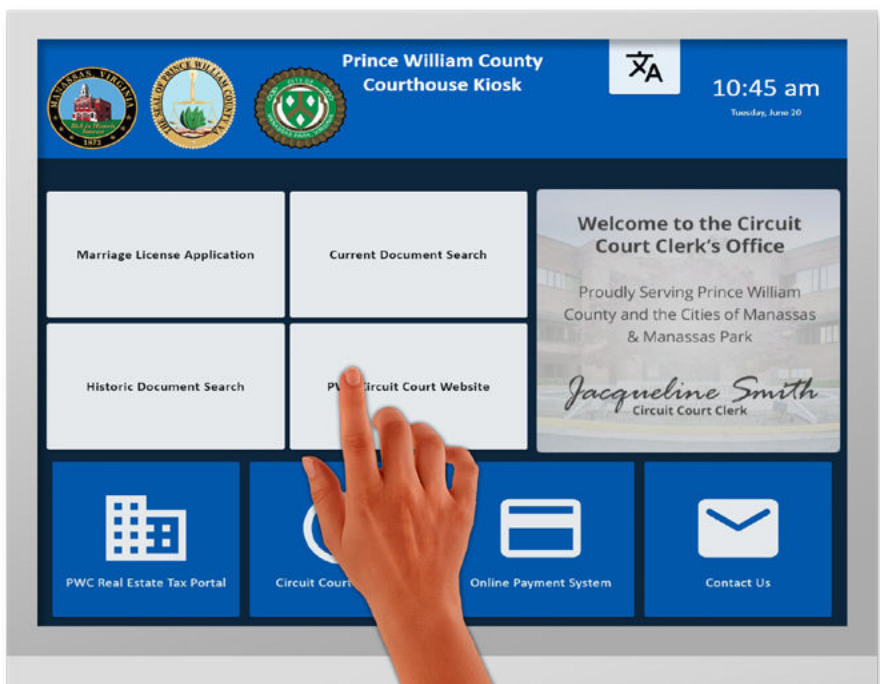
THE SOLUTION: ACCESS TO ALL

With Office Extension 2.0, residents can access essential court services outside of court office hours at times convenient for them. Once fully rolled out, the six self-service kiosks will be available 24 hours a day, seven days a week, and accessible in both the courts and the local public library.

Office Extension 2.0 is the self-service solution that helps courts and government agencies across the country save time and resources by automating court services such as marriage licensing, gun permits, paying fees, Notary oath and more.

By automating these tasks, Prince William County residents avoid taking entire days off from work to practice their fundamental rights as citizens of the Commonwealth of Virginia. Instead, they can access one of the Office Extension kiosks, accessible within the court complex, for court services after business hours end and on the weekend.

To ensure Prince William County Courts comply with CDC guidelines, the staff at the court disinfect the kiosks between customers and have supplied disinfecting stations throughout the complex for citizens visiting the court.



THE RESULTS

With the Office Extension 2.0, Prince William County has employed a modern solution to rectify many outdated processes that were holding them back.

To date, the customer response has been overwhelmingly positive and the new configuration provides peace of mind to residents who struggled with the previously prohibitive hours of operation. Still, like many forms of technology, the risk of technological failure due to improper installation or messy engineering is a concern many customers understandably have.

“We employ a lot of technology in the office, and there’s always hiccups and glitches,” says Smith. “We’ve had none of that with Advanced Kiosks. They have thought through everything; While it was not quite plug and play, it’s about as close to plug and play as a kiosk could be. I’ve been so impressed!”

Their new configuration was designed with usability in mind for the self-guided user, with the kiosk’s interface (*pictured above*) customized to each specific court and the needs of the residents they serve.

“To have a kiosk that somehow communicates with every kind of user in a meaningful way, whether they’re the Android people, the iPhone people, or the no technology people, is a great benefit. It’s amazing to me how flawless it’s been.”

In addition to allowing customers to conduct business autonomously, one of the biggest game-changers for Prince William County has been the ability to offer services to community members who do not speak English as their first language.

“If they have language separation, customers can go on the kiosk and utilize our online tools that will communicate with them in their language and help them understand better than our employees could,” said Smith.



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Response from within the county has also been positive, with one of the most notable pieces of feedback coming from within the court itself.

“The most notable feedback is the chief judge and clerk of one of the lower courts came upstairs to look at the kiosks and said, ‘we need these,’” Smith said. “I have been in this position for three years, and the chief judge has never come up here previously. People are talking!”

In the short-term, the kiosks have satisfied the immediate needs of its residents. In the long-term, the expectation is to expand the availability of the kiosks to meet demand.

“Long-term, the kiosks are going to allow everyone in the population to exercise their fundamental rights, and right now, we can’t necessarily say that people can do that, said Smith. I don’t think there’s any greater thing that any piece of technology could do for us right now than to allow people to access those systems without any burden.”

UPDATE: NEW FEATURES 3.0

Since this article was written, Office Extension 2.0 has been upgraded to [Office Extension 3.0](#).

Exciting new features include:

- **New Translation Capabilities:** Users can instantly transform the interface into their choice of one of the hundreds of languages via a convenient dropdown menu. Web pages are automatically translated into the chosen language.
- **New & Improved Secure File Upload:** Files can be uploaded directly via scanning documents.
- **Human Detection Technology:** Built-in human detection technology can trigger custom workflows such as welcome videos, tutorials, check-in screens, and more.
- **Improved User Experience:** Managing and customizing kiosks is now easier than ever with a brand new, more intuitive dashboard interface and homepage theme editor.

If you have questions about Prince William County’s solution or the process behind it, please do not attempt to contact them directly. Instead, please reach out to our team at: onboarding@advancedkiosks.com or call (603)865-1000.